

CAR 18199534

10F4

DOWNEAST AUTO BODY
21 PIERCE RDBREWER, ME, 04412-0248
PH:207-989-7515 FAX:207-989-5410
ANYONE CAN TAKE OUT DENTS WE TAKE OUT THE DOUBTS

*** PRELIMINARY SUPPLEMENT 2 ***

S2 12/11/2008 02:08 PM
01/08/2009 11:20 AM

Owner

Owner: [Redacted]
Address: [Redacted]
City State Zip: ORONO, ME [Redacted]

Home/Day: [Redacted]
Home/Evening: [Redacted]

SSP

Control Information

Claim #: [Redacted]
Loss Date/Time: 12/07/2008 07:00 AM
Deductible: \$500.00
File #:

Insured Policy #: [Redacted]
Loss Type: Collision
Accounting #: ZZZZZZZZZ

5C [Redacted]

Ins. Company: Liberty Mutual
Company Contact: PHIL L ST LAURENT
Address: 114 TURNPIKE RD
City State Zip: Westborough, MA 01581

Work/Day: (207)751-0644
FAX:

Insured: UNIVERSITY OF MAINE CU

Claim Rep: bayrouy

Inspection

Inspection Date: 12/11/2008 01:50 AM
Inspection Location: 197 stillwater ave
City State Zip: Bangor, ME 04401
Primary Impact: All Over
Driveable: No

Inspection Type: Direct Repair Program
Contact:

Secondary Impact:
Rental Assisted:

Assigned Date/Time:
First Contact Date/Time:

Received Date/Time: 12/11/2008 01:51 PM
Appointment Date/Time: 12/11/2008 07:00 AM

Orig Appraiser Name: I St.Laurent,Phil
Address:

Appraiser License # :
Cell: (207)751-0644
FAX: (866)363-4896

Email: phil.st.laurent@libertymutual.com

Remarks

If additional damage is discovered during the repair process,
please fax your supplement request to Fax: 866-363-4896 email: SUPP-CT
@libertymutual.com. Please include the shop name,
contact name & number, claim number, vehicle owner's name, and details
about the supplement request.
NO UPD

Vehicle

2005 Jeep Grand Cherokee Laredo 4 DR Wagon
6cyl Gasoline 3.7
5 Speed Automatic

Lic.Plate: [Redacted]
Lic Expire:
Prod Date:
Vch Insp#:

Lic State: ME
VIN: 1J4GR48K65C [Redacted]
Mileage: 51,716
Mileage Type: Actual

CAIR 18199534

Condition: Good
 ExL Color: LIGHT KHAKI SILVER
 Ext. Refinish: Two-Stage
 Ext. Paint Code: PJC

Code: J7323D
 Int. Color:
 Int. Refinish:
 Int. Trim Code:

Options

4-Wheel Drive	AM/FM CD Player	Air Conditioning
Alarm System	Aluminum/Alloy Wheels	Anti-lock Brakes
Center Console	Cruise Control	Dual Airbags
Fog Lights	Intermittent Wipers	Keyless Entry System
Lighted Entry System	Mud Guards	Overhead Console
Power Brakes	Power Door Locks	Power Drivers Seat
Power Mirrors	Power Steering	Power Windows
Privacy Glass	QuadraTrac Transfer Case	Rear Window Defroster
Rear Window Wiper/Washer	Rem Trunk-L/Gate Release	Roof/Luggage Rack
Tachometer	Tilt Steering Wheel	Tinted Glass
Traction Control System	Trailer Hitch	Trip Computer
Velbur/Cloth Seats		

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	E	5		Bumper,Front	5166082AB	\$88.05			4.7	SM
2	L	5		Bumper,Front	Refinish				0.6	RF
					0.6 Surface					
3	E	8 46		Cover,Front Bumper	5159130AA	\$260.00			1.3	SM
				>> no lkq at greenpoint,littlefields or gorhom qt #265750						
4	L	8 13		Cover,Front Bumper	Refinish				3.6	RF
					2.5 Surface					
					0.6 Two-stage setup					
					0.5 Two-stage					
5	E	69 46		Dam,Air	5159125AA	\$56.50			INC	SM
6	E	29 01		Grille Assembly	5JF941B8AE	\$247.00			INC	SM
7	L	29		Grille Assembly	Refinish				1.4	RF
					1.2 Surface					
					0.2 Two-stage					
8	E	41		Headlamp Assembly LT	55156351AH	\$267.00			0.3	SM
9	E	42		Headlamp Assembly RT	55156350AH	\$270.00			0.3	SM
10	N	973		Headlamps Aim	Additional Labor				0.4	SM
11	E	55		Lamp Assembly,Fog LT	4805859AB	\$28.20			INC	SM
12	E	56		Lamp Assembly,Fog RT	4805859AB	\$28.20			INC	SM
13	I	73 07		Crsnbr,Rad Pnl Lower	Repair				1.0*	SM
14	L	73		Crsnbr,Rad Pnl Lower	Refinish				0.8*	RF
					0.8 Surface					
				>> Partial refinish with full clear.						
15	E	354 07		Supt,Radiator Sd Panel LT	68019061AA	\$27.60		S1	1.2	SM
16	L	354		Supt,Radiator Sd Panel LT	Refinish			S1	0.4	RF
					0.4 Surface					
17	I	355 07		Supt,Radiator Sd Panel RT	Repair			S1	1.0*	SM
18	L	355		Supt,Radiator Sd Panel RT	Refinish			S1	0.4	RF
					0.4 Surface					
19	E	102		Tray,Battery LT	55396403AC	\$35.30		S1	0.3	SM
20	I	105 07		Panel,Inner Fender LT	Repair			S1	3.0*	SM
21	L	105		Panel,Inner Fender LT	Refinish			S1	0.4*	RF
					0.4 Surface					
				>> SPOT REFINISH						
22	I	106 07		Panel,Inner Fender RT	Repair			S1	2.0*	SM
23	L	106		Panel,Inner Fender RT	Refinish			S1	0.4*	RF
					0.4 Surface					
				>> SPOT REFINISH						
24	E	103 46		Fender,Front LT	55394451AB	\$136.00			2.2	SM
				>> no lkq at greenpoint,littlefields or gorhom qt #265750						
25	L	103		Fender,Front LT	Refinish				3.0	RF
					2.1 Surface					
					0.5 Edge					
					0.4 Two-stage					
26	E	104 46		Fender,Front RT	55394450AB	\$136.00			1.7	SM
				>> lkq not costb e						

CAR 18199534

JOEY

2005 Jeep Grand Cherokee Laredo 4 DR Wagon
 Claim #: 010288082-01

12/11/2008 02:08 PM
 01/08/2009 11:20 AM

		>> LKQ LOCATED* BUT NOT COST EFFECTIVE 110			
27	L 104	Fender,Front RT	Refinish	3.0	RF
			2.1 Surface		
			0.5 Edge		
			0.4 Two-stage		
28	RI 225	Guard,Fender Mud LT	R & I Assembly	INC	SM
29	RI 226	Guard,Fender Mud RT	R & I Assembly	INC	SM
30	E 108	Filler,Front Fender RT	55196996AC	\$15.55	S1 INC SM
31	E 111	Shield,Front Splash LT	55156621AE	\$68.35	INC SM
32	E 1128	Retainer,Front Fender LT	MULTI-PART	\$42.80	S1 SM
33	E 789	Duct,Air Intake	53013730AC	\$51.10	S1 SM
34	UC 901	Wheel,Front LT	Replace Reconditioned	\$179.00*	S1 0.3 SM
35	PC 902 50	Wheel,Front RT	Replace PXN Reconditioned	\$179.00	0.4 SM
36	PC 903 50	Wheel,Rear LT	Replace PXN Reconditioned	\$179.00	0.4 SM
37	PC 904 50	Wheel,Rear RT	Replace PXN Reconditioned	\$179.00	0.4 SM
38	E 909	Cap,Wheel Hub Front LT	5HT59S20AB	\$11.05	S1 SM
39	N 974	Suspension Align,Frnt	Additional Labor		1.5 ME
40	E 710	End,Tie Rod Outer L/R	5143555AB	\$80.55	S1 0.3 ME
41	E 1060	Pump,Washer	5143581AA	\$88.05	S1 INC SM
42	E 1074	Retainer,Rckr Pnl Mldg LT	MULTI-PART	\$42.80	S1 SM
43	E 272	Mldg,Rocker Panel LT	5HU25RXFAB	\$97.30	S1 INC SM
44	I	LT 1/4 PANEL WHEELHOUSE	Repair		S1 1.5* SM*
45	L	LT 1/4 PANEL WHEELHOUSE	Refinish		S1 0.2* RF*
46	E 1307	Cover,Front Seat Back	1CA801D5AA	\$29.80	0.5* SM
		>> outer side panel dr seat			
47	E 207	Door Shell,Front LT	55394353AB	\$545.00	4.6 SM
		>> LKQ LOCATED* BUT NOT COST EFFECTIVE 700			
		without mark up rt16265750			
48	L 207	Door Shell,Front LT	Refinish		3.5 RF
			2.1 Surface		
			1.0 Edge		
			0.4 Two-stage		
49	BR 210	Pnl,Front Door Outer RT	Blend Refinish		S1 1.3 RF
			0.9 Blend		
			0.4 Two-stage		
50	E 261	Mldg,Front Door Lower LT	5HU15RXFAD	\$51.95	0.4 SM
51	RI 262	Mldg,Front Door Lower RT	R & I Assembly		S1 0.4 SM
52	EU 229	Mirror,Outer R/C LT	Replace Recycled	\$85.00* +25.00	0.2* SM
		>> lq at rt 16 qt #265750 (gorhom) 1-800-423-4006			
53	RI 230	Mirror,Outer R/C RT	R & I Assembly		S1 0.3 SM
54	RI 228	Handle,Front Door Otr RT	R & I Assembly		S1 1.2 SM
55	I 289	Pnl,Rear Door Outer LT	Repair		5.0* SM
56	L 289	Pnl,Rear Door Outer LT	Refinish		S1 2.0 RF
			1.0 Surface		
			0.1 Two-stage		
57	E 456	Mldg,Rear Door Lower LT	5HU21RXFAD	\$39.55	0.4 SM
58	I 389	Panel,Quarter LT	Repair		8.0* SM
59	L 389	Panel,Quarter LT	Refinish		S1 2.1 RF
			2.1 Surface		
			INC Two-stage		
60	I 390	Panel,Quarter RT	Repair		1.5* SM
61	L 390	Panel,Quarter RT	Refinish		1.4* RF
			1.4 Surface		
			INC Two-stage		
62	BR 397	>> Partial refinish with full clear. Door,Fuel Filler LT	Blend Refinish		S1 0.2 RF
			0.2 Blend		
			INC Two-stage		
63	RI 397	Door,Fuel Filler LT	R & I Assembly		S1 0.2 SM
64	RI 393	Otr Glass R & I LT	R & I Assembly		S1 2.3 SM
65	EC 433	Sealant Kit,Qtr Glass LT	Replacc Economy	\$15.00*	S1 INC SM
66	RI 533	Taillamp Assembly LT	R & I Assembly		S1 0.3 SM
67	I 451	Cover,Rear Bumper	Repair		0.5* SM
68	L 451 10	Cover,Rear Bumper	Refinish		1.9* RF
			1.4 Surface		
			0.5 Two-stage		
		>> Partial refinish with full clear.			
69	N 451	Cover,Rear Bumper	Additional Labor		0.9 SM
70	RI 454	Pad,Rear Bumper Step	R & I Assembly		0.4 SM
71	P 975	Suspension Check Rear	Check		ME

CAR 18199534

4 of 4

2005 Jeep Grand Cherokee Laredo 4 DR Wagon
 Cblm #: 01028902-01

12/11/2008 02:08 PM
 01/08/2009 11:20 AM

72 I	M64	Unibody-Frame Alignment >> RADIATOR SUPPORT- LH REAR 1/4	Repair		S1	2.0' FR
73 EC		WRANGLER HP RR >> PRICE IS FOR 2- GOODYEAR 235/65R17 403656174 0 12 103S >> Tire Rack >> South Bend IN (800) 445-0179	Replace Economy	\$289.00*	S1	SM
74 SB		Hazardous Waste Removal	Sublet Repair	\$3.00*		SM
75 SB		COVER CAR EXTERIOR	Sublet Repair	\$5.00*		SM*
76 I		SET-UP AND MEASURE	Repair			2.0' SM*
77 L		PINCH WELDS REFINISH	Refinish			0.5' RF*
78 I		PINCH WELDS REPAIR	Repair			0.5' SM*
79 EU		WASHER PUMP PLUG END >> LKQ WIRING END	Replace Recycled	\$10.00*	S1	0.5' SM*
80 RI		LT REAR MUD FLAP	R & I Assembly		S1	0.2' SM*

80 Items

MC	Message
01	CALL DEALER FOR EXACT PART # / PRICE
07	STRUCTURAL PART AS IDENTIFIED BY I-CAR
10	INCLUDES AUDATEX TIME TO CLEAR ENTIRE PANEL
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
46	PRINTABLE ALTERNATE PARTS COMPARE
50	SEE PREVIOUS ESTIMATE FOR SUPPLIER INFORMATION

Estimate Total & Entries

Gross Parts	\$2,743.70	
Other Parts	\$1,115.00	
Paint Materials	\$596.20	
Line Item Markup	\$21.25	
Parts & Material Total		\$4,476.15
Tax on Parts & Material	@ 5.000%	\$223.81

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$42.00	25.4	27.3	52.7	\$2,213.40
Mech/Elec (ME)	\$42.00	0.3	1.5	1.8	\$75.60
Frame (FR)	\$42.00		2.0	2.0	\$84.00
Refinish (RF)	\$42.00	27.1		27.1	\$1,138.20
Paint Materials	\$22.00				

Labor Total	83.6 Hours	\$3,511.20
Sublet Repairs		\$8.00
Towing		\$65.00
Gross Total		\$8,284.16
Less: Deductible		\$500.00
Net Total		\$7,784.16
Less: Previous Net Total		\$7,784.16
Net Supplement Total		\$0.00

Alternate Parts No

Audatex Estimating 5.0.421 S2 01/08/2009 11:24 AM REL 5.0.421 DT 11/01/2008 DB 12/15/2008
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3.5 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.
 ESTIMATE CALCULATED USING THE 2.5 HOUR MAXIMUM ALLOWANCE FOR TWO-STAGE REFINISH OF NON-FLEX, EXTERIOR SURFACES.

THE REPAIR ESTIMATE IS BASED IN PART ON THE USE OF REPLACEMENT PARTS WHICH

October 4, 2011

Ms. Marilyn Tombrello
State Farm Insurance Companies
P.O. Box 2374
Bloomington, IL 61702-2374

Re: Your Claim No.: [REDACTED]
Your Insured: [REDACTED]
Date of Loss: October 15, 2010
Our File No.: 21418438

Dear Ms. Tombrello:

This will acknowledge your correspondence dated September 27, 2011, regarding your insured referenced above.

Naturally, we were sorry to learn of this incident. A review of our records finds that this is the first notification we have had of this incident. In order for us to properly evaluate your claim, we will require the following information:

1. The vehicle identification number for the vehicle in question (the VIN you provided is not valid).
2. A detailed explanation as to why you feel we have a liability in this matter.
3. The complete address for the location at which the vehicle may be inspected in its damaged state.
4. A copy of any engineering or inspection report you may possess relating to the incident, as well as the photographs.

We will investigate your claim following receipt of the above requested information. Thank you for your cooperation in this regard.

Sincerely,

J. S. Susalla
Special Investigations
(248) 944-7149

JSS/ss

State Farm Insurance Companies



State Farm Insurance
Subrogation Services
PO Box 2374
Bloomington, IL 61702-2374

September 27, 2011

Chrysler Group Llc / Cims [REDACTED]
1000 Chrysler Dr.
Auburn Hills, MI 48326

929

RE: Claim Number: [REDACTED]
Our Insured:
Date of Loss: October 15, 2010
Amount of Claim: \$25,000.00

Dear [REDACTED] or Claims:

We recently sent you a letter notifying you of the amount you owe for this claim. We have now made an additional payment/ payments on this claim. The total amount due is now \$25,000.00.

Please remit your payment or contact us to discuss arrangements. Thank you for your cooperation.

Sincerely,

M. Tombrello
Marylin Tombrello ext 9444841
Claim Processor
(866) 927-8276, Team 90
State Farm Mutual Automobile Insurance Company

RECEIVED

OCT 04 2011

SPECIAL INVESTIGATIONS

rm this supplement was received. The you is not a working number. The insured nd we will be in touch with Attorney

LAST 8 VIN

8F [REDACTED]

RECEIVED

OCT 03 2011

CCRG
Office of the General Counsel



RBZ0006Z
date: 09-28-11

page: 1

route to: Tenita Shepherd

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

AUTO PAYMENTS BY COL

claim number

policy number

named insured

date of loss

10-15-10

COL 600

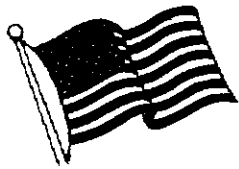
C denotes consolidated payment

E denotes EFT payment

P denotes previous date

COL: 600 indemnity: 25,000.00 dir rcov: 0.00 expense: 37.41

payment number	payee	amount	status	COL	pay cd	rsn	reporting party
118534048J	CLARIAN HEALTH	584.00	PAID	600	1		
118538278J	UNIV SURGEONS I	3,237.00	PAID	600	2		
E 118537117K	HEALTHPORT	37.41	PAID	600	8		
118812582J	OWEN COUNTY EMS	494.00	PAID	600	2		
118811487J	ABEL FUNERAL SE	3,000.00	PAID	600	2		
118811112J	AIR EVAC LIFETE	17,685.00	PAID	600	2		



PRESORTED
FIRST CLASS



UNITED STATES POSTAGE

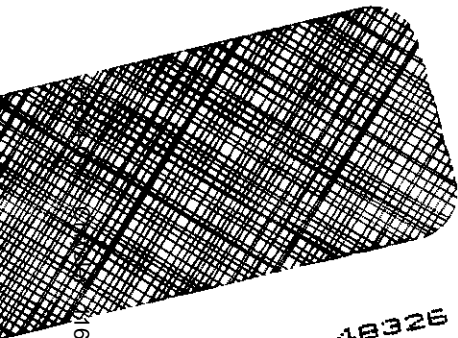


PITNEY BOWES

\$ 00.36⁶

SEP 29 2011

02 1R
0006559214
MAILED FROM ZIP CODE 35209



609

IA*HN3B 48326



State Farm Insurance Companies



State Farm Insurance
Subrogation Services
PO Box 2374
Bloomington, IL 61702-2374

December 19, 2011

Chrysler Group Llc / Cims 485-13-30

1000 Chrysler Dr.
Auburn Hills, MI 48326

RE: Claim Number: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: October 15, 2010
Your Insured: [REDACTED]
Your Insured Driver: [REDACTED]
Your Claim Number: file# [REDACTED]
Your Policy Number: [REDACTED]
Loss Location: [REDACTED] Cloverdale, IN

Dear Sir/Madam:

It is our understanding that you are self insured. Our investigation indicates you are responsible for this claim. Therefore, we are seeking recovery from you. This letter is to notify you of our subrogation claim and request your cooperation in settling this matter.

To assist you in your review, here is a breakdown of the amounts State Farm paid by Cause of Loss:

041/045 - Uninsured Motorist BI	\$
042 - Uninsured Motorist PD	\$
300 series/400 - Comp/Collision	\$29,093.75
501 - Rental/Loss of Use	\$
600-050 - Med Pay/PIP	\$
Other	\$
Salvage Recovery	\$0
Amount State Farm Paid	\$29,093.75
Insured Deductible	\$250.00
Total Claim Amount	\$29,343.75

RECEIVED
JAN 10 2012
SPECIAL INVESTIGATIONS

Based on the assessment of liability between the parties, State Farm Mutual Automobile Insurance Company is seeking 100% of the Total Claim Amount listed above. The amount payable to State Farm Mutual Automobile Insurance Company for this loss is \$29,343.75.

Chrysler Group LLC
Office of the General Counsel

JAN 04 2012
By [Signature] Mail Reg. Agent/
Sec. of State/Proc. Server

Page 2
December 19, 2011

Our insured's vehicle was declared a total loss. Here is our total loss breakdown, showing how we arrived at the amount State Farm paid for our insured's vehicle:

Settlement:	
Base Price:	\$27,400.00
+Taxes:	\$1,918.00
+Fees:	\$25.75
-Deductible:	\$250.00
-Owner Retained Amt:	\$0
<hr/>	
Total Paid:	\$29,093.75

Please remit payment of this claim and include our claim number on the payment.

If you have any questions or need additional information, please call me at the number listed below. If I am not available, any other member of my team may assist you.

Thank you for your cooperation.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provided for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Sincerely,



Marilyn Tombrello ext 9444841

Claim Processor

(866) 927-8276

Team 90

State Farm Mutual Automobile Insurance Company

Enclosure(s)

PS: Our medical was sent previously and the insured is Attorney represented. Please call to verify our PD sub was received and give us the Adjuster information.

LEGAL PHOTOS RETAINED IN DOCUMENT RETENTION



RBZ0006Z
date: 12-29-11

page:

route to: Tenita Shepherd

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

AUTO PAYMENTS BY COL

claim number

policy number

named insured

date of loss

10-15-10

COL 400

C denotes consolidated payment
P denotes previous data

E denotes EFT payment

COL: 400 indemnity: 29,093.75 dir rcov: 0.00 expense: 0.00

payment number	payee	amount	status	COL	pay cd	rsn	reporting party
118644987J	WOLF TECHNICAL	1,770.80	PAID	400	E		Named Insu
118810244J	[REDACTED]	29,093.75	PAID	400	1		Named Insu
118810205J	[REDACTED]	29,093.75	VOID	400	1		Named Insu

Date: 10/22/2010 10:17 AM
 Estimate ID: 14-3066-81401
 Estimate Version: 0
 Committed
 Profile ID: * MARION

For your insurance and financial needs, please contact an agent
 or visit statefarm.com.

State Farm Insurance Companies

Damage Assessed By:
 Stephen Chambers

Appraised For:
 Claim Processor
 (866) 312-9518

Type of Loss: Collision (Spec)
 Date of Loss: 10/15/2010
 Deductible: 250.00
 Claim Number: [REDACTED]

Insured: [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED] N. SPENCER IN [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 910587

Description: 2007 Jeep Commander Limited
 Body Style: 4D Ut [REDACTED]
 VIN: 1J8HG58237C [REDACTED]
 Mileage: 0
 OEM/ALT: A
 Color: GREEN

Drive Train: 5.7L Inj 8 Cyl 4WD

Search Code: R6YY

Options: ALARM, CD PLAYER (MULTI), PASSENGER-FRONT AIR BAG, DRIVER-SIDE AIR BAG, HEATED SEATS, POWER DOOR LOCKS, POWER WINDOWS, POWER STEERING, ELECTRIC DEFOGGER, CRUISE CONTROL, TILT STEERING WHEEL, HEATED MIRROR, DUAL A/C, LEATHER SEATS, POWER PASSENGER SEAT, POWER SUNROOF, ANTI-LOCK BRAKE SYS. (ABS), FOG LIGHTS, ALUM/ALLOY WHEELS, REAR PARKING SENSORS, REMOTE VEHICLE STARTER SYSTEM, POWER-ADJUSTABLE PEDALS, TIRE PRESSURE MONITORING SYSTEM, MEMORY SEATS, NAVIGATION SYS., LEATHER STEERING WHEEL, SATELLITE RADIO, TRAILER HITCH, POWER REMOTE MIRROR, 4WD OR AWD, DVD PLAYER, PRIVACY GLASS, FRONT AIR DAM, TINTED GLASS, AUTO AIR CONDITION, TRIP COMPUTER, FIRST ROW BUCKET SEAT, SECOND ROW SPLIT BENCH SEAT, KEYLESS ENTRY, REAR SEAT HVAC CONTROLS, UNIVERSAL GARAGE DOOR OPENER, SECOND ROW FOLDING SEAT, THEATER STYLE SEATING, THIRD ROW SEAT, REAR HEATING, VENTILATION & AIR CONDITIONING, EXTERIOR RAILS, INTERACTIVE TRANSMISSION, TACHOMETER, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS, PASSENGER AIRBAG CUTOFF SWITCH/SENSOR, SIDE HEAD CURTAIN AIRBAGS, REMOTE DECKLID OR TAILGATE RELEASE, MP3 PLAYER

Line	Entry	Labor	Line	Part Type/	Dollar	Labor	
Item	Number	Type	Operation	Description	Part Number	Amount	Units
1	800016	BDY	REMOVE/REPLACE	R Replace Front Combination Lamp	Recycled	50.00 *	1.6 #
2				Line Markup %33.00		16.50	
3	800017	BDY	REMOVE/REPLACE	L Replace Front Combination Lamp	Recycled	50.00 *	0.3 #
4				Line Markup %33.00		16.50	
5	AUTO	BDY	OVERHAUL	Frt Bumper Cover Assy			0.7 #

ESTIMATE RECALL NUMBER: 10/22/2010 10:17:23 14-3066-81401

Mitchell Data Version: OCT_10_V UltraMate is a Trademark of Mitchell International

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UltraMate Version: 7.0.223 All Rights Reserved

Date: 10/22/2010 10:17 AM
 Estimate ID: 14-3066-81401
 Estimate Version: 0
 Committed
 Profile ID: * MARION

6	000035	BOY	REMOVE/REPLACE	Frt Bumper Cover	5183429AA	245.00	INC	#
7	AUTO	REF	REFINISH	Frt Bumper Cover			C	2.6
8	000037	BDY	REMOVE/REPLACE	Frt Bumper Air Dam	5183438AA	49.50	INC	
9	000039	BOY	REMOVE/REPLACE	Frt Bumper Filler Strip	5183439AA	187.00	INC	
10	001873	BDY	REMOVE/REPLACE	Frt Bumper Bracket	55156974AE	91.35	INC	#
11	000053	BDY	REMOVE/REPLACE	Grille	55156975AD	260.00	INC	
12	000077	BDY	REMOVE/REPLACE	R H/Lamp Cover	5175060AA	18.50		
13	000078	BDY	REMOVE/REPLACE	L H/Lamp Cover	5175061AA	18.50		
14	000085	BOY	REMOVE/REPLACE	R Fog Lamp	4805859AA	117.00	INC	#
15	000091	BDY	REMOVE/REPLACE	Hood Panel (Alum)	55396564AB	1,000.00	1.5	
16	AUTO	REF	REFINISH	Hood Outside			C	2.7
17	AUTO	REF	REFINISH	Add For Hood Underside			C	1.4
18	000137	BDY	REMOVE/REPLACE	Cooling Radiator	**non-OEM	212.00	2.4	#
19	000153	MCH	REMOVE/REPLACE	Air Cond Condenser	**non-OEM	187.00	0.5	#
20	AUTO	MCH	REMOVE/REPLACE	Evacuate & Recharge A/C				1.4
21	000204	BDY	REMOVE/REPLACE	R Fender Panel	55369218AB	249.00	1.9	#
22	AUTO	REF	REFINISH	R Fender Outside			C	1.6
23	AUTO	REF	REFINISH	R Add To Edge Fender			C	0.5
24	000205	BDY	REMOVE/REPLACE	L Fender Panel	Recycled	0.00	*	1.7 #
25	AUTO	REF	REFINISH	L Fender Outside			C	1.6
26	AUTO	REF	REFINISH	L Add To Edge Fender			C	0.5
27	001916	BDY	REMOVE/REPLACE	R Fender Liner	55396462AB	31.70	INC	
28	000217	BDY	REMOVE/REPLACE	R Fender Antenna Mast	56038725AC	22.55	INC	
29	001926	BDY	REMOVE/REPLACE	R Fender Antenna Nut	56038729AE	4.60		
30	000219	BDY	REMOVE/REPLACE	R Fender Adapter	56038789AA	2.50		
31	900500	BDY*	REMOVE/REPLACE	MOUNT AND BALANCE/STEM	New	18.35	*	0.0 *
32	900500	BDY*	REMOVE/REPLACE	MOUNT AND BALANCE/STEM	New	18.35	*	0.0 *
33	000216	BOY	REMOVE/REPLACE	L Fender Adhesive Nameplate	55157317AB	28.60	0.1	
34	001799	BDY	REMOVE/REPLACE	R Fender Wheel Opening Flare	5JP82TZZAC	68.25	INC	
35	AUTO	REF	REFINISH	R Wheel Opening Flare			C	1.0
36	001800	BDY	REMOVE/REPLACE	L Fender Wheel Opening Flare	5JP83TZZAC	68.25	INC	
37	AUTO	REF	REFINISH	L Wheel Opening Flare			C	1.0
38	003833	BDY	REMOVE/REPLACE	R Fender Low Tire Pressure Module	56053034AC	44.85		
39	AUTO	REF	REFINISH	Radiator Support Complete				1.5
40	000221	BDY	REMOVE/REPLACE	Upr Front Body Tie Bar	55396487AD	47.95	0.6	
41	001927	BDY	REMOVE/REPLACE	Front Body Radiator Support	-S 5143322AE	322.00	5.0	
42	001930	BOY	REMOVE/REPLACE	R Front Body Bracket	ORDER FROM DEALER	30.50	0.1	
43	001933	BDY	REMOVE/REPLACE	Front Body Lower Crossmember (HSLA)	-S 5166082AB	96.00	5.0	
44	000228	BDY	REMOVE/REPLACE	R Front Body Cowl Side Panel (HSLA)	-S 55394112AH	350.00	6.0	#
45	AUTO	REF	REFINISH	R Cowl Side Panel				1.0
46	001956	BDY	REMOVE/REPLACE	Alloy Wheel	5JS93COMAA	385.00	0.3	
47	001956	BDY	REMOVE/REPLACE	Alloy Wheel 2@385.00	5JS93CDMAA	770.00	0.6	
48	003679	BDY	REMOVE/REPLACE	Wheel Tire Pressure Sensor	56053036AA	67.50		
49	800060	MCH	REMOVE/REPLACE	R Replace Front Suspension One Side	-M Recycled	225.00	*	2.6
50				BROTHERS 352-1681				
51				Line Markup %33.00		74.25		
52	000437	MCH	REMOVE/REPLACE	R Frt Drive Axle Shaft Assembly	-M 52104590AA	370.00	0.5	#
53	002020	MCH	REMOVE/REPLACE	R Otr Steering Tie Rod	-M 5143556AB	73.35	0.3	
54	002337	GLS	REMOVE/REPLACE	W/Shield Glass	DW01628GTY	416.30	INC	#
55	AUTO	BDY	REMOVE/REPLACE	Add w/Rain Sensor				0.2
56	900500	BDY*	REMOVE/REPLACE	GLASS URETHANE KIT	New	26.80	*	0.0 *
57	000691	BDY	REMOVE/REPLACE	W/Shield Moulding	ORDER FROM DEALER	16.00	INC	

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58	002101	BDY	REMOVE/REPLACE	R W/Shield Moulding	55396582AE	41.00	INC
59	002102	BDY	REMOVE/REPLACE	L W/Shield Moulding	55396583AE	41.00	INC
60	002113	BDY	REPAIR	Cowl/Dash Panel	Existing		2.0 *
61	003129	BDY	REMOVE/REPLACE	R Door Opening Frame	5183166AC	674.00	15.2 #
62	AUTO	REF	REFINISH	R Add For Inside			0.8
63	AUTO	REF	REFINISH	R Door Opening Panel Complete			C 3.8
64	900500	BDY*	REMOVE/REPLACE	TIRE DISPOSAL FEE	Sublet	2.35	* 0.0 *
65	900500	MCH*	ALIGN	FOUR WHEEL ALIGNMENT	Sublet	88.00	* 0.0 *
66	002172	BDY	REMOVE/REPLACE	R Rocker Moulding	5JP78RXFAD	57.70	INC
67	002173	BDY	REMOVE/REPLACE	L Rocker Moulding	5JP79RXFAD	57.70	INC
68	002250	BDY	REMOVE/REPLACE	R Frt Door Shell	55396542AE	509.00	5.0 #
69	AUTO	REF	REFINISH	R Frt Door Outside			C 1.9
70	AUTO	REF	REFINISH	R Frt Add For Jambs & Interior			C 1.0
71	002251	BDY	REMOVE/REPLACE	L Frt Door Shell	55396543AE	509.00	5.0 #
72	AUTO	REF	REFINISH	L Frt Door Outside			C 1.9
73	AUTO	REF	REFINISH	L Frt Add For Jambs & Interior			C 1.0
74	001619	BDY	REMOVE/INSTALL	R Frt Otr Belt Moulding			INC
75	001620	BDY	REMOVE/INSTALL	L Frt Otr Belt Moulding			INC
76	002294	BDY	REMOVE/REPLACE	R Frt Door Rear View Mirror	55157012AC	199.00	INC #
77	002295	BDY	REMOVE/REPLACE	L Frt Door Rear View Mirror	55157011AC	290.00	INC #
78	001092	BDY	REMOVE/REPLACE	R Frt Door Adhesive Moulding	55157380AA	76.00	0.2
79	001093	BDY	REMOVE/REPLACE	L Frt Door Adhesive Moulding	55157381AA	76.00	0.2
80	001098	BDY	REMOVE/REPLACE	R Frt Door Trim Panel Assy	1JA362J1AB	700.00	0.1
81	001623	BDY	REMOVE/INSTALL	R Frt Otr Door Handle			INC #
82	001624	BDY	REMOVE/INSTALL	L Frt Otr Door Handle			INC #
83	002341	BDY	REMOVE/REPLACE	R Rear Door Shell	55396496AD	455.00	5.3
84	AUTO	REF	REFINISH	R Rear Door Outside			C 1.8
85	AUTO	REF	REFINISH	R Rear Add For Jambs & Interior			C 1.0
86	002342	BDY	REMOVE/REPLACE	L Rear Door Shell	55396497AD	455.00	5.3
87	AUTO	REF	REFINISH	L Rear Door Outside			C 1.8
88	AUTO	REF	REFINISH	L Rear Add For Jambs & Interior			C 1.0
89	001826	BDY	REMOVE/INSTALL	R Rear Door Wheel Opening Flare			INC
90	001806	BDY	REMOVE/REPLACE	L Rear Door Wheel Opening Flare	5JP91TZZAE	114.00	INC
91	AUTO	REF	REFINISH	L Rear Door Wheel Opening Flare			C 0.8
92	001649	BDY	REMOVE/INSTALL	R Rear Otr Door Handle			INC #
93	001650	BDY	REMOVE/INSTALL	L Rear Otr Door Handle			INC #
94	002362	BDY	REMOVE/REPLACE	L Rear Door Outside Handle	ORDER FROM DEALER	58.35	INC #
95	001238	BDY	REMOVE/REPLACE	Roof Panel	55396509AD	1,025.00	22.0 #
96	AUTO	REF	REFINISH	Roof Panel			C 3.4
97	AUTO	REF	REFINISH	Roof Edge			C 1.2
98	001240	BDY	REPAIR	Frt Roof Header Panel	Existing		2.0 *
99	003120	BDY	REMOVE/INSTALL	Roof Luggage Rack			1.2
100	001275	BDY	REMOVE/REPLACE	R Roof Rack Side Rail	55156984AD	127.00	INC
101	001301	BDY	REMOVE/REPLACE	R Roof Rack Cover	55396656AB	16.60	
102	001302	BDY	REMOVE/REPLACE	L Roof Rack Cover	55396657AB	16.60	
103	001834	BDY	REMOVE/INSTALL	R Quarter Wheel Opening Flare			0.3
104	001835	BDY	REMOVE/INSTALL	L Quarter Wheel Opening Flare			0.3
105	002419	BDY	REPAIR	R Quarter Panel Assy	Existing		5.0 *
106	AUTO	REF	REFINISH	R Quarter Panel Outside			C 2.0
107	001306	BDY	REPAIR	L Quarter Outer Panel	Existing		4.0 *
108	AUTO	REF	REFINISH	L Quarter Panel Outside			C 2.0
109	001814	BDY	REPAIR	L Quarter Wheel Opening Flare	Existing		1.0 *

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110	AUTO	REF	REFINISH	L Quarter Wheel Opening Flare			C	0.8
111	002442	BDY	REMOVE/REPLACE	R Upr Quarter Cover	5KE20RXFAD	29.95		0.2
112	001685	GLS	REMOVE/INSTALL	R Quarter Glass				2.0 #
113	001686	GLS	REMOVE/INSTALL	L Quarter Glass				2.0 #
114	001716	BDY	REMOVE/INSTALL	R Rear Combination Lamp				0.3
115	001717	BDY	REMOVE/INSTALL	L Rear Combination Lamp				0.3
116	001722	BDY	REMOVE/INSTALL	Rear Bumper Cover				1.2
117	001852	BDY	REMOVE/INSTALL	Rear Hitch Cover Bezel				0.2
118	900500	MCH	REMOVE/REPLACE	GOODYEAR FORTERA 245/65R17 S	** non-OEM	163.11		
119	900500	BDY*	REMOVE/REPLACE	MOUNT AND BALANCE/STEM	New	18.35	*	0.0 *
120	936010		ADD'L COST	DETAIL/CLEANUP		100.00	*	
121	936014		ADD'L COST	FLEX ADDITIVE				
122	933006	FRM	ADD'L OPR	Frame/Rack Set Up				1.5 *
123	933035	FRM	ADD'L OPR	Unibody Pull				5.0 *
124				PULL ROOF,RT A-PILLAR,RT UPPER RAIL				
125	AUTO	REF	ADD'L OPR	Clear Coat				5.4
126	AUTO		ADD'L COST	Paint/Materials		999.99	*	
127	AUTO		ADD'L COST	Hazardous Waste Disposal		3.00	*	

* - Judgement Item
 # - Labor Note Applies
 ** non-OEM - New non-Original Equipment Manufacturer parts
 C - Included in Clear Coat Calc

1-800-RADIATOR
 1-800-RADIATOR NATIONAL
 FREE USA SHIPPING

(800) 723-4286; (800) 472-7016

18 ** 103116 212.00
 19 ** 300057 187.00

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Recycler Information Section:

Brothers Auto Parts - QRP Partner
1000 S Kitley Ave
Indianapolis IN 46203
317-352-1681; 317-351-2065

1	2007 Jeep	Commander	RIGHT HEADLAMP ASSY	NOF	VNA	50.00
3	2007 Jeep	Commander	LEFT HEADLAMP ASSY	NOF	VNA	50.00

Disclaimer: The price indications on recycled parts are real or composite values, based on the pricing option selected with QRP. Prices are the latest available at time of inventory download and are subject to change and availability.
To determine actual repairer net or wholesale price, call the automotive recycler of your choice.
Certain parts located for this quote are interchangeable but are not an exact match. Call the automotive recycler of your choice.

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	104.3	44.00	0.00	0.00	4,589.20	Taxable Parts	11,948.61
Refinish	47.0	44.00	0.00	0.00	2,068.00	Parts Adjustments	107.25
Glass	4.0	44.00	0.00	0.00	176.00	Sales Tax @ 7.000%	843.91
Frame	6.5	60.00	0.00	0.00	390.00	Non-Taxable Parts	2.35
Mechanical	5.3	65.00	0.00	88.00	432.50	Total Replacement Parts Amount	12,902.12
					Non-Taxable Labor		7,655.70
Labor Summary	167.1						7,655.70

III. Additional Costs	Amount	IV. Adjustments	Amount
Taxable Costs	1,002.99	Insurance Deductible	250.00-
Sales Tax @ 7.000%	70.21	Customer Responsibility	250.00-
Non-Taxable Costs	100.00		
Total Additional Costs	1,173.20		

Paint Material Method: Rates
 Init Rate = 28.00, Init Max Hours = 99.9, Addl Rate = 0.00

I. Total Labor:	7,655.70
II. Total Replacement Parts:	12,902.12
III. Total Additional Costs:	1,173.20
Gross Total:	21,731.02
IV. Total Adjustments:	250.00-
Net Total:	21,481.02

Date: 10/22/2010 10:17 AM
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Committed
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Insurance Co: State Farm Insurance

Inspection Site: IAA
Address: 3302 S Harding St
Indianapolis, IN 46217
+TE00 -
Inspection Date: 10/22/2010

Body Shop: INDIANAPOLIS AUTO AUCTION
Address: 3320 HARDING ST
INDPLS, IN 46217

NOTE: For your protection, the law of your state requires the following to appear on this form: Any person who knowingly, and with the intent to injure, defraud, or decieve any insurance company, files a statement of claim containing false, incomplete, or misleading information, may be guilty of a felony and subject to criminal and civil penalties.

This is an estimate. Repair facilities must inspect the vehicle to determine if any repairs not listed are required, and to contact State Farm before making such repairs. Repairer also is responsible for conducting any necessary inspection and safety checks prior to and after completing repairs.

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VEHICLE INSPECTION REPORT
Mitchell International

Date: 10/22/2010
Time: 09:41:41

Claim Number: [REDACTED] Claim Unit:
Claim Representative: Claim Processor
Phone Number: (866) 312-9518 Fax Number:
Owner: [REDACTED]
Insured: [REDACTED]
Loss Code: Date of Loss: 10/15/10
Date Reported: Cause of Loss: Collision (Spec)
Location Address: INDIANAPOLIS AUTO AUCTION
3320 HARDING ST
INDPLS IN 46217
Phone Number:
Towing: Storage Per Day: \$ 0.00

VEHICLE DESCRIPTION

Vehicle Description: 2007 Jeep Commander Limited 4D Ut

License Plate Number: Expiration Date: State: IN
VIN: 1J8HG58237C [REDACTED]
Drive Train: 5.7L Inj 8 Cyl 4WD
Exterior Color: GREEN Interior Color: LIGHT GRAY
Mileage: 000000
Tires: GOODYEAR FORTERA 245 Radial Steel Belted
% of Wear: LF 055 LR 045 RF 000 RR 055 SP 000

PRE-LOSS CONDITION

(Explain if other than average condition for year, make and model vehicle)

INTERIOR:

Seats: ~~~ Avg
Carpets: ~~~ Avg
Glass: ~~~ Avg
Dash: ~~~ Avg
Headliner: ~~~ Avg

EXTERIOR:

Sheet Metal: ~~~ Avg
Paint: ~~~ Avg
Trim: ~~~ Avg

MECHANICAL:

Engine: ~~~ Avg
Transmission: ~~~ Avg

PRIOR DAMAGE: NO Damage Location:
ESTIMATE WRITTEN: NO
Amount: \$ 0.00

OVERALL CONDITION:

INSPECTED BY: Stephen Chambers

DATE: 10/22/10

EQUIPMENT / ACCESSORIES

General

Heated Seats
 Electric Defogger
 Cruise Control
 Tilt Steering Wheel
 Heated Mirror
 Dual A/C
 Leather Seats
 Fog Lights
 Memory Seats
 Leather Steering Wheel
 Trailer Hitch
 Privacy Glass
 Tinted Glass
 Auto Air Condition
 First Row Bucket Seat
 Second Row Split Bench Seat
 Keyless Entry
 Rear Seat HVAC Controls
 Second Row Folding Seat
 Theater Style Seating
 Third Row Seat
 Rear Heating, Ventilation & Air Conditio
 Tachometer
 Automatic Headlights
 Remote Decklid Or Tailgate Release

Decor / Trim
 Front Air Dam

Roof
 Power Sunroof
 Exterior Rails

Drive Train
 4WD or AWD
 Interactive Transmission

Body Trim

Power

Power Door Locks
 Power Windows
 Power Steering
 Power Passenger Seat
 Power-Adjustable Pedals
 Power Remote Mirror

Electronic

Alarm
 CD Player (Multi)
 Rear Parking Sensors
 Remote Vehicle Starter System
 Navigation Sys.
 Satellite Radio
 DVD Player
 Trip Computer
 Universal Garage Door Opener
 MP3 Player

Wheel/Suspension

Anti-Lock Brake Sys. (ABS)
 Alum/Alloy Wheels

Safety

Passenger-Front Air Bag
 Driver-Side Air Bag
 Tire Pressure Monitoring System
 Side Airbags
 Passenger Airbag Cutoff Switch/Sensor
 Side Head Curtain Airbags

~~~~~  
 Use this space to explain or describe Equipment/Accessories listed above and/or  
 list and describe additional Equipment/Accessories.





# INDIANA OFFICER'S STANDARD CRASH REPORT

Electronic Version

901518703

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Local ID

601010258

|                                  |                                           |                              |                                                                  |                    |                                                     |                 |                                 |                            |             |
|----------------------------------|-------------------------------------------|------------------------------|------------------------------------------------------------------|--------------------|-----------------------------------------------------|-----------------|---------------------------------|----------------------------|-------------|
| Date of Crash<br>10/15/2010      | Day of Week<br>Fri                        | Actual Local Time<br>4:23 PM | County<br>OWEN                                                   | Township<br>TAYLOR | # Motor Vehicles<br>2                               | # Injured<br>1  | # Dead<br>1                     | # Commercial Vehicles<br>0 | # Door<br>0 |
| Road Crash Occurred On<br>US231N |                                           |                              | Nearest Intersecting Road/Mile Marker/Interchange<br>HARDWARE RD |                    | If not an intersection, number of feet from<br>3600 | Direction<br>N  | Road Classification<br>US ROUTE |                            |             |
| Inside Corporate Limits?<br>NO   | City/Town or Nearest City/Town<br>SPENCER |                              |                                                                  | Property?<br>OTHER | Crash Latitude                                      | Crash Longitude |                                 |                            |             |
| Driver #1                        |                                           | Driver #2                    |                                                                  | Driver #3          |                                                     | Driver #4       |                                 |                            |             |

| Driver Contributing Circumstances   |                                     |                          |                          |                          | Vehicle Contributing Circumstances |                                     |                          |                          |                          | Area Information                                    |                           |
|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|-----------------------------------------------------|---------------------------|
| Primary Cause                       | Vehicle 1                           | Vehicle 2                | Vehicle 3                | Vehicle 4                | Primary Cause                      | Vehicle 1                           | Vehicle 2                | Vehicle 3                | Vehicle 4                |                                                     |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Hit and Run YES                                     |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | School Zone NO                                      |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Rumble Strips NO                                    |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Locality<br>RURAL                                   |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Light Condition<br>DAYLIGHT                         |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Weather Conditions<br>CLEAR                         |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Surface Condition<br>DRY                            |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Type of Median<br>NONE                              |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Type of Roadway Junction<br>NO JUNCTION INVOLVED    |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Road Character<br>CURVE LEVEL                       |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Roadway Surface<br>ASPHALT                          |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Construction                                        | If Yes, Construction Type |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Traffic Control Devices<br>NONE                     |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Traffic Control Device Operational? NA              |                           |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Was this crash the result of aggressive driving? NO |                           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                                                     |                           |
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Local ID

801010258

**Type of  
Crash**

SAME DIRECTION SIDESWIPE

| Time Notified         | Time Arrived | Other Location of Investigation |                    |                         |               |
|-----------------------|--------------|---------------------------------|--------------------|-------------------------|---------------|
| 4:23 PM               | 4:40 PM      | AT SCENE ONLY                   |                    |                         |               |
| Assisting Officer     |              | ID No.                          | Agency             | Investigation Complete? | Photos Taken? |
| W SNOODGRASS          |              | 604                             | OWEN SD            | YES                     | YES           |
| Assisting Officer     |              | ID No.                          | Agency             | Date of Report          |               |
| C FEARS               |              | 3322                            | ISP BLOOMINGTON 33 | 10/15/2010              |               |
| Investigating Officer |              | ID No.                          | Agency             | Reviewing Officer       |               |
| MILLER, M             |              | 6012                            | OWEN SD            |                         |               |

**Narrative**

On 10/15/2010 at approximately 04:23pm I, Deputy Matt Miller was dispatched to the area of 11538 North US Highway 231 in reference to a vehicle accident. It was reported that two vehicles were involved and one had rolled over. The caller stated citizens were attempting to remove one of the drivers from his vehicle.

I arrived on scene and could see a white Chevrolet pick up truck with a trailer attached parked off of the side of the roadway of the north bound lane. The vehicle had a trailer attached to it with a "ditch Witch" machinery strapped to the trailer. The truck had Endeavor Communications on the side and had warning strobe lights flashing. North of the truck and in a grassy area off of the north bound lane was a Jeep Grand Cherokee on it's passenger side. I could see one subject lying on the ground near the Jeep. He was being assisted by off duty EMT Brian Leonard.

I exited my vehicle and was approached by a male subject who identified himself as [REDACTED] told me he was an employee of Endeavor Communications and had been in the driver seat of the pick up truck at the time of the accident. [REDACTED] stated he and another employee had pulled off of the roadway and activated the warning lights on the truck in order to check the equipment on the trailer. He stated he remained in the vehicle while the other employee got out to check the equipment. He stated he then felt something hit the trailer and then saw a vehicle hit the front driver side of his truck. After hitting the truck the vehicle went sideways and began rolling over several times. The vehicle came to rest on it's side. He then got out of the truck and checked on the driver of the other vehicle. I gathered [REDACTED] information and went to check on the other driver.

The other driver was conscious and alert. He was lying on his back and speaking with [REDACTED] I asked [REDACTED] what the extent of his injuries were and he stated he was complaining of abdominal pain. At that time I let the Owen County EMS units who had just arrived on scene tend to the patient who I later identified as [REDACTED]

After speaking with [REDACTED] I was approached by a male subject who identified himself as [REDACTED] stated he was travelling south bound on US 231 and witnessed the crash. [REDACTED] stated he could see the warning lights on the Endeavor Communications truck for a good distance. He stated he could also see that the truck was completely off of the roadway. He stated he saw the Jeep approach the truck and hit the trailer. He stated the Jeep then went airborne before hitting the front of the Endeavor truck. After hitting the truck the vehicle got sideways and rolled over several times. He stated he stopped and went to the aid of the driver of the Jeep. He stated the driver was unconscious when he approached. He and other bystanders removed the driver from the vehicle. [REDACTED] stated he believed the Jeep was traveling at a high rate of speed.

I began taking photographs of the scene at that time. I could see the passenger door skin from the jeep had been peeled off during the crash and was wedged in the driver side fender of the trailer. I could also see there was moderate front end damage to the Endeavor truck. The damage to the truck was consistent with the witness accounts. I saw no indications that the truck or trailer were in the roadway or blocking any path of travel.

I could see the Jeep had sustained heavy damage all over. The majority of the damage was to the passenger side front and passenger door area. The damage indicated the jeep had rolled over several times. The damage to the jeep was consistent with the witness accounts.

While taking photographs, Owen County EMS left the scene and transported [REDACTED] to Putnam County Hospital non emergent.

Westgates towing out of Spencer was contacted and removed the Jeep. Steele's wrecker service out of Cloverdale

was contacted and removed the Endeavor truck and trailer. I then cleared the scene.

I was contacted later by the Marion County Coroners Office who informed me that [REDACTED] had been airlifted from Putnam county hospital to Methodist Hospital in Indianapolis where he was pronounced dead during surgery. The deputy coroner also informed me that he was told by the Methodist staff that Remmers had suffered from an abdominal aortic aneurism that may have caused the crash.

On 10/16/2010, I requested subpoenas for medical records from Owen County EMS, Putnam County Hospital, and Methodist Hospital. The subpoenas were granted and issued. At the time of this report, I have received the records from Owen County EMS.

The EMS report from Director Cris Lunsford indicated he had spoken with Remmers about the accident during transport to the hospital. Lunsford's report states [REDACTED] described the events leading up to the accident as follows:

[REDACTED] stated he was traveling north bound on US Highway 231 when he began experiencing severe pain in his abdomen. He stated he rolled his window down in an effort to get some relief. He stated his vision began getting blurry and everything got very bright. He stated the next thing he remembered was waking up lying on the ground outside of his vehicle.

At this time I am waiting for further medical records to indicate cause of death. END OF REPORT

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UNIT INFORMATION

901518703

Local ID  
601010258

|                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                                                                                                                                                                                                                   |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 2                                                                                                                                                                                                                                                                                             |  | Driver's Name (Last, First, MI)                                                                                                                                                                                                                                                                                                                                                           |  | Safety Equipment Used<br>AIRBAG DEPLOYED - BELT RESTRAINT                                                                                                                                                                                                                                                                                                                         |  |
| Address (Street, City, State, Zip)                                                                                                                                                                                                                                                            |  | SPENCER IN                                                                                                                                                                                                                                                                                                                                                                                |  | Safety Equipment Effective?<br>YES                                                                                                                                                                                                                                                                                                                                                |  |
| Date of Birth                                                                                                                                                                                                                                                                                 |  | Age                                                                                                                                                                                                                                                                                                                                                                                       |  | Ejector/Trapped<br>NOT EJECTED OR TRAPPED                                                                                                                                                                                                                                                                                                                                         |  |
| Gender                                                                                                                                                                                                                                                                                        |  | EMIS No.<br>0055                                                                                                                                                                                                                                                                                                                                                                          |  | Immed Attn<br>YES                                                                                                                                                                                                                                                                                                                                                                 |  |
| Driver's License #                                                                                                                                                                                                                                                                            |  | Lic Type<br>OP                                                                                                                                                                                                                                                                                                                                                                            |  | CDL Class                                                                                                                                                                                                                                                                                                                                                                         |  |
| Lic State<br>IN                                                                                                                                                                                                                                                                               |  | Nature of Most Severe Injury<br>COMPLAINT OF PAIN                                                                                                                                                                                                                                                                                                                                         |  | Driver Injury Status<br>FATAL                                                                                                                                                                                                                                                                                                                                                     |  |
| Apparent Physical Status                                                                                                                                                                                                                                                                      |  | Restrictions                                                                                                                                                                                                                                                                                                                                                                              |  | Location of Most Severe Injury<br>ABDOMEN/PELVIS                                                                                                                                                                                                                                                                                                                                  |  |
| <input type="checkbox"/> Normal<br><input type="checkbox"/> Had Been Drinking<br><input type="checkbox"/> Handicapped<br><input checked="" type="checkbox"/> Ill<br><input type="checkbox"/> Asleep/Fatigued<br><input type="checkbox"/> Drugs/Medication<br><input type="checkbox"/> Unknown |  | <input type="checkbox"/> Glasses/Contact Lenses<br><input type="checkbox"/> Outside Rearview Mirror<br><input type="checkbox"/> Daylight Driving<br><input type="checkbox"/> Automatic Transmission<br><input type="checkbox"/> Special Controls<br><input type="checkbox"/> Employment Only<br><input type="checkbox"/> Motorcycle Only<br><input type="checkbox"/> Toll From Employment |  | <input type="checkbox"/> Employer's Vehicle Only<br><input type="checkbox"/> State-Owned Vehicles<br><input type="checkbox"/> PP Chauffeurs Taxi Only<br><input type="checkbox"/> Power Steering<br><input type="checkbox"/> Special Restrictions<br><input type="checkbox"/> Probation DWI<br><input type="checkbox"/> Probation HTD<br><input checked="" type="checkbox"/> None |  |
| Test Given<br>NONE                                                                                                                                                                                                                                                                            |  | Type Given                                                                                                                                                                                                                                                                                                                                                                                |  | If Cited?                                                                                                                                                                                                                                                                                                                                                                         |  |
| <input type="checkbox"/> Blood <input type="checkbox"/> Urine <input type="checkbox"/> Breath <input type="checkbox"/> SFST <input type="checkbox"/> PBT                                                                                                                                      |  | <input type="checkbox"/> Blood <input type="checkbox"/> Urine <input type="checkbox"/> Breath <input type="checkbox"/> SFST <input type="checkbox"/> PBT                                                                                                                                                                                                                                  |  | <input type="checkbox"/> Infraction<br><input type="checkbox"/> Misdemeanor<br><input type="checkbox"/> Felony                                                                                                                                                                                                                                                                    |  |
| Alcohol Results                                                                                                                                                                                                                                                                               |  | Certified Test                                                                                                                                                                                                                                                                                                                                                                            |  | Drug Results                                                                                                                                                                                                                                                                                                                                                                      |  |
| PEV                                                                                                                                                                                                                                                                                           |  | <input type="checkbox"/> Pending                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                                                                                                                                                                                                                   |  |
| Veh#<br>1                                                                                                                                                                                                                                                                                     |  | Color<br>BLUE                                                                                                                                                                                                                                                                                                                                                                             |  | Vehicle Year<br>2007                                                                                                                                                                                                                                                                                                                                                              |  |
| Make<br>JEEP                                                                                                                                                                                                                                                                                  |  | Model<br>GRAND CHEROKEE                                                                                                                                                                                                                                                                                                                                                                   |  | Style<br>UT                                                                                                                                                                                                                                                                                                                                                                       |  |
| # Occupants<br>1                                                                                                                                                                                                                                                                              |  | Lic Year<br>2011                                                                                                                                                                                                                                                                                                                                                                          |  | License #                                                                                                                                                                                                                                                                                                                                                                         |  |
| Lic State<br>IN                                                                                                                                                                                                                                                                               |  | Insured By<br>STATE FARM                                                                                                                                                                                                                                                                                                                                                                  |  | Phone Number                                                                                                                                                                                                                                                                                                                                                                      |  |
| # Axles<br>2                                                                                                                                                                                                                                                                                  |  | Speed Limit<br>55                                                                                                                                                                                                                                                                                                                                                                         |  | Initial Impact Area                                                                                                                                                                                                                                                                                                                                                               |  |
| Vehicle Identification#<br>1J8HG58237C                                                                                                                                                                                                                                                        |  | Registered Owner's Name (Last, First, MI)                                                                                                                                                                                                                                                                                                                                                 |  | <input type="checkbox"/> Undercarriage<br><input type="checkbox"/> Trailer<br><input type="checkbox"/> None<br><input type="checkbox"/> Unknown                                                                                                                                                                                                                                   |  |
| Address (Street, City, State, Zip)                                                                                                                                                                                                                                                            |  | SPENCER IN                                                                                                                                                                                                                                                                                                                                                                                |  | <input type="checkbox"/> Undercarriage<br><input type="checkbox"/> Trailer<br><input type="checkbox"/> None<br><input type="checkbox"/> Unknown                                                                                                                                                                                                                                   |  |
| SPENCER IN                                                                                                                                                                                                                                                                                    |  | Vehicle Use                                                                                                                                                                                                                                                                                                                                                                               |  | <input checked="" type="checkbox"/> Front<br><input type="checkbox"/> Middle<br><input type="checkbox"/> Rear                                                                                                                                                                                                                                                                     |  |
| Towed? To WESTGATES TOWING                                                                                                                                                                                                                                                                    |  | Due to Disabling Damage                                                                                                                                                                                                                                                                                                                                                                   |  | <input checked="" type="checkbox"/> Front<br><input checked="" type="checkbox"/> Middle<br><input checked="" type="checkbox"/> Rear                                                                                                                                                                                                                                               |  |
| YES By ED WESTGATE                                                                                                                                                                                                                                                                            |  | YES                                                                                                                                                                                                                                                                                                                                                                                       |  | Areas Damaged (Multiples)                                                                                                                                                                                                                                                                                                                                                         |  |
| Lic State                                                                                                                                                                                                                                                                                     |  | Registered Owner's Name (Last, First, MI)                                                                                                                                                                                                                                                                                                                                                 |  | <input type="checkbox"/> Undercarriage<br><input type="checkbox"/> Trailer<br><input type="checkbox"/> None<br><input type="checkbox"/> Unknown                                                                                                                                                                                                                                   |  |
| Lic Year                                                                                                                                                                                                                                                                                      |  | Same as Driver                                                                                                                                                                                                                                                                                                                                                                            |  | <input checked="" type="checkbox"/> Front<br><input checked="" type="checkbox"/> Middle<br><input checked="" type="checkbox"/> Rear                                                                                                                                                                                                                                               |  |
| Address (Street, City, State, Zip)                                                                                                                                                                                                                                                            |  | Vehicle Type                                                                                                                                                                                                                                                                                                                                                                              |  | <input checked="" type="checkbox"/> Front<br><input checked="" type="checkbox"/> Middle<br><input checked="" type="checkbox"/> Rear                                                                                                                                                                                                                                               |  |
| SPENCER IN                                                                                                                                                                                                                                                                                    |  | SPORT UTILITY VEHICLE                                                                                                                                                                                                                                                                                                                                                                     |  | Pre-Crash Vehicle Action                                                                                                                                                                                                                                                                                                                                                          |  |
| Veh Year                                                                                                                                                                                                                                                                                      |  | Make                                                                                                                                                                                                                                                                                                                                                                                      |  | GOING STRAIGHT                                                                                                                                                                                                                                                                                                                                                                    |  |
| Lic State                                                                                                                                                                                                                                                                                     |  | Lic Year                                                                                                                                                                                                                                                                                                                                                                                  |  | Direction of Travel                                                                                                                                                                                                                                                                                                                                                               |  |
| Registered Owner's Name (Last, First, MI)                                                                                                                                                                                                                                                     |  | Same as Driver                                                                                                                                                                                                                                                                                                                                                                            |  | NORTH                                                                                                                                                                                                                                                                                                                                                                             |  |
| Address (Street, City, State, Zip)                                                                                                                                                                                                                                                            |  | Commercial Vehicle: Carrier's Name and Address                                                                                                                                                                                                                                                                                                                                            |  | Type of Primary/Secondary Roadway                                                                                                                                                                                                                                                                                                                                                 |  |
| SPENCER IN                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                                                                                                                                                                                                           |  | <input type="checkbox"/> One Way Traffic<br><input type="checkbox"/> One Lane<br><input type="checkbox"/> Two Lanes<br><input type="checkbox"/> Multi-Lane (3 or more)                                                                                                                                                                                                            |  |
| Veh Year                                                                                                                                                                                                                                                                                      |  | Make                                                                                                                                                                                                                                                                                                                                                                                      |  | <input checked="" type="checkbox"/> Two Way Traffic<br><input checked="" type="checkbox"/> Two Lanes<br><input type="checkbox"/> Multi-Lane Divided (3 or more)                                                                                                                                                                                                                   |  |
| Lic State                                                                                                                                                                                                                                                                                     |  | Lic Year                                                                                                                                                                                                                                                                                                                                                                                  |  | <input type="checkbox"/> Private Drive<br><input type="checkbox"/> Alley<br><input type="checkbox"/> Multi-Lane Undivided 2 way left turn<br><input type="checkbox"/> Multi-Lane Undivided (3 or more)                                                                                                                                                                            |  |
| Registered Owner's Name (Last, First, MI)                                                                                                                                                                                                                                                     |  | Same as Driver                                                                                                                                                                                                                                                                                                                                                                            |  | Event Collision With                                                                                                                                                                                                                                                                                                                                                              |  |
| Address (Street, City, State, Zip)                                                                                                                                                                                                                                                            |  | HAZMAT Proper Shipping Name:                                                                                                                                                                                                                                                                                                                                                              |  | 1. ANOTHER MOTOR VEHICLE 2. ANOTHER MOTOR VEHICLE                                                                                                                                                                                                                                                                                                                                 |  |
| State DOT#                                                                                                                                                                                                                                                                                    |  | US DOT#                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                                                                                                                                                                                                   |  |
| ICCV                                                                                                                                                                                                                                                                                          |  | CMV Inspection                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                                                                                                                                                                                                   |  |
| If Yes                                                                                                                                                                                                                                                                                        |  | Gross Vehicle Weight Rating                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                                                                                                                                                                                                   |  |
|                                                                                                                                                                                                                                                                                               |  | Cargo Body Type                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                                                                                                                                                                                                                   |  |
| HAZMAT Placard                                                                                                                                                                                                                                                                                |  | HAZMAT Release of Cargo                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                                                                                                                                                                                                   |  |
| HAZMAT 4-Digit ID#                                                                                                                                                                                                                                                                            |  | Hazard Class #                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                                                                                                                                                                                                   |  |

UNIT INFORMATION

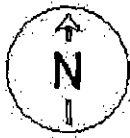
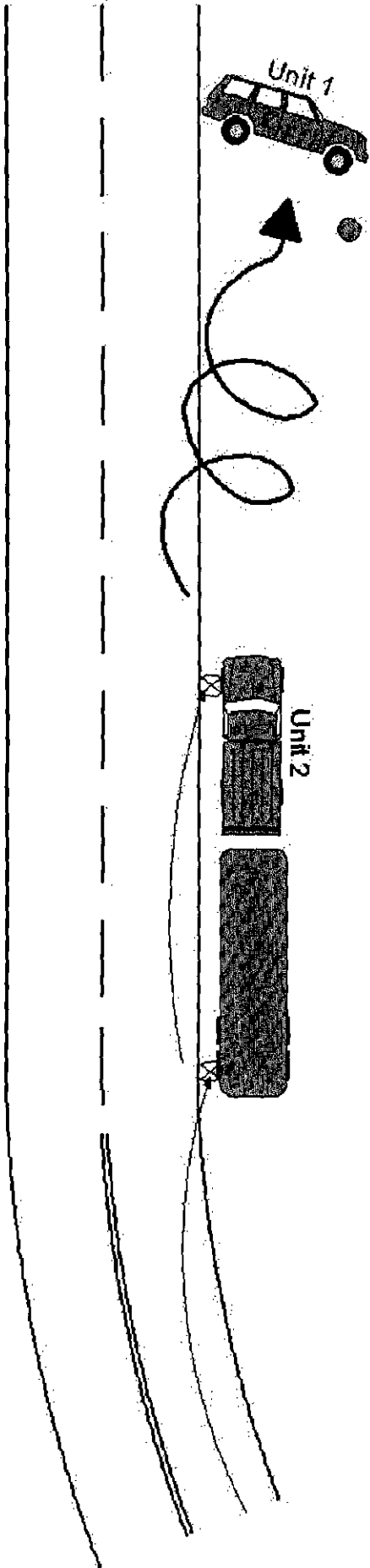
901518703

Page 5 of 5

Local ID  
601010258

|                                                                                                                                                                                                                                                                                    |  |             |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| Driver's Name (Last, First, MI)                                                                                                                                                                                                                                                    |  |             |  | Safety Equipment Used                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Address (Street, City, State, Zip)                                                                                                                                                                                                                                                 |  |             |  | Safety Equipment Effective?                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Date of Birth                                                                                                                                                                                                                                                                      |  |             |  | Age                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | Gender       |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Driver's License #                                                                                                                                                                                                                                                                 |  |             |  | Lic Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | CDL Class    |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Lic State                                                                                                                                                                                                                                                                          |  |             |  | EMS No.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | Injured Attn |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Apparent Physical Status                                                                                                                                                                                                                                                           |  |             |  | Ejection/Trapped                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Restrictions                                                                                                                                                                                                                                                                       |  |             |  | Nature of Most Severe Injury                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| <input type="checkbox"/> Normal<br><input type="checkbox"/> Had Been Drinking<br><input type="checkbox"/> Handicapped<br><input type="checkbox"/> Ill<br><input type="checkbox"/> Asleep/Fatigued<br><input type="checkbox"/> Drugs/Medication<br><input type="checkbox"/> Unknown |  |             |  | <input type="checkbox"/> Glasses/Contact Lenses<br><input type="checkbox"/> Outside Rearview Mirror<br><input type="checkbox"/> Daylight Driving<br><input type="checkbox"/> Automatic Transmission<br><input type="checkbox"/> Special Controls<br><input type="checkbox"/> Employment Only<br><input type="checkbox"/> Motorcycle Only<br><input type="checkbox"/> To/From Employment                                                                                    |  |              |  | <input type="checkbox"/> Employer's Vehicle Only<br><input type="checkbox"/> State-Owned Vehicles<br><input type="checkbox"/> PP Chauffeurs Taxi Only<br><input type="checkbox"/> Power Steering<br><input type="checkbox"/> Special Restrictions<br><input type="checkbox"/> Probation DWI<br><input type="checkbox"/> Probation HTO<br><input type="checkbox"/> None |  |  |  |
| Test Given                                                                                                                                                                                                                                                                         |  |             |  | Type Given                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| <input type="checkbox"/> Blood<br><input type="checkbox"/> Urine<br><input type="checkbox"/> Breath<br><input type="checkbox"/> SFST<br><input type="checkbox"/> PBT                                                                                                               |  |             |  | <input type="checkbox"/> SFST<br><input type="checkbox"/> PBT                                                                                                                                                                                                                                                                                                                                                                                                              |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Alcohol Results                                                                                                                                                                                                                                                                    |  |             |  | Drug Results                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| <input type="checkbox"/> Certified<br><input type="checkbox"/> Pending                                                                                                                                                                                                             |  |             |  | <input type="checkbox"/> Certified<br><input type="checkbox"/> Pending                                                                                                                                                                                                                                                                                                                                                                                                     |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Veh#                                                                                                                                                                                                                                                                               |  | Color       |  | Vehicle Year                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | Make         |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| 2                                                                                                                                                                                                                                                                                  |  | WHITE       |  | 2008                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | CHEVROLET    |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Model                                                                                                                                                                                                                                                                              |  | Style       |  | Lic Year                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | License #    |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| SK3                                                                                                                                                                                                                                                                                |  | PK          |  | 2011                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | [REDACTED]   |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| # Occupants                                                                                                                                                                                                                                                                        |  | Lic State   |  | Insured By                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | Phone Number |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| 2                                                                                                                                                                                                                                                                                  |  | IN          |  | FEDERAL RJRAL ELECTRIC INSURAN                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | 3003568380   |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| # Axles                                                                                                                                                                                                                                                                            |  | Speed Limit |  | Vehicle Identification #                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| 2                                                                                                                                                                                                                                                                                  |  | 55          |  | 1GBHK33568F [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Registered Owner's Name (Last, First, MI)                                                                                                                                                                                                                                          |  |             |  | <input type="checkbox"/> Same as Driver<br>ENDEAVOR COMMUNICATIONS<br>Address (Street, City, State, Zip)<br>PO BOX 237<br>CLOVERDALE IN 46120                                                                                                                                                                                                                                                                                                                              |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Towed?                                                                                                                                                                                                                                                                             |  |             |  | Due to Disabling Damage                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| YES By STEELES WRECKER SERVICE                                                                                                                                                                                                                                                     |  |             |  | YES                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Lic State                                                                                                                                                                                                                                                                          |  | Lic Year    |  | Registered Owner's Name (Last, First, MI)                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| IN                                                                                                                                                                                                                                                                                 |  | 2011        |  | <input type="checkbox"/> Same as Driver<br>ENDEAVOR COMMUNICATIONS<br>Address (Street, City, State, Zip)<br>PO BOX 237                                                                                                                                                                                                                                                                                                                                                     |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Veh Year                                                                                                                                                                                                                                                                           |  | Make        |  | Veh Year                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Make         |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| 2008                                                                                                                                                                                                                                                                               |  | IMPERIAL    |  | 2008                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | IMPERIAL     |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Lic State                                                                                                                                                                                                                                                                          |  | Lic Year    |  | Registered Owner's Name (Last, First, MI)                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| IN                                                                                                                                                                                                                                                                                 |  | 2011        |  | <input type="checkbox"/> Same as Driver<br>ENDEAVOR COMMUNICATIONS<br>Address (Street, City, State, Zip)<br>PO BOX 237                                                                                                                                                                                                                                                                                                                                                     |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Commercial Vehicle: Carrier's Name and Address                                                                                                                                                                                                                                     |  |             |  | Type of Primary/Secondary Roadway                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
|                                                                                                                                                                                                                                                                                    |  |             |  | One Way Traffic      Two Way Traffic<br><input type="checkbox"/> One Lane <input checked="" type="checkbox"/> Two Lanes <input type="checkbox"/> Private Drive<br><input type="checkbox"/> Two Lanes <input type="checkbox"/> Multi-Lane Divided (3 or more) <input type="checkbox"/> Alley<br><input type="checkbox"/> Multi-Lanes (3 or more) <input type="checkbox"/> Multi-Lane Undivided 2 way left turn<br><input type="checkbox"/> Multi-Lane Undivided (3 or more) |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| HAZMAT Proper Shipping Name:                                                                                                                                                                                                                                                       |  |             |  | State DOT#                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| US DOT#                                                                                                                                                                                                                                                                            |  |             |  | ICC#                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Gross Vehicle Weight Rating                                                                                                                                                                                                                                                        |  |             |  | Cargo Body Type                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| HAZMAT Placard                                                                                                                                                                                                                                                                     |  |             |  | HAZMAT Release of Cargo                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| HAZMAT 4-Digit ID#                                                                                                                                                                                                                                                                 |  |             |  | Hazard Class #                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| Event Collision With                                                                                                                                                                                                                                                               |  |             |  | 1. ANOTHER MOTOR VEHICLE                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |              |  |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |

US Highway 291 North



NOT TO SCALE



November 28, 2011

[REDACTED]  
[REDACTED]  
Hayward, CA [REDACTED]

Re: 21551214 [REDACTED]  
V.I.N.: 1J8HH48K46C [REDACTED]

Dear [REDACTED]

This will acknowledge your concern about the accident that occurred involving your 2006 Jeep Commander.

Naturally, we were sorry to learn of this incident and the costly damage assuming to your vehicle. At your request, Chrysler Group LLC provided for an independent inspector to examine your vehicle. Chrysler Group LLC feels that the expense of this inspection is in the best interest of you, our customer, and the Corporation in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. Also, a diagnostic scan tool was linked to the air bag computer module in order to determine whether or not any fault codes were present, which would have indicated a condition that would have prevented the air bag from deploying. Also, as you may know, any fault with the air bag system prior to the accident would have caused the air bag light to come on and stay on beyond its normal 7 to 9 second self-check following start-up.

All Chrysler Group LLC vehicles must exceed all Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the air bag system is thoroughly tested and evaluated for compliance by the National Highway Traffic and Safety Administration.

The conclusion of the investigation is that the rate of deceleration necessary to activate the air bag system was not present during this accident. Complete information regarding the air bag and air bag system may be found in your owner's manual.

Thank you for this opportunity to address your inquiry.

Sincerely,

J. S. Susalla  
Special Investigations  
(248) 944-7149

JSS/ss



**CONFIDENTIAL - Prior Approval Required Before Duplicating**  
**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 21551214

|                                                                                                        |                    |                               |            |                       |          |            |
|--------------------------------------------------------------------------------------------------------|--------------------|-------------------------------|------------|-----------------------|----------|------------|
| YEAR                                                                                                   | BRAND              | VEHICLE IDENTIFICATION NUMBER |            | MO/DY-HR              | ODOMETER | IN-SERVICE |
| 2006                                                                                                   | JEEP COMMANDER 4X2 | 1J8HH48K46C                   |            | 04-27 19              | 111715   | 05/27/2006 |
| NAME OF OWNER                                                                                          |                    | ADDRESS/LOCATION              |            | CITY                  | STATE    | COUNTRY    |
|                                                                                                        |                    |                               |            | HAYWARD               | CA       | USA        |
| ZIP                                                                                                    | COLOR              | MODEL                         | HOME PHONE | BUSINESS PHONE        |          |            |
|                                                                                                        | Black Clear Coat   | XKT                           |            |                       |          |            |
| SELLING DEALER NAME                                                                                    |                    | BUSINESS CENTER               | DLR. CODE  | CITY                  | STATE    | COUNTRY    |
| MY JEEP CHRYSLER DODGE                                                                                 |                    | 71                            | 24199      | SALINAS               | CA       | USA        |
| INSPECTOR - NAME FIRST, LAST, MIDDLE                                                                   |                    | INSPECTOR'S COMPANY           |            | INSPECTOR'S PHONE NO. |          |            |
| Tom Gamble                                                                                             |                    | EAA                           |            | 925-301-7277          |          |            |
| DAMAGE ESTIMATE                                                                                        |                    |                               |            | REPAIR ESTIMATE       |          |            |
| <input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS |                    |                               |            | \$ 2162.73            |          |            |

**INTERVIEW**

INTERVIEW WITH:  DRIVER  OWNER  OTHER  DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

INTERVIEW DATE: **11/10/2011**      DATE OF INCIDENT: **11/09/2011**      TIME OF INCIDENT: **05:00**  AM  PM      INSPECTION DATE: **11/22/2011**

1. DRIVER'S DESCRIPTION OF EVENT: **I was in stop and go traffic, when I heard brakes squeak and then felt the rear impact. The passenger door opened un-expectedly and I was pushed into the car in front of me. I noticed that the airbag light on the dash came on and the message center indicated to check the airbags. I have a concern as to why the airbags did not deploy and why the airbag light came on.**

Insurance Company Name: **AAA**  
 Personal Injury: Were there Personal Injuries?  Yes  No  
 Any Indicator/Warning Lights on Prior?  Yes  No

If Yes, complete section "B"

If Yes, What light:

**IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)**

Help Key

**PART A- GENERAL**

**REQUIRED PHOTOGRAPHS:**

ALL FOUR SIDE VIEWS  
**IF CRASH DAMAGED:**  
 PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)  
 - ANY RECENT VEHICLE SERVICE  
 YES  NO  
 UNKNOWN  
 IF YES, ENCLOSE COPIES OF

**INFORMATION:**

POLICE/AGENCY REPORT #: **None**  
 ALL REPORTS/PHOTOS BY OTHERS  
 - ADDRESS OF INSPECTION  
 Address **TKO Collision**  
 1  
 Address **25401 Mission Blvd.**  
 2  
 City **Hayward**  
 State **CA**  
 Zip **94544**

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY  
 YES  NO  
 - IF YES, DESCRIBE AND PHOTOGRAPH  
**The front and rear bumpers had been removed.**

REPAIR ORDERS

Phone 501-581-8880

---

**PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE**

---

**REQUIRED PHOTOGRAPHS:** The front bumper cover was cut and torn. The rear bumper cover was gouged and cut. ore neck and back

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

**INFORMATION:**

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

[Next](#)

**PART C - AIRBAG(S)**

**REQUIRED PHOTOGRAPHS**

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

**AECM INFORMATION**

- SOFTWARE VERSION: **9.06**
- SERIAL NUMBER : **None**
- PART NUMBER : **None**
- DOES AIRBAG WARNING LIGHT CYCLE ON?
  - YES  NO  N/A
- ARE WARNING LABELS PRESENT (PHOTO)
  - YES  NO  N/A
- RECORD LABEL PART NUMBER **55361-230AA**
- COMPLETE PART D**

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?
  - YES  NO IF NO, EXPLAIN

| - RECORD ACTIVE DTC'S EXACTLY AS APPEAR :                          | MIN | COUNT |
|--------------------------------------------------------------------|-----|-------|
| <b>B223D OCM DTC Present</b>                                       | NA  | NA    |
| - RECORD STORED DTC'S (MINUTES/COUNTS) :                           | MIN | COUNT |
| <b>B212D Ignition Run Only input Open</b>                          | NA  | NA    |
| <b>U0200 Lost Communication With Passenger Door Module</b>         | NA  | NA    |
| <b>U0199 Lost Communication With Driver Door Module</b>            | NA  | NA    |
| <b>U0159 Lost Communication with Parking Assist Control Module</b> | Na  | NA    |

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

**DO NOT ERASE DRB READINGS**

- IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?
  - YES  NO
  - IF YES,
    - NOTE POSITION OF PASSENGER A/B SWITCH
    - ON  OFF  N/A
- EVIDENCE OF TAMPERING OR DISASSEMBLY?
  - YES  NO  N/A
  - IF YES, EXPLAIN
- CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS
- UNDERBODY DAMAGED?
  - YES  NO
  - IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

**PART D - SEATS/SHOULDER BELTS**

**REQUIRED PHOTOGRAPHS:**

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

- INFORMATION:**
- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR): **None**
  - RECORD ALL INFORMATION STAMPED ON LATCHPLATE **left E33637 Right PXR536 08 2**
  - PRETENSION DEPLOYED?
    - YES  NO  UNKNOWN
  - EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING **left 96 Right 98**
  - EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT): **Left 1 inch Right 1 inch**

IF ALLOWED. FUNCTION BELTS TO INSURE THEY **FUNCTION PROPERLY**

- NOTE RESULTS
- DOES THE BUCKLE LATCH?
  - YES  NO
  - IF NO, EXPLAIN
- DO THEY RELEASE?
  - YES  NO
  - IF NO, EXPLAIN
- DO THEY RETRACT?
  - YES  NO
  - IF NO, EXPLAIN
- ANY LOOSENESS OR BROKEN PARTS
  - YES  NO
  - IF YES, EXPLAIN?
- CHECK FOR SEAT RETAINING BOLTS
  - NORMAL
  - BROKEN

LOOSE

MISSING

- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

**Left 3 inches Right 6 inches**

---

**PART - E TRANSMISSION NOT APPLICABLE**

---

[Previous](#)

[Next](#)

**PART - F UNINTENDED ACCELERATION NOT APPLICABLE**

---

**PART - G BRAKES NOT APPLICABLE**

---

**PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE**

---

**PART - I AXLE/DIFFERENTIAL NOT APPLICABLE**

---

**PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)**

---

Upon my arrival, the front and rear bumper covers were removed from the vehicle. I inspected the removed bumper covers and found cuts in the covers. The body shop owner stated that there was no frame or bumper reinforcement damage. I inspected the seat belts and saw no damage. I checked the seat belt mechanical lock by pulling the belt out rapidly and no abnormal conditions were found. I checked the dash warning lights and found that the airbag light illuminated steadily. The seat belt light went out when the belt was buckled. I inspected the under carriage and found no damage. I connected a StarSCAN and found 1 active code in the occupant restraint system and 4 stored codes. The active DTC- B223D in the OCR which indicated that there was an active code in the OCM. I checked the OCM and found DTC-B1B83 Passenger Seat Weight Sensor 4-Left Rear Input Circuit Low. I looked under the passenger seat and did not find anything under it, but noted that there were empty soda/water bottles and other miscellaneous trash on the front and rear floor.

---

Previous

Form Approved

Returned for corrections

1J8HH48K46C





20

MPH

180

120

200

220

140

40

20

km/h

0

F

117153 mile



Jeep











































E33637

















08 2 PXR536





















## **WARNING**

### **EVEN WITH ADVANCED AIR BAGS**



55361230AA

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIR BAG.
- THE **BACK SEAT** IS THE **SAFEST** PLACE FOR CHILDREN.
- **NEVER** PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- **ALWAYS** USE **SEAT BELTS** AND **CHILD RESTRAINTS**.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIR BAGS.





71756  
02080154AE  
154AE



















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2006 XK

Home

9.06

3.7L 1J8HH48K46C [REDACTED]



Show Shortcuts

ECU View

Flash Download

Network View

Vehicle Preparation

System View

More Options

BACK

SHIFT

Back

2006 XK

### ECU View

9.06

Show Shortcuts

3.7L 1J8HH48K46C [REDACTED]



|   | Controller Name                             | Active                              | DTCs | Bus           |
|---|---------------------------------------------|-------------------------------------|------|---------------|
| ▲ | PCM<br>Powertrain Control Module            | <input checked="" type="checkbox"/> | 0    | CAN C         |
|   | TCM<br>Transmission Control Module          | <input checked="" type="checkbox"/> | 0    | CAN C         |
|   | ABS<br>Anti Lock Brakes                     | <input checked="" type="checkbox"/> | 0    | CAN C         |
|   | ESM<br>Electronic Shifter                   | <input checked="" type="checkbox"/> | ---  | CAN C         |
|   | AMP<br>Amplifier                            | <input checked="" type="checkbox"/> | 3    | CAN B         |
|   | CCN<br>Instrument Cluster/Cabin Compartment | <input checked="" type="checkbox"/> | 5    | CAN B         |
|   | DDM<br>Driver Door Module                   | <input checked="" type="checkbox"/> | 0    | CAN B         |
| ▼ | FCMCGW<br>Central Gateway                   | <input checked="" type="checkbox"/> | 3    | DIAG<br>CAN C |

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2006 XK

### ECU View

9.06

Show Shortcuts

3.7L 1J8HH48K46C [REDACTED]



|   | Controller Name                | Active                              | DTCs | Bus           |
|---|--------------------------------|-------------------------------------|------|---------------|
| ▲ | DDM<br>Driver Door Module      | <input checked="" type="checkbox"/> | 0    | CAN B         |
|   | FCMCGW<br>Central Gateway      | <input checked="" type="checkbox"/> | 3    | DIAG<br>CAN C |
|   | OCM<br>Occupant Classification | <input checked="" type="checkbox"/> | 1    | CAN B         |
|   | ORC<br>Occupant Restraint      | <input checked="" type="checkbox"/> | 5    | CAN B         |
|   | PDM<br>Passenger Door Module   | <input checked="" type="checkbox"/> | 0    | CAN B         |
|   | PTS<br>Parktronics             | <input checked="" type="checkbox"/> | 0    | CAN B         |
|   | RADIO<br>Radio                 | <input checked="" type="checkbox"/> | 3    | CAN B         |
| ▼ | SCM<br>Steering Column         | <input checked="" type="checkbox"/> | 3    | CAN B         |



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2006 XK

### ECU View

9.06

Show Shortcuts

3.7L 1J8HH48K46C [REDACTED]



|   | Controller Name                | Active                              | DTCs | Bus   |
|---|--------------------------------|-------------------------------------|------|-------|
| ▲ | OCM<br>Occupant Classification | <input checked="" type="checkbox"/> | 1    | CAN B |
|   | ORC<br>Occupant Restraint      | <input checked="" type="checkbox"/> | 5    | CAN B |
|   | PDM<br>Passenger Door Module   | <input checked="" type="checkbox"/> | 0    | CAN B |
|   | PTS<br>Parktronics             | <input checked="" type="checkbox"/> | 0    | CAN B |
|   | RADIO<br>Radio                 | <input checked="" type="checkbox"/> | 3    | CAN B |
|   | SCM<br>Steering Column         | <input checked="" type="checkbox"/> | 3    | CAN B |
|   | WCM<br>Wireless Control        | <input checked="" type="checkbox"/> | 1    | CAN B |

Back

2006 XK

3.7L 1J8HH48K46C

# ECU Overview - ORC

9.06

Show Shortcuts



Hardware Version: 00.00

Software Version: 06.D5.E0

Part Number: 68000147AA

Country Code: USA

Data Display

Actuators

Misc.  
Functions

More  
Options

View DTCs

Active: 1

Stored: 4

Pending: 0

Back

2006 XK

# DTCs - ORC

9.06

3.7L 1J8HH48K46C [REDACTED]



Show Shortcuts

| Code  | Status | Description                                           |
|-------|--------|-------------------------------------------------------|
| B223D | Active | OCM DTC Present                                       |
| B212D | Stored | Ignition Run Only Input Circuit Open                  |
| U0200 | Stored | Lost Communication With Passenger Door Module         |
| U0199 | Stored | Lost Communication With Driver Door Module            |
| U0159 | Stored | Lost Communication With Parking Assist Control Module |

Clear Stored DTCs

Environ. Data

Tech Tips

Toggle Row Height

Back

2006 XK

### EV Data - ORC

9.06

3.7L 1J8HH48K46C [REDACTED]



Show Shortcuts

| Name                            | Value    | Unit    |
|---------------------------------|----------|---------|
| OCM DTC Present                 | B223D    |         |
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 116761.9 | miles   |
| Accumulation Timer              | 1176     | minutes |
| Ignition Key Cycles             | 0        | cycles  |

Toggle Row Height



Back

2006 XK

### EV Data - ORC

9.06

3.7L 1J8HH48K46C [REDACTED]



Show Shortcuts

| Name                                 | Value    | Unit    |
|--------------------------------------|----------|---------|
| Ignition Run Only Input Circuit Open | B212D    |         |
| DTC Readiness Flag                   | Complete |         |
| DTC Storage State                    | Stored   |         |
| Warning Indicator Request State      | Off      |         |
| Odometer                             | 116750.0 | miles   |
| Accumulation Timer                   | 1        | minutes |
| Ignition Key Cycles                  | 94       | cycles  |

Toggle Row Height



BACK

SHIFT

Back

2006 XK

### EV Data - ORC

9.06

3.7L 1J8HH48K460 [REDACTED]



Show Shortcuts

| Name                                 | Value    | Unit    |
|--------------------------------------|----------|---------|
| Lost Communication With Parking Assi | U0159    |         |
| DTC Readiness Flag                   | Complete |         |
| DTC Storage State                    | Stored   |         |
| Warning Indicator Request State      | Off      |         |
| Odometer                             | 116750.0 | miles   |
| Accumulation Timer                   | 1        | minutes |
| Ignition Key Cycles                  | 94       | cycles  |

Toggle Row Height



Back

2006 XK

3.7L 1J8HH48K46C

# EV Data - ORC

9.06



Show Shortcuts

| Name                                | Value    | Unit    |
|-------------------------------------|----------|---------|
| Lost Communication With Passenger D | U0200    |         |
| DTC Readiness Flag                  | Complete |         |
| DTC Storage State                   | Stored   |         |
| Warning Indicator Request State     | Off      |         |
| Odometer                            | 116750.0 | miles   |
| Accumulation Timer                  | 1        | minutes |
| Ignition Key Cycles                 | 94       | cycles  |

Toggle Row Height



Back

2006 XK

### EV Data - ORC

9.06

3.7L 1J8HM48K46C [REDACTED]



Show Shortcuts

| Name                                | Value    | Unit    |
|-------------------------------------|----------|---------|
| Lost Communication With Driver Door | U0199    |         |
| DTC Readiness Flag                  | Complete |         |
| DTC Storage State                   | Stored   |         |
| Warning Indicator Request State     | Off      |         |
| Odometer                            | 116750.0 | miles   |
| Accumulation Timer                  | 1        | minutes |
| Ignition Key Cycles                 | 94       | cycles  |

Toggle Row Height







Back 2006 XK DTCs - OCM 9.06 Show Shortcuts  
3.7L 1J8HH48K460 [REDACTED]

| Code  | Status | Description                                                  |
|-------|--------|--------------------------------------------------------------|
| B1B83 | Active | Passenger Seat Weight Sensor 4 - Left Rear Input Circuit Low |

Clear Stored DTCs

Environ. Data

Tech Tips

Toggle Row Height

BACK

SHIFT



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Wed Apr 09 15:53:10 EDT 2014  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Claim on Air Bags

Comments:  
-----

vehicle was in roll over, and air bags did not deploy.

Loss State: New

Mexico Loss Date 11/16/2013 Geico Policy [REDACTED] Claim #

[REDACTED]. I have settled with Geico for \$50,000 and I would like settle with Jeep for the same amount. You can feel free to contact Geico for their file on the claim.

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Apr 10 10:39:14 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center regarding your 2005 Jeep Grand Cherokee Laredo.

We apologize that your vehicle was involved in a rollover and the air bags did not deploy. Being we are unable to inspect the vehicle and you no longer own the vehicle, we cannot accommodate your request.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 24862280

EMAIL CASE NUMBER: 2955407

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8538589V40754L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8538589V40754L0KM&)

Original Message Follows:

-----  
US Customer Service - Jeep Brand Site

Brief Description:

Claim on Air Bags

Comments:

vehicle was in roll over, and air bags did not deploy. Loss State: New

Mexico Loss Date 11/16/2013 Geico Policy # [REDACTED] Claim #

[REDACTED]. I have settled with Geico for \$50,000 and I would like settle with Jeep for the same amount. You can feel free to contact Geico for their file on the claim.

VIN:

5C [REDACTED]

Mileage:

100000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Clovis

State:

NM

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Apr 10 10:47:18 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8538589V40754L0KM)

<HTML>

<BODY>

<div dir="ltr">I have photos of the vehicle, and registration and copy of title at time of crash, it was noted on the police report and medical records that the air bags did not deploy. I believe that is enough to file a formal complaint against Jeep and wish to do so at this time.</div>

<br></div><div>Thank you!</div></div><div class="gmail\_extra"><br clear="all"></div><div dir="ltr"><div><b></b><div style="font-family:&#39;arial narrow&#39;;sans-serif;display:inline!important"><b style="font-family:arial,sans-serif"></b><div style="display:inline!important">

<b style="font-family:arial,sans-serif"></b><div style="display:inline!important"><b style="font-family:arial,sans-serif"><b><b><b><div style="font-family:&#39;arial narrow&#39;;sans-serif;display:inline!important"><b style="font-family:arial,sans-serif"><div style="font-family:&#39;arial narrow&#39;;sans-serif;display:inline!important">

<b style="font-family:arial,sans-serif"><div style="font-family:&#39;arial narrow&#39;;sans-serif;display:inline!important"><b style="font-family:arial,sans-serif"><div style="font-family:&#39;arial narrow&#39;;sans-serif;display:inline!important">

<b style="font-family:arial,sans-serif"><div style="font-family:&#39;arial narrow&#39;;sans-serif;display:inline!important"><b style="font-family:arial,sans-serif"><div style="display:inline!important"><b><font face="arial black, sans-serif">David W. Bryant, NMPC</font></b></div>

</b></div></b></div></b></div></b></b></b></b></div></div><br></div><div><b><font face="arial black, sans-serif">Purchasing Agent/Risk Manager</font></b></div><div><b><font face="arial black, sans-serif">City of Clovis, New Mexico 88101</font></b></div>

<div><b><font face="arial black, sans-serif">321 Connelly Street</font></b></div><div><b><font face="arial black, sans-serif">(575)763-9633</font></b></div><div><font face="arial narrow, sans-serif"><a href="mailto:[REDACTED]" target="\_blank">d [REDACTED] </a></font></div>

<div><font face="arial narrow, sans-serif"> </font></div></div></div>

<br><br><div class="gmail\_quote">On Thu, Apr 10, 2014 at 8:39 AM, customerassist <span dir="ltr">&lt;<a href="mailto:customerassist@chrysler.com" target="\_blank">customerassist@chrysler.com</a>&gt;</span> wrote:<br><blockquote class="gmail\_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">

Dear David,<br>

<br>

<br>

Thank you for contacting the Jeep Customer Assistance Center regarding<br>your 2005 Jeep Grand Cherokee Laredo.<br>

<br>

We apologize that your vehicle was involved in a rollover and the air<br>bags did not deploy.<br>

<br>

Being we are unable to inspect the vehicle and you no longer own the  
vehicle, we cannot accommodate your request.

Thank you again for your email. Should you require additional  
assistance, or have any new information to provide, please reply to this  
email message or call 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337"  
value="+18774265337">(1-877-426-5337</a>).

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 24862280

EMAIL CASE NUMBER: 2955407

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8538589V40754L0KM  
&";

target="\_blank">http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8538589V40  
754L0KM&;</a>

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

Claim on Air Bags

Comments:

vehicle was in roll over, and air bags did not deploy. Loss State: New

Mexico Loss Date 11/16/2013 Geico Policy # [REDACTED] Claim #

[REDACTED]. I have settled with Geico for \$50,000 and I would  
like

settle with Jeep for the same amount. You can feel free to contact

Geico

for their file on the claim.

<br>

<br>

VIN:<br>

50 [REDACTED] <br>

Mileage:<br>

100000<br>

Servicing Dealer:<br>

<br>

Title:<br>

<br>

First Name:<br>

[REDACTED] <br>

Middle Initial:<br>

<br>

Last Name:<br>

[REDACTED] <br>

Address 1:<br>

[REDACTED].<br>

Address 2:<br>

<br>

City:<br>

Clovis<br>

State:<br>

NM<br>

Zip:<br>

[REDACTED] <br>

Email:<br>

[REDACTED]a<br>

Work Phone:<br>

<a href="te [REDACTED]" value="[REDACTED]">[REDACTED]</a><br>

</blockquote></div><br></div>

</BODY>

</HTML>



From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Apr 10 10:59:10 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8538589V40754L0KM)

<HTML>

<BODY>

<div dir="ltr"><br></div><div class="gmail\_extra"><br clear="all"><div><div

dir="ltr"><div><b></b><div style="font-family:&#39;arial narrow&#39;;sans-

serif;display:inline!important">

<b style="font-family:arial,sans-serif"></b><div style="display:inline!important"><b style="font-

family:arial,sans-serif"></b><div style="display:inline!important"><b style="font-family:arial,sans-

serif"><b><b><b><div style="font-family:&#39;arial narrow&#39;;sans-

serif;display:inline!important">

<b style="font-family:arial,sans-serif"><div style="font-family:&#39;arial narrow&#39;;sans-

serif;display:inline!important"><b style="font-family:arial,sans-serif"><div style="font-

family:&#39;arial narrow&#39;;sans-serif;display:inline!important">

<b style="font-family:arial,sans-serif"><div style="display:inline!important"><b><font face="arial

black, sans-serif"> [REDACTED],

NMPC</font></b></div></b></div></b></div></b></div></b></div></b></div></b></div><br>

</div><div><b><font face="arial black, sans-serif">Purchasing Agent/Risk

Manager</font></b></div><div><b><font face="arial black, sans-serif">City of Clovis, New Mexico

88101</font></b></div><div><b><font face="arial black, sans-serif">321 Connelly

Street</font></b></div>

<div><b><font face="arial black, sans-serif">(575)763-9633</font></b></div><div><font

face="arial narrow, sans-serif"><a href="mailto:dwbryant@cityofclovis.org"

target="\_blank"> [REDACTED] </a></font></div><div>

<font face="arial narrow, sans-serif"> </font></div></div></div>

<br><br><div class="gmail\_quote">On Thu, Apr 10, 2014 at 8:47 AM, David W Bryant <span

dir="ltr">&lt;<a href="mailto:[REDACTED]"

target="\_blank">dwbryant@cityofclovis.org</a>&gt;</span> wrote:<br><blockquote

class="gmail\_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">

<div dir="ltr">I have photos of the vehicle, and registration and copy of title at time of crash, it was

noted on the police report and medical records that the air bags did not deploy. I believe that is

enough to file a formal complaint against Jeep and wish to do so at this time.</div>

<br></div><div>Thank you!</div></div><div class="gmail\_extra"><br clear="all"><div><div

dir="ltr"><div><b></b><div style="font-family:&#39;arial narrow&#39;;sans-

serif;display:inline!important"><b style="font-family:arial,sans-serif"></b><div

style="display:inline!important">

<b style="font-family:arial,sans-serif"></b><div style="display:inline!important"><b style="font-family:arial,sans-serif"><b><b><b><div style="font-family:&#39;arial narrow&#39;;sans-serif;display:inline!important"><b style="font-family:arial,sans-serif"><div style="font-family:&#39;arial narrow&#39;;sans-serif;display:inline!important">

<b style="font-family:arial,sans-serif"><div style="font-family:&#39;arial narrow&#39;;sans-serif;display:inline!important"><b style="font-family:arial,sans-serif"><div style="display:inline!important"><b><font face="arial black, sans-serif">David W. Bryant, NMPC</font></b></div>

</b></div></b></div></b></div></b></b></b></div></div></div><br></div><div><b><font face="arial black, sans-serif">Purchasing Agent/Risk Manager</font></b></div><div><b><font face="arial black, sans-serif">City of Clovis, New Mexico 88101</font></b></div>

<div><b><font face="arial black, sans-serif">321 Connelly Street</font></b></div><div><b><font face="arial black, sans-serif"><a href="tel:%28575%29763-9633" value="+15757639633" target="\_blank">(575)763-9633</a></font></b></div>

<div><font face="arial narrow, sans-serif"><a href="mailto:dwbryant@cityofclovis.org" target="\_blank">dwbryant@cityofclovis.org</a></font></div>

<div><font face="arial narrow, sans-serif"> </font></div></div></div><div class="h5">

<br><br><div class="gmail\_quote">On Thu, Apr 10, 2014 at 8:39 AM, customerassist <span dir="ltr">&lt;<a href="mailto:customerassist@chrysler.com" target="\_blank">customerassist@chrysler.com</a>&gt;</span> wrote:<br><blockquote class="gmail\_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">

Dear [REDACTED] <br>

<br>

Thank you for contacting the Jeep Customer Assistance Center regarding<br>your 2005 Jeep Grand Cherokee Laredo.<br>

<br>

We apologize that your vehicle was involved in a rollover and the air<br>bags did not deploy.<br>

<br>

Being we are unable to inspect the vehicle and you no longer own the<br>vehicle, we cannot accommodate your request.<br>

<br>

Thank you again for your email. Should you require additional<br>assistance, or have any new information to provide, please reply to this<br>email message or call 1-877-I-AM-JEEP <a href="tel:%281-877-426-5337" value="+18774265337" target="\_blank">(1-877-426-5337</a>).<br>

<br>

Sincerely,<br>

<br>

██████████<br>

<br>

Customer Service Representative<br>

Jeep Customer Assistance Center<br>

<br>

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

following information:<br>

REFERENCE NUMBER: 24862280<br>

EMAIL CASE NUMBER: 2955407<br>

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8538589V40754L0KM  
&amp;"

target="\_blank">http://www.chrysler.com/wccs/brand\_forms/us/reply.jsp?trk\_ID=KMM8538589V40  
754L0KM&amp;</a><br>

<br>

<br>

<br>

Original Message Follows:<br>

-----<br>

US Customer Service - Jeep Brand Site<br>

Brief Description:<br>

Claim on Air Bags<br>

Comments:<br>

vehicle was in roll over, and air bags did not deploy. Loss State: New<br>

Mexico Loss Date 11/16/2013 Geico Policy ██████████ Claim #<br>

██████████ I have settled with Geico for \$50,000 and I would<br>

like<br>

settle with Jeep for the same amount. You can feel free to contact<br>

Geico<br>

for their file on the claim.<br>

<br>

<br>

<br>

VIN:<br>

5C ██████████<br>

Mileage:<br>

100000<br>

Servicing Dealer:<br>

<br>



From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Apr 10 13:33:00 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8538589V40754L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your 2005 Jeep Grand Cherokee Laredo.

We apologize that your vehicle was involved in a rollover and the air bags did not deploy. Unfortunately, we are unable to retrieve files as email attachments. Please forward your information to:

Chrysler Customer Care

P. O. Box 21-8004

Auburn Hills, MI 48321-8004

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 24862280

EMAIL CASE NUMBER: 2955407

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8538589V40754L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8538589V40754L0KM&)

Original Message Follows:

-----  
US Customer Service - Jeep Brand Site

Brief Description:

Claim on Air Bags

Comments:

vehicle was in roll over, and air bags did not deploy. Loss State: New Mexico Loss Date 11/16/2013 Geico Policy # [REDACTED] Claim # [REDACTED]. I have settled with Geico for \$50,000 and I would like settle with Jeep for the same amount. You can feel free to contact Geico for their file on the claim.

VIN:

5C [REDACTED]

Mileage:

100000

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Clovis

State:

NM

Zip:

Email:

Work Phone:

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Mon Apr 14 11:42:09 EDT 2014  
Subject: Reply to Chrysler Group LLC (KMM8538589V40754L0KM)  
Reply Comments:

-----  
Ref#24862280

Case# [REDACTED]

Air bags did not deploy in wreck on 11/16/2013.

Demand of settlement is \$50,000. Lose State: New Mexico, Insurance Policy#  
[REDACTED], Insurance claim [REDACTED]

I have settled with the insurance, and now need to open this claim with the dealer on the air bags not going off in this wreck. Please let me know where I may send information such as pictures, police reports, medical and Insurance files for this claim?

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Apr 14 16:18:43 EDT 2014

Subject: Re: Reply to Chrysler Group LLC (KMM8538589V40754L0KM)

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center regarding your 2005 Jeep Grand Cherokee.

We apologize you no longer have your vehicle.

You can send the correspondence to the following address:

Chrysler Customer Care

P. O. Box 21-8004

Auburn Hills, MI 48321-8004

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 24862280

EMAIL CASE NUMBER: 2955407

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8543533V6723L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8543533V6723L0KM&)

Original Message Follows:

-----

Comments:

Ref#24862280 Case#[REDACTED] Air bags did not deploy in wreck on 11/16/2013.

Demand of settlement is \$50,000. Lose State: New Mexico, Insurance Policy#

[REDACTED], Insurance claim [REDACTED] I have settled with the insurance, and now need to open this claim with the dealer on the air bags not going off in this wreck. Please let me know where I may send information such as pictures, police reports, medical and Insurance files for this claim?



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Fri Apr 18 16:52:00 EDT 2014  
Subject: Reply to Chrysler Group LLC (KMM8543533V6723L0KM)  
Reply Comments:

-----  
REFERENCE NUMBER: 24862280  
EMAIL CASE NUMBER: 2955407

I am mailing out information today on my claim on faulty air bags, along with pictures, medical billing and medical records, settlement demand letter, as well as the insurance claim information on the incident. I look forward to your response.

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Apr 29 16:01:18 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8543533V6723L0KM)

Reply Comments:

-----

Checking the status of ref#24862280 case# [REDACTED]

Chrysler Customer Care  
P. O. Box 21-8004  
Auburn Hills, MI 48321-8004

04/16/2014

REFERENCE NUMBER: 24862280  
EMAIL CASE NUMBER: 2955407

Please see attached documents in regards to vehicle accident I was a passenger in on 11/16/2013. The vehicle struck a metal railing about 20 miles East of Roswell, New Mexico. The driver tried to correct the vehicle and it rolled over at least twice. The airbags in the vehicle failed to go off, and thus this claim against Chrysler, for the injuries suffered as well as pain and suffering. I have settled with the insured Geico policy number [REDACTED] and claim number [REDACTED] in the amount of \$50,000 capped by the policy. I am asking the same from Chrysler in the amount of \$50,000 which I feel is fair and reasonable for the injuries suffered due to the faulty airbags.

The injuries suffered could have been a lot less sever had the air bags in the vehicle worked as described in the owner manual. I settled with Geico without having to get my legal counsel involved and wish to do the same with Chrysler as it will save me the legal fee and Chrysler a much larger settlement, if it has to go that route.

You may contact Geico for any files, and documents as well as the State Police for the police report of this incident, and Eastern New Mexico Medical Center for and records, as well as Presbyterian Health Plex, Clovis Family Healthcare, and Superior Ambulance Services.

I look forward to your prompt response to this letter.

Thank You!

[REDACTED]  
Clovis, New Mexico  
[REDACTED]

+10  
RECEIVED  
APR 20 2014  
SPECIAL INVESTIGATIONS



City Of Clovis

David W. Bryant  
Purchasing Agent



321 Connelly  
P.O. Box 760  
Clovis, NM 88102

(575) 763-9633 ext. 1630  
PE14-817  
Fax (575) 763-9316  
dwbryant@cityofclovis.org

**LEGAL PHOTOS RETAINED IN DOCUMENT  
RETENTION**

## **Airbag Failure to Deploy**

In 1998, Federal Motor Safety Standard 208 (FMVSS 208) was amended to require dual front airbags in all passenger cars and light trucks.

If airbags are functioning, when there is a moderate to severe crash, a signal is sent from the air bag system's electronic control unit to the inflator within the air bag module. An igniter in the inflator starts a chemical reaction that produces a harmless gas, which inflates the air bag within the blink of an eye - or less than 1/20th of a second.

When an airbag fails to deploy and inflate during a moderate to severe crash, injuries to the driver and front-seat passenger can be far more severe. A lawsuit against the manufacturer of the air bag, the car and others may be possible. Claims can be made based on strict liability law, negligence and contract law.

## **Airbag Injury During Crash**

When the force of an airbag injures or kills a driver or passenger, there may be grounds for an airbag failure lawsuit. For example if an airbag is defective in manufacture or design and is deployed with more force than it should be, there would be a claim under strict liability laws. Under strict liability, the plaintiff (the person suing) does not need to prove negligence. The only issues would be the following:

1. Was there a defect? Yes
2. Did the defect cause the injury? Yes
3. How much money should manufacturer pay the injured person Asking \$50,000 if claim can be settled out of court. If court is involved the asking amount will triple to \$150,000 or higher.

11/25/2013

Calleen Domino, Examiner Code HO81

(972)-701-1764

Claims Department

Claim # [REDACTED]

Dear Calleen,

On 11/16/2013 at about 10:30 am I was in an auto accident about 20 miles East of Roswell, New Mexico on Highway 70. [REDACTED] had taken her eyes off the road long enough to hit a metal guard railing, she tried to correct the vehicle, but over corrected causing the vehicle to flip at least twice. We were transported to Eastern New Mexico Medical Center in Roswell, New Mexico. I was treated for a concussion, scrapes and abrasions to the head and right arm and shoulder, and major cut to right hand, causing some tendon damages. The ER Doctor stitched my right hand and told me to follow up with my Doctor here in Clovis, New Mexico. I went to my primary care Doctor on 11/18/2013 and he treated me for muscle spasms in my right shoulder.

I did miss a week of work at 40 hours @ \$20.19 per hour, I am providing you with my last three pay stubs for verification of wages, as well as a letter from my employer on the time I have missed from work.

The medical bills will be coming on the accident from the following

- 1) Ambulance service of transport to the Emergency Room (Transport to ENMMC)
- 2) Easter New Mexico Medical Center (CAT scans, Xrays, Blood work, Medication, and other treatments)
- 3) Clovis Family Healthcare (at least two visits).

I am providing photos of the accident of the vehicle and myself. I am also asking for payment for pain and suffering in the amount of \$8,000.00.

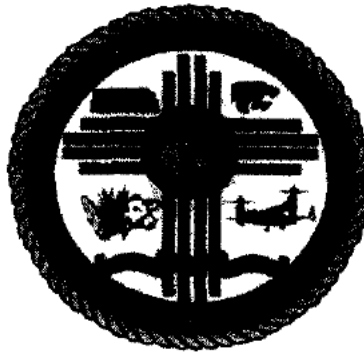
Thank You!

[REDACTED]  
[REDACTED]  
Clovis, New Mexico  
[REDACTED]

City Manager  
JOE C. THOMAS

City Attorney  
DAVID F. RICHARDS

Post Office Box 760  
Clovis, New Mexico  
88101-0760  
Phone (575) 769-7828



**CLOVIS CITY COMMISSION**

Mayor  
DAVID LANSFORD

Mayor Pro-Tem  
LEN VOHS

Commissioners  
CHRIS BRYANT  
DANIEL J. STODDARD  
FIDEL MADRID  
JUAN F. GARZA  
ROBERT SANDOVAL  
SANDRA TAYLOR-SAWYER  
RANDAL S. CROWDER

November 26, 2013

Dear Sir:

██████████ was not able to work due to injuries suffered in a car accident. His doctor excused him from work for the period November 18, 2013 to November 22, 2013 with an approved return to work date of November 25, 2013.

██████████ is employed by the City of Clovis as the Purchasing Agent.

Sincerely,

LeighAnn Melancon

Finance Director

**GOVERNMENT EMPLOYEES INSURANCE COMPANIES  
WAGE AND SALARY VERIFICATION**

|                                           |                  |                                       |                            |
|-------------------------------------------|------------------|---------------------------------------|----------------------------|
| DATE<br><u>11/26/2013</u>                 | OUR POLICYHOLDER | DATE OF ACCIDENT<br><u>11/16/2013</u> | CLAIM NUMBER<br>[REDACTED] |
| Employee's Name<br>[REDACTED]             |                  |                                       |                            |
| Employee's Address<br><u>Clovis, N.M.</u> |                  |                                       |                            |

Dear Sir or Madam:

The above named person sustained injuries as a result of an automobile accident on the date indicated. We understand this person is your employee or former employee. To determine what monies may be due to the injured party, please provide us with responses to the following questions, and return this form promptly. Thank you for your cooperation.

GOVERNMENT EMPLOYEES INSURANCE COMPANIES  
CLAIMS DEPARTMENT  
4201 SPRING VALLEY ROAD  
DALLAS, TX 75244

- Occupation: Purchasing Agent
- Date of Employment: From: 01/11/12 Through: Present
- Dates absent following accident: From: 11/16/2013 Through: 11/25/2013
- Was employee paid during this absence? Yes \_\_\_ No  If Yes, Amount Paid \$ \_\_\_\_\_
- Is employee entitled to benefits under a wage or salary continuation plan? Yes \_\_\_ No
- Name of your Workers' Compensation Insurer: N.M. Self Insured
- Has or will a claim be filed under any Workers' Compensation Law for this accident? Yes \_\_\_ No

| 8. SCHEDULE OF WEEKLY EARNINGS |           |          |                    |                                                | FOR 13 WEEKS PRIOR TO DATE OF ACCIDENT |       |      |           |                |
|--------------------------------|-----------|----------|--------------------|------------------------------------------------|----------------------------------------|-------|------|-----------|----------------|
| WEEK NO.                       | WEEK      |          | NO. OF DAYS WORKED | AMOUNT EARNED INCLUDING OVERTIME OR EXTRA WORK | ADDITIONAL COMPENSATION                |       |      |           | GROSS EARNINGS |
|                                | FROM DATE | TO DATE  |                    |                                                | MEALS                                  | BOARD | TIPS | ALL OTHER |                |
| 1                              | 11/11/13  | 11/17/13 | 5                  | 807.60                                         | -                                      | -     | -    | -         | 807.60         |
| 2                              | 11/18/13  | 11/24/13 | 5                  |                                                |                                        |       |      |           |                |
| 3                              | 10/28/13  | 11/11/13 | 5                  |                                                |                                        |       |      |           |                |
| 4                              | 10/21/13  | 10/28/13 | 5                  |                                                |                                        |       |      |           |                |
| 5                              | 10/14/13  | 10/21/13 | 5                  |                                                |                                        |       |      |           |                |
| 6                              | 10/7/13   | 10/14/13 | 5                  |                                                |                                        |       |      |           |                |
| 7                              | 9/30/13   | 10/7/13  | 5                  |                                                |                                        |       |      |           |                |
| 8                              | 9/23/13   | 9/27/13  | 5                  |                                                |                                        |       |      |           |                |
| 9                              | 9/16/13   | 9/20/13  | 5                  |                                                |                                        |       |      |           |                |
| 10                             | 9/9/13    | 9/13/13  | 5                  |                                                |                                        |       |      |           |                |
| 11                             | 9/2/13    | 9/10/13  | 5                  |                                                |                                        |       |      |           |                |
| 12                             | 8/26/13   | 9/3/13   | 5                  |                                                |                                        |       |      |           |                |
| 13                             | 8/19/13   | 8/23/13  | 5                  |                                                |                                        |       |      |           |                |
| TOTAL                          |           |          |                    |                                                |                                        |       |      |           |                |

**FOR YOUR PROTECTION, NEW MEXICO LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM:  
ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO CIVIL FINES AND CRIMINAL PENALTIES.**

EMPLOYER: City of Clovis DATE: 11/26/13 PHONE # (575) 763-9633 TITLE: City Manager  
SIGNED: [Signature] PRINT NAME: Joe Thomas



| EMPLOYEE                       | DEPARTMENT     | TIME TYPE | AMOUNT | HOURLY RATE                | AMOUNT  | Y-T-D WAGES        | DEDUCTIONS     | CURRENT DEDUCTED | Y-T-D DEDUCTED | Y-T-D WAGES |
|--------------------------------|----------------|-----------|--------|----------------------------|---------|--------------------|----------------|------------------|----------------|-------------|
|                                | 109 PURCHASING |           |        |                            |         |                    |                |                  |                |             |
| 11/09/13                       | 01 REGULAR     | 109       | 86.00  | 20.1300                    | 1610.40 | 34569.41           | 06 RETIREMENT  | 64.84            | 1264.14        |             |
| 11/09/13                       | 03 OVERTIME    | 109       | 36     | 20.1300                    | 10.57   | 1673.89            | 11 DISABILITY  | 7.83             | 180.09         |             |
|                                | 04 VACATION    |           |        |                            |         | 687.92             | 13 PICA        | 16.10            | 362.31         |             |
|                                | 05 SICK        |           |        |                            |         | 319.72             | 15 DISABILITY  | 3.81             | 89.93          |             |
|                                | 11 COMP TIME   |           |        |                            |         | 409.75             | 21 S-S-A       | 11.68            | 272.55         |             |
|                                |                |           |        |                            |         |                    | 80 PICA        | 100.60           | 2369.87        | 38210.69    |
|                                |                |           |        |                            |         |                    | 82 PICA P/T    | 211.87           | 5156.89        | 36946.55    |
|                                |                |           |        |                            |         |                    | 84 ST P/T      | 61.37            | 1468.32        | 36946.55    |
|                                |                |           |        |                            |         |                    | 89 PICA MED    | 23.50            | 554.10         | 38210.69    |
|                                |                |           |        |                            |         |                    | 09 QUARTER M/C |                  | 8.00           |             |
|                                |                |           |        |                            |         |                    | DEDUCTIONS     | 501.17           | 11725.40       |             |
| <b>EMPLOYEE TOTALS:</b>        |                |           | 80.35  | WAGES                      | 1620.97 | 38210.69           |                |                  |                |             |
| <b>Vacation Hours Balance:</b> |                |           | 106.00 | <b>Sick Hours Balance:</b> | 136.00  | <b>Comp Hours:</b> | 36.67          |                  |                |             |

EMPLOYEE: [REDACTED]  
 DEPARTMENT: 100 PURCHASING

10/26/13 01 REGULAR  
 10/26/13 03 OVERTIME  
 04 VACATION  
 05 SICK  
 11 COMP TIME

| TIME | AMOUNT |
|------|--------|
| 109  | 80.00  |
| 109  | 6.06   |

PAY PERIOD END: 10/26/2013  
 HOURLY RATE 20.1300  
 AMOUNT 1610.40  
 182.98

Y-T-D WAGES  
 32959.01  
 1963.32  
 937.92  
 319.72  
 409.75

CHECK NO. 231871 CHECK AMOUNT: 1,222.53

| DEDUCTIONS    | CURRENT DEDUCTED | Y-T-D DEDUCTED |
|---------------|------------------|----------------|
| 06 RETIREMENT | 71.34            | 1199.30        |
| 11 DISABILITY | 7.35             | 172.26         |
| 13 FICA       | 16.10            | 346.21         |
| 15 LIABILITY  | 3.71             | 66.02          |
| 21 S & B      | 11.10            | 260.70         |
| 86 HEALTH     | 11.10            | 228.07         |
| 89 DENTAL     | 11.10            | 228.07         |
| 94 LIFE       | 11.10            | 228.07         |
| 95 TERM       | 11.10            | 228.07         |
| 98 OTHER      | 11.10            | 228.07         |
| TOTAL         | 570.75           | 11224.23       |

Y-T-D WAGES  
 36589.72  
 35390.42  
 35390.42  
 36589.72

EMPLOYEE TOTALS: 100.00  
 VACATION HOURS BALANCE: 100.00  
 SICK HOURS BALANCE: 135.00  
 WAGES: 1793.38  
 36589.72  
 Comp Hours: 15.00

Year sale fundraiser for Christmas Party from 7:30 am to noon, Saturday, November 8th at 1712 January. If you would like to donate to the year sale, please drop items off at City Hall by noon, Saturday, November 8th or call Vicki Meyers at 763-7828.

P.O. BOX 780

CITY OF CLOVIS

EMPLOYEE [REDACTED]  
DEPARTMENT: 109 PURCHASING

PAY PERIOD END: 10/12/2013

CHECK NO [REDACTED]

CHECK AMOUNT: 1,121.04

10

| DATE     | TIME | TYPE      |
|----------|------|-----------|
| 10/12/13 | 01   | REGULAR   |
| 10/12/13 | 03   | OVERTIME  |
| 10/12/13 | 04   | SICK      |
|          | 04   | VACATION  |
|          | 11   | COMP TIME |

| AMOUNT    | HOURLY RATE | AMOUNT  | WAGES    |
|-----------|-------------|---------|----------|
| 109 72.00 | 20.1300     | 1449.36 | 31348.61 |
| 109 .53   | 20.1300     | 16.00   | 1780.34  |
| 109 8.00  | 20.1300     | 161.04  | 319.72   |
|           |             |         | 937.92   |
|           |             |         | 409.75   |

| DEDUCTIONS        | CURRENT DEDUCTED | Y-T-D DEDUCTED |
|-------------------|------------------|----------------|
| 06 RETIREMENT     | 65.86            | 1127.56        |
| 09 DEDUCTIBLE WAC | 2.00             | 8.00           |
| 11 DISABILITY     | 7.83             | 164.43         |
| 13 FICA           | 16.70            | 330.11         |
| 15 LONGEVITY      | 7.71             | 82.11          |
| 21 S.A.U.         | 13.85            | 248.85         |
| 80 FICA           | 102.84           | 2157.38        |
| 82 FED TAX        | 212.07           | 4692.97        |
| 84 ST TAX         | 61.42            | 1337.47        |
| 88 FICA MED       | 23.98            | 504.60         |
| 89 DEDUCTIONS     | 505.36           | 10859.48       |

Y-T-D WAGES  
34796.34  
33668.78  
34796.34

EMPLOYEE TOTALS:  
Vacation Hours Balance:

80.53 WAGES 1626.40 34796.34  
99.00 Sick Hours Balance: 128.00 Comp Hours: 36.57

Clovis Family Healthcare Center


2301 N. MLK BLVD

Clovis, NM 88101

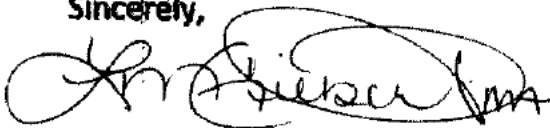
575-762-4455

Date: 11/18/2013

To whom it may concern,

 was evaluated in our office. Patient may return to school/work on 11/25/13. If you have any questions please call our office at the above number.

Sincerely,



3. I am listing all claims I made for damages below, including property damage and injury claims:

DATE OF INCIDENT                      TYPE OF INCIDENT                      SETTLEMENT AMOUNT/OTHER RESULT

FOR YOUR PROTECTION, NEW MEXICO LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM:  
ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO CIVIL FINES AND CRIMINAL PENALTIES

11/26/13  
DATE

[Redacted Signature]

SIGNATURE

[Redacted Name]

PRINT NAME

Claim No. [REDACTED]

DATE 11/26/2013

arbitration, hearing, trial, or other proceeding associated with my claim. This Authorization shall be valid for the duration of the claim. This is not a release of claims for damages. I further understand that I am entitled to a copy of this Authorization and acknowledge receipt by signing below. I acknowledge that the information disclosed pursuant to this Authorization may be re-disclosed by GEICO pursuant to applicable law and may no longer be protected by the Health Insurance Portability and Accountability Act (HIPAA). I also authorize GEICO to further re-disclose the records received pursuant to this authorization, including, but not limited to, information relating to sexually transmitted disease, Acquired Immunodeficiency Syndrome (AIDS), Human Immunodeficiency Virus (HIV) and other communicable diseases, behavioral health care/psychiatric care (excluding "psychotherapy notes" as defined in 45 CFR 164.501), and treatment for alcohol and/or drug abuse, and/or substance abuse, as may be necessary for the purpose of evaluating a claim made by me, or on my behalf, and/or for preparing for, conducting, and/or participating in any mediation, arbitration, hearing, trial, or other proceeding associated with my claim. This HIPAA Compliant Authorization shall also allow GEICO's representatives, agents, consultants, or health care professionals, or any physicians appointed by it, to examine the records produced concerning said condition or treatment.

**Revocation Section:** I acknowledge that I have the right to revoke this Authorization at any time. A revocation of this Authorization must be in writing and sent via regular U.S. mail, postage prepaid, to the Company Representative who requested this authorization and to the medical provider. The revocation of this Authorization will be effective upon receipt and will be prospective only.

I acknowledge that I am aware that the consequences of my not signing this Authorization can include a delay in the processing/resolution of the claim, a potential denial of the claim, or other consequences recognized by applicable state law under the insurance policy at issue.

[REDACTED SIGNATURE]

[REDACTED PRINT NAME]

[SIGNATURE OF PATIENT]

[PRINT NAME OF PATIENT]

11/26/2013

[DATE]

**Personal Representative's Section:** A personal representative executing this form on behalf of the patient warrants that he or she has authority to sign this form on the basis of:

\_\_\_\_\_

(SIGNATURE: PERSONAL REPRESENTATIVE)

(PRINT NAME OF PERSONAL REPRESENTATIVE)

(DATE)

**FOR YOUR PROTECTION, NEW MEXICO LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM:**

**ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO CIVIL FINES AND CRIMINAL PENALTIES.**

Claim No. [REDACTED]

DATE 11/26/2013

### HIPAA COMPLIANT AUTHORIZATION

List below the names and addresses of all persons (Doctors, Dentists, Hospitals, Nurses, Funeral Directors, etc.) who rendered, or who are rendering services in connection with injuries sustained in this accident and the amount of bills, if known.

NAME AND ADDRESS

AMOUNT OF BILL

---



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To Whom It May Concern:

For purposes of evaluating a claim made by me, or on my behalf, and/or for preparing for, conducting, and/or participating in any mediation, arbitration, hearing, trial, or other proceeding associated with my claim, you are hereby authorized to furnish to Government Employees Insurance Company, GEICO General Insurance Company, GEICO Indemnity Company, GEICO Casualty Company, or any of its representatives (individually and collectively referred to as "GEICO") any and all medical information which may be requested concerning my physical and/or mental condition and treatment (excluding "psychotherapy notes" as defined in 45 CFR 164.501) to include, diagnosis, prognosis, and any and all records, files, or other documentation concerning the treatment, prescription, consultation or other advisory visits or events (collectively referred to as the "Records") that pertain to:

- [REDACTED]  
**[PATIENT: PRINT YOUR NAME ABOVE]**
- DOB: [REDACTED]  
**[PATIENT: WRITE YOUR BIRTH DATE ABOVE]**
- SSN: [REDACTED]  
**[PATIENT: PRINT YOUR SOCIAL SECURITY NUMBER ABOVE]**
- The Records covered by this HIPAA Compliant Authorization cover the time period beginning five (5) years prior to the date of last treatment through **[PATIENT: INDICATE YOUR LAST DATE OF TREATMENT IN THE FOLLOWING SPACE]** \_\_\_\_\_, 20\_\_\_\_, the date of last treatment, and up to and including the date of Provider's compliance with this HIPAA Compliant Authorization.
- The Records shall specifically include, but shall not be limited to, such condition and treatment as may pertain to the automobile accident/loss/claim of **[PATIENT: INDICATE THE DATE OF THE AUTOMOBILE ACCIDENT/LOSS/CLAIM IN THE FOLLOWING SPACE]** \_\_\_\_\_, 20\_\_\_\_.

The information covered by this HIPAA Compliant Authorization includes, but is not limited to, reports, records, test results, X-rays, and any other diagnostic testing, whether in your possession or available to you. I understand that the information in the Records may include information relating to sexually transmitted disease, Acquired Immunodeficiency Syndrome (AIDS), Human Immunodeficiency Virus (HIV) and other communicable diseases, behavioral health care/psychiatric care (excluding "psychotherapy notes" as defined in 45 CFR 164.501), and treatment for alcohol and/or drug abuse, and/or substance abuse. Copies of this Authorization shall be considered as valid as the original. This information is being requested for the purpose of evaluating a claim made by me, or on my behalf, and/or for preparing for, conducting, and/or participating in any mediation.

## GOVERNMENT EMPLOYEES INSURANCE COMPANIES

### ACCIDENT INJURY HISTORY



\_\_\_\_\_, do hereby affirm, assert and/or aver that the following is a true and complete recitation.

1. Over my lifetime, I have been involved in \_\_\_\_ accidents. This number includes work-related injuries, slips or falls, automobile accidents and any other events that suddenly and without warning caused injury or trauma to my person. I am listing all such events by date and brief description:
  
  
  
  
  
  
  
  
  
  
2. Over the past 5 years I received treatment or was examined by the following medical providers. This list includes any and all visits to any and all medical care providers, including those who treated me for the injuries listed in Question 1.

| <u>DOCTOR/FACILITY</u> | <u>ADDRESS</u> | <u>INJURY OR COMPLAINT</u> | <u>TREATMENT DATES</u> |
|------------------------|----------------|----------------------------|------------------------|
|------------------------|----------------|----------------------------|------------------------|

*Please complete other side*





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Value of the Day Weekly Ad Store Finder Registry Gift Cards

Link My Store My Account My Rx

All Departments

Submit

105

Choose My Store

Pharmacy Refill Prescriptions

Refill Prescriptions for [Redacted]  
Refilling a prescription for someone else?

- Home
- My Account
- My Rx
- My Rx History
- My Rx Refill History
- My Rx Renewal History
- My Rx Renewal History
- My Rx Renewal History

Refill your prescription [View Status & History](#)

Manage your Rx history, viewing your Account information

Reorder and track your Rx history, including the ability to print or export

Order History

View: Last 90 days

Sort by: Last Fill Date

Pharmacy Tools

- My Rx
- My Rx History
- My Rx Refill History
- My Rx Renewal History
- My Rx Renewal History

Pharmacy Profile

- My Rx
- My Rx History
- My Rx Refill History
- My Rx Renewal History
- My Rx Renewal History

Help

- My Rx
- My Rx History
- My Rx Refill History
- My Rx Renewal History
- My Rx Renewal History

| Prescription                                                                | Date Requested     | Expires           | Status                    | Last Price Paid |
|-----------------------------------------------------------------------------|--------------------|-------------------|---------------------------|-----------------|
| <b>SIMVASTATIN</b><br>20MG TAB<br>RX# 1134793 R21<br>View Details           | November 13, 2013  | August 08, 2014   | PICKED UP<br>Nov 29, 2013 | \$3.00          |
| <b>CYCLOBENZAPR</b><br>10MG TAB<br>RX# 2157107 R21<br>View Details          | November 18, 2013  | November 18, 2014 | PICKED UP<br>Nov 18, 2013 | \$3.00          |
| <b>HYDROCO/ACETAMINOP</b><br>5/325MG TAB<br>RX# 4149443 R21<br>View Details | November 13, 2013  | May 17, 2014      | PICKED UP<br>Nov 17, 2013 | \$3.00          |
| <b>IBUPROFEN</b><br>800MG TAB<br>RX# 2157049 R21<br>View Details            | November 12, 2013  | November 16, 2014 | PICKED UP<br>Nov 17, 2013 | \$2.00          |
| <b>CLINDAMYCIN</b><br>150MG CAP<br>RX# 2157051 R21<br>View Details          | November 17, 2013  | November 16, 2014 | PICKED UP<br>Nov 17, 2013 | \$3.00          |
| <b>PAROXETINE</b><br>20MG TAB<br>RX# 2130868 R21<br>View Details            | November 06, 2013  | July 22, 2014     | PICKED UP<br>Nov 01, 2013 | \$4.00          |
| <b>SIMVASTATIN</b><br>20MG TAB<br>RX# 1134793 R21<br>View Details           | October 23, 2013   | August 08, 2014   | PICKED UP<br>Oct 25, 2013 | \$3.00          |
| <b>PAROXETINE</b><br>20MG TAB<br>RX# 2130868 R21<br>View Details            | October 07, 2013   | July 22, 2014     | PICKED UP<br>Oct 05, 2013 | \$3.00          |
| <b>SIMVASTATIN</b><br>20MG TAB<br>RX# 2066458 R21<br>View Details           | September 14, 2013 | October 15, 2013  | PICKED UP<br>Sep 18, 2013 | \$3.00          |

Items 1 - 4 of 4 items

[Back to top](#)

View: All Items

Total cost for Last 90 Days: **\$27.07**

Paid Out of Pocket from Wreath 11/16/2013

**If any of the tendons in your hand are damaged, surgery may be possible to repair them and help restore movement in the affected fingers or thumb.**

### **What are tendons?**

Tendons are tough cords of tissue that connect muscles to bones. When you contract (tighten) a group of muscles, the attached tendons will pull on certain bones, allowing you to make a wide range of physical movements.

There are two groups of tendons in the hand:

- **extensor tendons** – which run from the forearm, across the back of your hand to your fingers and thumb, allowing you to straighten your fingers and thumb
- **flexor tendons** – which run from your forearm, through your wrist and across the palm of your hand, allowing you to bend your fingers

Surgery can often be carried out to repair damage to both these groups of tendons.

### **When hand tendon repair is carried out**

Hand tendon repair is carried out when one or more tendons in your hand rupture or are cut, leading to loss of normal hand movements.

If your extensor tendons are damaged, you will be unable to straighten one or more of your fingers. If your flexor tendons are damaged, you will be unable to bend one or more of your fingers. Tendon damage can also cause pain and inflammation (swelling) in your hand.

In some cases, damage to the extensor tendons can be treated without the need for surgery, using a rigid support called a splint that's worn around the hand.

Common causes of tendon injuries include:

- **Cuts** – Cuts across the back or palm of your hand can result in injury to your tendons.
- **Sports injuries** – Extensor tendons can rupture when stubbing a finger, such as trying to catch a ball. A flexor tendon can occasionally be pulled off the bone when grabbing an opponent's jersey, such as in rugby. In activities that involve excessive and strenuous gripping (such as rock climbing), the pulleys holding the flexor tendons can rupture.
- **Bites** – Animal bites can cause tendon damage. Human teeth can also cause tendon damage, usually when a person punches another person in the teeth, cutting their hand in the process.
- **Crushing injuries** – Jamming your finger in a door or having your hand crushed in a car accident can divide or rupture a tendon.
- **Rheumatoid arthritis** – Rheumatoid arthritis can cause your tendons to become inflamed. In the most severe cases, this can lead to tendons rupturing.

### **Tendon repair surgery**

Tendon repair may involve making an incision in your wrist, hand or finger so the surgeon can locate the ends of the divided tendon and stitch them together.

Extensor tendons are easier to reach, so repairing them is relatively straightforward. Depending on the type of injury, it may be possible to repair extensor tendons in an accident and emergency (A&E) department using a local anaesthetic to numb the affected area.

Repairing flexor tendons is more challenging because the flexor tendon system is more complex. Flexor tendon repair usually needs to be carried out under either general anaesthetic or regional anaesthetic (where the whole arm is numbed) in an operating theatre by an experienced plastic or orthopaedic surgeon who specialises in hand surgery.

Read more about how hand tendon repair is performed.

## **Recovering from surgery**

Both types of tendon surgery require a lengthy period of recovery (rehabilitation) because the repaired tendons will be weak until the ends heal together. Depending on the location of the injury, it can take up to three months for the repaired tendon to regain its previous strength.

Rehabilitation involves protecting your tendons from overuse using a hand splint. You will usually need to wear a hand splint for several weeks after surgery.

You will also need to perform hand exercises regularly during your recovery to prevent the repaired tendons from sticking to nearby tissue, which can prevent you from being able to fully move your hand.

When you can return to work will depend on your job. Light activities can often be resumed after 6–8 weeks and heavy activities and sport after 10–12 weeks.

Read more about recovering from hand tendon repair

## **Results**

After an extensor tendon repair you should have a working finger or thumb, but may not regain full movement. The outcome is often better when the injury is a clean cut to the tendon rather than one that involves crushing or damage to the bones and joints.

A flexor tendon injury is generally more serious as they are often put under more strain than extensor tendons. After a flexor tendon repair, it is quite common for some fingers not to regain full movement, although the tendon repair will still give a better result than no surgery.

In some cases, complications develop after surgery, such as infection or the repaired tendon snapping or sticking to nearby tissue. If these occur, further treatment may be required.

## **How hand tendons are repaired**

**Before the cut tendons in your hand are repaired, X-rays of your hand, wrist and forearm may be taken to check for things such as fragments of glass (if the tendon was cut by broken glass) or other damage, such as a fracture, that may also need to be repaired.**

Tendon repair is not usually regarded as emergency surgery, but is generally carried out as quickly as possible after the injury - usually within a few days.

This is because the longer the tendons remain ruptured, the more scarring will develop on the end of the tendons. This could reduce the range of your hand movement after surgery.

Depending on the nature of your injury, you may be given antibiotics and a tetanus jab before surgery to prevent your hand from becoming infected.

### **Extensor tendon repair**

Extensor tendon repair is usually performed under a regional anaesthetic. This is when an injection is used to make part of your body totally numb. For hand surgery, regional anaesthetic is injected into base of the neck or top of the shoulder to numb the whole arm.

If your tendon was damaged due to a wound, the wound will be thoroughly cleaned. An incision may be made in your hand to make the wound larger and the two ends of the ruptured tendon will be stitched together.

The wound will then be closed with stitches and a rigid splint (a support to protect the hand) made of plaster is usually fitted to stop you moving your hand and damaging the repaired tendons.

If nothing else has been damaged, extensor tendon repair surgery can take around 30 minutes to complete

### **Flexor tendon repair**

Flexor tendon repair is usually performed under a regional or general anaesthetic.

A tourniquet will be applied to your upper arm to stop the blood circulating and to make it easier to perform the operation safely. A tourniquet is like a blood pressure cuff used to constrict (squeeze) the arm and temporarily cut off the blood supply.

The surgeon will then extend the wound, or make an incision if there is no wound, to locate the damaged tendons. They will bring the two ends of the damaged tendon together, before stitching them to each other.

The wound in the hand is then closed with stitches and a rigid plaster splint usually applied to protect the repaired tendons.

A simple flexor tendon repair takes 45-60 minutes. Complex surgery for more severe injuries could take much longer.

## Recovery after hand tendon repair



You may need to wear a protective splint for several weeks following hand tendon repair

**When you will be able to return home after surgery will depend on how badly your hand was damaged.**

You may be able to go home on the same day, once you have recovered from any anaesthetic and arrangements have been made for your aftercare.

### After the operation

If you have had a general anaesthetic, you will wake up in the recovery room after your operation. You may have an oxygen mask on your face and you may feel a bit drowsy.

If you had a regional or local anaesthetic, you will be able to go back to the ward sooner, but your arm will be numb and floppy for several hours.

It is normal for your hand to be elevated in a sling (a large bandage designed to support a body part) to reduce swelling.

Following the operation, your hand is likely to be bruised and swollen and, when the anaesthetic wears off, it will be painful. You may need to take painkillers, such as ibuprofen, paracetamol or codeine for up to two weeks.

Before you leave hospital, you will be advised about keeping your hand above the level of your heart whenever possible to help reduce swelling. For example, you may be advised to raise your arm on cushions while seated or hold your arm up to your other shoulder while standing and walking.

You will not be able to drive for several weeks after the operation, so you will need to arrange for someone to pick you up and take you home from the hospital. If you live on your own and you have had a general anaesthetic, you may be advised to stay in hospital overnight. You may also need to stay overnight if you need hand therapy in hospital before you go home.

## **Recovery and rehabilitation**

Before you leave hospital, a hand therapist may replace the rigid plaster splint (a support designed to protect the hand) fitted during the operation with a lighter and more flexible plastic one. This splint will help to prevent the repaired tendons from being overstretched.

You will usually be advised to wear the splint at all times for three to six weeks, possibly followed by just wearing it at night for a further couple of weeks

Your hand therapist will advise you about looking after your splint and what to do if you develop any problems with it. It's important to avoid getting the splint wet, so covering it with a plastic bag while having a bath or shower will usually be recommended.

You will be taught a number of different hand exercises after the operation, either before you leave hospital or at an appointment a few days later. These exercises are designed to prevent the repaired tendons from getting stuck to surrounding tissue, which would reduce your range of hand movements.

The specific exercises recommended by your hand therapist or surgeon will vary according to the type of tendon repair you had.

If you smoke, it is highly recommended that you stop because smoking can impair the blood circulation in your hand and delay your recovery time. Read more about [stopping smoking](#).

## **Returning to work and activities**

How quickly you can return to work and resume normal daily activities will depend on the nature of your job, as well as the type and location of your injury.

The repaired tendon will usually be back to full strength after about 12 weeks, but it can take up to six months to regain the full range of movement and in some cases you may never be able to move the affected finger or thumb as much as you could before it was damaged.

In general, most people are able to:

- resume light activities, such as using a keyboard or writing with a pen, after 6-8 weeks
- drive a car, motorcycle or heavy goods vehicle (HGV) after 8-10 weeks
- resume medium activities, such as light lifting or shelf stacking, after 8-10 weeks
- resume heavy activities, such as heavy lifting or building work, after 10-12 weeks
- resume sporting activities after 10-12 weeks

Your hand therapist or surgeon can give you a more detailed estimate of your likely recovery time.

It is vital that you follow all the instructions and advice given to you regarding the use of your hands during your recovery period. If you attempt to use the repaired tendons before they have fully healed, it could cause the repair to rupture.



# Complications of hand tendon repair

**Some common complications of tendon repair include infection, the tendon rupturing and the repaired tendon sticking to nearby tissue.**

## Infection

An infection develops after about one in every 20 tendon repair operations. The risk of infection is highest if you damaged your hand where there were a lot of germs, such as a farm. Crushing injuries are also more likely to cause an infection.

Symptoms that may indicate your hand has developed an infection include:

- redness and swelling in your hand
- a feeling of tenderness or pain
- a high temperature (fever) of 38°C (100.4°F) or above

Contact your GP if you think you have developed an infection. Most infections can be successfully treated with antibiotics.

## Repair failure

After about one in every 20 tendon repair operations, the repair fails and the affected tendon ruptures.

When this happens, it usually occurs soon after the operation, when the tendon is weakest. Tendon ruptures often happen in people who do not follow the advice about resting the affected tendon. Accidental trips, falls or suddenly catching your splint on an object can also rupture the tendon

Sometimes, it is obvious you have ruptured the tendon because you notice a sudden snapping or 'pinging' sensation in your hand. However, you may not notice the tendon has ruptured until you discover that you cannot move your finger or fingers in the same way as before.

If you think your tendon has ruptured, contact your surgical team or hand therapist. Further surgery is usually required to repair the tendon.

## Tendon adhesion

Tendon adhesion is a medical term which means the tendons have become stuck to surrounding tissue and have lost some of their range of movement.

This can cause loss of movement, which in most cases is minor. More serious cases of tendon adhesion require surgery to free the stuck tendon.

Contact your surgical team or hand therapist if you notice a reduction in your ability to move your hand while you recover from surgery.

12/09/2013

To: Geico Insurance

From: Clovis Family Healthcare

Re: Patient [REDACTED]

(DOB [REDACTED])

To whom it may concern,

[REDACTED] is a patient with Clovis Family Healthcare. He is a [REDACTED] year old male. Is being seen for a vehicle accident that occurred on 11/16/2013. The extent of his injury that he is seen for are concussion, multiple abrasions to head, stiffness and muscle discomfort, as well as tendon damage to his right hand. The extent of the tendon damage is not known at this time, it could possibly be some extended time to determine if he may need to see an Orthopedic Specialist to repair the permanent damaged caused to his right hand. [REDACTED] will have pain and discomfort from this injury for the rest of his life, weather he has to have it operated on to repair, or if it is left alone with the range of motion he now has. I believe his stiffness and muscle discomfort will heal and be minimized over time with treatment, however may have some discomfort that last longer, due to the extent on the accident he was in, the body takes some time to heal after it is thrown around such as this event.

[REDACTED] is also see by Jon Shrader MD for anxiety disorder, which is currently being treated and monitored. [REDACTED] states he has increased anxiety from this accident on 11/16/2013. It is worth noting that can be expected from the extent of the events of the accident. He is also seen for insomnia due to his anxiety, he is being treated for this as well, however he has stated since the incident he has been have a more difficult time with his sleep and general rest.

  
Raymond Ortiz

Clovis Family Healthcare  
2301 N. Martin Luther King Blvd.  
Clovis, New Mexico 88101  
(575)762-4455



PATIENT: [REDACTED] DIAGNOSIS: Continuation week/low back RT 5th digit tendon injury

ICD9 \_\_\_\_\_ FREQUENCY: 12/wk DURATION: 6 wks # OF VISITS: \_\_\_\_\_

**PHYSICAL THERAPY**

- Evaluate & Treat (Consult)
- Continue PT as Indicated
- Therapeutic Modalities (As Indicated)
- Aquatics
- Biofeedback
- Electrical Stimulation
- Gait Training
- Home Exercise Program
- Iontophoresis
- Kinesio-Taping
- Lymphedema
- Manual Therapy
- Massage
- Mobilization
- Myofascial Release
- Muscle Re-ed
- Orthotics
- Phonophoresis
- Sport Specific Activity
- Stabilization
- Strength Training
- TENs Setup
- Therapeutic Exercises (Hand)
- Ultrasound
- Woundcare/Debridement
- Other \_\_\_\_\_

**PHYSICAL THERAPY**

**NEURO REHAB**

- Evaluate & Treat (Consult)
- Balance & Fall Prevention
- CVA Rehab
- Pediatric Rehab
- Spinal Cord Rehab
- TBI Rehab
- Vestibular Rehab
- Wheelchair Seating & Positioning Evaluation

**WOMEN'S HEALTH**

- Osteoporosis Program
- Pelvic Floor Exercises
- Postnatal Exercise Program
- Prenatal Exercise Program

**REHABILITATION**

- Cardiac Rehab
- Pulmonary Rehab
- IV Therapy
- Other \_\_\_\_\_

**OCCUPATIONAL THERAPY**

- Evaluate & Treat (Consult)
- Continue OT As Indicated
- Therapeutic Modalities (As Indicated)
- Biofeedback
- Carpal Tunnel Protocol
- Cold Pack
- Contrast Bath
- Desensitization
- Edema Management
- Electrical Stimulation
- Fluidotherapy
- Home Exercise Program
- Hot Pack
- Iontophoresis
- Neuro Re-ed
- Paraffin Bath
- Pain Management
- Scar Management
- Splinting
- Strength Training
- Tendon Repair Protocol
- TENs Setup
- Ultrasound
- Work Evaluation
- Other \_\_\_\_\_

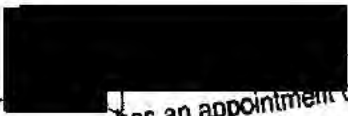
**SPEECH THERAPY**

- Evaluate & Treat (Consult)
- Cognitive Assessment
- Continue Speech Therapy
- Dysphagia
- Swallowing Evaluation
- Treat as Indicated
- Other \_\_\_\_\_

**GOALS**

- Decrease Pain/Edema
- Improve Balance
- Improve Proprioception
- Improve Speech Intelligibility
- Improve Swallowing Function
- Increase Endurance
- Increase Functional ADLs
- Increase ROM
- Increase Strength

DATE: 12/9/13 PHYSICIAN'S SIGNATURE: [Signature]

M  has an appointment on  
13 / 12 / 13  
Day Month Year

at 400 A.M. P.M.  
If unable to keep appointment, kindly give 24 hours notice.



12/10/2013

To: Geico Claims

From: [REDACTED]

Re: Lost Wages and Dates

|                                                          |                                      |
|----------------------------------------------------------|--------------------------------------|
| 12/09/2013 Dr. Appointment with Raymond Ortiz            | 1.5 hrs                              |
| 12/09/2013 Counsel session for treatment plan Healthplex | 1.5 hrs                              |
| 12/12/2013 PT Healthplex                                 | 1.0 hrs                              |
| 12/16/2013 PT Healthplex                                 | 1.0 hrs                              |
| 12/18/2013 PT Healthplex                                 | 1.0 hrs                              |
| 12/23/2013 Dr Appointment with Raymond Ortiz             | 1.5 hrs                              |
| 12/26/2013 PT Healthplex                                 | 1.0 hrs                              |
| 12/30/2013 PT Healthplex                                 | 1.0 hrs                              |
| 01/02/2014 PT Healthplex                                 | 1.0 hrs                              |
| 01/07/2014 PT Healthplex                                 | 1.0 hrs                              |
| 01/09/2014 PT Healthplex                                 | 1.0 hrs                              |
| Three more PT Healthplex to be scheduled                 | 3.0 hrs                              |
| Follow up Dr. Appointment with Raymond Ortiz             | <u>1.5 hrs</u>                       |
|                                                          | 17 hrs X 20.19 = \$343.23 lost wages |

V017000738

ACCT: [REDACTED]

GUAR: 585-29-2188

CLOVIS, NM

CLOVIS, NM

(H)

(H)

44 M ADM/SER: 11/16/13 UR CHG: 0 MVA-INS 10331.89 11/16/13  
 OP ER DISCHARGE: 11/16/13 AR CHG: 10331.89 SP 0  
 FB 11/21/13 LST STMT: BALANCE: 10331.89

| PROCEDURE | DESCRIPTION                    | COUNT | AMOUNT   |
|-----------|--------------------------------|-------|----------|
| 1913225   | COMPREHENSIVE ED VISIT         | 1     | 1242.57  |
| 1913230   | MINOR PROCEDURE                | 1     | 184.84   |
| 1913237   | 12 LEAD EKG                    | 1     | 425.25   |
| 1913254   | SIMPLE PROCEDURE               | 1     | 77.63    |
| 2500337   | CLINDAMYCIN HCL 150 MG CAP     | 2     | 40.80    |
| 2500797   | LIDOCAINE HCL 1% 30 ML SDV     | 1     | 47.13    |
| 2500985   | NEOMYCIN-BACITRA.-POLYMYX 1 EA | 3     | 12.00    |
| 2501047   | OXYCODONE W/ ACETAMINOPHEN 1EA | 1     | 25.40    |
| 2502321   | ISOVUE 300 100 ML              | 1     | 224.08   |
| 3002730   | CBC                            | 1     | 272.94   |
| 3002770   | COMP. METABOLIC                | 1     | 552.62   |
| 3005840   | LIPASE                         | 1     | 329.74   |
| 3007870   | TROPONIN QUANT                 | 1     | 149.81   |
| 3201250   | HAND 3 VIEWS MINIMUM           | 1     | 293.91   |
| 3500150   | CT THORAX W                    | 1     | 3870.09  |
| 3500260   | CT SCAN HEAD WO                | 1     | 2583.08  |
|           |                                |       | -----    |
|           |                                |       | 10331.89 |

"BENEFITS ASSIGNED"



ACCT: [REDACTED]

GUAR: 430-41-4946

CLOVIS, NM  
[REDACTED] (H)

CLOVIS, NM  
[REDACTED] (H)

46 F            ADM/SER:    11/16/13    UR CHG:            0 MVA-INS            151.95 11/16/13  
OP ER           DISCHARGE: 11/16/13    AR CHG:           151.95 SP            0  
FB 11/21/13    LST STMT:            BALANCE:           151.95

---

| PROCEDURE | DESCRIPTION                     | COUNT | AMOUNT |
|-----------|---------------------------------|-------|--------|
| 1913215   | FAST TRACK LEVEL THREE SERVICE  | 1     | 151.95 |
| 2502139   | TETANUS DIPHTHERIA PERTUSSISVAC | 0     | 0      |
|           |                                 |       | -----  |
|           |                                 |       | 151.95 |

"BENEFITS ASSIGNED"

ACCT: [REDACTED]

GUAR: 585-93-1229

CLOVIS, NM  
[REDACTED] (H)

CLOVIS, NM  
[REDACTED] (H)

22 M ADM/SER: 11/16/13 UR CHG: 0 MVA-INS 703.09 11/16/13  
OP ER DISCHARGE: 11/16/13 AR CHG: 703.09 SP 0  
FB 11/21/13 LST STMT: BALANCE: 703.09

---

| PROCEDURE | DESCRIPTION           | COUNT | AMOUNT |
|-----------|-----------------------|-------|--------|
| 1913223   | INTERMEDIATE ED VISIT | 1     | 625.46 |
| 1913254   | SIMPLE PROCEDURE      | 1     | 77.63  |
|           |                       |       | <hr/>  |
|           |                       |       | 703.09 |

**"BENEFITS ASSIGNED"**

TO: County Clerk  
COUNTY OF: Chaves  
STATE OF: New Mexico

November 25, 2013

**NOTICE OF HOSPITAL LIEN**

The undersigned hereby gives notice for and on behalf of, Eastern New Mexico Medical Center, located at 405 West Country Club Road, Roswell, NM 88201 (hereinafter 'Hospital'), that the Hospital has furnished hospital care, treatment and/or maintenance, all of which were medically necessary, to the following patient: [REDACTED] CLOVIS, NM [REDACTED] from [REDACTED] to [REDACTED] due to injuries sustained in and/or by a motor vehicle or other liability accident, on or around [REDACTED] and the amount due for these services is \$10331.89, a sum that is a reasonable charge for the hospital care, services, treatment and/or maintenance rendered the above referenced patient.

The person(s), firm(s), corporations(s) or insurance companies claimed by the patient or his/her legal representative to be liable for damages arising from the illness or injuries cared for, treated and/or maintained by the hospital is/are:

**Geico Direct Insurance, P.O. Box 509105 San Diego CA 92150**  
**CLMC [REDACTED]**

The Hospital, therefore, hereby creates a lien up to the maximum allowable amount of any obtained or recovered damages which the patient or his/her legal representative may receive or be entitled to receive, whether by judgment, settlement or compromise, from any and all causes of action, suits, claims, counterclaims or demands accruing to the patient, all in accord with the provisions of the laws of the State of New Mexico.

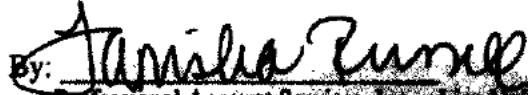
**STATE OF TENNESSEE**  
**COUNTY OF WILLIAMSON**

The foregoing was acknowledged and verified before me on the date first written above by the duly authorized agent and/or operator of the Hospital identified herein, for and on behalf of said Hospital:

  
Notary Public

My Commission Expires: 7/18/2014

Prepared by: Professional Account Services, Inc.

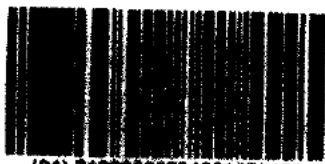
By:   
Professional Account Services, Inc. - Law Office  
Suite 100  
7100 Commerce Way  
Brentwood, TN 37027  
Phone: (888) 489-6745 Ext. <<UAPHONE>>



43603851-RJR



**Pasi**  
Professional Account Services  
7100 Commerce Way, Suite 100  
Brentwood TN 37027  
Attn: PLU



(91) 7102680001001871432

[REDACTED]  
CLOVIS NM [REDACTED]

436038511 RJR

PLAINS REGIONAL MED CT  
2100DRMARTIN LUTHER KIN  
CLOVIS, NM 88101

12 12 2013 15:28:32  
Merchant ID 00000002881012  
Terminal ID: 01340804  
226110923993

# PRESBYTERIAN

*For Services Provided By:  
Presbyterian Healthcare Services*

CREDIT CARD  
VISA SALE

CARD # [REDACTED]  
INVOICE 0002  
Batch #: 000274  
Approval Code 004924  
Entry Method Swiped  
Mode: Online

### PAYMENT RECEIPT

SALE AMOUNT \$60.00

6932586 Department: PRMC PT  
009782 Date: 12/12/13  
e: [REDACTED] Patient Name: [REDACTED]

CUSTOMER COPY

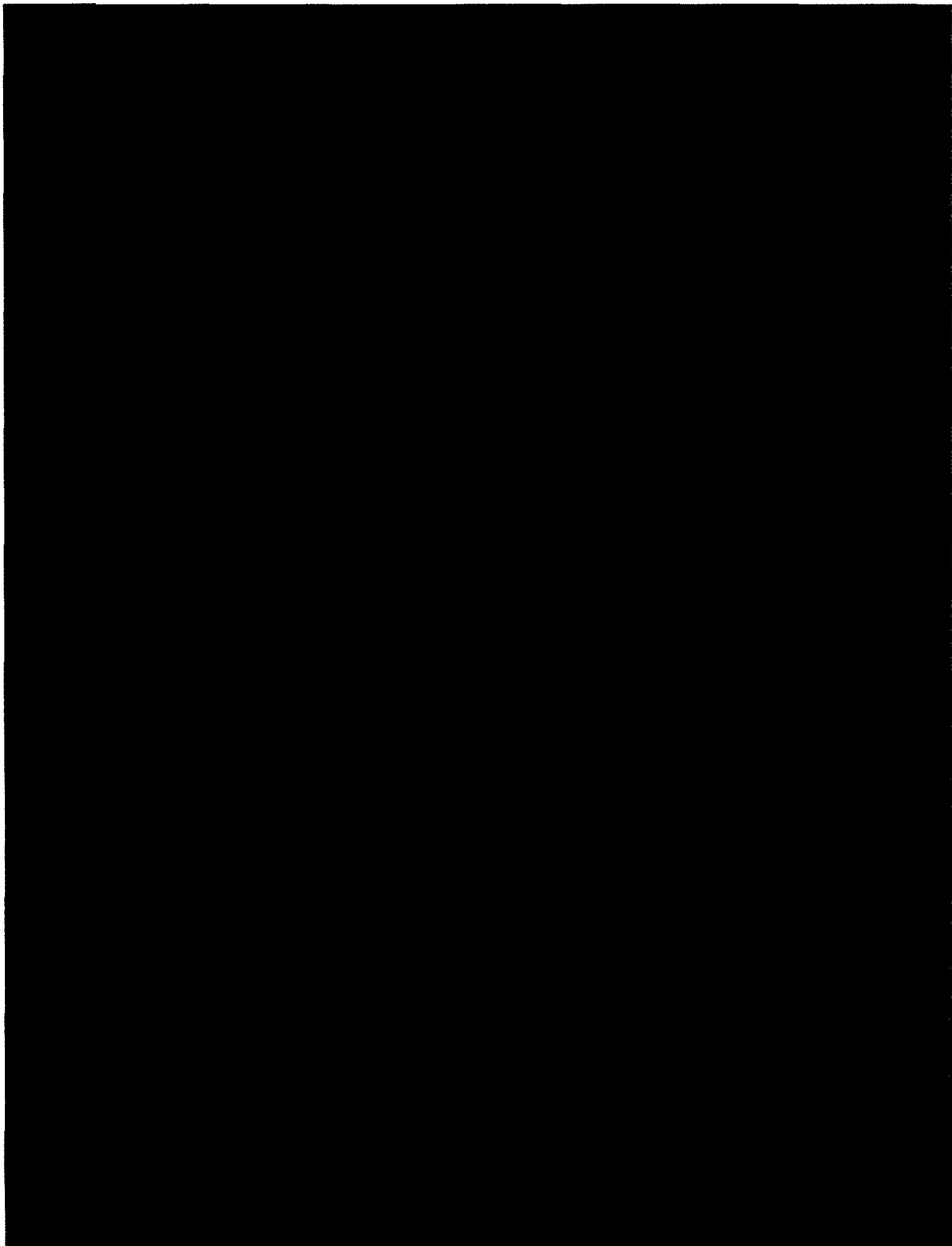
| Source           | Reference  | Payment |
|------------------|------------|---------|
| VISA CREDIT CARD | [REDACTED] | \$60.00 |
| Total Amount:    |            | \$60.00 |

*For Visit 12/11/2013 - 12/12/2013  
Two @ \$30<sup>00</sup> Co-pay*

*For payment or account inquiries:*

**Presbyterian Healthcare Services**  
P.O. Box 26268  
Albuquerque, NM 87125  
Phone: 505-823-6600  
Toll Free: 888-438-0690  
www.phs.org

**Please save your receipt for your records**



12/16/2013

PRESBYTERIAN HEALTH PLAN

GROUP: GR002192    PRODUCT: HWP10007    MEMBER NUMBER: 10244868000

To: Whom it may concern

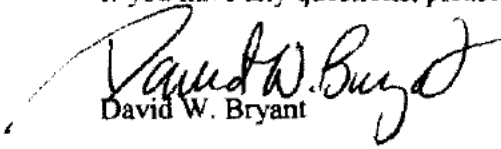
From: [REDACTED]

Re: Auto Accident 11/16/2013 GEICO CLAIM: [REDACTED]

I was involved in a rollover accident on 11/16/2013 and transported to Eastern New Mexico Medical Center in Roswell, New Mexico. I was treated for multiple scrapes and abrasions, concussion, right hand injury to tendons, and chest pains. I was told to follow up with my primary doctor or orthopedic surgeon for my tendon injury, as well as general care. I have made several visits to Clovis Family Health Care, Doctor Raymond Ortiz, and Presbyterian Healthplex, in Clovis, New Mexico for a round of 12 therapy sessions.

Geico Insurance claim for medical expenses was capped at \$2,000.00 which this incident has been way over. They have instructed me to turn all future bills into you for coverage.

If you have any questions, please feel free to contact me at (575) 763-9633

  
David W. Bryant

Purchasing Agent/Risk Manager

City of Clovis, New Mexico 88101

[dwbryant@cityofclovis.org](mailto:dwbryant@cityofclovis.org)





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GEICO General Insurance Company

---

P.O. Box 509105  
San Diego, CA 92150-9930

12/13/2013

[REDACTED]  
[REDACTED]  
Clovis, NM [REDACTED]

Company Name: Geico General Insurance Company  
Claim Number: [REDACTED]  
Loss Date: Saturday, November 16, 2013  
Policyholder: [REDACTED]  
Injured Party: [REDACTED]

Dear [REDACTED]

The Medical coverage and/or Personal Injury Protection available to you on the claim specified above has been exhausted. Therefore, we will not be able to make any further payment for medical expenses you incurred as a result of this accident.

You may be entitled to additional benefits from your health insurance company. Any further medical bills should be submitted to your health insurer with a copy of this letter.

If you have any questions, contact me at the number below. Please refer to your claim number when writing or calling about this claim.

Sincerely,

Arlene Cojulun, Examiner Code J170  
972-701-1834  
Claims Department

[Print This Page](#)[Close This Window](#)

Name: David W Bryant | DOB: 5/9/1969 | MRN: 2317378 | PCP: Jon M Shrader, DO

## Upcoming Appointments

| Date / Time                                          | Description                               | Department                                                               |
|------------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------|
| <u>Wednesday December 18, 2013</u><br><u>8:00 AM</u> | Follow up 60 with<br>Stacy Henrikson, PTA | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Thursday December 26, 2013</u><br><u>8:00 AM</u>  | Follow up 60 with<br>John Jimenez, PT     | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Monday December 30, 2013</u><br><u>9:30 AM</u>    | Follow up 60 with<br>Stacy Henrikson, PTA | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Thursday January 02, 2014</u><br><u>8:45 AM</u>   | Follow up 60 with<br>John Jimenez, PT     | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Tuesday January 07, 2014</u><br><u>8:00 AM</u>    | Follow up 60 with<br>John Jimenez, PT     | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Thursday January 09, 2014</u><br><u>8:00 AM</u>   | Follow up 60 with<br>John Jimenez, PT     | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |

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# PRESBYTERIAN

For Services Provided By:  
Presbyterian Healthcare Services

## PAYMENT RECEIPT

Receipt #: [REDACTED] Department: PRMC PT  
Guarantor ID: -909782 Date: 12/18/13  
Guarantor Name: [REDACTED] Patient Name: [REDACTED]  
Patient MRN: 2317378

| Type          | Source           | Reference  | Payment |
|---------------|------------------|------------|---------|
| Copay         | VISA CREDIT CARD | [REDACTED] | \$60.00 |
| Total Amount: |                  |            | \$60.00 |

For payment or account inquiries:

Presbyterian Healthcare Services  
P.O. Box 26268  
Albuquerque, NM 87125  
Phone: 505-923-6600  
Toll Free: 888-438-0890  
www.phs.org

Please save your receipt for your records

PLAINS REGIONAL MED CT  
2100DRMARTIN LUTHER KJN  
CLOVIS, NM 88101

12-18-2013  
Merchant ID  
Terminal ID  
226110923993

07-58-30  
000000002881012  
04340804

CREDIT CARD  
VISA SALE

CARD #  
INVOICE  
Batch #:  
Approval Code  
Entry Method  
Mode



0001  
000277  
028772  
Swiped  
Online

SALE AMOUNT

\$60.00

CUSTOMER COPY

Patient Chart



To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

### Monamine oxidase activity and cortisol

Studies by Tripodianakis et al examined the neurochemical variables of patients with AD who were suicidal and found that platelet monoamine oxidase (MAO) activity was significantly lower in both male and female patients compared with controls of the same sex. Plasma levels of cortisol were significantly higher in the patients compared with the controls. These results suggest that low platelet MAO activity may be a biologic characteristic of individuals who attempt suicide.<sup>[4, 5]</sup>

### Serotonin

Rao et al conducted another study that observed the relationship of blood serotonin concentrations to underlying psychiatric disorders. Patients with AD had a significantly higher maximal binding capacity of the platelet serotonin-2A receptor. These findings were consistent with other psychiatric patients who were suicidal and suggest that a reduction in the availability of serotonin and an up-regulation of the serotonin-2A receptors in psychiatric patients are associated with a loss of control over suicidal impulses.<sup>[6]</sup>

### Biological markers of oxidative stress

Di Rosa et al conducted a study that analyzed serum levels of protein carbonyl groups and nitrosylated proteins, which are biological markers of oxidative stress. These biomarkers were higher in 19 individuals that experienced psychological abuse and suffered from workplace mobbing associated adjustment disorders compared with 38 healthy subjects, suggesting a direct role of oxidative stress in ADs.<sup>[7]</sup>

## Frequency

### Incidence and prevalence

Adjustment disorder is one of the most commonly used subthreshold diagnoses. Although most studies suggest rates at about 12%, rates as high as 23% in clinical patient populations have been recorded.<sup>[1, 8, 9, 10, 11]</sup> Depressed mood was the most common subtype of AD assigned (11.8%), followed by AD with anxious mood, mixed anxiety and depressed mood, and disturbance of conduct.<sup>[11]</sup>

### Co-morbidity

The criteria for AD preclude the concurrent diagnosis of axis I disorders. Nonetheless, co-morbidity with other psychiatric diagnoses, such as the personality disorders, anxiety disorders, affective disorders, and psychoactive substance abuse disorder, is reported in up to 70% of patients with AD in adult medical settings of general hospitals.<sup>[12, 13]</sup>

In one study, about 53-70% of AD cases (n=3048) showed a comorbid posttraumatic stress disorder (PTSD). Because this study was performed on refugees in Ethiopia, Algeria, Gaza, and Cambodia, these individuals were expected to have experienced a high number of traumatic life events. Still, Dobnck et al suggest that the high co-morbidity between AD and PTSD indicates they are both parts of a stress response spectrum.<sup>[14]</sup>

In addition, in some studies, AD has been reported in as many as one third of patients with cancer.<sup>[15]</sup> However, in a meta-analysis of 94 interview-based studies, Mitchell et al found that the prevalence of AD is approximately 15.4% in palliative-care settings and is approximately 19.4% in oncological and hematological settings.<sup>[16]</sup> The literature suggests that the incidence of AD is also increased in other major illnesses due to the upsetting nature of a life-changing diagnosis or event.<sup>[17, 18]</sup> For instance, a study demonstrated that 61.5% of burn victims (n=65) referred for psychiatric consultation suffered from AD.<sup>[19]</sup>

## Mortality and Morbidity

No clear correlation exists between AD and mortality; however, research findings suggest that patients with AD are at an increased risk for morbidity and mortality.

### Suicide

Gradus et al examined all of the suicides (n=9,612) in Denmark from 1994-2006. For each case, as many as 30 controls (n=199,306) were matched based on gender, date of birth, and calendar time. Conditional logistic regression analyses revealed that those diagnosed with AD had 12 times the rate of suicide as compared with those without an AD diagnosis.<sup>[20]</sup>

Mitrev et al found that suicide risk was higher in patients with chronic AD and in individuals with previous suicide attempts. Patients aged 15-19 years demonstrated the highest suicide risk. Mitrev also found that the suicide risk for women increased with age.<sup>[21]</sup>

Polyakova et al compared the characteristics of the suicide attempts of 69 patients experiencing major depression with those of 86 patients with AD. This study found that the interval from the first symptoms to the suicide attempt is shorter in the group with AD than in the group with major depression. Furthermore, suicide attempts of people with AD frequently are not planned.<sup>[22]</sup>

Similarly, Runeson, Beskow, and Waern studied 58 consecutive suicides among individuals aged 15-29 years through psychological autopsy and study of the suicidal process. They found that the median interval from the first suicidal communication to the suicide was less than one month for persons with AD.<sup>[23]</sup> Portzky et al also confirmed that the suicidal process in AD was significantly shorter and more rapidly evolving without any prior indications of emotional or behavioral problems.<sup>[24]</sup> These studies underscore the importance of assessing the suicidal risk for patients diagnosed with AD. Psychiatric assessment of patients with AD should include careful monitoring of both symptomatology and potential for suicide and harm to significant others.

### Self-harm

Patients with AD engage in deliberate self-harm at a rate that surpasses most other disorders. In an ED study of those who engage in deliberate self-harm, a clinical diagnosis of AD was made in 31.8% of those interviewed.<sup>[25, 26]</sup>

In a study by Vlachos et al examining 548 patients referred for deliberate self-harm, self-poisoning comprised most of the deliberate self-harm behaviors and adjustment disorder or acute reaction to stress was the most common psychiatric diagnosis. Interestingly enough, a study by Mitrev et al found that of cases of deliberate self-poisoning among persons with AD, suicidal thoughts persisted in only 11% of patients.<sup>[21]</sup>

### Substance abuse

Individuals with AD may also be at an increased risk for substance abuse disorders. However, some evidence suggests that the instability associated with the misuse of drugs and alcohol confounds the diagnoses of AD. In fact, a study revealed that 59% of individuals diagnosed primarily with AD were relabeled on discharge with a primary diagnosis of substance abuse.<sup>[27]</sup>

## Demographics

### Age

Although longitudinal data are limited, studies suggest that adults with AD have a good long-term prognosis, whereas adolescents may eventually develop major psychiatric illnesses. Most studies report no significant differences in prevalence of AD among different age groups.<sup>[28, 29]</sup>

### Race and sex

No findings suggest any racial or sexual predilection for AD.<sup>[28]</sup> Jones et al found that AD is more equitably distributed between the sexes than major depression, dysthymia, or depression. A study by Jones et al found that male patients were more likely than female patients to be diagnosed with an AD than with major depression or dysthymia.<sup>[30]</sup> By contrast, the Diagnostic and Statistical Manual (DSM)-IV reveals that adult women are diagnosed twice as often as adult men, although the rates of diagnosis in male and female children are evenly distributed.

### Social, as a comorbidity

In a multisite referred study of 686 patients with confirmed AD diagnoses, significant factors for having AD as a comorbid diagnosis with other axis I or II diagnoses included being married, having full-time employment, and not living



alone. The most frequent confirmed diagnoses associated with AD were personality disorders, organic mental disorders, and psychoactive substance abuse disorders. AD was least frequently assigned as a diagnosis with schizophrenia and mood disorders.<sup>[1]</sup>

In a separate cross-sectional, case-control designed study, associations between personal and psychosocial factors were determined. A vast majority of patients with ADs defined themselves as "insecurely attached" and tended to "keep a larger interpersonal distance from self-images, family members, and significant others" in addition to having "low self-esteem, self-efficacy, and poor social support from family, friends, and significant others."<sup>[31]</sup>

Additionally, Kienlen et al found that nonpsychotic "stalkers" tended to meet diagnostic criteria for either major depression or AD in addition to axis II personality disorders.<sup>[32]</sup>

### Social, with suicide

Polyakova et al compared the characteristics of the suicide attempts of 69 patients experiencing major depression with those of 86 patients with AD. While no significant difference was found in the methods of suicide, several social and demographic differences were found between the two groups. The patients with AD had less education and lower social status; in addition, they were more likely to be unmarried when compared with the group experiencing major depression. More than half the patients who attempted suicide in the group with AD reported unstable parental families, early orphanhood, and emotional deprivation during childhood. Less than 35% of the group with major depression reported such experiences.<sup>[22]</sup>

In a study by Pelkonen et al, of 89 patients who received a diagnosis of AD, those who showed suicide attempts, suicidal threats, or ideation compared to those with the same diagnosis but no suicidal tendencies were characterized by previous psychiatric treatment, poor psychosocial functioning at treatment entry, suicide as a stressor, dysphoric mood, and psychomotor restlessness.<sup>[33]</sup>

### Economic

Evidence indicates that patients with average to better-than-average incomes are more often diagnosed with AD than patients who lack socioeconomic stability.

## Clinical Presentation

### History

AD and other subthreshold syndromes can include substantial psychopathology, such as suicidal ideation and other behaviors that should be documented and treated

### Physical

No physical findings correlate with AD. Although the lack of specificity of the AD category allows for the demarcation of early or temporary states when the clinical presentation is vague and the morbid state is more severe than expected in a normal reaction, most aspects of the diagnostic construct for AD are difficult to assess and measure, including the stressor, the maladaptive reaction, the accompanying mood and feature, and the time and relationship between the stressor and the psychological response to it

"The absence of clear symptomatological criteria for AD in either DSM-IV or ICD-10 means that greater weight is attached to clinical judgment than in most other current conditions."<sup>[29]</sup> Symptoms typically include low mood, sadness, worry, anxiety, insomnia, and poor concentration following a recent stressful occurrence.<sup>[29]</sup>

In a study performed by Grassi et al, more than half of patients (57%) with AD displayed criteria for abnormal illness behavior (ie, disease phobia, health anxiety, thanatophobia, nosophobia, and illness denial). One third (37%) met criteria for somatization, and between 20-30% displayed demoralization, alexithymia, and irritable mood.<sup>[8, 34]</sup>

Maercker et al also proposed that ADs are "particular forms of stress response syndromes, in which instructions, avoidance of reminders, and failure to adapt are core symptoms."<sup>[35]</sup>

Nonetheless, no diagnostic decision tree exists for AD, which renders the diagnosis lacking in validity and reliability. The recent development of the Impact Thermometer for use in combination with the Distress Thermometer as a brief

screening tool for AD and major depression has proven to be useful in the identification of patients with AD; however, its inability to distinguish between AD and other depressive disorders limits its usefulness as a diagnostic tool.<sup>[36, 37]</sup>

The development of a reliable and valid survey instrument for AD is still needed. The ADs constitute a diagnostic category that lies between health and pathology. Prompt treatment of persons with AD is critical to prevent worsening of symptoms and social, relational, academic, and occupational impairment. Although the AD diagnosis has not been studied extensively in controlled treatment trials and its diagnostic construct lacks rigor, the potential sequelae of this diagnosis remain serious and treatment, although without specificity, is important.

### Symptoms in children and adolescents

Presicci et al conducted a retrospective study on 60 children and adolescents (aged 5-17 y) affected by depressive disorder and AD. Approximately half of the patients with AD suffered from depressed/irritable mood (59%), sleep disturbances (48%), and poor performance in school (48%).<sup>[38]</sup>

## Diagnosis

### Diagnostic criteria

The *DSM-IV-TR* diagnostic criteria for adjustment disorder are as follows:<sup>[2]</sup>

- The development of emotional or behavioral symptoms in response to an identifiable stressor(s) occurs within 3 months of the onset of the stressor(s).
- These symptoms or behaviors are clinically significant, as evidenced by either of the following:
  - Marked distress in excess of what is expected from exposure to the stressor
  - Significant impairment in social or occupational (academic) functioning
- The stress-related disturbance does not meet criteria for another specific axis I disorder and is not merely an exacerbation of a preexisting axis I or axis II disorder.
- The symptoms do not represent bereavement.
- Once the stressor (or its consequences) has terminated, the symptoms do not persist for more than an additional 6 months.

Specify whether the condition is acute or chronic, as follows.

- Acute: If the disturbance lasts less than 6 months, it is considered acute.
- Chronic: If the disturbance lasts 6 months or longer, it is considered chronic.

AD is coded according to subtype, which corresponds with the presenting symptoms.

The following 6 types of AD are listed in the *DSM-IV-TR*:

- AD with depressed mood: Symptoms are that of a minor depression.
- AD with anxious mood: Symptoms of anxiety dominate the clinical picture.
- AD with mixed anxiety and depressed mood: Symptoms are a combination of depression and anxiety.
- AD with disturbance of conduct: Symptoms are demonstrated in behaviors that break societal norms or violate the rights of others.
- AD with mixed disturbance of emotions and conduct: Symptoms include combined affective and behavioral characteristics of AD with mixed emotional features and AD with disturbance of conduct.
- AD NOS: This residual diagnosis is used when a maladaptive reaction that is not classified under other ADs occurs in response to stress.

Before the release of the *DSM-IV-TR*, AD was a time-limited diagnosis that could not exceed 6 months.

### Differential diagnosis

ADs are located on a continuum between normal stress reactions and specific psychiatric disorders. Symptoms are not likely a normal reaction if the symptoms are moderately severe or if daily social or occupational functioning is impaired. If a specific stressor is involved and/or the symptoms are not specific but are severe, alternate diagnoses (eg, posttraumatic stress disorder, conduct disorder, depressive disorders, anxiety disorders, depression or anxiety due to a general medical condition) are unlikely.

## Mental status

As in all psychiatric diagnoses, a complete mental status must be conducted. This includes paying special attention to the potential for suicide and homicide and the presence of hallucinations and delusions, which indicate a psychotic process, and disorientation and memory loss suggesting an organic etiology.

## Sample mental status

Following is a sample Mental Status Examination of a young adult with adjustment disorder, depressed type.

A 19-year-old college freshman home for spring break was brought into the emergency department for evaluation by his mother. His mother states that his demeanor since coming home has been subdued, a marked departure from his usual personality. Initially, she had assumed he was going through the usual adjustments to college life, meeting course expectations, and establishing new relationships. However, that evening at dinner, he was observed to be absent-minded and withdrawn from the usual family after-dinner activities, leaving abruptly with his dinner untouched. His mother, alarmed at this behavior and fearing he might have become involved in the college drug culture, confronted him. He stormed out of the house, tearful and somewhat agitated. After several hours he returned and apologized to his mother and retired to his room.

The next day his dad asked to speak with him and learned of his recent break-up with his high-school sweetheart and that college life has been extremely challenging for a rural Kentucky lad studying in California. He denied any use of substances and agreed to see someone to "talk things through."

Further assessment by an attending psychiatrist revealed that the patient had become depressed for the first week after the break-up, with poor appetite and loss of interest in his usual activities, mostly the ones they both enjoyed. His concentration had been poor lately but was improving; he also had slept poorly the first couple of days but had started sleeping better. He denied any thoughts of suicide or of harming his girlfriend but did feel hopeless the first couple of days initially. He was aware his behavior had been strange, but he felt he had to deal with the break-up as a man without involving the family.

Though he had lost some weight, he attributed it mostly to the stress of his college work and being in a new environment getting used to "eating junk food for the first time in my life." His affect was reactive; he denied any suicidal thoughts or thoughts of self-harm. He also denied use of alcohol or substances, though he had been exposed to and offered many times by his college pals. He had insight into his problems and was willing to work with the physician to address his issues.

A diagnosis of adjustment disorder with depressed mood was made and explained to him and his family. At this stage, individual psychotherapy was the treatment of choice to explore all identified stressors, including the possibility of transferring to a college closer home.

## Treatment & Management

### Psychotherapy

In general, most studies acknowledge that brief psychotherapy can be most beneficial to persons with AD because AD tends to be time-limited.<sup>[39, 28, 29, 40]</sup>

Because AD originates from a psychological reaction to a stressor, the stressor must be identified and communicated by the patient. The nonadaptive response to the stressor may be diminished if the stress can be "eliminated, reduced or accommodated."<sup>[15]</sup> Strain suggests that the goals of psychotherapy should include the following:

- Analyze the stressors that are affecting the patient, and determine whether they can be eliminated or minimized
- Clarify and interpret the meaning of the stressor for the patient
- Reframe the meaning of the stressor.
- Illuminate the concerns and conflicts the patient experiences
- Identify a means to reduce the stressor
- Maximize the patient's coping skills
- Assist patients to gain perspective on the stressor, establish relationships, attend support groups, and manage themselves and the stressor.<sup>[1]</sup>

Therefore, treatment of ADs entails psychotherapeutic counseling aimed at reducing the stressor, improving coping ability with stressors that cannot be reduced or removed, and formatting an emotional state and support systems to enhance adaptation and coping. Psychotherapy, crisis intervention, family and group therapies, cognitive behavioral therapy, and interpersonal psychotherapy are effective for eliciting the expressions of affects, anxiety, helplessness, and hopelessness in relation to the identified stressor(s).

Strain et al reports that only two randomized controlled trials (RCTs) specific for adjustment disorder have been conducted to assess psychotherapeutic treatment effectiveness.<sup>[1][37]</sup> Gonzalez-Jaimes and Turnbull-Plaza showed that "mirror psychotherapy" was both efficient and effective in treatment of AD.<sup>[41]</sup> Similarly, in another RCT, 192 employees diagnosed with AD were randomized to receive either an intervention of an individual cognitive behavioral approach to a graded activity, similar to stress inoculation training, or care as usual. The intervention group returned to work sooner compared with the control group; however, both intervention and control groups showed similar symptom reduction.<sup>[42-37]</sup>

### Pharmacotherapy

Typically, the use of pharmacological agents by individuals with AD is for amelioration of the debilitating symptoms of insomnia, anxiety, and panic attacks in contrast to treatment of the disorder. The most common agents prescribed for individuals with AD including benzodiazepines and antidepressants.<sup>[43, 44, 45, 46, 29]</sup> Stewart et al recommend trials of antidepressants in patients with minor or major depressive disorders who have not responded to psychotherapy or other supportive interventions for 3 months.<sup>[44]</sup>

Recently, several studies have investigated other agents for the treatment of AD. A randomized double-blind study compared lorazepam, a benzodiazepine, with etifoxine, a nonbenzodiazepine anxiolytic. Although patients responded to both agents, more patients responded to etifoxine.<sup>[47]</sup> In a separate randomized double-blind study, a successful response to treatment was achieved in 91% of patients who received trazodone in comparison with ciorazepate, a benzodiazepine, although the results were not statistically significant.<sup>[48]</sup>

Two additional studies investigated the use of plant-based remedies for AD. In these studies, patients received either a plant extract preparation or placebo. Extracts included either kava-kava or valerian and other extracts among outpatients with AD with anxious mood. Individuals who took the experimental plant extract in either study extract improved significantly when compared with those who took the placebo.<sup>[49, 50]</sup>

Further studies are required to investigate the effectiveness of these agents and additional, novel agents in treating AD

### Age-based treatments

Newcom and Strain report that the age of the cohorts affects treatment outcome for ADs.<sup>[51-1]</sup> Clinical symptoms in children and adolescents differ from those in adults and elderly persons.<sup>[52]</sup> Andreasen and Hoenk reported that in children and adolescents, more serious mental illnesses were present at 5 years of follow-up.<sup>[53]</sup> This is in contrast to adults, who remain generally free of mental disorder after suffering from AD.

### Suggestions

Clinical treatments are important for the alleviation of symptoms of ADs. Because no randomized clinical trials have been conducted to help direct the choice of treatment modalities, Strain writes that treatment choices "remain a clinical decision influenced by consensus." That said, no official consensus has been reached on the optimal treatment for ADs.<sup>[1]</sup>

Strain reminds clinicians that the predominant mood that accompanies AD is a major consideration for both pharmacological and supportive treatments. For instance, clinicians should consider both psychotherapy and pharmacotherapy for patients with AD with anxious mood.<sup>[1-54, 46, 55]</sup>

Treatments that are effective with other stress-related disorders may be constructive interventions for AD. According to Strain and colleagues, treatment relies on the specificity of the diagnosis, the construct of stressor-related disorders, and whether the stressors are involved as "etiological precipitants, concomitants, or essentially unrelated factors"<sup>[1]</sup>

## Vulnerabilities for Adults and Children

### Role of vulnerability in AD diagnosis

Factors that contribute to adjustment disorder include the patient's preexisting personality, psychologic makeup, and overall constitution. Form and presentation of the stressor also contribute to the individual's reaction. What may be perceived as a minor irritant by one person could be the stressor that challenges both the resources and coping skills of another person. In a retrospective study of 72 adolescents with AD, al-Ansari and Matar found that disappointment in relationships with a family member or friend of the opposite sex was the primary stressor.<sup>[56]</sup>

A 1998 multisite study of AD by Strain et al in the medical consultation-liaison setting found that AD was diagnosed in 25% of patients seen by consultation-liaison services.<sup>[1]</sup> The authors found that the attributes of patients with an AD diagnosis were consistent with the conceptual framework of AD as a maladaptation to a psychosocial stressor. Patients with an AD diagnosis were less likely than other patients seen by the consultation-liaison service to have had a psychiatric diagnosis in the 12 months prior to the consultation, were higher functioning, and were more often found to have a neoplasm. This study found that data collected indicated that more studies are needed that focus on the association between AD and the personality, organic, and substance abuse disorders.<sup>[57]</sup>

### Children and adolescents

The diagnosis of AD in children and adolescents is shaped by a combination of factors similar to those found in adults. In 1996, Tomb identified 4 areas that may contribute to the development of AD.<sup>[58]</sup> These included the nature of the stressor, the vulnerabilities of the child, intrinsic factors, and extrinsic factors. Intrinsic factors included age; sex; intellectual, emotional, and ego development; coping skills; temperament; and past experiences. Extrinsic factors included the child's parents and support systems, expectations, understanding, skills, maturity, and available support of the child's larger environment. The most important factor in the development of AD in a child is the vulnerability of the child. Vulnerability depends on the characteristics of both the child and the child's environment.

## Medicolegal Considerations

The legal considerations of clinicians who treat patients with adjustment disorders are largely dependent on the individual presentation of symptoms. The impulsivity that can accompany an AD should be assessed in order to address potential harm to self or others.

Beck reviewed published tort cases that arose after a patient impulsively hurt or killed someone. All cases involved either alleged breach of duty to protect (*Tarasoff v Regents of the University of California*) or negligent release from hospitals. Beck found that as a matter of law, courts generally hold that impulsive acts of violence are not foreseeable. Furthermore, the ethical duty to perform careful clinical work was found to be essentially identical to the legal duty to use due care in cases that involve violence.<sup>[54]</sup>

Tolman recommends that clinicians should develop and use conceptual models for violence risk assessment and management in order to improve clinical practice, reduce legal liability, and increase public safety.<sup>[59]</sup> Walcott advocates that clinicians make thorough well-documented assessments of risk of violence as the optimal means by which to address concerns about potential legal liability. Additionally, all clinicians should keep informed about local laws and relevant court cases that pertain to violent behaviors of patients.<sup>[52]</sup>

## Patient and Family Education

Patients and their families should comprehend that adjustment disorder occurs when a psychological stressor challenges an individual's capacity for coping. The stressor can be anything that is important to the patient. Everyone reacts differently to a situation depending on the importance and intensity of the event, the personality and temperament of the person, and the person's age and well-being. Thus, only one event may cause AD, or, a string of events may wear down individual resources. Encourage the patient to acknowledge the personal significance of the stressful event.

Patients and families should be reassured that stressful events often have emotional and physical effects. The acute state experienced by a newly diagnosed patient is a natural reaction to events. Stress-related symptoms usually last only days or weeks. AD is time-limited, and patients can generally expect a return to prior levels of functioning.

Encourage the patient to identify relatives, friends, and community resources that can provide support during the acute period

For patient education visit the following Web sites.

- WebMD, Mental Health: Adjustment Disorder
- MayoClinic, Adjustment Disorders

For other patient education resources, visit eMedicineHealth's Depression Center. Also, see eMedicineHealth's patient education articles Depression, Post-traumatic Stress Disorder (PTSD), and Suicidal Thoughts

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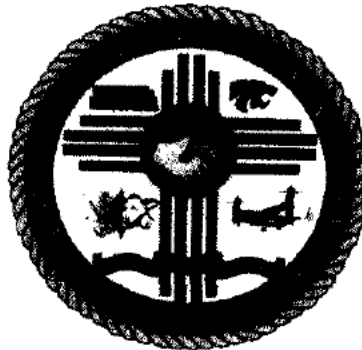
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02/01/2014

To: Geico Insurance Company  
From: Finance Director (City of Clovis)  
Re: [REDACTED]

Claim:

This is to verify that [REDACTED] has missed work on the following days for his therapy sessions from his wreck on 11/16/2013.

December 09, 2013 (3.0)  
December 12, 2013 (1.5)  
December 16, 2013 (1.5)  
December 18, 2013 (1.5)  
December 23, 2013 (1.5)  
December 26, 2013 (1.5)  
December 30, 2013 (1.5)

January 02, 2014 (1.5)  
January 07, 2014 (1.5)  
January 09, 2014 (1.5)

Leigh Ann Melancon  
Finance Director  
City of Clovis, New Mexico 88101

### AUTHORIZATION FOR USE AND RELEASE OF HEALTH RECORDS



Release of Information

Patient's Full Name: [Redacted]

Date of Birth: [Redacted]

Social Security Number: [Redacted]

Medical Record No: [Redacted]

#### RELEASE OF GENERAL HEALTH RECORDS

I AUTHORIZE PRESBYTERIAN HEALTHCARE SERVICES ("PRESBYTERIAN") TO USE OR RELEASE (DISCLOSE) THE FOLLOWING HEALTH RECORDS OF THE ABOVE NAMED PATIENT ("PATIENT").

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- Test Results
- Billing Records
- All Health Records
- Other (Please specify) Pri Records

From (indicate facility): PRMC Health Plan

For date(s) of service from: Dec 2013 to JAN 2014

To (Name): Geico Insurance Region V Claims

Address: P.O. Box 509105 City: San Diego CA 92150-9930

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For Marketing (specify campaign)

If checked, Presbyterian will receive direct or indirect payment from a third party as a result of this activity

Other (Describe each purpose of the requested use or disclosure) Claim + Requested by Geico

IN ADDITION TO RELEASE OF THE GENERAL HEALTH RECORDS INDICATED ABOVE, BY INITIALING BELOW I ALSO AUTHORIZE THE RELEASE OF HEALTH RECORDS PERTAINING TO THE FOLLOWING CONDITIONS.

(Initial **ONLY** those records to be released):

- Health Records Related to Drug / Alcohol / Substance Abuse
  - Health Records Related to Sexually Transmitted Diseases
  - Health Records Related to Human Immune Deficiency Virus (HIV) / Acquired Immune Deficiency Syndrome (AIDS)
  - Health Records Related to Emotional / Mental Health / Developmental Disabilities / Psychiatric Conditions
- (Excludes Psychotherapy Notes. This authorization does not authorize release of Psychotherapy Notes. To release Psychotherapy Notes, a separate authorization is required.)

**EXPIRATION:** I understand that I may cancel this authorization at any time by sending Presbyterian my notice of cancellation in writing. I understand that Presbyterian may have already used or released records according to this authorization prior to receiving my notice of cancellation. I understand that if this authorization is cancelled, an insurer may still have the legal right to contest a claim or the insurance policy. This right only applies if this authorization is requested as a condition of obtaining insurance coverage. **UNLESS CANCELLED, THIS AUTHORIZATION EXPIRES (either Event OR Date is required):**

In 6 months  When Other Event occurs (specify)

OR on Date: \_\_\_\_\_

IN THE EVENT OF MY DEATH: I authorize the following persons to obtain my medical records as indicated above: Geico Insurance Co. Or  I do not wish to authorize release of my records in the event of my death

I UNDERSTAND THAT THIS AUTHORIZATION TO RELEASE HEALTH RECORDS IS VOLUNTARY AND THAT I MAY REFUSE TO SIGN THIS AUTHORIZATION. SIGNING THIS AUTHORIZATION IS NOT A CONDITION OF PATIENT RECEIVING TREATMENT OR PAYMENT FOR SERVICES, EXCEPT AS PERMITTED BY LAW. I have read and understand this authorization form including statements that appear on the reverse side of this page. I am the Patient or I am legally authorized as the Patient's representative to execute this authorization and accept these terms.

Patient or Authorized Representative/Relationship to Patient  
(Relationship to Patient required if signed by Representative)

04/07/2014 1:00 p.m.  
Date Time

Print Name if Other than Patient

PATIENT IDENTIFICATION

01/02/2014 2359 HOV Completed - Original PRMC PT Therapy Series Physical Therapy  
Show Date Range Event Summary



# EXPLANATION OF REVIEW

New Mexico

Receive Date : 02/25/2014  
Service Provider : EASTERN NEW MEXICO MED CTR

Claim Number : [REDACTED]  
Date Of Loss : 11/16/2013

Patient: [REDACTED]

405 W COUNTRY CLUB RD  
ROSWELL, NM 88201

Provider Specialty : Other Med Provider

CLOVIS, NM [REDACTED]

Billing Provider : PEGASUS EMERGENCY GROUP LOE LLC

Patient Account #: [REDACTED]

45-3598796 PO Box 203530  
DALLAS, TX 75320

Adjuster Name : Cojulun, Arlene

Carrier: GEICO

PO Box 509105  
San Diego, CA 92150

Dates Of Service : 11/16/2013 - 11/16/2013

| Diagnostic Codes | Description                         |
|------------------|-------------------------------------|
| 882.0            | Open wnd hnd no frng alone w/o comp |
| 850.5            | Concussion w/loc unspec duration    |
| 873.0            | Open wound sclp w/o mention comp    |

| LINE                   | DOS      | PROC CODE | MOD | DESCRIPTION                  | UNITS | CHARGE            | *PEN REDUCTION | PROVIDER REIMBURSE | EXPLANATION |
|------------------------|----------|-----------|-----|------------------------------|-------|-------------------|----------------|--------------------|-------------|
| 1                      | 11/16/13 | 99284     | 25  | Emergency dept visit         | 1     | \$966.00          | \$0.00         | \$0.00             | 724         |
| 2                      | 11/16/13 | 12002     |     | Rpr s/n/ax/gen/trnk2.6-7.5cm | 1     | \$499.00          | \$0.00         | \$0.00             | 724         |
| <b>Total Lines : 2</b> |          |           |     |                              |       | <b>\$1,465.00</b> | <b>\$0.00</b>  | <b>\$0.00</b>      |             |

Reimbursement Amount : \$ 0.00  
 Apportionment Amount : \$ 0.00  
 Less Deductible : \$ 0.00  
 Limited Benefits/Copay : \$ 0.00  
 EOR Check Amount : \$ 0.00

Track your medical claims submitted to GEICO by enrolling in our online Medical Provider Claim Tracking website at: <https://partners.geico.com/mpctweb>

For questions regarding payment please contact insurance carrier  
For questions regarding this EOB, please call 972-701-1834 x1834

|                           |                                 |                           |                         |              |           |
|---------------------------|---------------------------------|---------------------------|-------------------------|--------------|-----------|
| <b>Claim Number</b> :     | [REDACTED]                      | <b>Total Charges</b> :    | \$1,465.00              | <b>EOB #</b> | GC0096087 |
| <b>Billing Provider</b> : | PEGASUS EMERGENCY GROUP LOE LLC |                           |                         |              |           |
| <b>Service Provider</b> : | EASTERN NEW MEXICO MED CTR      |                           |                         |              |           |
| <b>Patient Name</b> :     | [REDACTED]                      | <b>Dates of Service</b> : | 11/16/2013 - 11/16/2013 |              |           |

| EXPLANATION | EXPLANATION FOR THE REVIEW AMOUNT | REF LINE NUMBER |
|-------------|-----------------------------------|-----------------|
| 724         | Benefits Exhausted                | 1, 2            |

**Comments:**

The charges may have been reviewed using a current medical cost and medical utilization database or may have been reviewed and paid according to your provider's PPO, if your provider is a member of a PPO who has agreed to accept PPO reimbursement from us. Our explanation of any adjustment and/or allowance is enclosed. This amount should be considered full payment for the service indicated. Unless the EOR indicates further documentation is needed, the EOR allowance reflects a reasonable value for the charges submitted.

If you believe we have overlooked something or otherwise believe that this is in error, please let us know and we will reconsider your charges if appropriate. Please give us documentation in support of any additional amount requested.

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For questions regarding payment please contact insurance carrier  
 For questions regarding this EOB, please call 972-701-1834 x1834





# EXPLANATION OF REVIEW

EOB #: GO8658202

New Mexico

Receive Date : 12/16/2013  
Service Provider : EASTERN NEW MEXICO MEDICAL CENTER

Claim Number: [REDACTED]

Date Of Loss: 11/16/2013

Patient: [REDACTED]

405 W Country Club Rd  
ROSWELL, NM 88201

[REDACTED]  
CLOVIS, NM [REDACTED]

Provider Specialty : Hospital

Billing Provider : EASTERN NEW MEXICO MEDICAL CENTER

Patient Account #: [REDACTED]

Adjuster Name : Cojulun, Arlene

74-2870118 405 W Country Club Rd  
ROSWELL, NM 88201

Carrier: GEICO

P.O. Box 509105  
Dallas, TX 75265

Dates Of Service : 11/16/2013 - 11/16/2013

| Diagnostic Codes | Description                         |
|------------------|-------------------------------------|
| 873.42           | Open wnd forehead w/o mention comp  |
| 882.1            | Open wound hand no frng alone comp  |
| 922.1            | Contusion of chest wall             |
| 850.5            | Concussion w/loc unspc duration     |
| v14.0            | Personal history allergy penicillin |
| 272.4            | Other&unspecified hyperlipidemia    |
| v14.2            | Personal hx allerg sulfonamides     |

| LINE | DOS      | PROC CODE       | MOD | DESCRIPTION                                      | UNITS | CHARGE     | *PEN REDUCTION | PROVIDER REIMBURSE | EXPLANATION |
|------|----------|-----------------|-----|--------------------------------------------------|-------|------------|----------------|--------------------|-------------|
| 1    | 11/16/13 | 004094279<br>02 |     | LIDOCAINE HCL (TEARDROP BOTTLE) [SOL] 1% - 30 ML | 1     | \$47.13    | \$0.00         | \$0.00             | 724         |
| 2    | 11/16/13 | 80053           |     | Comprehen metabolic panel                        | 1     | \$552.62   | \$0.00         | \$0.00             | 724         |
| 3    | 11/16/13 | 83690           |     | Assay of lipase                                  | 1     | \$329.74   | \$0.00         | \$0.00             | 724         |
| 4    | 11/16/13 | 85025           |     | Complete cbc w/auto diff wbc                     | 1     | \$272.94   | \$0.00         | \$0.00             | 724         |
| 5    | 11/16/13 | 73130           |     | X-ray exam of hand                               | 1     | \$293.91   | \$0.00         | \$0.00             | 724         |
| 6    | 11/16/13 | 70450           |     | Ct head/brain w/o dye                            | 1     | \$2,583.08 | \$0.00         | \$0.00             | 724         |
| 7    | 11/16/13 | 71260           |     | Ct thorax w/dye                                  | 1     | \$3,870.09 | \$0.00         | \$0.00             | 724         |
| 8    | 11/16/13 | 99285           |     | Emergency dept visit                             | 1     | \$1,242.57 | \$0.00         | \$0.00             | 724         |
| 9    | 11/16/13 | 12011           |     | Rpr f/e/a/n/w/m 2.5 cm/c                         | 1     | \$77.63    | \$0.00         | \$0.00             | 724         |

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For questions regarding this EOB, please call 972-701-1834 x1834

|                           |                                   |                           |                         |              |           |
|---------------------------|-----------------------------------|---------------------------|-------------------------|--------------|-----------|
| <b>Claim Number</b> :     | ██████████                        | <b>Total Charges</b> :    | \$10,331.89             | <b>EOB #</b> | GO8658202 |
| <b>Billing Provider</b> : | EASTERN NEW MEXICO MEDICAL CENTER |                           |                         |              |           |
| <b>Service Provider</b> : | EASTERN NEW MEXICO MEDICAL CENTER |                           |                         |              |           |
| <b>Patient Name</b> :     | ██████████                        | <b>Dates of Service</b> : | 11/16/2013 - 11/16/2013 |              |           |

| LINE                    | DOS      | PROC CODE       | MOD | DESCRIPTION                                                                                                      | UNITS | CHARGE             | *PEN REDUCTION | PROVIDER REIMBURSE | EXPLANATION |
|-------------------------|----------|-----------------|-----|------------------------------------------------------------------------------------------------------------------|-------|--------------------|----------------|--------------------|-------------|
| 10                      | 11/16/13 | 12002           |     | Rpr s/n/ax/gen/lmk2.6-7.5cm                                                                                      | 1     | \$184.84           | \$0.00         | \$0.00             | 724         |
| 11                      | 11/16/13 | 002701315<br>35 |     | ISOVUE-300 (S.D. BOTTLE) [SOL]<br>61% - 100 ML                                                                   | 1     | \$224.08           | \$0.00         | \$0.00             | 724         |
| 12                      | 11/16/13 | 637             |     | # UNITS DRUGS REQUIRING<br>SPECIFIC IDENTIFICATION,<br>Self-administrable drugs not<br>requiring detailed coding | 6     | \$78.20            | \$0.00         | \$0.00             | 724         |
| 13                      | 11/16/13 | 93005           |     | Electrocardiogram tracing                                                                                        | 1     | \$425.25           | \$0.00         | \$0.00             | 724         |
| 14                      | 11/16/13 | 84484           |     | Assay of troponin quant                                                                                          | 1     | \$149.81           | \$0.00         | \$0.00             | 724         |
| <b>Total Lines : 14</b> |          |                 |     |                                                                                                                  |       | <b>\$10,331.89</b> | <b>\$0.00</b>  | <b>\$0.00</b>      |             |

**Reimbursement Amount** : \$ 0.00  
**Apportionment Amount** : \$ 0.00  
**Less Deductible** : \$ 0.00  
**Limited Benefits/Copay** : \$ 0.00  
**EOR Check Amount** : \$ 0.00

| EXPLANATION | EXPLANATION FOR THE REVIEW AMOUNT                                                                                    | REF LINE NUMBER                                  |
|-------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| RL90        | The treatment provided was not related to this accident. Services not related to this accident are not reimbursable. | 14                                               |
| 724         | Benefits Exhausted                                                                                                   | 1, 10, 11, 12, 13, 14,<br>2, 3, 4, 5, 6, 7, 8, 9 |

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For questions regarding payment please contact insurance carrier  
 For questions regarding this EOB, please call 972-701-1834 x1834

|                           |                                   |                           |                         |              |           |
|---------------------------|-----------------------------------|---------------------------|-------------------------|--------------|-----------|
| <b>Claim Number</b> :     | [REDACTED]                        | <b>Total Charges</b> :    | \$10,331.89             | <b>EOB #</b> | G08658202 |
| <b>Billing Provider</b> : | EASTERN NEW MEXICO MEDICAL CENTER |                           |                         |              |           |
| <b>Service Provider</b> : | EASTERN NEW MEXICO MEDICAL CENTER |                           |                         |              |           |
| <b>Patient Name</b> :     | [REDACTED]                        | <b>Dates of Service</b> : | 11/16/2013 - 11/16/2013 |              |           |

**Comments:**

The charges may have been reviewed using a current medical cost and medical utilization database or may have been reviewed and paid according to your provider's PPO, if your provider is a member of a PPO who has agreed to accept PPO reimbursement from us. Our explanation of any adjustment and/or allowance is enclosed. This amount should be considered full payment for the service indicated. Unless the EOR indicates further documentation is needed, the EOR allowance reflects a reasonable value for the charges submitted.

If you believe we have overlooked something or otherwise believe that this is in error, please let us know and we will reconsider your charges if appropriate. Please give us documentation in support of any additional amount requested.

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For questions regarding payment please contact insurance carrier  
For questions regarding this EOB, please call 972-701-1834 x1834





EOB #: GO8566683

# EXPLANATION OF REVIEW

New Mexico

Receive Date : 11/29/2013  
Service Provider : CLOVIS FAMILY HEALTHCARE CENTER LLC

Claim Number: [REDACTED]

Date Of Loss: 11/16/2013

Patient: [REDACTED]

2301 N mlk jr blvd  
CLOVIS, NM 88101

Provider Specialty : Osteopath

CLOVIS, NM [REDACTED]

Billing Provider : CLOVIS FAMILY HEALTHCARE CENTER

Patient Account #: [REDACTED]

42-1600441 2301 N Dr Martin Luther K  
CLOVIS, NM 88101

Adjuster Name: Cojulun, Arlene

Carrier: GEICO

P.O. Box 509105  
Dallas, TX 75265

Dates Of Service : 11/18/2013 - 11/18/2013

| Diagnostic Codes | Description                    |
|------------------|--------------------------------|
| 850.9            | Unspecified concussion         |
| 719.44           | Pain in joint, hand            |
| e815.0           | Oth motr veh coll hiway-driver |

| LINE                   | DOS      | PROC CODE | MOD | DESCRIPTION                 | UNITS | CHARGE          | *PEN REDUCTION | PROVIDER REIMBURSE | EXPLANATION |
|------------------------|----------|-----------|-----|-----------------------------|-------|-----------------|----------------|--------------------|-------------|
| 1                      | 11/18/13 | 99214     | 25  | Office/outpatient visit est | 1     | \$154.00        | \$0.00         | \$115.50           | PP01        |
| 2                      | 11/18/13 | 29260     | 59  | Strapping of elbow or wrist | 1     | \$40.00         | \$0.00         | \$0.00             | 205         |
| <b>Total Lines : 2</b> |          |           |     |                             |       | <b>\$194.00</b> | <b>\$0.00</b>  | <b>\$115.50</b>    |             |

Reimbursement Amount : \$ 115.50  
 Apportionment Amount : \$ 0.00  
 Less Deductible : \$ 0.00  
 Limited Benefits/Copay : \$ 0.00  
 EOR Check Amount : \$ 155.50

Track your medical claims submitted to GEICO by enrolling in our online Medical Provider Claim Tracking website at: <https://partners.geico.com/mpctweb>

For questions regarding payment please contact insurance carrier  
For questions regarding this EOB, please call 972-701-1834 x1834

|                           |                                     |                           |                         |              |           |
|---------------------------|-------------------------------------|---------------------------|-------------------------|--------------|-----------|
| <b>Claim Number</b> :     | [REDACTED]                          | <b>Total Charges</b> :    | \$194.00                | <b>EOB #</b> | G08566683 |
| <b>Billing Provider</b> : | CLOVIS FAMILY HEALTHCARE CENTER     |                           |                         |              |           |
| <b>Service Provider</b> : | CLOVIS FAMILY HEALTHCARE CENTER LLC |                           |                         |              |           |
| <b>Patient Name</b> :     | [REDACTED]                          | <b>Dates of Service</b> : | 11/18/2013 - 11/18/2013 |              |           |

| EXPLANATION | EXPLANATION FOR THE REVIEW AMOUNT                                                                         | REF LINE NUMBER |
|-------------|-----------------------------------------------------------------------------------------------------------|-----------------|
| 205         | This charge was disallowed as additional information/definition is required to clarify services rendered. | 2               |
| BA          | Billed Amount.                                                                                            | 1               |
| PPO1        | Reduction based on your PPO contract                                                                      | 1               |

**Comments:** PPO reduction based on provider's contract with Three Rivers Provider Network (TRPN). Please contact the network at 800-966-8776 with questions concerning the application of network adjustments.

The charges may have been reviewed using a current medical cost and medical utilization database or may have been reviewed and paid according to your provider's PPO, if your provider is a member of a PPO who has agreed to accept PPO reimbursement from us. Our explanation of any adjustment and/or allowance is enclosed. This amount should be considered full payment for the service indicated. Unless the EOR indicates further documentation is needed, the EOR allowance reflects a reasonable value for the charges submitted.

If you believe we have overlooked something or otherwise believe that this is in error, please let us know and we will reconsider your charges if appropriate. Please give us documentation in support of any additional amount requested.

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For questions regarding payment please contact insurance carrier  
 For questions regarding this EOB, please call 972-701-1834 x1834



EOB #: GO8758790

# EXPLANATION OF REVIEW

New Mexico

**Receive Date** : 01/02/2014  
**Service Provider** : CLOVIS FAMILY HEALTHCARE CENTER

**Claim Number** : [REDACTED]

**Date Of Loss** : 11/16/2013

**Patient** : [REDACTED]

2301 N MLK JR BLVD  
CLOVIS, NM 88101

**Provider Specialty** : Osteopath

CLOVIS, NM [REDACTED]

**Billing Provider** : CLOVIS FAMILY HEALTHCARE CENTER

**Patient Account #** : [REDACTED]

**Adjuster Name** : Cojulun, Arlene

42-1600441 2301 N Dr Martin Luther K  
CLOVIS, NM 88101

**Carrier** : GEICO

P.O. Box 509105  
Dallas, TX 75265

**Dates Of Service** : 12/09/2013 - 12/09/2013

| Diagnostic Codes | Description         |
|------------------|---------------------|
| 724.2            | Lumbago             |
| 723.1            | Cervicalgia         |
| 719.44           | Pain in joint, hand |

| LINE                   | DOS      | PROC CODE | MOD | DESCRIPTION                 | UNITS | CHARGE   | *PEN REDUCTION | PROVIDER REIMBURSE | EXPLANATION |
|------------------------|----------|-----------|-----|-----------------------------|-------|----------|----------------|--------------------|-------------|
| 1                      | 12/09/13 | 99214     |     | Office/outpatient visit est | 1     | \$154.00 | \$0.00         | \$0.00             | 724         |
| <b>Total Lines : 1</b> |          |           |     |                             |       | \$154.00 | \$0.00         | \$0.00             |             |

**Reimbursement Amount** : \$ 0.00  
**Apportionment Amount** : \$ 0.00  
**Less Deductible** : \$ 0.00  
**Limited Benefits/Copay** : \$ 0.00  
**EOR Check Amount** : \$ 0.00

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For questions regarding payment please contact insurance carrier  
For questions regarding this EOB, please call 972-701-1834 x1834

|                           |                                 |                           |                         |              |           |
|---------------------------|---------------------------------|---------------------------|-------------------------|--------------|-----------|
| <b>Claim Number</b> :     | ██████████                      | <b>Total Charges</b> :    | \$154.00                | <b>EOB #</b> | GO8758790 |
| <b>Billing Provider</b> : | CLOVIS FAMILY HEALTHCARE CENTER |                           |                         |              |           |
| <b>Service Provider</b> : | CLOVIS FAMILY HEALTHCARE CENTER |                           |                         |              |           |
| <b>Patient Name</b> :     | ██████████                      | <b>Dates of Service</b> : | 12/09/2013 - 12/09/2013 |              |           |

| <b>EXPLANATION</b> | <b>EXPLANATION FOR THE REVIEW AMOUNT</b> | <b>REF LINE NUMBER</b> |
|--------------------|------------------------------------------|------------------------|
| 724                | Benefits Exhausted                       | 1                      |

**Comments:**

The charges may have been reviewed using a current medical cost and medical utilization database or may have been reviewed and paid according to your provider's PPO, if your provider is a member of a PPO who has agreed to accept PPO reimbursement from us. Our explanation of any adjustment and/or allowance is enclosed. This amount should be considered full payment for the service indicated. Unless the EOR indicates further documentation is needed, the EOR allowance reflects a reasonable value for the charges submitted.

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<https://partners.geico.com/tpctweb>

For questions regarding payment please contact insurance carrier  
 For questions regarding this EOB, please call 972-701-1834 x1834





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Claim Number: [REDACTED] | Claim Date: 11/16/2013 | Claim Type: Vehicle

Claim Center

- [Claim Info](#)
- [Vehicle Inspection & Repair](#)
- [Documents & Photos](#)
- [Your Injury Info](#)
- [Contact Info](#)

[Feedback](#)

PE14-017 - Chrysler - 14390

## Medical Info

### Medical Claim Status

**Medical Claim Status:** Closed

**Total Billed:** \$23,985.55

**Total Paid:** \$2,000.00

Your medical claim is being handled by Arlene Cojulun. [Get Contact Info.](#)

Do you have new information about your treatment? [Send a treatment update](#)

### Medical Providers

#### Superior Ambulance Service Inc

Total for this provider: \$524.70 Billed \$524.70 Paid

| Service Date ▼ | Bill Amount ⬆ | Paid Amount ⬆ | Status ⬆ | EOB | Details              |
|----------------|---------------|---------------|----------|-----|----------------------|
| 11/16/2013     | \$524.70      | \$524.70      | Paid     |     | <a href="#">View</a> |

#### On-line Radiology Medical Group

Total for this provider: \$435.00 Billed \$435.00 Paid

| Service Date ▼ | Bill Amount ⬆ | Paid Amount ⬆ | Status ⬆ | EOB | Details              |
|----------------|---------------|---------------|----------|-----|----------------------|
| 11/16/2013     | \$435.00      | \$435.00      | Paid     |     | <a href="#">View</a> |




#### OTHER

Total for this provider: \$11.07 Billed \$11.07 Paid

| Service Date ▼ | Bill Amount ⬆ | Paid Amount ⬆ | Status ⬆ | EOB | Details              |
|----------------|---------------|---------------|----------|-----|----------------------|
| 11/17/2013     | \$11.07       | \$11.07       | Paid     |     | <a href="#">View</a> |

#### Clovis Family Healthcare Center

Total for this provider: \$886.00 Billed \$155.50 Paid

| Service Date ▼ | Bill Amount ⬆ | Paid Amount ⬆ | Status ⬆ | EOB                                                                                 | Details              |
|----------------|---------------|---------------|----------|-------------------------------------------------------------------------------------|----------------------|
| 12/23/2013     | \$85.00       |               | Denied   |                                                                                     |                      |
| 12/09/2013     | \$154.00      |               | Denied   |  |                      |
| 12/09/2013     | \$154.00      |               | Denied   |  |                      |
| 11/25/2013     | \$105.00      |               | Denied   |                                                                                     |                      |
| 11/18/2013     | \$194.00      | \$155.50      | Paid     |  | <a href="#">View</a> |
| 11/18/2013     | \$194.00      |               | Denied   |                                                                                     |                      |

#### Eastern New Mexico Medical Center

### FAQs

[How long should it take to review and pay medical bills?](#)

[How can I send you my medical bills?](#)

[Will my examiner be notified of my uploaded bills?](#)

[See More FAQs](#)

### Resource Center


[About the Claims Process](#)

[Insurance Terms](#)

[Reporting a Claim Online](#)


[About GEICO Auto Repair Xpress®](#)

Total for this provider: \$20,663.78 Billed \$873.73 Paid

| Service Date ▼ | Bill Amount ⬆ | Paid Amount ⬆ | Status ⬆ | EOB                                                                               | Details              |
|----------------|---------------|---------------|----------|-----------------------------------------------------------------------------------|----------------------|
| 11/16/2013     | \$10,331.89   | \$873.73      | Paid     |                                                                                   | <a href="#">View</a> |
| 11/16/2013     | \$10,331.89   |               | Denied   |  |                      |

**Pegasus Emergency Group Loe Llc**

Total for this provider: \$1,465.00 Billed \$0.00 Paid

| Service Date ▼ | Bill Amount ⬆ | Paid Amount ⬆ | Status ⬆ | EOB                                                                               | Details |
|----------------|---------------|---------------|----------|-----------------------------------------------------------------------------------|---------|
| 11/16/2013     | \$1,465.00    |               | Denied   |  |         |

**Service Providers**

No service providers are listed on your claim. Please [send us a message](#) if you need to request review of an essential services claim.

**Legal**

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- [Security Policy](#)
- [Terms and Conditions](#)

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Claim Number: [REDACTED] Claim Date: 11/16/2013 | Claim Type: Vehicle

Claim Center

[Claim Info](#) | [Vehicle Inspection & Repair](#) | [Documents & Photos](#) | [Your Injury Info](#) | [Contact Info](#)

## Claim Summary

### Claim Details

Claim Number: [REDACTED]

Your Name: [REDACTED]

Your Claim Role: Passenger

Incident Date: 11/16/2013

Incident Location: NM

Reported Date: 11/16/2013

Reported by: [REDACTED]

Type of Claim: Vehicle

### FAQs

[How can I find out the status of my claim?](#)

[How do I make corrections to my claim information?](#)

[How do I cancel this claim?](#)

[See More FAQs](#)

### Resource Center

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[Reporting a Claim Online](#)

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### Your Reported Vehicle Damage

Your Vehicle: Private Passenger Vehicle, 2005 JEEP GRCHER LAR

Damage: On File

Please [send us a message](#) if you need to make any corrections to this information.

#### Legal

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PE14-017 - Chrysler - 14393



[Log Out](#)

Claim Number [REDACTED] Claim Date: 11/16/2013 | Claim Type: Vehicle

Claim Center

- [Claim Info](#)
- [Vehicle Inspection & Repair](#)
- [Documents & Photos](#)
- [Your Injury Info](#)
- [Contact Info](#)

## Payments & Reimbursements

### Payments Made by GEICO

Total Payments to you or on your behalf: \$52,000.00

| Issue Date ▲ | Paid To: ◆                        | Amount ◆    | Details              |
|--------------|-----------------------------------|-------------|----------------------|
| 12/4/2013    | Superior Ambulance Service Inc    | \$524.70    | <a href="#">View</a> |
| 12/4/2013    | On-line Radiology Medical Group   | \$435.00    | <a href="#">View</a> |
| 12/6/2013    | David Bryant                      | \$11.07     | <a href="#">View</a> |
| 12/14/2013   | Clovis Family Healthcare Center   | \$155.50    | <a href="#">View</a> |
| 12/16/2013   | Eastern New Mexico Medical Center | \$873.73    | <a href="#">View</a> |
| 1/10/2014    | David Bryant                      | \$39,668.11 | <a href="#">View</a> |
| 1/10/2014    | Eastern New Mexico Medical Center | \$10,331.89 | <a href="#">View</a> |

### FAQs

[Can I get payment for damage and go to a different shop?](#)

[How soon will I get my check once it is issued?](#)

[I have my damage estimate. When will I receive payment?](#)

[See More FAQs](#)

### Resource Center

[About the Claims Process](#)

[Insurance Terms](#)

[Reporting a Claim Online](#)

[About GEICO Auto Repair Xpress®](#)

01/16/2014 10:03 AM

Payments made to other people are not displayed online. Payments should be received within 5-7 days of the issue date depending on the mailing time.

### Legal

- [Privacy Policy](#)
- [Security Policy](#)
- [Terms and Conditions](#)

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[Feedback](#)

PE14-017 - Chrysler - 14394

Clovis, New Mexico

APR 23

PE14-017 - Chrysler - 14395

Chrysler Customer Care  
P.O. Box 21-8004  
Auburn Hills, MI. 48321

Ref #  
Case





April 30, 2014

[REDACTED]  
Clovis, NM [REDACTED]

CAIR: [REDACTED]

Dear [REDACTED]

Thank you for your recent inquiry regarding injuries sustained in a car accident on November 16, 2031.

When an insurance company has paid a claim, the rights of recovery rest with them. Should they feel that there is a manufacturing responsibility with regard to their loss, they may subrogate us.

At this time we are unable to offer you compensation, but do appreciate the opportunity to review this with you.

Sincerely,

M. Gentry  
Special Investigations  
586-274-8160

MG/ss





RECEIVED DATE:

04/23/14

POSTED DATE :

4-18-14

VIN ( FIRST 9 DIGITS)

000000000

VIN ( LAST 8 DIGITS)

00000000

FIRST NAME:

[REDACTED]

LAST NAME :

[REDACTED]

CAIR :

[REDACTED]

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Chrysler Customer Care  
P. O. Box 21-8004  
Auburn Hills, MI 48321-8004

04/16/2014

REFERENCE NUMBER: 24862280  
EMAIL CASE NUMBER: 2955407

Please see attached documents in regards to vehicle accident I was a passenger in on 11/16/2013. The vehicle struck a metal railing about 20 miles East of Roswell, New Mexico. The driver tried to correct the vehicle and it rolled over at least twice. The airbags in the vehicle failed to go off, and thus this claim against Chrysler, for the injuries suffered as well as pain and suffering. I have settled with the insured Geico policy number [REDACTED] and claim number [REDACTED] in the amount of \$50,000 capped by the policy. I am asking the same from Chrysler in the amount of \$50,000 which I feel is fair and reasonable for the injuries suffered due to the faulty airbags.

The injuries suffered could have been a lot less sever had the air bags in the vehicle worked as described in the owner manual. I settled with Geico without having to get my legal counsel involved and wish to do the same with Chrysler as it will save me the legal fee and Chrysler a much larger settlement, if it has to go that route.

You may contact Geico for any files, and documents as well as the State Police for the police report of this incident, and Eastern New Mexico Medical Center for and records, as well as Presbyterian Health Plex, Clovis Family Healthcare, and Superior Ambulance Services.

I look forward to your prompt response to this letter.

Thank You!

[REDACTED]  
[REDACTED]  
[REDACTED]  
Clovis, New Mexico  
[REDACTED]  
[REDACTED]



City Of Clovis

[REDACTED]  
Purchasing Agent

321 Connelly  
P.O. Box 760  
Clovis, NM 88102

[REDACTED]  
(575) 763-9633 ext. 1633  
Fax (575) 763-9216899  
[REDACTED]

## **Airbag Failure to Deploy**

In 1998, Federal Motor Safety Standard 208 (FMVSS 208) was amended to require dual front airbags in all passenger cars and light trucks.

If airbags are functioning, when there is a moderate to severe crash, a signal is sent from the air bag system's electronic control unit to the inflator within the air bag module. An igniter in the inflator starts a chemical reaction that produces a harmless gas, which inflates the air bag within the blink of an eye - or less than 1/20th of a second.

When an airbag fails to deploy and inflate during a moderate to severe crash, injuries to the driver and front-seat passenger can be far more severe. A lawsuit against the manufacturer of the air bag, the car and others may be possible. Claims can be made based on strict liability law, negligence and contract law.

## **Airbag Injury During Crash**

When the force of an airbag injures or kills a driver or passenger, there may be grounds for an airbag failure lawsuit. For example if an airbag is defective in manufacture or design and is deployed with more force than it should be, there would be a claim under strict liability laws. Under strict liability, the plaintiff (the person suing) does not need to prove negligence. The only issues would be the following:

1. Was there a defect? Yes
2. Did the defect cause the injury? Yes
3. How much money should manufacturer pay the injured person Asking \$50,000 if claim can be settled out of court. If court is involved the asking amount will triple to \$150,000 or higher.

11/25/2013

Calleen Domino, Examiner Code HO81

(972)-701-1764

Claims Department

Claim # [REDACTED]

Dear Calleen,

On 11/16/2013 at about 10:30 am I was in an auto accident about 20 miles East of Roswell, New Mexico on Highway 70. [REDACTED] had taken her eyes off the road long enough to hit a metal guard railing, she tried to correct the vehicle, but over corrected causing the vehicle to flip at least twice. We were transported to Eastern New Mexico Medical Center in Roswell, New Mexico. I was treated for a concussion, scrapes and abrasions to the head and right arm and shoulder, and major cut to right hand, causing some tendon damages. The ER Doctor stitched my right hand and told me to follow up with my Doctor here in Clovis, New Mexico. I went to my primary care Doctor on 11/18/2013 and he treated me for muscle spasms in my right shoulder.

I did miss a week of work at 40 hours @ \$20.19 per hour. I am providing you with my last three pay stubs for verification of wages, as well as a letter from my employer on the time I have missed from work.

The medical bills will be coming on the accident from the following

- 1) Ambulance service of transport to the Emergency Room (Transport to ENMMC)
- 2) Easter New Mexico Medical Center (CAT scans, Xrays, Blood work, Medication, and other treatments)
- 3) Clovis Family Healthcare (at least two visits).

I am providing photos of the accident of the vehicle and myself. I am also asking for payment for pain and suffering in the amount of \$8,000.00.

Thank You!

[REDACTED]  
[REDACTED]  
Clovis, New Mexico [REDACTED]  
[REDACTED]

City Manager  
JOE C. THOMAS

City Attorney  
DAVID F. RICHARDS

Post Office Box 760  
Clovis, New Mexico  
88101-0760  
Phone (575) 769-7828



CLOVIS CITY COMMISSION

Mayor  
DAVID LANSFORD

Mayor Pro-Tem  
LIEN VOHS

Commissioners  
CHRIS BRYANT  
DANIEL J. STODDARD  
FIDEL MADRID  
JUAN F. GARZA  
ROBERT SANDOVAL  
SANDRA TAYLOR-SAWYER  
RANDAL S. CROWDER

November 26, 2013

Dear Sir:

[REDACTED] was not able to work due to injuries suffered in a car accident. His doctor excused him from work for the period November 18, 2013 to November 22, 2013 with an approved return to work date of November 25, 2013.

[REDACTED] is employed by the City of Clovis as the Purchasing Agent.

Sincerely,

Leigh Ann Melancon

Finance Director

**GOVERNMENT EMPLOYEES INSURANCE COMPANIES  
WAGE AND SALARY VERIFICATION**

|                                           |                                |                                       |                            |
|-------------------------------------------|--------------------------------|---------------------------------------|----------------------------|
| DATE<br><u>11/26/2013</u>                 | OUR POLICYHOLDER<br>[REDACTED] | DATE OF ACCIDENT<br><u>11/16/2013</u> | CLAIM NUMBER<br>[REDACTED] |
| Employee's Name<br>[REDACTED]             |                                |                                       |                            |
| Employee's Address<br><u>Clovis, N.M.</u> |                                |                                       |                            |

Dear Sir or Madam:

The above named person sustained injuries as a result of an automobile accident on the date indicated. We understand this person is your employee or former employee. To determine what monies may be due to the injured party, please provide us with responses to the following questions, and return this form promptly. Thank you for your cooperation.

GOVERNMENT EMPLOYEES INSURANCE COMPANIES  
CLAIMS DEPARTMENT  
4201 SPRING VALLEY ROAD  
DALLAS, TX 75244

1. Occupation: Purchasing Agent
2. Date of Employment: From: 01/11/12 Through: Present
3. Dates absent following accident: From: 11/16/2013 Through: 11/25/2013
4. Was employee paid during this absence? Yes  No  If Yes, Amount Paid \$ \_\_\_\_\_
5. Is employee entitled to benefits under a wage or salary continuation plan? Yes  No
6. Name of your Workers' Compensation Insurer: N.M. Self Insured
7. Has or will a claim be filed under any Workers' Compensation Law for this accident? Yes  No

| 8. SCHEDULE OF WEEKLY EARNINGS |                 |                 |                    |                                                | FOR 13 WEEKS PRIOR TO DATE OF ACCIDENT |       |      |           |                |
|--------------------------------|-----------------|-----------------|--------------------|------------------------------------------------|----------------------------------------|-------|------|-----------|----------------|
| WEEK NO.                       | WEEK            |                 | NO. OF DAYS WORKED | AMOUNT EARNED INCLUDING OVERTIME OR EXTRA WORK | ADDITIONAL COMPENSATION                |       |      |           | GROSS EARNINGS |
|                                | FROM DATE       | TO DATE         |                    |                                                | MEALS                                  | BOARD | TIPS | ALL OTHER |                |
| 1                              | <u>11/11/13</u> | <u>11/15/13</u> | <u>5</u>           | <u>807.60</u>                                  | -                                      | -     | -    | -         | <u>807.60</u>  |
| 2                              | <u>11/14/13</u> | <u>11/18/13</u> | <u>5</u>           |                                                |                                        |       |      |           |                |
| 3                              | <u>10/28/13</u> | <u>11/1/13</u>  | <u>5</u>           |                                                |                                        |       |      |           |                |
| 4                              | <u>10/21/13</u> | <u>10/25/13</u> | <u>5</u>           |                                                |                                        |       |      |           |                |
| 5                              | <u>10/14/13</u> | <u>10/18/13</u> | <u>5</u>           |                                                |                                        |       |      |           |                |
| 6                              | <u>10/7/13</u>  | <u>10/11/13</u> | <u>5</u>           |                                                |                                        |       |      |           |                |
| 7                              | <u>9/30/13</u>  | <u>10/4/13</u>  | <u>5</u>           |                                                |                                        |       |      |           |                |
| 8                              | <u>9/23/13</u>  | <u>9/27/13</u>  | <u>5</u>           |                                                |                                        |       |      |           |                |
| 9                              | <u>9/16/13</u>  | <u>9/20/13</u>  | <u>5</u>           |                                                |                                        |       |      |           |                |
| 10                             | <u>9/9/13</u>   | <u>9/13/13</u>  | <u>5</u>           |                                                |                                        |       |      |           |                |
| 11                             | <u>9/2/13</u>   | <u>9/6/13</u>   | <u>5</u>           |                                                |                                        |       |      |           |                |
| 12                             | <u>8/26/13</u>  | <u>8/30/13</u>  | <u>5</u>           |                                                |                                        |       |      |           |                |
| 13                             | <u>8/19/13</u>  | <u>8/23/13</u>  | <u>5</u>           |                                                |                                        |       |      |           |                |
| TOTAL                          |                 |                 |                    |                                                |                                        |       |      |           |                |

**FOR YOUR PROTECTION, NEW MEXICO LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM:  
ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO CIVIL FINES AND CRIMINAL PENALTIES.**

EMPLOYER: City of Clovis DATE: 11/26/13 PHONE #: (575) 763-9633 TITLE: City Manager  
SIGNED: [Signature] PRINT NAME: Joe Thomas

|                        |                |                     |                            |             |               |                             |                      |          |
|------------------------|----------------|---------------------|----------------------------|-------------|---------------|-----------------------------|----------------------|----------|
| EMPLOYEE               | [REDACTED]     |                     | CHECK NO.                  | [REDACTED]  | CHECK AMOUNT: | 1,119.80                    | 10                   |          |
| DEPARTMENT             | 109 PURCHASING |                     | PAY PERIOD END: 11/09/2013 |             |               |                             |                      |          |
|                        | TIME           | AMOUNT              | HOURLY RATE                | AMOUNT      | Y-T-D WAGES   | DEDUCTIONS CURRENT DEDUCTED | Y-T-D DEDUCTED WAGES |          |
| 11/09/13               | 01 REGULAR     | 109 80.00           | 20.1300                    | 1610.40     | 34569.41      | 06 RETIREMENT 64.84         | 1264.14              |          |
| 11/09/13               | 03 OVERTIME    | 109 35              | 20.1300                    | 10.57       | 1973.89       | 11 DISABILITY 7.83          | 180.09               |          |
|                        | 04 VACATION    |                     |                            |             | 937.92        | 13 RMCA 16.10               | 362.31               |          |
|                        | 05 SICK        |                     |                            |             | 319.72        | 15 LDISABILITY 3.91         | 89.93                |          |
|                        | 11 COMP TIME   |                     |                            |             | 409.75        | 21 S & G 11.05              | 272.55               |          |
|                        |                |                     |                            |             |               | 80 FICA 100.50              | 2369.07              |          |
|                        |                |                     |                            |             |               | 82 FED F/W 211.27           | 5156.89              |          |
|                        |                |                     |                            |             |               | 84 ST W/H 61.37             | 1468.32              |          |
|                        |                |                     |                            |             |               | 89 FICA MED 23.50           | 554.10               |          |
|                        |                |                     |                            |             |               | 09 QUARTER W/C              | 8.00                 |          |
| EMPLOYEE TOTALS:       |                | 80.35               | WAGES                      | 1620.97     | 38210.69      | DEDUCTIONS                  | 501.17               | 11725.40 |
| Vaction Hours Balance: | 106.00         | Sick Hours Balance: | 136.00                     | Comp Hours: | 36.57         |                             |                      |          |



| EMPLOYEE                   | DEPARTMENT     | TIME TYPE | AMOUNT    | HOURLY RATE | AMOUNT  | Y-T-D WAGES | DEDUCTIONS                | CURRENT DEDUCTED | Y-T-D DEDUCTED | Y-T-D WAGES |
|----------------------------|----------------|-----------|-----------|-------------|---------|-------------|---------------------------|------------------|----------------|-------------|
|                            | 109 PURCHASING |           |           |             |         |             |                           |                  |                |             |
| PAY PERIOD END: 10/26/2013 |                |           |           |             |         | 32959.01    |                           |                  |                |             |
| 10/26/13                   | 01             | REGULAR   | 109 80.00 | 20.1300     | 1610.40 | 1963.32     | 06 RETIREMENT             | 71.74            | 1199.30        |             |
| 10/26/13                   | 03             | OVERTIME  | 109 6.06  | 20.1300     | 182.98  | 937.92      | 11 DISABILITY             | 7.83             | 172.26         |             |
|                            | 04             | VACATION  |           |             |         | 319.72      | 13 RHCA                   | 16.10            | 346.21         |             |
|                            | 05             | SICK      |           |             |         | 409.75      | 15 DISABILITY             | 3.91             | 86.02          |             |
|                            | 11             | COMP TIME |           |             |         |             | 21 S & G                  | 11.85            | 260.70         |             |
|                            |                |           |           |             |         |             | 80 FICA                   | 111.19           | 2268.67        | 36589.72    |
|                            |                |           |           |             |         |             | 82 FED F/W                | 252.65           | 4945.62        | 35390.42    |
|                            |                |           |           |             |         |             | 84 ST W/H                 | 69.48            | 1406.95        | 35390.42    |
|                            |                |           |           |             |         |             | 89 FICA MED               | 26.00            | 530.60         | 36589.72    |
|                            |                |           |           |             |         |             | 09 QUARTER W/C DEDUCTIONS | 570.75           | 11224.23       |             |
| EMPLOYEE TOTALS:           |                |           | 86.06     |             | 1793.38 | 36589.72    |                           |                  |                |             |
| Vaction Hours Balance:     |                |           | 106.00    |             |         |             |                           |                  |                |             |
| Sick Hours Balance:        |                |           |           |             | 136.00  |             |                           |                  |                |             |
| Comp Hours:                |                |           |           |             |         | 36.57       |                           |                  |                |             |

Yard sale fundraiser for Christmas Party from 7:30 am to noon Saturday, November 9th at 1712 Janeway. If you would like to donate to the yard sale, please drop items off at City Hall by noon Saturday, November 9th or call Vicki Reyes at 769-7828.

CITY OF CLOVIS

P.O. BOX 780

CLOVIS, NM 87602

|                            |                            |                        |                     |
|----------------------------|----------------------------|------------------------|---------------------|
| EMPLOYEE: [REDACTED]       | CHECK NO: [REDACTED]       | CHECK AMOUNT: 1,121.04 | 10                  |
| DEPARTMENT: 109 PURCHASING | PAY PERIOD ENO: 10/12/2013 |                        |                     |
|                            | HOURLY                     | Y-T-D                  | Y-T-D               |
|                            | AMOUNT                     | WAGES                  | WAGES               |
| 10/12/13 01 REGULAR        | 109 72.00                  | 20.1300 1449.36        | 31348.61            |
| 10/12/13 03 OVERTIME       | 109 .53                    | 20.1300 16.00          | 1780.34             |
| 10/12/13 05 SICK           | 109 8.00                   | 20.1300 161.04         | 319.72              |
| 04 VACATION                |                            |                        | 937.92              |
| 11 COMP TIME               |                            |                        | 409.75              |
|                            |                            |                        | 06 RETIREMENT 65.06 |
|                            |                            |                        | 09 QUARTER W/C 2.00 |
|                            |                            |                        | 11 DISABILITY 7.83  |
|                            |                            |                        | 13 RHCA 16.10       |
|                            |                            |                        | 15 DISABILITY 3.91  |
|                            |                            |                        | 21 S & G 11.85      |
|                            |                            |                        | 80 FICA 100.84      |
|                            |                            |                        | 82 FED F/W 212.57   |
|                            |                            |                        | 84 ST W/H 61.62     |
|                            |                            |                        | 89 FICA MED 23.58   |
|                            |                            |                        | DEDUCTIONS 505.36   |
| EMPLOYEE TOTALS:           | 80.53                      | WAGES: 1626.40         | 34796.34            |
| Vacation Hours Balance:    | 99.00                      | Sick Hours Balance:    | 128.00              |
|                            |                            | Comp Hours:            | 36.57               |
|                            |                            |                        | 1127.56             |
|                            |                            |                        | 8.00                |
|                            |                            |                        | 164.43              |
|                            |                            |                        | 330.11              |
|                            |                            |                        | 82.11               |
|                            |                            |                        | 248.85              |
|                            |                            |                        | 34796.34            |
|                            |                            |                        | 2157.38             |
|                            |                            |                        | 4692.97             |
|                            |                            |                        | 33668.78            |
|                            |                            |                        | 1337.47             |
|                            |                            |                        | 33668.78            |
|                            |                            |                        | 504.60              |
|                            |                            |                        | 34796.34            |
|                            |                            |                        | 10653.48            |

Clovis Family Healthcare Center


2301 N. MLK BLVD

Clovis, NM 88101

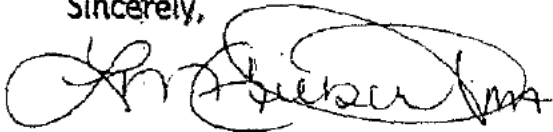
575-762-4455

Date: 11/18/2013

To whom it may concern,

 was evaluated in our office. Patient may return to school/work on 11/25/13. If you have any questions please call our office at the above number.

Sincerely,



3. I am listing all claims I made for damages below, including property damage and injury claims:

| <u>DATE OF INCIDENT</u> | <u>TYPE OF INCIDENT</u> | <u>SETTLEMENT AMOUNT/OTHER RESULT</u> |
|-------------------------|-------------------------|---------------------------------------|
|-------------------------|-------------------------|---------------------------------------|

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11/26/13

DATE

[REDACTED]

SIGNATURE

[REDACTED]

PRINT NAME

Claim No. [REDACTED]

DATE 11/26/2013

arbitration, hearing, trial, or other proceeding associated with my claim. This Authorization shall be valid for the duration of the claim. This is not a release of claims for damages. I further understand that I am entitled to a copy of this Authorization and acknowledge receipt by signing below. I acknowledge that the information disclosed pursuant to this Authorization may be re-disclosed by GEICO pursuant to applicable law and may no longer be protected by the Health Insurance Portability and Accountability Act (HIPAA). I also authorize GEICO to further re-disclose the records received pursuant to this authorization, including, but not limited to, information relating to sexually transmitted disease, Acquired Immunodeficiency Syndrome (AIDS), Human Immunodeficiency Virus (HIV) and other communicable diseases, behavioral health care/psychiatric care (excluding "psychotherapy notes" as defined in 45 CFR 164.501), and treatment for alcohol and/or drug abuse, and/or substance abuse, as may be necessary for the purpose of evaluating a claim made by me, or on my behalf, and/or for preparing for, conducting, and/or participating in any mediation, arbitration, hearing, trial, or other proceeding associated with my claim. This HIPAA Compliant Authorization shall also allow GEICO's representatives, agents, consultants, or health care professionals, or any physicians appointed by it, to examine the records produced concerning said condition or treatment.

**Revocation Section:** I acknowledge that I have the right to revoke this Authorization at any time. A revocation of this Authorization must be in writing and sent via regular U.S. mail, postage prepaid, to the Company Representative who requested this authorization and to the medical provider. The revocation of this Authorization will be effective upon receipt and will be prospective only.

I acknowledge that I am aware that the consequences of my not signing this Authorization can include a delay in the processing/resolution of the claim, a potential denial of the claim, or other consequences recognized by applicable state law and/or the insurance policy at issue.

[REDACTED SIGNATURE]  
[SIGNATURE OF PATIENT]

[REDACTED NAME]  
[PRINT NAME OF PATIENT]

11/26/2013  
[DATE]

*Personal Representative's Section: A personal representative executing this form on behalf of the patient warrants that he or she has authority to sign this form on the basis of:*

\_\_\_\_\_  
(SIGNATURE: PERSONAL REPRESENTATIVE)  
\_\_\_\_\_  
(DATE)

\_\_\_\_\_  
(PRINT NAME OF PERSONAL REPRESENTATIVE)

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Claim No. [REDACTED]

DATE 11/26/2013

### HIPAA COMPLIANT AUTHORIZATION

List below the names and addresses of all persons (Doctors, Dentists, Hospitals, Nurses, Funeral Directors, etc.) who rendered, or who are rendering services in connection with injuries sustained in this accident and the amount of bills, if known.

| <u>NAME AND ADDRESS</u> | <u>AMOUNT OF BILL</u> |
|-------------------------|-----------------------|
|                         |                       |
|                         |                       |
|                         |                       |
|                         |                       |
|                         |                       |

To Whom It May Concern:

For purposes of evaluating a claim made by me, or on my behalf, and/or for preparing for, conducting, and/or participating in any mediation, arbitration, hearing, trial, or other proceeding associated with my claim, you are hereby authorized to furnish to Government Employees Insurance Company, GEICO General Insurance Company, GEICO Indemnity Company, GEICO Casualty Company, or any of its representatives (individually and collectively referred to as "GEICO") any and all medical information which may be requested concerning my physical and/or mental condition and treatment (excluding "psychotherapy notes" as defined in 45 CFR 164.501) to include, diagnosis, prognosis, and any and all records, files, or other documentation concerning the treatment, prescription, consultation or other advisory visits or events (collectively referred to as the "Records") that pertain to:

- [REDACTED]  
*[PATIENT: PRINT YOUR NAME ABOVE]*
- DOB: [REDACTED]  
*[PATIENT: WRITE YOUR BIRTH DATE ABOVE]*
- SSN: [REDACTED]  
*[PATIENT: WRITE YOUR SOCIAL SECURITY NUMBER ABOVE]*
- The Records covered by this HIPAA Compliant Authorization cover the time period beginning five (5) years prior to the date of last treatment through *[PATIENT: INDICATE YOUR LAST DATE OF TREATMENT IN THE FOLLOWING SPACE]* \_\_\_\_\_, 20\_\_\_\_, the date of last treatment, and up to and including the date of Provider's compliance with this HIPAA Compliant Authorization.
- The Records shall specifically include, but shall not be limited to, such condition and treatment as may pertain to the automobile accident/loss/claim of *[PATIENT: INDICATE THE DATE OF THE AUTOMOBILE ACCIDENT/LOSS/CLAIM IN THE FOLLOWING SPACE]* \_\_\_\_\_, 20\_\_\_\_.

The information covered by this HIPAA Compliant Authorization includes, but is not limited to, reports, records, test results, X-rays, and any other diagnostic testing, whether in your possession or available to you. I understand that the information in the Records may include information relating to sexually transmitted disease, Acquired Immunodeficiency Syndrome (AIDS), Human Immunodeficiency Virus (HIV) and other communicable diseases, behavioral health care/psychiatric care (excluding "psychotherapy notes" as defined in 45 CFR 164.501), and treatment for alcohol and/or drug abuse, and/or substance abuse. Copies of this Authorization shall be considered as valid as the original. This information is being requested for the purpose of evaluating a claim made by me, or on my behalf, and/or for preparing for, conducting, and/or participating in any mediation,

# GOVERNMENT EMPLOYEES INSURANCE COMPANIES

## ACCIDENT INJURY HISTORY



\_\_\_\_\_, do hereby affirm, assert and/or aver that the following is a true and complete recitation:

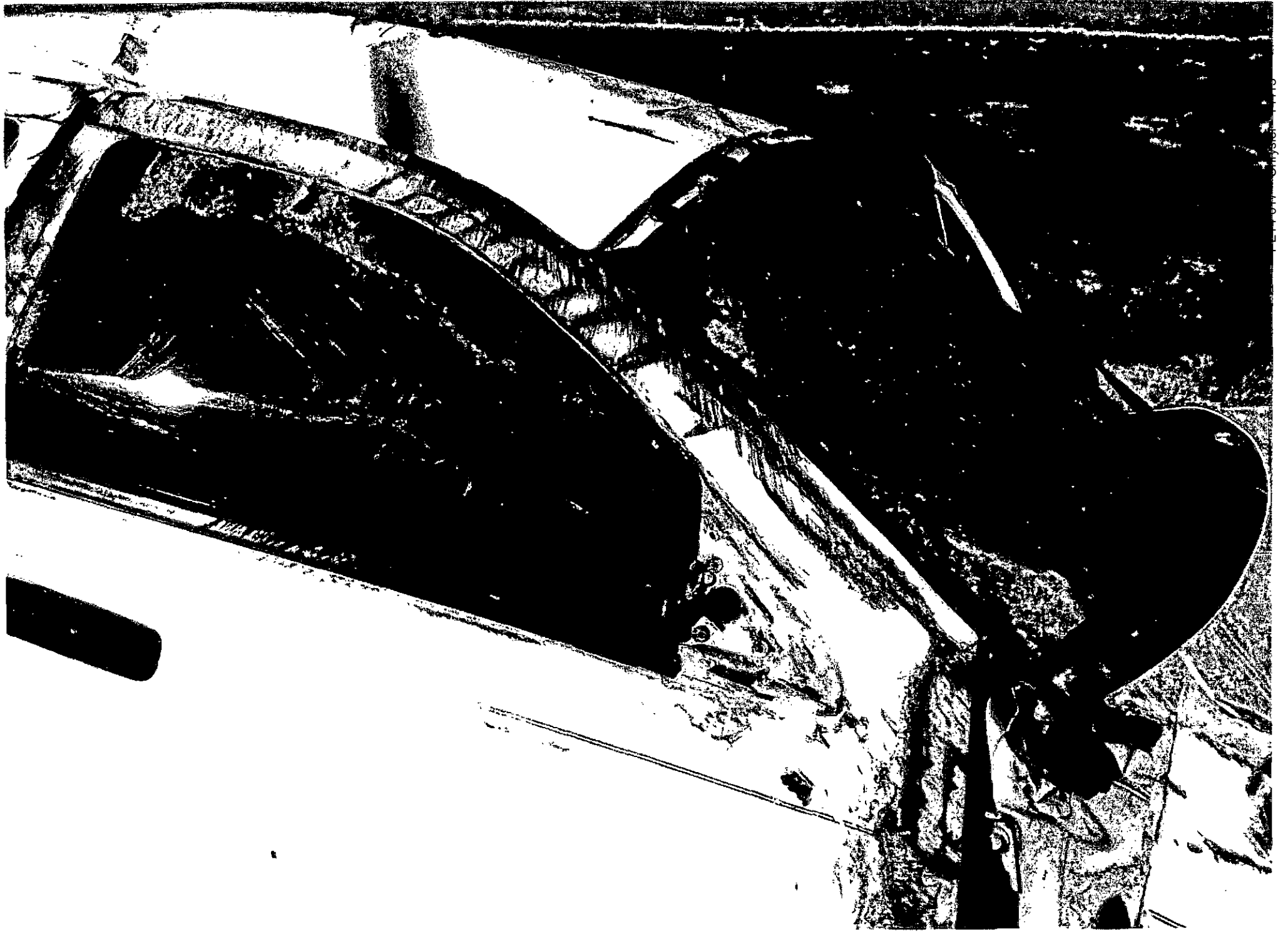
1. Over my lifetime, I have been involved in \_\_\_ accidents. This number includes work-related injuries, slips or falls, automobile accidents and any other events that suddenly and without warning caused injury or trauma to my person. I am listing all such events by date and brief description:
  
  
  
  
  
  
  
  
  
  
2. Over the past 5 years I received treatment or was examined by the following medical providers. This list includes any and all visits to any and all medical care providers, including those who treated me for the injuries listed in Question 1.

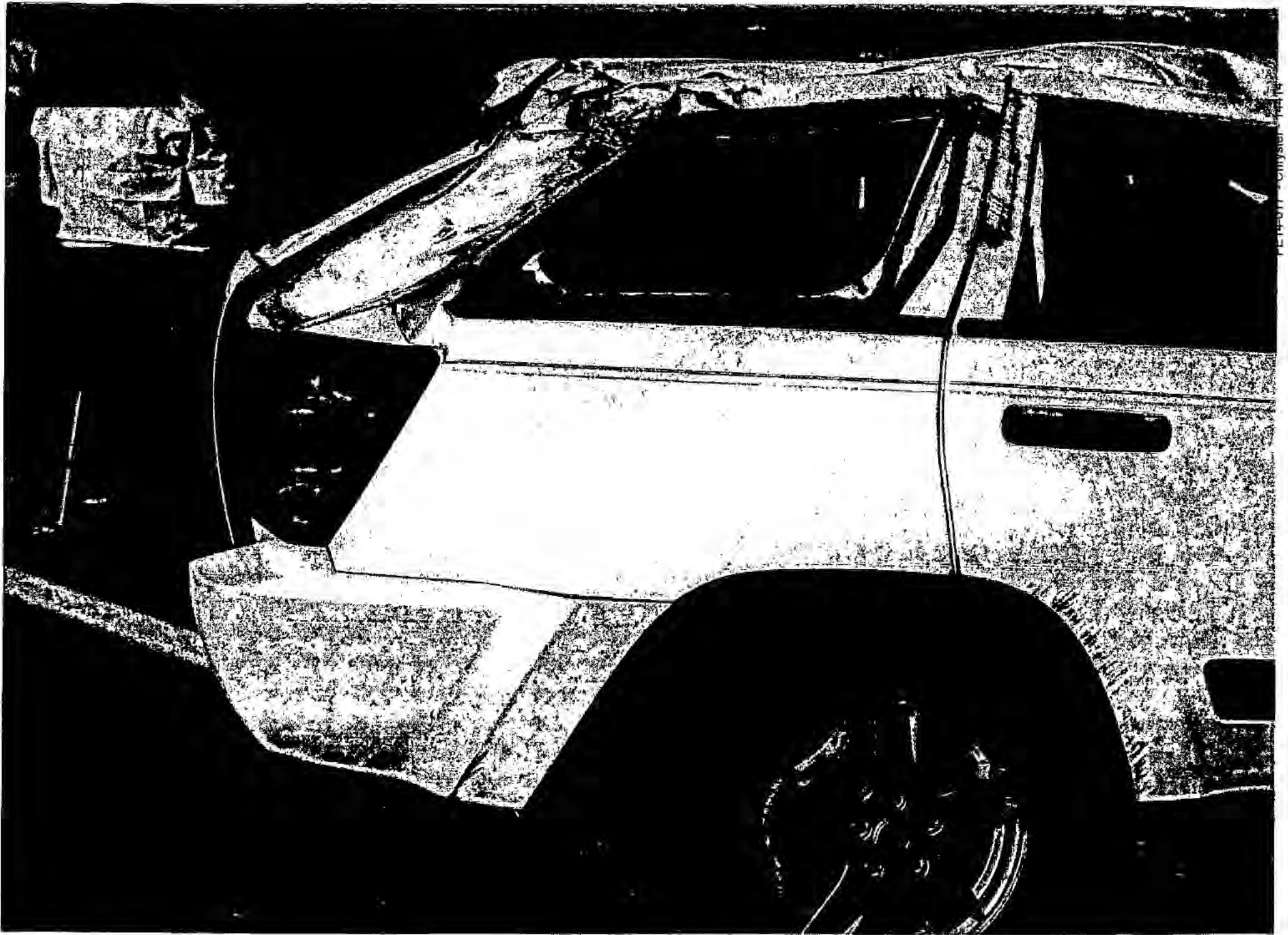
| <u>DOCTOR/FACILITY</u> | <u>ADDRESS</u> | <u>INJURY OR COMPLAINT</u> | <u>TREATMENT DATES</u> |
|------------------------|----------------|----------------------------|------------------------|
|------------------------|----------------|----------------------------|------------------------|

*Please complete other side*



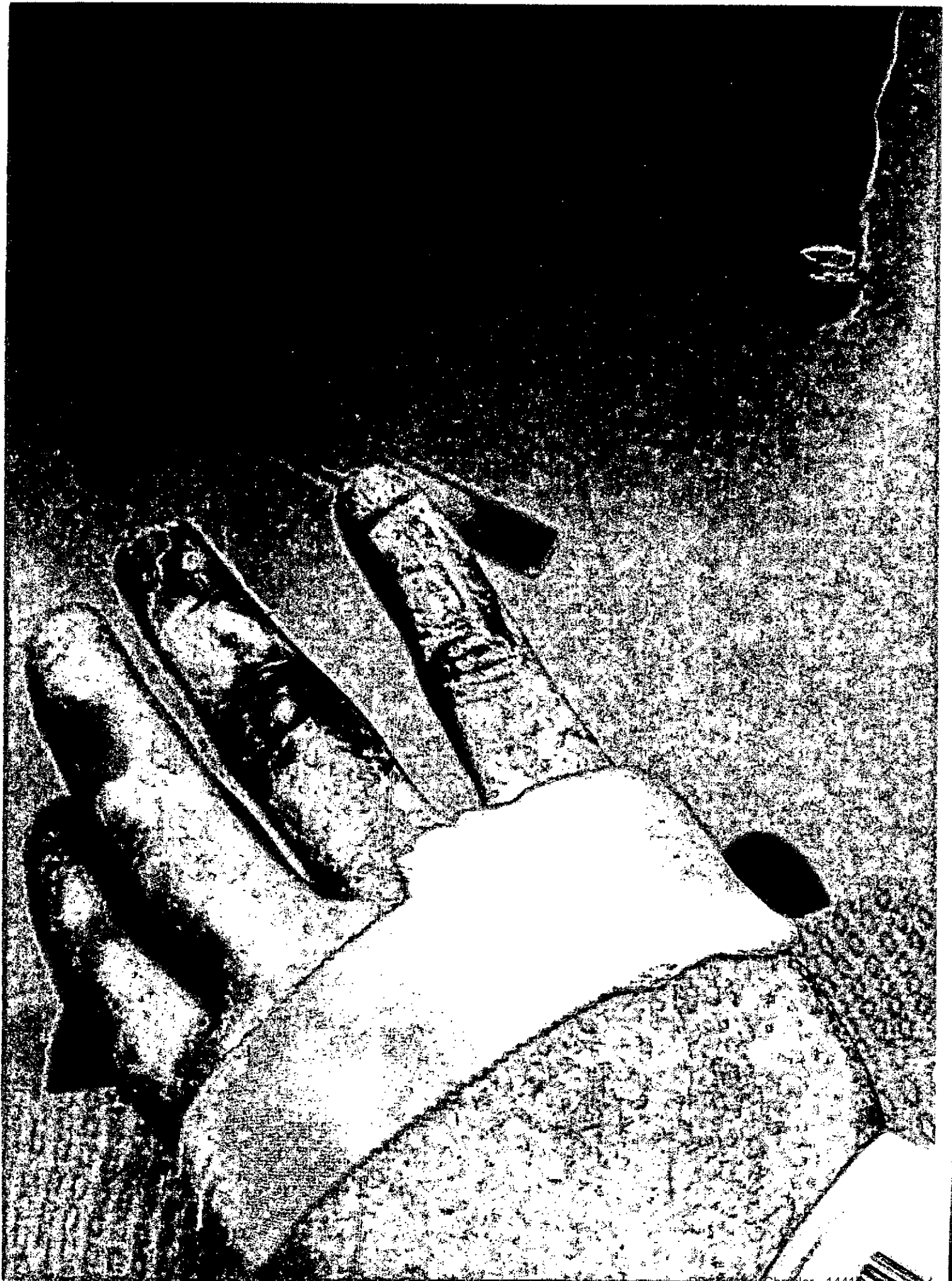


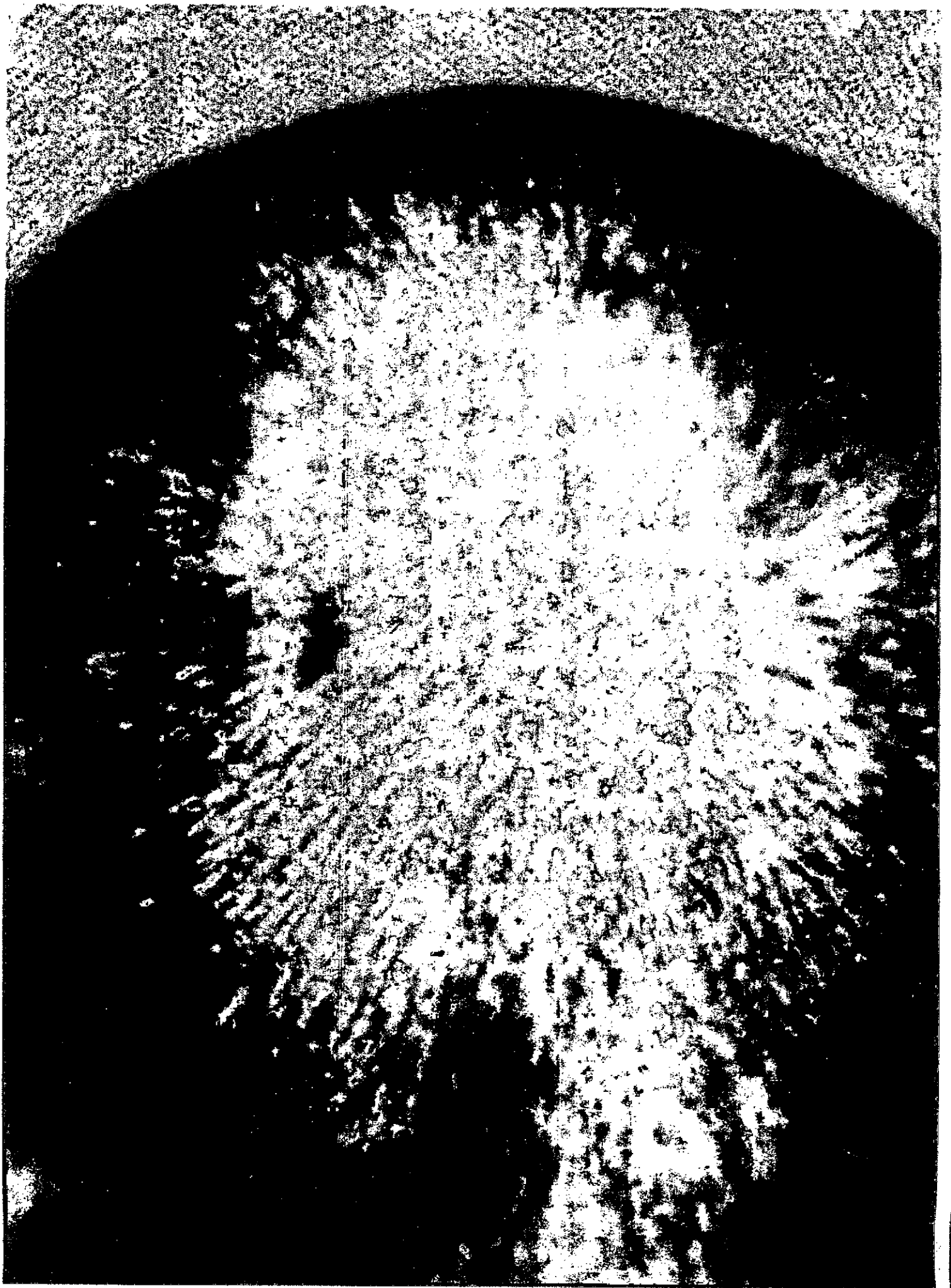












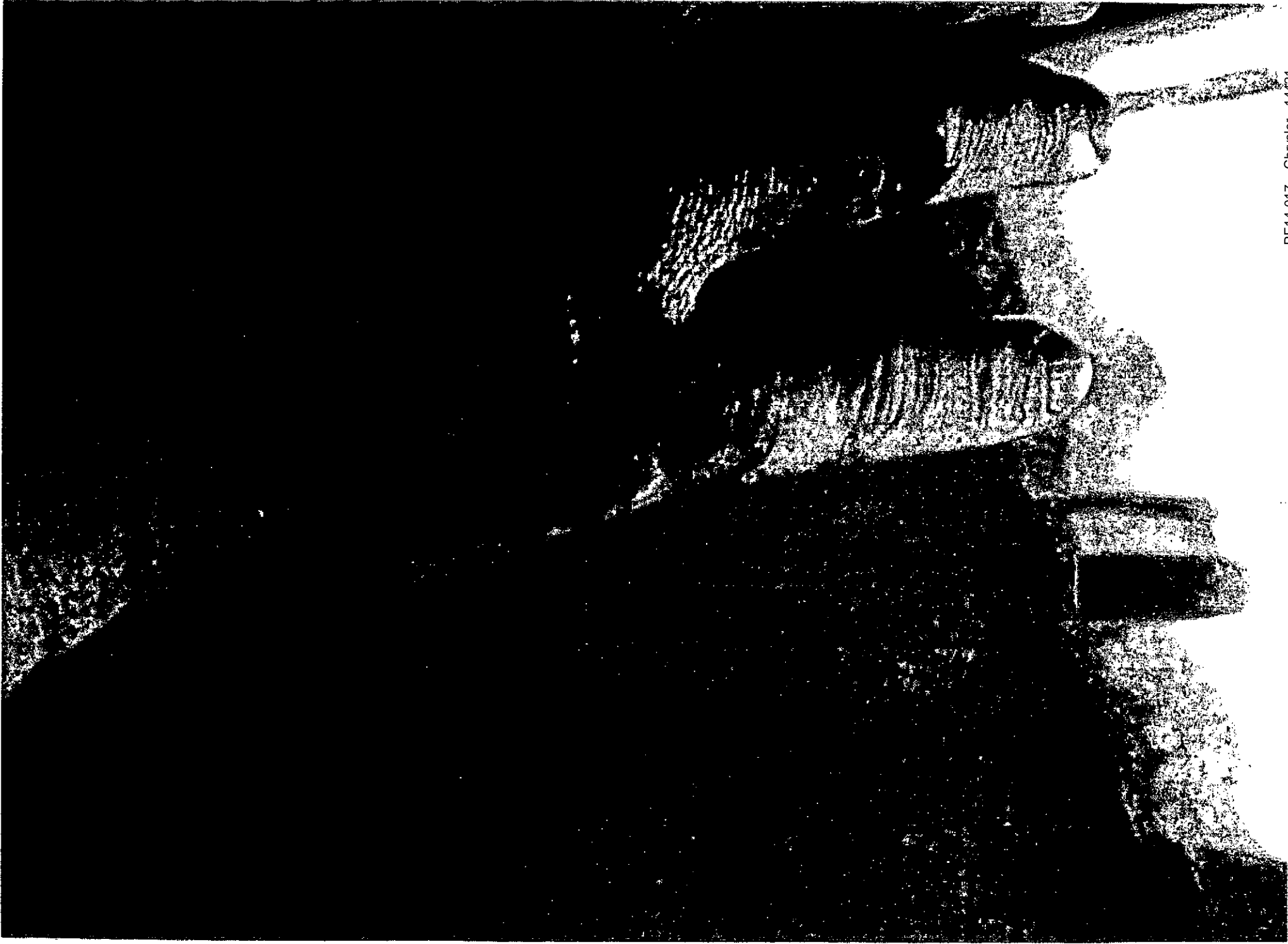


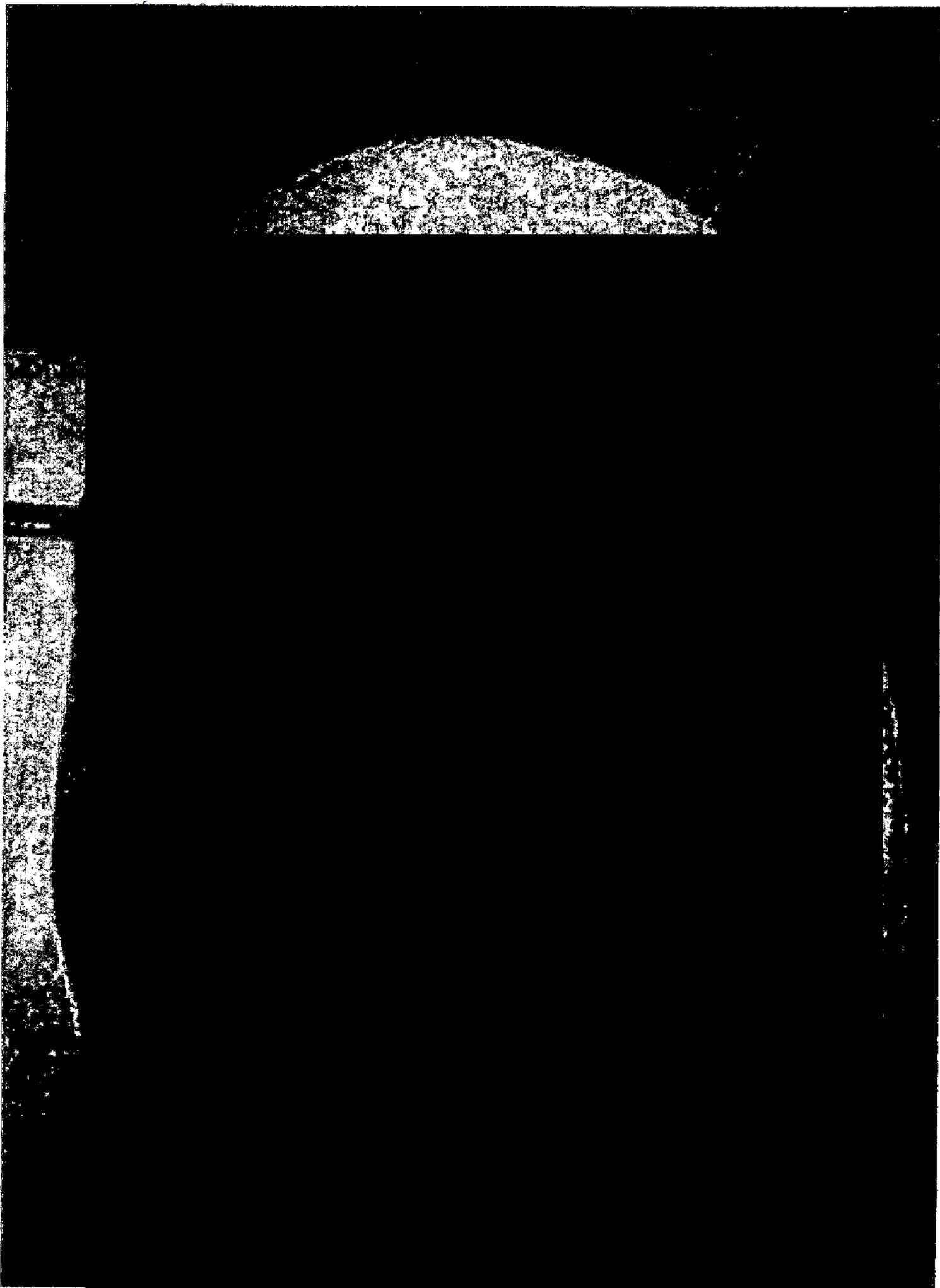


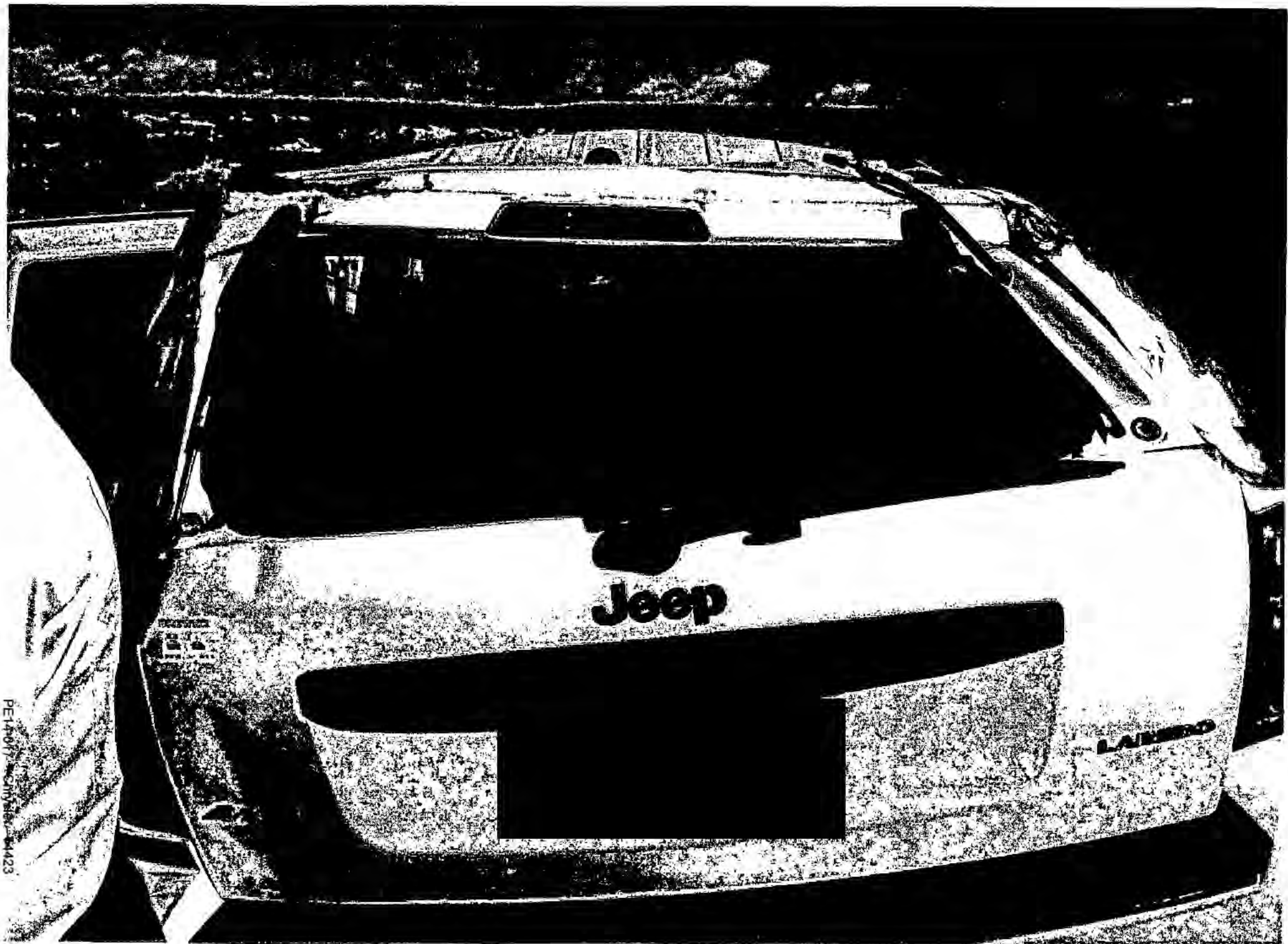
PE 14-017 - Chrysler - 14420

Nov 2  
1942

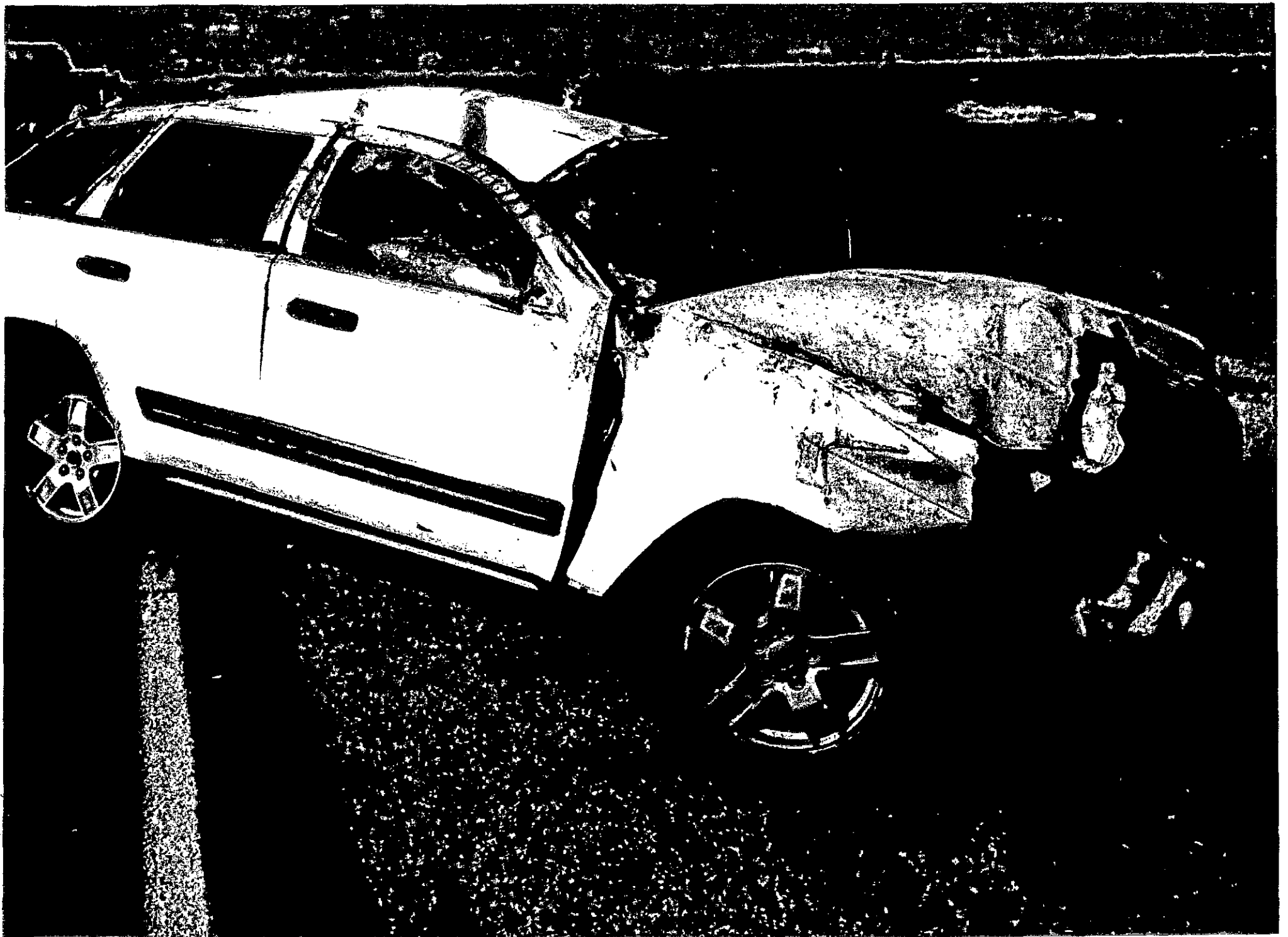




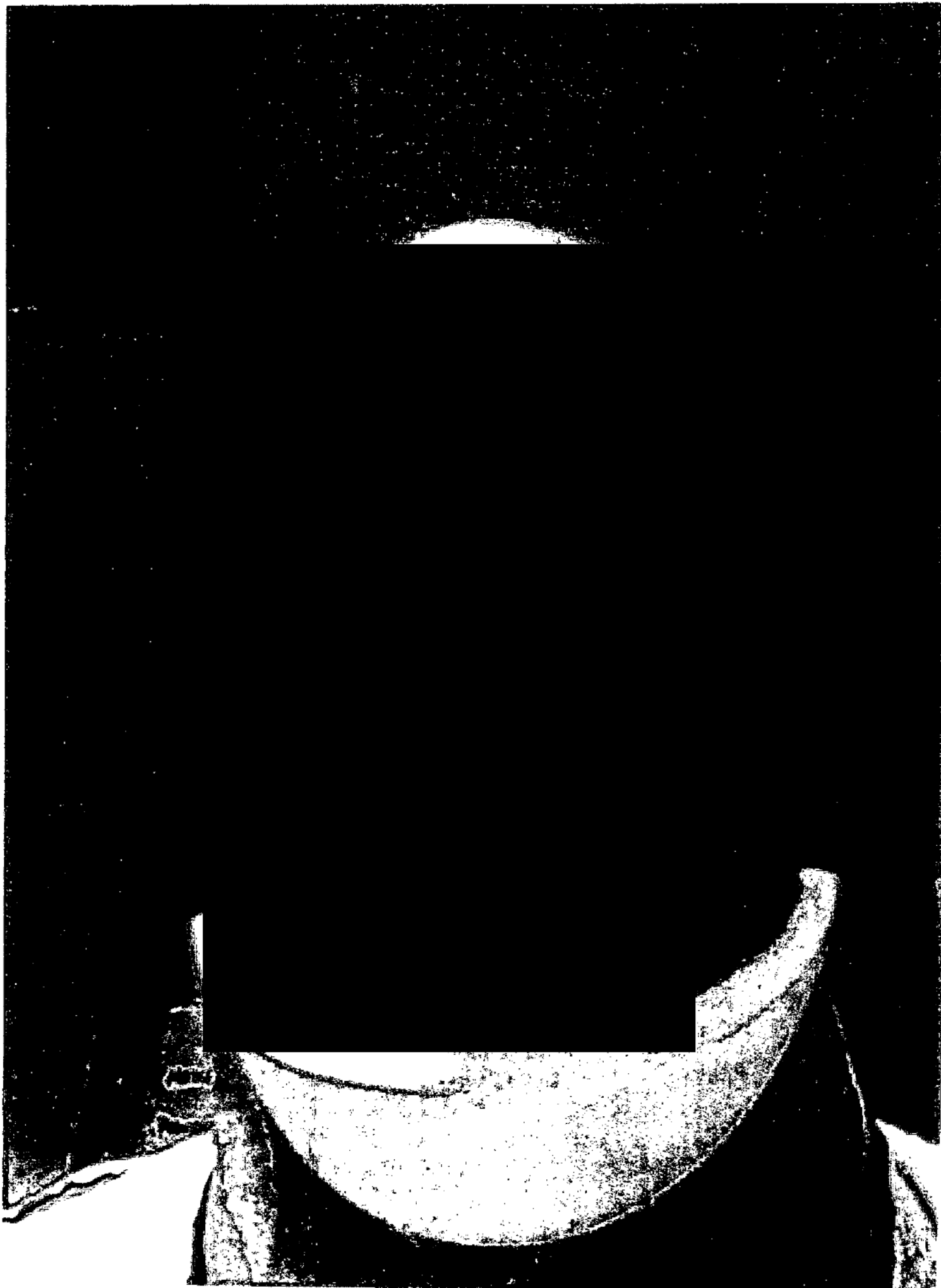




PE14011 - Chrysler - 4423









PE14917 - Onyx - 11/12/27



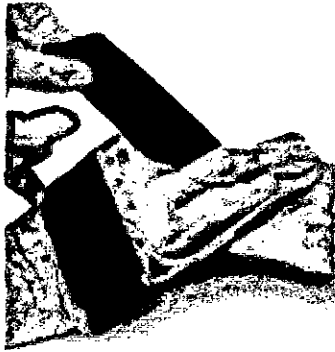






To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

## Recovery after hand tendon repair



You may need to wear a protective splint for several weeks following hand tendon repair

**When you will be able to return home after surgery will depend on how badly your hand was damaged.**

You may be able to go home on the same day, once you have recovered from any anaesthetic and arrangements have been made for your aftercare.

### After the operation

If you have had a general anaesthetic, you will wake up in the recovery room after your operation. You may have an oxygen mask on your face and you may feel a bit drowsy.

If you had a regional or local anaesthetic, you will be able to go back to the ward sooner, but your arm will be numb and floppy for several hours.

It is normal for your hand to be elevated in a sling (a large bandage designed to support a body part) to reduce swelling.

Following the operation, your hand is likely to be bruised and swollen and, when the anaesthetic wears off, it will be painful. You may need to take painkillers, such as ibuprofen, paracetamol or codeine for up to two weeks.

Before you leave hospital, you will be advised about keeping your hand above the level of your heart whenever possible to help reduce swelling. For example, you may be advised to raise your arm on cushions while seated or hold your arm up to your other shoulder while standing and walking.

You will not be able to drive for several weeks after the operation, so you will need to arrange for someone to pick you up and take you home from the hospital. If you live on your own and you have had a general anaesthetic, you may be advised to stay in hospital overnight. You may also need to stay overnight if you need hand therapy in hospital before you go home.

## **Recovery and rehabilitation**

Before you leave hospital, a hand therapist may replace the rigid plaster splint (a support designed to protect the hand) fitted during the operation with a lighter and more flexible plastic one. This splint will help to prevent the repaired tendons from being overstretched.

You will usually be advised to wear the splint at all times for three to six weeks, possibly followed by just wearing it at night for a further couple of weeks.

Your hand therapist will advise you about looking after your splint and what to do if you develop any problems with it. It's important to avoid getting the splint wet, so covering it with a plastic bag while having a bath or shower will usually be recommended.

You will be taught a number of different hand exercises after the operation, either before you leave hospital or at an appointment a few days later. These exercises are designed to prevent the repaired tendons from getting stuck to surrounding tissue, which would reduce your range of hand movements.

The specific exercises recommended by your hand therapist or surgeon will vary according to the *type of tendon repair you had*.

If you smoke, it is highly recommended that you stop because smoking can impair the blood circulation in your hand and delay your recovery time. Read more about [stopping smoking](#).

## **Returning to work and activities**

How quickly you can return to work and resume normal daily activities will depend on the nature of your job, as well as the type and location of your injury.

The repaired tendon will usually be back to full strength after about 12 weeks, but it can take up to six months to regain the full range of movement and in some cases you may never be able to move the affected finger or thumb as much as you could before it was damaged.

In general, most people are able to:

- resume light activities, such as using a keyboard or writing with a pen, after 6-8 weeks
- drive a car, motorcycle or heavy goods vehicle (HGV) after 8-10 weeks
- resume medium activities, such as light lifting or shelf stacking, after 8-10 weeks
- resume heavy activities, such as heavy lifting or building work, after 10-12 weeks
- resume sporting activities after 10-12 weeks

Your hand therapist or surgeon can give you a more detailed estimate of your likely recovery time.

It is vital that you follow all the instructions and advice given to you regarding the use of your hands during your recovery period. If you attempt to use the repaired tendons before they have fully healed, it could cause the repair to rupture.

# Complications of hand tendon repair

Some common complications of tendon repair include infection, the tendon rupturing and the repaired tendon sticking to nearby tissue.

## Infection

An infection develops after about one in every 20 tendon repair operations. The risk of infection is highest if you damaged your hand where there were a lot of germs, such as a farm. Crushing injuries are also more likely to cause an infection.

Symptoms that may indicate your hand has developed an infection include:

- redness and swelling in your hand
- a feeling of tenderness or pain
- a high temperature (fever) of 38°C (100.4°F) or above

Contact your GP if you think you have developed an infection. Most infections can be successfully treated with antibiotics.

## Repair failure

After about one in every 20 tendon repair operations, the repair fails and the affected tendon ruptures.

When this happens, it usually occurs soon after the operation, when the tendon is weakest. Tendon ruptures often happen in people who do not follow the advice about resting the affected tendon. Accidental trips, falls or suddenly catching your splint on an object can also rupture the tendon.

Sometimes, it is obvious you have ruptured the tendon because you notice a sudden snapping or 'pinging' sensation in your hand. However, you may not notice the tendon has ruptured until you discover that you cannot move your finger or fingers in the same way as before.

If you think your tendon has ruptured, contact your surgical team or hand therapist. Further surgery is usually required to repair the tendon.

## Tendon adhesion

Tendon adhesion is a medical term which means the tendons have become stuck to surrounding tissue and have lost some of their range of movement.

This can cause loss of movement, which in most cases is minor. More serious cases of tendon adhesion require surgery to free the stuck tendon.

Contact your surgical team or hand therapist if you notice a reduction in your ability to move your hand while you recover from surgery.



12/09/2013

To: Geico Insurance

From: Clovis Family Healthcare

Re: Patient [REDACTED]  
[REDACTED]

To whom it may concern.

[REDACTED] is a patient with Clovis Family Healthcare. He is a [REDACTED] year old male. Is being seen for a vehicle accident that occurred on 11/16/2013. The extent of his injury that he is seen for are concussion, multiple abrasions to head, stiffness and muscle discomfort, as well as tendon damage to his right hand. The extent of the tendon damage is not known at this time, it could possibly be some extended time to determine if he may need to see an Orthopedic Specialist to repair the permanent damaged caused to his right hand. [REDACTED] will have pain and discomfort from this injury for the rest of his life. weather he has to have it operated on to repair, or if it is left alone with the range of motion he now has. I believe his stiffness and muscle discomfort will heal and be minimized over time with treatment, however may have some discomfort that last longer, due to the extent on the accident he was in, the body takes some time to heal after it is thrown around such as this event.

[REDACTED] is also see by Jon Shrader MD for anxiety disorder, which is currently being treated and monitored. [REDACTED] states he has increased anxiety from this accident on 11/16/2013. It is worth noting that can be expected from the extent of the events of the accident. He is also seen for insomnia due to his anxiety, he is being treated for this as well, however he has stated since the incident he has been have a more difficult time with his sleep and general rest.

  
Raymond Ortiz

Clovis Family Healthcare

2301 N. Martin Luther King Blvd.

Clovis, New Mexico 88101

(575)762-4455

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

[Redacted Name]

has an appointment on  
53 Day 12 Month 13 Year

at 400 A.M. P.M.  
If unable to keep appointment, kindly give 24 hours notice.

Itinerary for [REDACTED]

| AF | Date         | Time    | Information                                                           |
|----|--------------|---------|-----------------------------------------------------------------------|
|    | 12/8/13 Mon  | 3:15 PM | PRMC Healthplex for Physical Therapy Evaluation with John Jimenez, PT |
|    | 12/12/13 Thu | 2:30 PM | PRMC Healthplex for Follow up 60 with Abbey N Winblad, PT             |
|    | 12/16/13 Mon | 8:00 AM | PRMC Healthplex for Follow up 60 with Stacy Henrikson                 |
|    | 12/18/13 Wed | 8:00 AM | PRMC Healthplex for Follow up 60 with Stacy Henrikson                 |
|    | 12/26/13 Thu | 8:00 AM | PRMC Healthplex for Follow up 60 with John Jimenez, PT                |
|    | 12/30/13 Mon | 9:30 AM | PRMC Healthplex for Follow up 60 with Stacy Henrikson                 |
|    | 1/2/14 Thu   | 8:45 AM | PRMC Healthplex for Follow up 60 with John Jimenez, PT                |
|    | 1/7/14 Tue   | 8:00 AM | PRMC Healthplex for Follow up 60 with John Jimenez, PT                |
|    | 1/9/14 Thu   | 8:00 AM | PRMC Healthplex for Follow up 60 with John Jimenez, PT                |

PRMC HEALTHPLEX  
10000 S. UNIVERSITY  
MOUNTAIN VIEW, CO 80031  
TEL: 303.440.1234  
WWW.PRMCHEALTHPLEX.COM

12/09/2013

(9) Nine Scheduled  
Physical Therapy dates  
(3) three more to be  
Scheduled in Jan. 2014.

PE14-017 - Chrysler - 14448

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

TO: County Clerk  
COUNTY OF: Chaves  
STATE OF: New Mexico

November 25, 2013

**NOTICE OF HOSPITAL LIEN**

The undersigned hereby gives notice for and on behalf of, Eastern New Mexico Medical Center, located at 405 West Country Club Road, Roswell, NM 88201 (hereinafter 'Hospital'), that the Hospital has furnished hospital care, treatment and/or maintenance, all of which was medically necessary, to the following patient: [REDACTED]

CLOVIS, NM [REDACTED] from to due to injuries sustained in and/or by a motor vehicle or other liability accident, on or around [REDACTED] and the amount due for these services is \$10331.89, a sum that is a reasonable charge for the hospital care, services, treatment and/or maintenance rendered the above referenced patient.

The person(s), firm(s), corporations(s) or insurance companies claimed by the patient or his/her legal representative to be liable for damages arising from the illness or injuries cared for, treated and/or maintained by the hospital is/are:

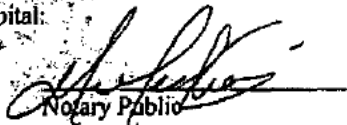
Geico Direct Insurance, P.O. Box 509105 San Diego CA 92150

CLM# [REDACTED]

The Hospital, therefore, hereby creates a lien up to the maximum allowable amount of any obtained or recovered damages which the patient or his/her legal representative may receive or be entitled to receive, whether by judgment, settlement or compromise, from any and all causes of action, suits, claims, counterclaims or demands accruing to the patient, all in accord with the provisions of the laws of the State of New Mexico.

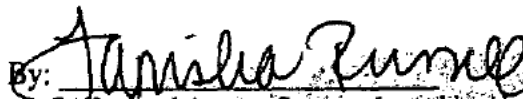
STATE OF TENNESSEE  
COUNTY OF WILLIAMSON

The foregoing was acknowledged and verified before me on the date first written above by the duly authorized agent and/or operator of the Hospital identified herein, for and on behalf of said Hospital:

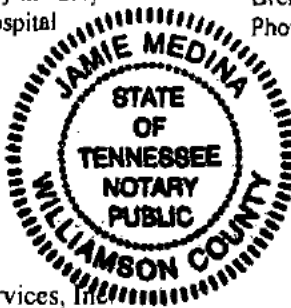
  
Notary Public

My Commission Expires: 7/18/2014

Prepared by: Professional Account Services, Inc.

By: 

Professional Account Services, Inc. - Lien Unit  
Suite 100  
7100 Commerce Way  
Brentwood, TN 37027  
Phone: (888) 489-6745 Ext. <<UAPHONE>>

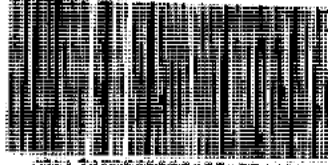


43603851-RJR



**Pasi**

Professional Account Services  
7100 Commerce Way, Suite 100  
Brentwood TN 37027  
Attn: PLU



CLOVIS NM

436038511

RJR



PLAINS REGIONAL MED CT  
2100DRMARTIN LUTHER KIN  
CLOVIS, NM 88101



12/12/2013 15:28:32  
Merchant ID: 00000002881012  
Terminal ID: 01340804  
226110923993

For Services Provided By:  
**Presbyterian Healthcare Services**

CREDIT CARD

VISA SALE

**PAYMENT RECEIPT**

CARD # [REDACTED]  
INVOICE 0002  
Batch #: 008274  
Approval Code: 004924  
Entry Method: Swiped  
Mode: Online

6932588  
909782

Department: PRMC PT  
Date: 12/12/13  
Patient Name: [REDACTED]

SALE AMOUNT \$60.00

| Source           | Reference  | Payment |
|------------------|------------|---------|
| VISA CREDIT CARD | [REDACTED] | \$60.00 |

CUSTOMER COPY

Total Amount: \$60.00

*For Visit 12/11/2013 = 12/12/2013  
Two \$30<sup>00</sup> Co-pay*

For payment or account inquiries:

Presbyterian Healthcare Services  
P.O. Box 26268  
Albuquerque, NM 87125  
Phone: 505-923-6600  
Toll Free: 888-438-0890  
www.phs.org

Please save your receipt for your records

20048124

Patient Name \_\_\_\_\_

Date Notification Given to Patient \_\_\_\_\_

Patient/Guarantor Initials \_\_\_\_\_

Employee Initials \_\_\_\_\_

⇒ We have contacted your insurance benefits department and have been advised for the therapy your doctor has ordered these are the benefits quoted:

30 copay per visit  
(including evaluation)

We are required to collect copays from you on a regular basis. You may choose one of the following options:

1. Pay your copay at each visit
2. Pay one time each week for the total amount of copays owed for that week.

We are unable to waive the collection of your copays as this is determined by your insurance company and is required by them. Please consider that it is very costly for PRMC to process the billing and collection of unpaid copays. Failure to pay them could result in the delay or discontinuation of therapy. If you are unable to pay the full amount for each visit financial arrangements must be discussed with the business office.

\_\_\_\_\_ % co-insurance per visit  
(including evaluation)

(Deductibles may apply.)

If you are responsible for a co-insurance amount we will make arrangements with you to collect the estimated portion of the amount due.

IF APPLICABLE (CALENDAR CONTRACT YEAR) PLEASE NOTIFY HEALTH PLAN'S BUSINESS OFFICE RIGHT AWAY OF ANY CHANGES TO YOUR MEDICAL INSURANCE:

Deductible \$ N/A

Out-of-Pocket \$ 2800

Benefit Maximum \_\_\_\_\_

Met to Date \$ \_\_\_\_\_

Met to Date \$ 20

\_\_\_\_\_

Additional Information: \_\_\_\_\_

THANK YOU FOR ALLOWING PLAINS REGIONAL MEDICAL CENTER THE OPPORTUNITY TO ASSIST YOU WITH YOUR HEALTHCARE NEEDS. IT IS OUR PRIVILEGE TO SERVE YOU.

12/16/2013

PRESBYTERIAN HEALTH PLAN

GROUP: [REDACTED] PRODUCT: [REDACTED] MEMBER NUMBER: [REDACTED]

To: Whom it may concern

From: [REDACTED]

Re: Auto Accident 11/16/2013 GEICO CLAIM [REDACTED]

I was involved in a rollover accident on 11/16/2013 and transported to Eastern New Mexico Medical Center in Roswell, New Mexico. I was treated for multiple scraps and abrasions, concussion, right hand injury to tendons, and chest pains. I was told to follow up with my primary doctor or orthopedic surgeon for my tendon injury, as well as general care. I have made several visits to Clovis Family Health Care, Doctor Raymond Ortiz, and Presbyterian Healthplex, in Clovis, New Mexico for a round of 12 therapy sessions.

Geico Insurance claim for medical expenses was capped at \$2,000.00 which this incident has been way over. They have instructed me to turn all future bills into you for coverage.

If you have any questions, please feel free to contact me at [REDACTED]

[REDACTED]  
[REDACTED]  
City of Clovis, New Mexico [REDACTED]  
[REDACTED]



---

GEICO General Insurance Company

---

P.O. Box 509105  
San Diego, CA 92150-9930

12/13/2013

[REDACTED]  
Clovis, NM [REDACTED]

Company Name: Geico General Insurance Company  
Claim Number: [REDACTED]  
Loss Date: Saturday, November 16, 2013  
Policyholder: [REDACTED]  
Injured Party: [REDACTED]

Dear [REDACTED]

The Medical coverage and/or Personal Injury Protection available to you on the claim specified above has been exhausted. Therefore, we will not be able to make any further payment for medical expenses you incurred as a result of this accident.

You may be entitled to additional benefits from your health insurance company. Any further medical bills should be submitted to your health insurer with a copy of this letter.

If you have any questions, contact me at the number below. Please refer to your claim number when writing or calling about this claim.

Sincerely,

Arlene Cojulun, Examiner Code J170  
972-701-1834  
Claims Department

[Print This Page](#)

[Close This Window](#)



Name: David W Bryant | DOB: 5/9/1969 | MRN: 2317378 | PCP: Jon M Shrader, DO

## Upcoming Appointments

| Date / Time                                          | Description                               | Department                                                               |
|------------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------|
| <u>Wednesday December 18, 2013</u><br><u>8:00 AM</u> | Follow up 60 with<br>Stacy Henrikson, PTA | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Thursday December 26, 2013</u><br><u>8:00 AM</u>  | Follow up 60 with<br>John Jimenez, PT     | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Monday December 30, 2013</u><br><u>9:30 AM</u>    | Follow up 60 with<br>Stacy Henrikson, PTA | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Thursday January 02, 2014</u><br><u>8:45 AM</u>   | Follow up 60 with<br>John Jimenez, PT     | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Tuesday January 07, 2014</u><br><u>8:00 AM</u>    | Follow up 60 with<br>John Jimenez, PT     | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |
| <u>Thursday January 09, 2014</u><br><u>8:00 AM</u>   | Follow up 60 with<br>John Jimenez, PT     | PRMC Healthplex<br>2201 Martin Luther King Jr<br>Blvd<br>Clovis NM 88101 |

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# PRESBYTERIAN

*For Services Provided By:  
Presbyterian Healthcare Services*

## PAYMENT RECEIPT

Receipt #: [REDACTED] Department: PRMC PT  
Guarantor ID: 909782 Date: 12/18/13  
Guarantor Name: [REDACTED] Patient Name: [REDACTED]  
Patient MRN: 2317378

| Type  | Source           | Reference  | Payment |
|-------|------------------|------------|---------|
| Copay | VISA CREDIT CARD | [REDACTED] | \$60.00 |

Total Amount: \$60.00

*For payment or account inquiries:*

**Presbyterian Healthcare Services**  
P.O. Box 26268  
Albuquerque, NM 87125  
Phone: 505-923-6600  
Toll Free: 888-438-0890  
[www.phs.org](http://www.phs.org)

**Please save your receipt for your records**

PLAINS REGIONAL MED CT  
2100DRMARTIN LUTHER KING  
CLOVIS, NM 88101

12/18/2013  
Merchant ID:  
Terminal ID:  
226110923993

07:56:30  
000000002681012  
04340804

CREDIT CARD  
VISA SALE

CARD #  
INVOICE  
Batch #:  
Approval Code:  
Entry Method:  
Mode:



0001  
000277  
028772  
Swiped  
Online

SALE AMOUNT

\$60.00

CUSTOMER COPY

Patient Chart





To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

HEALTHCARE  
CLOVIS FAMILY  
2301 N MARTIN LUTHER K  
CLOVIS, NM 88101  
573-762-4455

TERMINAL ID: 888680  
MERCHANT #: 88814871210

UISO [REDACTED] EXP: 01/21 SWIPED

SALE  
BATCH: 800978 INU: 000001  
Dec 23, 13 07:59  
RRN: 09780001 AUTH: 031909  
TRACE #: 083357544147677  
VALIDATION CODE: 55C0

AP  
TOTAL \$20.00

X  
I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
MERCHANT AGREEMENT IF CREDIT VOUCHER

THANK YOU!  
PLEASE COME AGAIN!

CUSTOMER COPY



*For Services Provided By:  
Presbyterian Healthcare Services*

**PAYMENT RECEIPT**

Receipt #: [REDACTED] Department: PRMC PT  
Guarantor ID: 909782 Date: 1/2/14  
Guarantor Name: [REDACTED] Patient Name: [REDACTED]  
Patient MRN: 2317378

| Type  | Source           | Reference | Payment |
|-------|------------------|-----------|---------|
| Copay | VISA CREDIT CARD |           | \$60.00 |

Total Amount: **\$60.00**

*For payment or account inquiries:*

**Presbyterian Healthcare Services**  
P.O. Box 26268  
Albuquerque, NM 87125  
Phone: 505-923-6600  
Toll Free: 888-438-0890  
[www.phs.org](http://www.phs.org)

**Please save your receipt for your records**

PLAINS REGIONAL MED CT  
2100DRMARTIN LUTHER KIN  
CLOVIS, NM 88101

01/02/2014 08:32:38  
Merchant ID: 00000002881012  
Terminal ID: 04340804  
226110923993

CREDIT CARD  
VISA SALE

CARD # [REDACTED] 0001  
INVOICE 000283  
Batch #: 006826  
Approval Code: Swiped  
Entry Method: Online  
Mode:

SALE AMOUNT \$60.00

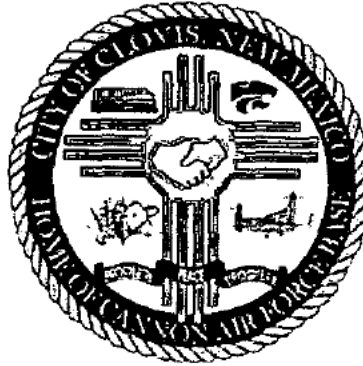
CUSTOMER COPY



City Manager  
JOE C. THOMAS

City Attorney  
DAVID F. RICHARDS

Post Office Box 360  
Clovis, New Mexico  
88101-0360  
Phone (575) 769-7828



CLOVIS CITY COMMISSION

Mayor  
DAVID M. LANSFORD

Mayor Pro-Tem  
LEN VOHS

Commissioners  
CHRIS BRYANT  
DANIEL J. STODDARD  
FIDEL MADRID  
JUAN F. GARZA  
ROBERT SANDOVAL  
SANDRA TAYLOR-SAWYER  
RANDAL S. CROWDER

02/01/2014

To: Geico Insurance Company  
From: Finance Director (City of Clovis)  
Re: [REDACTED]

Claim:

This is to verify that [REDACTED] has missed work on the following days for his therapy sessions from his wreck on 11/16/2013.

December 09, 2013 (3.0)  
December 12, 2013 (1.5)  
December 16, 2013 (1.5)  
December 18, 2013 (1.5)  
December 23, 2013 (1.5)  
December 26, 2013 (1.5)  
December 30, 2013 (1.5)

January 02, 2014 (1.5)  
January 07, 2014 (1.5)  
January 09, 2014 (1.5)

Leigh Ann Melancon  
Finance Director  
City of Clovis, New Mexico 88101

# AUTHORIZATION FOR USE AND RELEASE OF HEALTH RECORDS



Release of [redacted]

Patient's Full Name: [redacted]  
Social Security Number: [redacted]

Date of Birth: [redacted]  
Medical Record No: [redacted]

## RELEASE OF GENERAL HEALTH RECORDS

I AUTHORIZE PRESBYTERIAN HEALTHCARE SERVICES ("PRESBYTERIAN") TO USE OR RELEASE (DISCLOSE) THE FOLLOWING HEALTH RECORDS OF THE ABOVE NAMED PATIENT ("PATIENT").

- Dictated Reports
- Test Results
- Billing Records
- All Health Records
- Other (Please specify) PT Records

From (indicate facility): PRMC Healthplex

For date(s) of service from: Dec 2013 to JAN 2014

To (Name): Genco Insurance Regional Claims

Address: P.O. Box 509105 City: San Diego CA 92150-9930  
State: CA Zipcode: 92150-9930 Telephone Number: (972) 701-1834 Facsimile (FAX) Number: (214) 442-5164

Records released for the following purpose(s):  Pick Up  Mail Out

- At the request of the Individual
- For Marketing (specify campaign):
- If checked, Presbyterian will receive direct or indirect payment from a third party as a result of this activity.

Other (Describe each purpose of the requested use or disclosure) Claim for [redacted] Requested by Genco

IN ADDITION TO RELEASE OF THE GENERAL HEALTH RECORDS INDICATED ABOVE, BY INITIALING BELOW I ALSO AUTHORIZE THE RELEASE OF HEALTH RECORDS PERTAINING TO THE FOLLOWING CONDITIONS.

- (Initial ONLY those records to be released):
- Health Records Related to Drug / Alcohol / Substance Abuse
  - Health Records Related to Sexually Transmitted Diseases
  - Health Records Related to Human Immune Deficiency Virus (HIV) / Acquired Immune Deficiency Syndrome (AIDS)
  - Health Records Related to Emotional / Mental Health / Developmental Disabilities / Psychiatric Conditions
- (Excludes Psychotherapy Notes. This authorization does not authorize release of Psychotherapy Notes. To release Psychotherapy Notes, a separate authorization is required.)

**EXPIRATION:** I understand that I may cancel this authorization at any time by sending Presbyterian my notice of cancellation in writing. I understand that Presbyterian may have already used or released records according to this authorization prior to receiving my notice of cancellation. I understand that if this authorization is cancelled, an insurer may still have the legal right to contest a claim or the insurance policy. This right only applies if this authorization is requested as a condition of obtaining insurance coverage. **UNLESS CANCELLED, THIS AUTHORIZATION EXPIRES (either Event OR Date is required):**

In 6 months  When Other Event occurs (specify):  
OR on Date:

IN THE EVENT OF MY DEATH: I authorize the following persons to obtain my medical records as indicated above: Genco Insurance Co. Or  I do not wish to authorize release of my records in the event of my death

I UNDERSTAND THAT THIS AUTHORIZATION TO RELEASE HEALTH RECORDS IS VOLUNTARY AND THAT I MAY REFUSE TO SIGN THIS AUTHORIZATION. SIGNING THIS AUTHORIZATION IS NOT A CONDITION OF PATIENT RECEIVING TREATMENT OR PAYMENT FOR SERVICES, EXCEPT AS PERMITTED BY LAW. I have read and understand this authorization form including statements that appear on the reverse side of this page. I am the Patient or I am legally authorized as the Patient's representative to execute this authorization and accept these terms.

[redacted signature]  
Patient or Authorized Representative/Relationship to Patient  
(Relationship to Patient required if signed by Representative)

04/07/2014 1:00 P.M.  
Date Time

Print Name if Other than Patient:

PATIENT IDENTIFICATION



To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.





[Log Out](#)

Claim Number: [REDACTED] Claim Date: 11/16/2013 | Claim Type: Vehicle

Claim Center

- [Claim Info](#)
- [Vehicle Inspection & Repair](#)
- [Documents & Photos](#)
- [Your Injury Info](#)
- [Contact Info](#)

## Claim Summary

### Claim Details

Claim Number: [REDACTED]

Your Name: [REDACTED]

Your Claim Role: Passenger

Incident Date: 11/16/2013

Incident Location: NM

Reported Date: 11/16/2013

Reported by: [REDACTED]

Type of Claim: Vehicle

### FAQs

- [How can I find out the status of my claim?](#)
- [How do I make corrections to my claim information?](#)
- [How do I cancel this claim?](#)
- [See More FAQs](#)

### Resource Center

- [About the Claims Process](#)
- [Insurance Terms](#)
- [Reporting a Claim Online](#)
- [About GEICO Auto Repair Xpress®](#)

### Your Reported Vehicle Damage

Your Vehicle: Private Passenger Vehicle, 2005 JEEP GRCHER LAR

Damage: On File

Please [send us a message](#) if you need to make any corrections to this information.

#### Legal

- [Privacy Policy](#)
- [Security Policy](#)
- [Terms and Conditions](#)

© 2000-2014 GEICO

[Feedback](#)



[Log Out](#)

Claim Number: [REDACTED] Claim Date: 11/16/2013 | Claim Type: Vehicle

Claim Center

- [Claim Info](#)
- [Vehicle Inspection & Repair](#)
- [Documents & Photos](#)
- [Your Injury Info](#)
- [Contact Info](#)

## Payments & Reimbursements

### Payments Made by GEICO

Total Payments to you or on your behalf: \$52,000.00

| Issue Date ▲ | Paid To: ◆                        | Amount ◆    | Details              |
|--------------|-----------------------------------|-------------|----------------------|
| 12/4/2013    | Superior Ambulance Service Inc    | \$524.70    | <a href="#">View</a> |
| 12/4/2013    | On-line Radiology Medical Group   | \$435.00    | <a href="#">View</a> |
| 12/6/2013    | [REDACTED]                        | \$11.07     | <a href="#">View</a> |
| 12/14/2013   | Clovis Family Healthcare Center   | \$155.50    | <a href="#">View</a> |
| 12/16/2013   | Eastern New Mexico Medical Center | \$873.73    | <a href="#">View</a> |
| 1/10/2014    | [REDACTED]                        | \$39,668.11 | <a href="#">View</a> |
| 1/10/2014    | Eastern New Mexico Medical Center | \$10,331.89 | <a href="#">View</a> |

### FAQs

[Can I get payment for damage and go to a different shop?](#)

[How soon will I get my check once it is issued?](#)

[I have my damage estimate. When will I receive payment?](#)

[See More FAQs](#)

### Resource Center

[About the Claims Process](#)

[Insurance Terms](#)

[Reporting a Claim Online](#)

[About GEICO Auto Repair Xpress®](#)



Payments made to other people are not displayed online. Payments should be received within 5-7 days of the issue date depending on the mailing time.

### Legal

- [Privacy Policy](#)
- [Security Policy](#)
- [Terms and Conditions](#)

© 2006-2014 GEICO

[Feedback](#)

w Mexico



04/18/2014  
US POSTAGE \$08.26  
ZIP CODE  
011D116

APR 23  
13y

Chrysler Customer Care

P.O. Box 21-8004

Auburn Hills, MI 48321-8004



DE 14 017





May 13, 2014

[REDACTED]  
Wauconda, IL [REDACTED]

Cair: 24976582

VIN: 1J4GS48K45C [REDACTED]

Dear [REDACTED]

This will acknowledge your concern about the accident that occurred involving your 2005 Jeep Grand Cherokee.

Naturally, we were sorry to learn of this incident and the costly damage that occurred to your vehicle. We appreciate the opportunity to look into this matter.

Chrysler Group LLC provided for an independent inspector to examine your vehicle. We feel that the expense of this inspection is in the best interest of you, our customer, and the Corporation, in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. A diagnostic scan tool was linked to the air bag computer module in order to determine whether or not any fault codes were present, which would have indicated a condition that would have prevented the air bag from deploying. As you may know, any fault with the air bag system prior to the accident would have caused the air bag light to come on and stay on beyond its normal 7 to 9 second self-check following start-up.

Deployment of the front air bags depends upon the angle and severity of an impact. Deployment is not based upon vehicle speed; rather, it is based upon the rate of deceleration as measured by the forces of gravity (G force) upon the acceleration-type front impact sensors. Side air bag deployment is determined by the pressure-type side impact sensors. When an impact is severe enough, the microcontroller within the ORC signals the inflator of the appropriate airbag units to deploy their airbag cushions. Your Grand Cherokee is not equipped with air bags designed to deploy in a rollover event.

The conclusion of our investigation is that air bag deployment was not merited in this incident. Complete information regarding the air bag and air bag system may be found in your owner's manual.

Thank you for bringing this matter to our attention.

Sincerely,

J. S. Susalla  
Special Investigations  
(586) 274-8171

Phone 800 992 1997

PE14-017 - Chrysler - 14528







# PILSEN RECYCLING INC.

**WE BUY JUNK CARS**

- ENGINES • BATTERIES
- TRANSMISSIONS
- RIMS • STARTERS

MON - FRI 8 AM - 6 PM SAT 7 AM - 6 PM  
 773-544-5296 / 773-562-5731

**AVISO**  
 EN EFECTO INMEDIATAMENTE  
 NO CARRO SERA RECIBIDO DESPUES DE  
 5:00 PM - Lunes a Viernes  
 3:00 PM - los Sabados  
 NO HABRA EXCEPCIONES  
 Please Recycle. Please Recycle. Please Recycle.

**NOTICE**  
 EFFECTIVE IMMEDIATELY  
 NO CARS WILL BE ACCEPTED AFTER  
 5:00 PM - Monday thru Friday  
 3:00 PM - on Saturdays  
 NO EXCEPTIONS WILL BE MADE  
 Please Recycle. Please Recycle. Please Recycle.





25 1 3

25 3

- PILSEN RECYCLING, INC.**  
**HAS THE RIGHT TO:**
- REJECT ANY VEHICLE CONSIDERED QUESTIONABLE
  - REQUIRE ID AS CONFIRMATION OF DRIVER OR VEHICLE OWNER
  - REQUIRE RECEIPT FROM THE COMPANY WHICH TRANSPORTS THE VEHICLE
  - REJECT ANY PERSON NON-RELATED TO THE ESTABLISHMENT

**ATENCION**  
**PILSEN RECYCLING, INC.**

- TIENE DERECHO DE:**
- RECHAZAR CUALQUIER VEHICULO QUE CONSIDERE CUESTIONABLE
  - EXIGIR ID COMO CONFIRMACION DEL CHOFER Ó DUEÑO DEL VEHICULO
  - EXIGIR RECIBO DE LA COMPAÑIA QUE TRANSPORTA SU VEHICULO
  - RECHAZAR CUALQUIER PERSONA AJENA AL ESTABLECIMIENTO

**AVISO**

EN EFECTO INMEDIATAMENTE  
NO CARRO SERA RECIBIDO DESPUES DE  
5:00 PM - Lunes a Viernes  
3:00 PM - los Sábados

NO HABRÁ EXCEPCIONES

*Pilsen Recycling thanks you for your patronage*

**NOTICE**

EFFECTIVE IMMEDIATELY  
NO CARS WILL BE ACCEPTED AFTER  
5:00 PM - Monday thru Friday  
3:00 PM - on Saturdays

NO EXCEPTIONS WILL BE MADE

*Pilsen Recycling thanks you for your patronage*

SELL  
HERE

1 / 1 300%



Vehicle Preparations

Click on column heading to sort table.

Freeze Frame View Event Data Clear Stored DTCs

- EEPROM Performance
- Right Front Wheel Speed Signal Received
- Left Rear Wheel Speed Signal Received
- Left Front Wheel Speed Signal Received
- Wheel Pressure Phase Monitoring
- Wheel Pressure Phase Monitoring
- Wheel Pressure Phase Monitoring
- Occupation with Occupant Restraint Controller (ORC)
- Turn Lamp Control Circuit High

### Environmental Data for ORC | B223D OCM DTC Present

| Name                            | Value    |
|---------------------------------|----------|
| DTC Readiness Flag              | Complete |
| DTC Storage State               | Active   |
| Warning Indicator Request State | Off      |
| Odometer                        | 118014.6 |
| Accumulation Timer              | 57       |
| Ignition Key Cycles             | 0        |

### Export PDF

Adobe ExportPDF  
Convert PDF files to online.

Select PDF File:  
1J4GS48K45C56

Convert To:  
Microsoft Word (\*.doc)

Recognize Text in English  
Change

Convert

- Create PDF
- Send Files
- Store Files

# Environmental Data for OCM | B1B83 Passenger Seat Weight Sensor 4 - Left Rear Input Circuit Low

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | On       |         |
| Odometer                        | 118014.6 | miles   |
| Accumulation Timer              | 58       | minutes |
| Ignition Key Cycles             | 0        | cycles  |

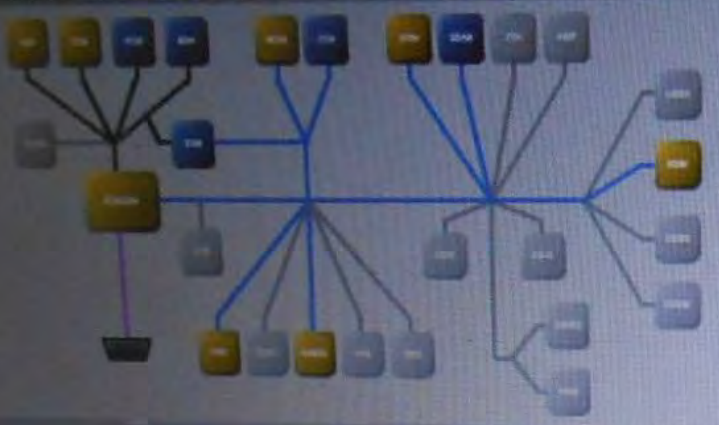
A A



Disconnect

Warnings: 0 Errors: 0





Environmental Data for OCM | B1B88 Passenger Seat Weight Sensor 1 - Right Rear Input Circuit Low

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | On       |         |
| Odometer                        | 118014.6 | miles   |
| Accumulation Timer              | 57       | minutes |
| Ignition Key Cycles             | 0        | cycles  |

Clear Stored DTCs

Adobe Ex  
Convert PD  
online.

Select PDF F  
1J4G54

Convert To:  
Microsoft W

Recognize Text  
Change

- ▶ Create PDF
- ▶ Send Files
- ▶ Store Files

lenovo















RF



RF



RF











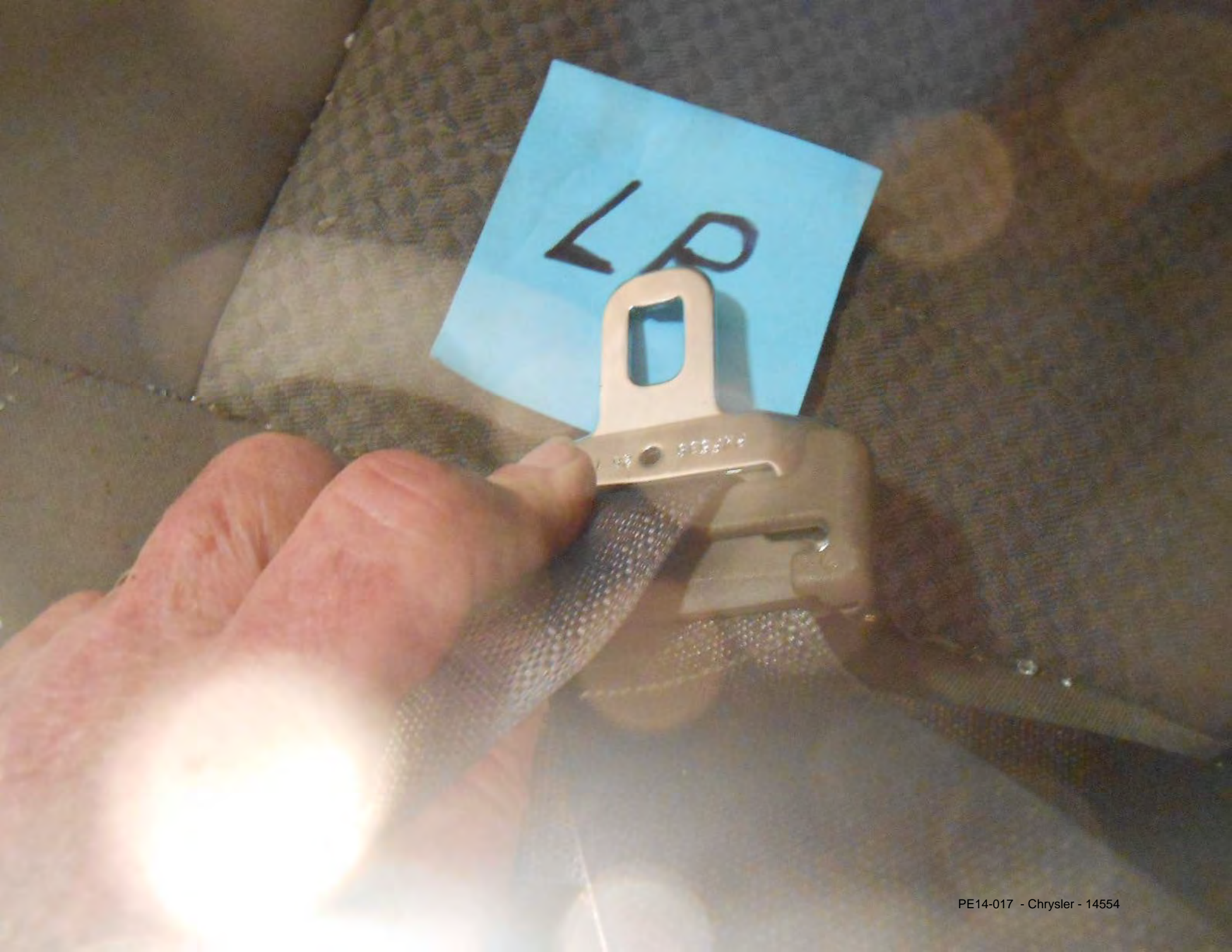
RF





LR

LR



RV





LR



















3920































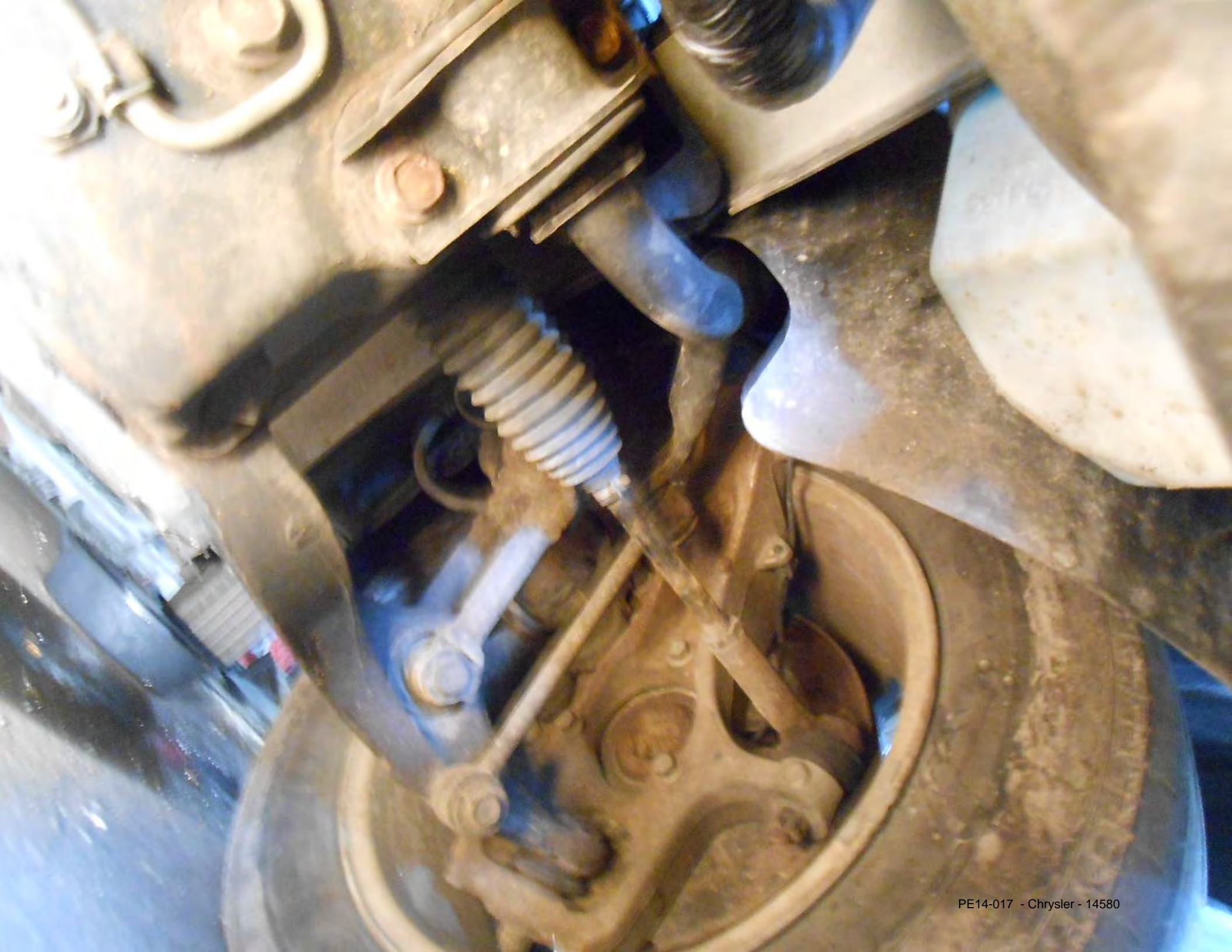
F

ODOM  
117970

2 DOORS  
OPEN























MFD BY DAIMLERCHRYSLER CORPORATION  
DATE OF MFR: 11-04

GAWR FRONT: 1339 KG 2950 LB  
17X7.5

GAWR REAR: 1452 KG 3200 LB  
17X7.5

GWR: 2586 KG 5700 LB

WITH P235/65R17 TIRES  
RIMS AT 228 KPA ( 33 PSI) COLD

WITH P235/65R17 TIRES  
RIMS AT 228 KPA ( 33 PSI) COLD



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

VIN: 1J4GS4BK4S [REDACTED] [REDACTED]  
VEHICLE MADE IN U.S.A. [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[P] R N D

117970

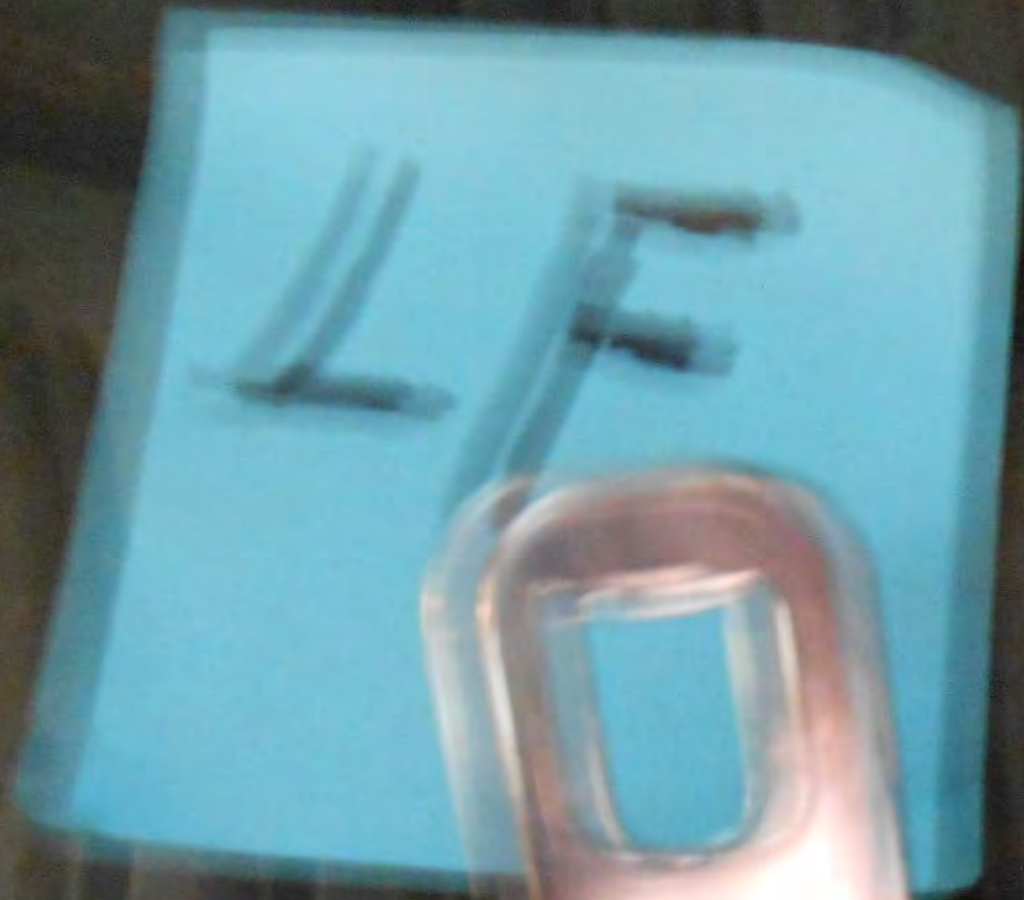
mile



PRESS

LF

LF



KE







RF



PK





























# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2005 WR 4 7L  
VIN: 1J4HD48NXSC

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

Active 
  Stored 
  Pending

| ECU | Code  | Status | Description                                                 |
|-----|-------|--------|-------------------------------------------------------------|
| ABS | U0002 | Stored | CAN C Bus Off Performance                                   |
| PDC | U0101 | Stored | Last Communication with TCM                                 |
| PDC | U0215 | Active | Irreversible Data Received from ABS                         |
| AMP | U0168 | Active | Last Communication With Vehicle Security Control Module     |
| ECM | U0168 | Active | Last Communication With Vehicle Security Control Module     |
| ECM | U0151 | Stored | Last Communication with Occupant Restraint Controller (ORC) |
| ECM | U0168 | Active | Last Communication With Vehicle Security Control Module     |
| PCM | B1636 | Active | Right Low Beam Control Circuit High                         |
| PCM | B1636 | Active | Right Hi Beam Control Circuit High                          |
| PCM | B0645 | Active | Power-Stroke™ Torque Limiter Disabled Circuit Link          |

Click on the buttons to view the desired information. Click on column heading to sort table.

## Environmental Data for AMP | U0168: Last Communication With Vehicle Security Control Module

| Name                | Value    | Units   |
|---------------------|----------|---------|
| DTC Readiness Flag  | Complete |         |
| DTC Storage State   | Active   |         |
| Odometer            | 165402.1 | miles   |
| Accumulation Timer  | 19       | minutes |
| Ignition Key Cycles | 0        |         |



# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.



2003 WK 4.7L  
 VIN: U4HR48NKS1 [REDACTED]  
 Battery: 12.02 volts  
 Legend  
 Active ECU  
 Non-responsive ECU  
 DTC Present



All DTCs **Diagnostic Procedures** Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending  View Freeze Frame  View Event Data  Clear Stored DTCs

| ECU  | Code  | Status  | Description                                                 |
|------|-------|---------|-------------------------------------------------------------|
| TCM  | P0858 | Stored  | Line Pressure Low                                           |
| TCM  | U0002 | Pending | CAN C Bus Off Performance                                   |
| ABS  | C1815 | Active  | Right Front Wheel Speed Sensor Circuit                      |
| ABS  | U0002 | Stored  | CAN C Bus Off Performance                                   |
| POCK | 48101 | Stored  | Last Communication with TCM                                 |
| POCK | 60415 | Active  | Implausible Data Received from ABS                          |
| AMP  | 60168 | Active  | Last Communication With Vehicle Security Control Module     |
| CCM  | 60168 | Active  | Last Communication With Vehicle Security Control Module     |
| BOH  | U0131 | Stored  | Last Communication with Occupant Restraint Controller (ORC) |

Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for ABS | U0002 CAN C Bus Off Performance

| Name                            | Value    | Units  |
|---------------------------------|----------|--------|
| DTC Readiness Flag              | Complete |        |
| DTC Storage State               | Stored   |        |
| Warning Indicator Request State | Off      |        |
| Ignition Key Cycles             | 0        | cycles |
| Occurrence Counter              | 1        |        |
| Odometer                        | 165402.1 | miles  |
| ABS Active                      | Set      |        |
| BTCS Active                     | Not Set  |        |

# Vehicle View

Click on an ECU to see full name. Click on an ECU for complete details.

2005 WK 4.7L  
VIN: 1J4HR88NXX5  
Battery: 12.82 volts

- Legend
- Active ECU
  - Non-responding ECU
  - DTC Present



All DTCs **Environmental Data** Customer Performance Vehicle Information

Double-click for search to view environmental data. Click on column heading to sort table.

| ECU        | Code         | Status        | Description                                                 |
|------------|--------------|---------------|-------------------------------------------------------------|
| TCM        | P0888        | Stored        | Line Pressure Low                                           |
| TCM        | U0002        | Pending       | CAN C Bus Off Performance                                   |
| <b>ABS</b> | <b>C1015</b> | <b>Active</b> | <b>Right Front Wheel Speed Sensor Circuit</b>               |
| ABS        | U0002        | Stored        | CAN C Bus Off Performance                                   |
| POD3       | U0101        | Stored        | Last Communication with TCM                                 |
| POD3       | U0415        | Active        | Implausible Data Received From ABS                          |
| AMP        | U0104        | Active        | Last Communication With Vehicle Security Control Module     |
| CCM        | U0108        | Active        | Last Communication With Vehicle Security Control Module     |
| ECM        | U0101        | Stored        | Last Communication with Occupant Restraint Controller (ORC) |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data

### Environmental Data for ABS | C1015 - Right Front Wheel Speed Sensor Circuit

| Name                            | Value    | Units  |
|---------------------------------|----------|--------|
| DTC Readiness Flag              | Complete |        |
| DTC Storage State               | Active   |        |
| Warning Indicator Request State | On       |        |
| Ignition Key Cycles             | 0        | cycles |
| Occurrence Counter              | 5        |        |
| Odometer                        | 145402.3 | miles  |
| ABS Active                      | Set      |        |
| BTC5 Active                     | Not Set  |        |

Document



VIN: 1J4HR48NX5C [REDACTED] (Last Eight of VIN)  
 Odometer: 163,812  
 Customer Name: VIEL (First Four of Last)

Part Number:  
 LOP:  
 History: Yes = 1

Submit Clear Quick LOP

VIN: 1J4HR48NX5C [REDACTED] In Service Date: February 26, 2005 Year/Model: 2005 JE  
 Odometer: 163,812 miles Currency: USD WCC Code: 749

Warnings | Coverages | Vehicle | Options | Owner | CAIR | Required Maintenance | Service Contract O  
 All | Standard | Optional | Dealer Installed

**STRICTLY CONFIDENTIAL:** This information is provided to DEALER, in accordance with Section 4 of DEALER Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided

Vehicle Option - All

Standard Equipment

| Code | Description                          | Code | Description                        | Co |
|------|--------------------------------------|------|------------------------------------|----|
| APAS | Monotone Paint                       | BABS | 160 Amp Alternator                 | BC |
| BNRS | Four Wheel Traction Control          | BRYS | Anti-Lock 4-Wheel Disc Brakes      | CA |
| CDUS | Manual Driver Pass Lumbar Adjust     | CFNS | Rear 60/40 Folding Seat            | CF |
| CGUS | Child Seat Anchor System-LATCH Ready | CG3S | Advanced Multistage Front Air Bags | CG |
| CHBS | Cloth Covered Headliner              | CKDS | Floor Carpet                       | CK |
| CKTS | Cargo Tie Down Loops                 | CLES | Front Rear Floor Mats              | CL |
| CL5S | Reversible/Waterproof Cargo Storage  | CSRS | Passenger Assist Handles           | CT |
| CUFS | Full Length Floor Console            | CUNS | Overhead Console                   | DI |
| DJAS | 200MM Front Axle                     | DRSS | 213MM Rear Axle                    | DS |
| DS8S | Conventional Differential Rear Axle  | GS8S | Tinted Windshield Glass            | GC |
| GEGS | Deep Tint Sunscreen Glass            | GE1S | Upper Liftgate Glass               | GF |
| GXMS | Remote Keyless Entry                 | GXXS | Sentry Key Theft Deterrent System  | HA |
| HGAS | Hood Insulation                      | HGDS | Deluxe Insulation Group            | JA |
| JAYS | Instrument Cluster w/Tach            | JCES | 140 MPH Primary Speedometer        | JH |
| JHBS | Rear Window Wiper/Washer             | JJBS | Dual Note Electric Horns           | JK |
| JKPS | 12V Auxiliary Power Outlet           | JKYS | Power Accessory Delay              | JP |
| JPCS | Power Windows, Driver One-Touch      | K1XS | Jet Black - Molding - Bodyside     | K5 |
| LABS | Tire Pressure Monitoring Warning LP  | LACS | Illuminated Entry                  | LA |
| LS8S | Courtesy Lamps                       | LBCS | Glove Box Lamp                     | LC |
| LD8S | Cargo Compartment Lamp               | LMBS | Halogen Headlamps                  | LP |
| LS4S | Enhanced Accident Response System    | MDAS | Front License Plate Bracket        | MF |
| MH4S | Black Windshield Moldings            | MLAS | Body Color Fascias                 | MM |
| MN5S | Accent Color License Plate Brow      | MVCS | Jeep Badge                         | MV |
| MWTS | 4X4 Badge                            | MXRS | Integrated Liftgate Rear Spoiler   | MZ |
| NHPS | 20.5 Gallon Fuel Tank                | NHFS | Power Steering Cooler              | NH |
| QJC5 | Light Khaki Metallic Clear Coat      | RDDS | Fixed Long Mast Antenna            | RF |
| SD4S | Power Rack and Pinion Steering       | SDAS | Normal Duty Suspension             | SU |
| TD7S | Full Size Spare Tire w/Matching Whl  | WFJS | 17X7.5 Aluminum Wheels             | XC |
| XPC3 | Protective Coating and Remover       | YAA5 | Build To U.S. Mkt Specifications   | YA |
| Y18S | Zone 25 - Washington                 | 514S | Four Wheel Drive (4WD)(4x4)        | 51 |
| 517S | JK,JK42 Vehicle Family               | 578S | Price Class H                      | 58 |

# VIP Summary Report

Date: May 20, 2014 File: 11/07/20

|      |                            |      |                                 |    |
|------|----------------------------|------|---------------------------------|----|
| 839S | AL B. Specifications Label | 839S | Pennsylvania Ship to State Code | 90 |
|------|----------------------------|------|---------------------------------|----|

| Optional Equipment |                                   | Optional Equipment |                                     |      |
|--------------------|-----------------------------------|--------------------|-------------------------------------|------|
| Code               | Description                       | Code               | Description                         | Code |
| *AL                | Leather Trimmed Bucket Seats      | -J3                | Khaki                               | AF   |
| AHX                | Trailer Tow Group IV              | AWFP               | Cargo Convenience Group             | AB   |
| CSDP               | Cargo Compartment Cover           | DGQ                | 5-Spd Automatic 545RFE Transmission | D-   |
| DMEP               | 3.73 Rear Axle Ratio              | EAAC               | All Engines                         | E    |
| GNCP               | Sun Visors w/Illum Vanity Mirrors | GNKP               | Rear View Auto Dim Mirror           | GT   |
| GWAP               | Power Sunroof                     | JJMP               | Auxiliary 12-Volt Rear Power Outlet | JF   |
| JTBP               | Power 8-Way Drvr 4-Way Pass Seats | LAZP               | Vehicle Information Center          | LE   |
| LMGP               | Automatic Headlamps               | LNJP               | Fog Lamps                           | LS   |
| MT2P               | Trail Rated Badge                 | MWFP               | Adjustable Roof Rail Crossbars      | N-   |
| NBEP               | U.S. Emissions w/OBD 1            | NMCP               | Heavy Duty Engine Cooling           | P-   |
| RC6P               | 6 Boston Acoustics Speakers       | RDZP               | Steering Wheel Mounted Audio Ctrls  | RC   |
| SCLP               | Perforated Leather Steering Wheel | TCD                | P245/65R17 OWL All Terrain Tires    | TZ   |
| WLZC               | All Aluminum Wheels               | XAP                | Power Adjustable Pedals             | XF   |
| XFKP               | 7 Pin Wiring Harness              | XFLP               | 7 to 4 Pin Wiring Adaptor           | XG   |
| YEP                | Manuf Statement of Origin         | YG1A               | 7.5 Additional Gallons of Gas       | ZH   |
| ZJRP               | Spring - Left Rear                | ZWKP               | Spring - Right Front                | ZV   |
| Z6BP               | GVW Rating - 6100#                | 2TXA               | Customer Preferred Package 2TX      | 2I   |

| Special Equipment |             | Special Equipment |             |      |
|-------------------|-------------|-------------------|-------------|------|
| Code              | Description | Code              | Description | Code |

No Special Equipment Available

| Dealer Installed Equipment |             | Dealer Installed Equipment |             |      |
|----------------------------|-------------|----------------------------|-------------|------|
| Code                       | Description | Code                       | Description | Code |

No Dealer Installed Equipment Available

# VIP Summary Report

Dealer: 81884 - JIM SHORKEY CHRYSLER DODGE JEEP RAM

Date: May 29 2014 Time: 11:07 AM

VIN: 1J4SR4ANX5C [REDACTED]

Dealer Entered Name: VIEL

Dealer Entered Odometer: 162 812 miles

**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

THE VIN HAS AT LEAST ONE OPEN RECALL.

VEHICLES PLACED IN POLICE, TAXI, LIMOUSINE, POSTAL OR AMBULANCE SERVICE ARE EXCLUDED FROM THE 7 YEAR/75,000 MILE POWERTRAIN LIMITED WARRANTY.

## Vehicle Restrictions - No Vehicle Restriction

## Vehicle Service Information

|                          |                                           |                      |                                  |
|--------------------------|-------------------------------------------|----------------------|----------------------------------|
| Year/Model:              | 2005 JEEP GRAND CHEROKEE LAREDO 4X4 SPORT | Last Odometer:       | 27,303 miles on January 22, 2008 |
| Body Style:              | WKJH74                                    | In-Service Date:     | February 26, 2005                |
| Engine:                  | EVA-4.7L V8 MPI Engine                    | In-Service Odometer: | 8 miles                          |
| Transmission:            | DGQ-5-Spd Automatic 545RFE Transmission   | Odometer Type:       | miles                            |
| Color 1:                 | PJC-Light Khaki Metallic Clear Coat       | Car Line:            | Z                                |
| Color 2:                 | QJC-Light Khaki Metallic Clear Coat       | Build Date:          | January 5, 2005                  |
| Current Market Register: | U                                         | Hour:                | 07                               |
| Book:                    | R                                         |                      |                                  |

## Vehicle Owner Information

|                 |            |                      |                   |
|-----------------|------------|----------------------|-------------------|
| Name:           | [REDACTED] | Preferred Name:      | [REDACTED]        |
| Address:        | [REDACTED] | City:                | SAINT CLAIRSVILLE |
| State/Province: | OH         | Postal Code:         | [REDACTED]        |
| Country:        | USA        | Language Preference: |                   |
| Telephone-Home: | [REDACTED] | Telephone-Business:  |                   |
| Fax:            |            | Original Owner:      | YVETTE EISSA      |

## Recall Information

### Incomplete Recall

| Recall Number | Description                             | Part Number | Launch Date   |
|---------------|-----------------------------------------|-------------|---------------|
| N23           | REPROGRAM FINAL DRIVE CONTROLLER MODULE | NO PARTS    | June 13, 2013 |

Complete Recall - No Complete Recall Information Available

## Warranty Information

REFER TO SPECIFIC LOSP FOR ADDITIONAL COVERAGE AND LIMITS

1ST DRIVER'S CHOICE WAS 1/75. NOT ELIGIBLE FOR TRANSFER.

BASED ON TIME AND MILEAGE ENTERED - NO WARRANTY TOWING COVERAGE IS AVAILABLE.

| Type of Warranty | Original | Deductible | Expiration | Remaining |
|------------------|----------|------------|------------|-----------|
|                  |          |            |            |           |

## VIP Summary Report

Dealer: 60484 - JIM SHORKEY CHRYSLER DODGE JEEP RAM

Date: May 29, 2014 Time: 11:07:28

VIN: 1J4HR48NX5C [REDACTED]

Dealer Entered Name: VIEL

Dealer Entered Odometer: 163,812 miles

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|                                                          |                                        |                   |                   |                                  |
|----------------------------------------------------------|----------------------------------------|-------------------|-------------------|----------------------------------|
| BASIC                                                    | 36 Months or 36,000 miles              | 0                 | February 26, 2008 | Expired (Time)                   |
| POWERTRAIN                                               | 36 Months or 36,000 miles              | 0                 | February 26, 2008 | Expired (Time)                   |
| PERFORATION                                              | 60 Months or 100,000 miles             | 0                 | February 26, 2010 | Expired (Time)                   |
| EMISSIONS                                                | 36 Months or 36,000 miles              | 0                 | February 26, 2008 | Expired (Time)                   |
| ADJUSTMENT                                               | 36 Months or 36,000 miles              | 0                 | February 26, 2008 | Expired (Time)                   |
| AIR CONDITIONING                                         | 36 Months or 36,000 miles              | 0                 | February 26, 2008 | Expired (Time)                   |
| EXTENDED FEDERAL EMISSIONS                               | 96 Months or 80,000 miles              | 0                 | February 26, 2013 | Expired (Time)                   |
| WCC                                                      | Roadside Assistance                    | Towing Assistance | Master Shield     | Transferable Powertrain Warranty |
| 749                                                      | No                                     | No                | N/A               | No                               |
| <b>Service Contract - No Service Contracts Available</b> |                                        |                   |                   |                                  |
| <b>Service History (24 Month)</b>                        |                                        |                   |                   |                                  |
| No Service History Information Available                 |                                        |                   |                   |                                  |
| <b>Vehicle Sale Information</b>                          |                                        |                   |                   |                                  |
| Selling Dealer:                                          | 60694 - SOUTH HILLS CHRYSLER DODGE JEE |                   | Sales Type:       | 1 - DIRECT RETAIL                |
| City:                                                    | MCMURRAY                               |                   | State/Province:   | PA                               |
| Country:                                                 | USA                                    |                   | Telephone:        | (724)941-4300                    |
| <b>CAIR - No Open CAIR Information Available</b>         |                                        |                   |                   |                                  |







JCS  
20344424x





FOR THE YEAR  
2034A124X  
X7ZVTT90Z  
REPAIRS AND  
REPLACEMENTS  
JUN 14 2014

8-14-14  
14-8-14



Paint  
Body  
Trim



Paint  
Body  
Trim

165338  
J

CHRYSLER



Paint  
Body  
Trim

















2034441711

GRAND CHEROKEE















Jeep















































1967301244  
04671779AC











































**⚠ WARNING**

**EVEN WITH ADVANCED AIR BAGS**



MS341230AA

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIR BAG.
- THE **BACK SEAT** IS THE **SAFEST PLACE** FOR CHILDREN.
- **NEVER** PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- **ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.**
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIR BAGS.



**⚠ WARNING**



SEE  
FOR FULL

**⚠ WARNING**

**EVEN WITH ADVANCED AIR BAGS**



- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIR BAG.
- THE **BACK SEAT** IS THE SAFEST PLACE FOR CHILDREN.
- **NEVER** PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- **ALWAYS** USE SEAT BELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIR BAGS.

88M1230AA

**Left Front**

F33637

Left Front



**L**ft **F**ront



Left Front





Left Fr

**Left Front**

**Left Front**

PXR536 1571

**Right Front**

**Diacht Front**

PX8538

1 5 1



A close-up photograph showing a hand wearing a blue nitrile glove holding a clear glass light bulb. The bulb is positioned above a white rectangular label with the text "Bright Front" printed in a bold, black, sans-serif font. The background is dark and out of focus, suggesting an interior setting like a car's engine compartment. The lighting is focused on the bulb and the label, creating a bright spot on the bulb's glass.

**Bright Front**

**Right Front**







**Right Front**

**Right Front**









Right

















Jeep

ON-OFF  
CRUISE  
SET

RESUME-ACCEL  
CANCEL  
STOP

120  
140  
RPM x 1000











20344424

INSP  
20344424x

20344424  
20344424x















Right Rear





Rear

Right



**Right Rear**



Left Rear



Left Rear



L FRONT





111135545167 - 02-08-40  
099







































































LEFT FRONT

Jeep

Left Rear

43376  
MIN  
THICK 12.5MM  
52553A  
ME 1 2014

**Left Rear**



**Left Rear**





Right Rear

MIN. THICK 1.5 MM  
MAX. DRUM DIA 208.5MM  
2752  
27518  
52665A  
2 5255

D500

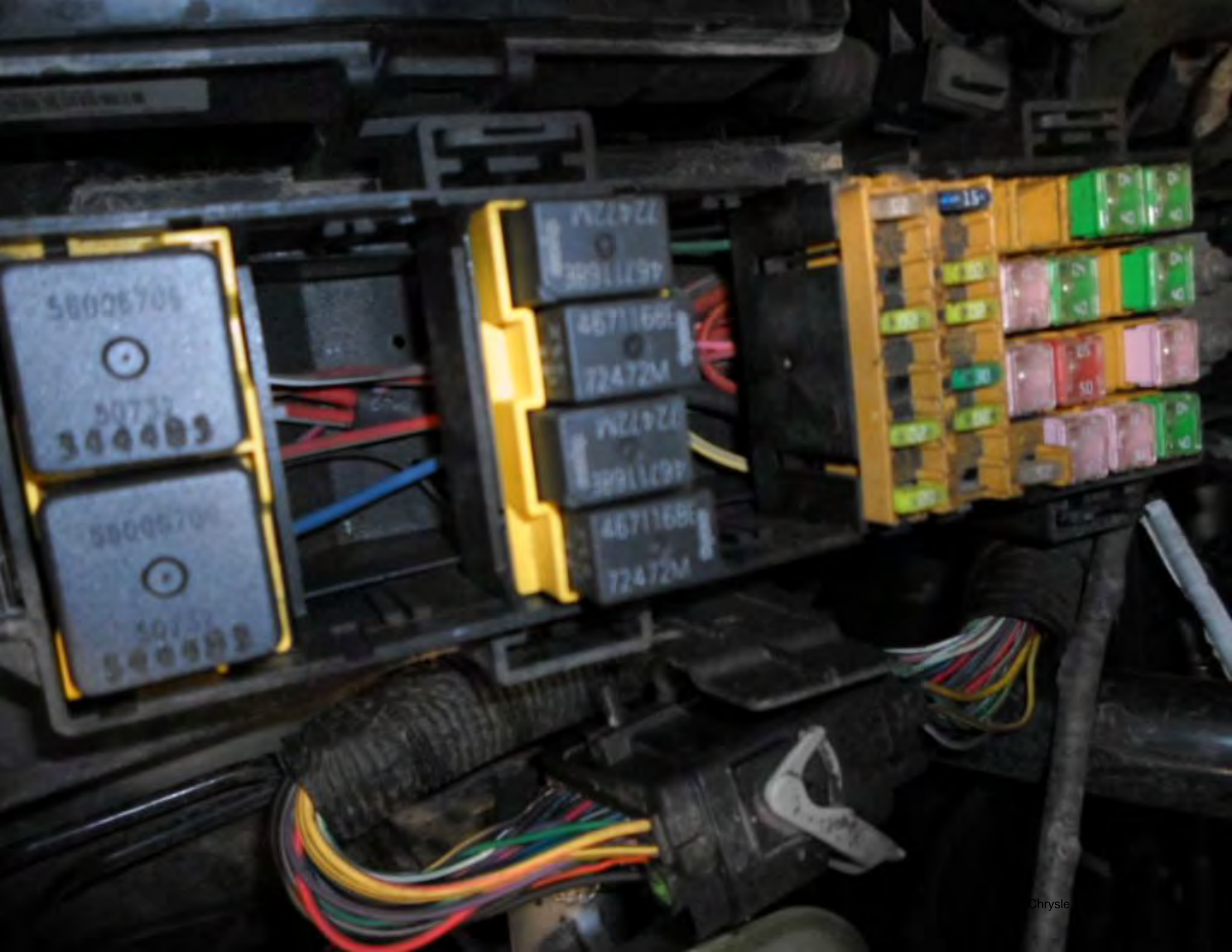
**Right Rear**

**Right Rear**

LF







USE UNLATCHED ONLY

07-NV-020

07-NV-020

07-NV-020

07-NV-020

07-NV-020

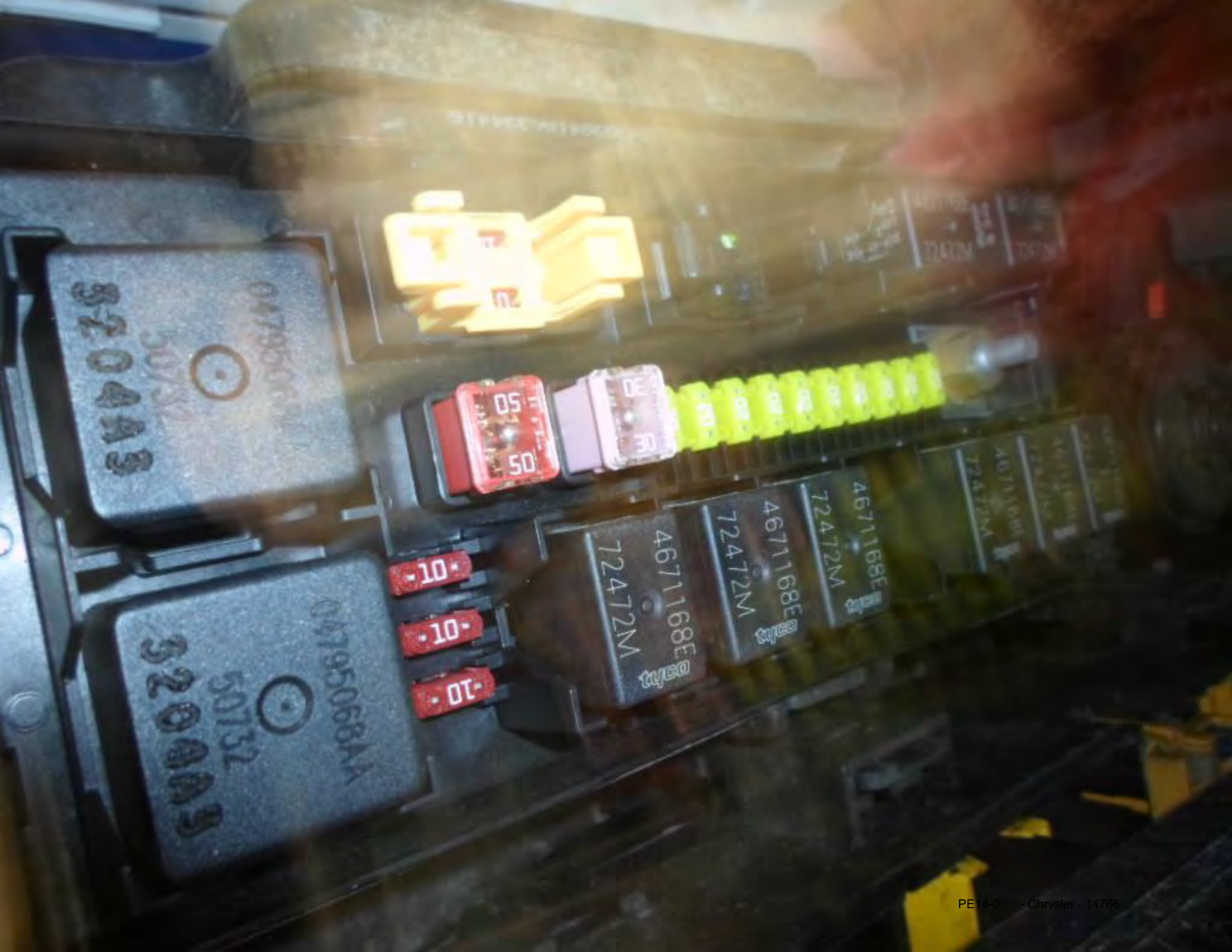
07-NV-020

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07-NV-020

07-NV-020

07-NV-020



3204A3

04795068AA

50732



320AA3

50132



04795068AA

10

10

10

72472M  
4671168E  
type

72472M  
4671168E  
type

72472M  
4671168E  
type

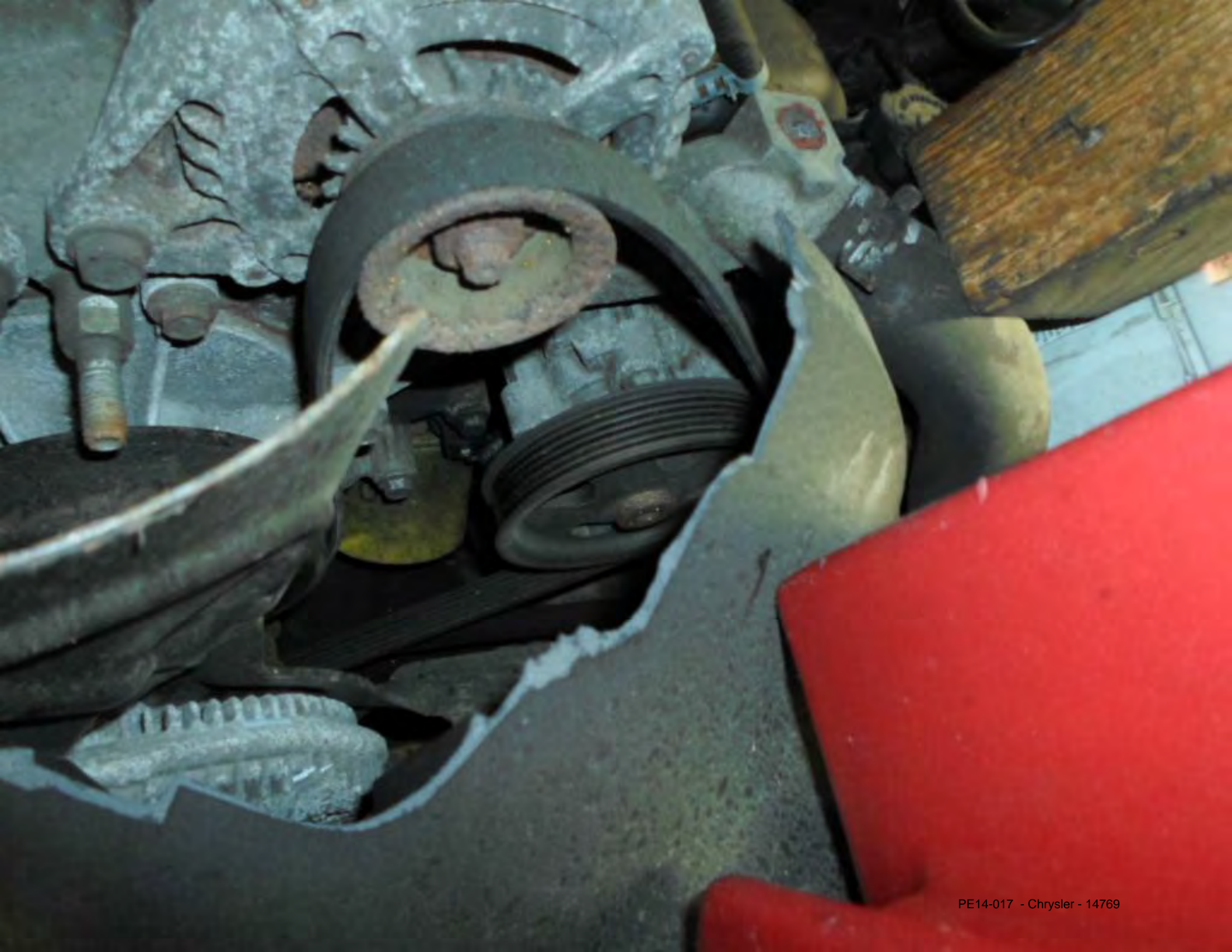
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4671168E

72472M  
4671168E















56116891/0  
57512-0

1967301244  
04671779AC  
141004  
↓

55116909/10  
57512-0

# Vehicle View

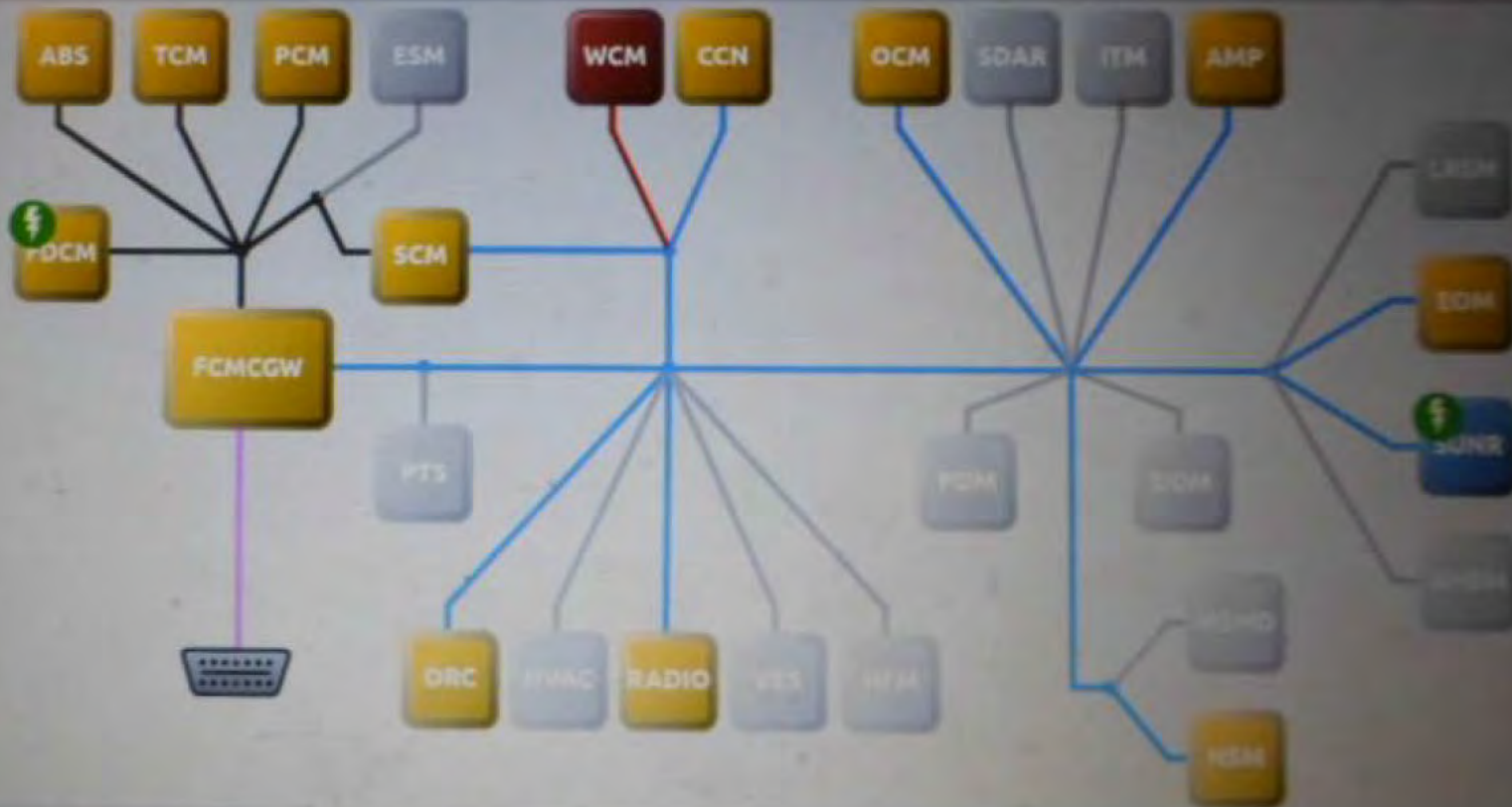
Full view an ECU to see full name. Click on an ECU for complete details.

Search Service Information

2005 WK 4.7L  
VIN: 1J4HR4BNX5C  
Battery: 12.06 volts

### Legend

- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN-C
- CAN-C
- CAN-B



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table



# Vehicle View

Roll over an ECU to see Full name. Click on an ECU for complete details.

Search Service Information



2005 WK 4 7L  
VIN: 1J4HR48N5S1 [REDACTED]  
Battery: 12.02 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



## All DTCs

[Diagnostic Procedures](#) [Customer Preferences](#) [Vehicle Information](#)

Double-click row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending

| ECU | Code  | Status  | Description                                       |
|-----|-------|---------|---------------------------------------------------|
| PCM | P0401 | Stored  | Catalyst efficiency below st                      |
| PCM | P0730 | Stored  | Transmission Control System (M/T) Pressure        |
| PCM | U0101 | Pending | Lost Communication with TCM                       |
| TCM | P0740 | Stored  | TCM Out of Range                                  |
| TCM | P0218 | Stored  | Transmission High Temperature Operation Activated |
| TCM | P0858 | Stored  | Line Pressure Low                                 |
| TCM | U0002 | Pending | CAN C Bus Off Performance                         |
| ABS | C5015 | Active  | Right Front Wheel Speed Sensor Circuit            |
| ABS | U0002 | Stored  | CAN C Bus Off Performance                         |
| PCM | U0101 | Stored  | Lost Communication with TCM                       |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data for TCM | P0740 | TCM Out of Range

[Environmental Data](#)

| Name              | Value | Units |
|-------------------|-------|-------|
| No Data Available |       |       |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



2005 WK4 7L  
VIN: 1J4HR42NX50 [REDACTED]  
Battery: 12.02 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



## All DTCs Diagnostic Procedures Customer Performance Vehicle Information

Double-click row selection to view environmental data. Click on column heading to sort table.

| ECU  | Code  | Status  | Description                                       |
|------|-------|---------|---------------------------------------------------|
| PCM  | P0700 | Stored  | Transmission Control System (TCS) Request         |
| PCM  | M0101 | Pending | Last Communication with TCM                       |
| TCM  | P0740 | Stored  | TCC Out of Range                                  |
| TCM  | P0218 | Stored  | Transmission High Temperature Operation Activated |
| TCM  | P0868 | Stored  | Line Pressure Low                                 |
| TCM  | M0902 | Pending | CAN C Bus Off Performance                         |
| ABS  | C3015 | Active  | Right Front Wheel Speed Sensor Circuit            |
| ABS  | M0902 | Stored  | CAN C Bus Off Performance                         |
| FDIS | M0101 | Stored  | Last Communication with TCM                       |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data for TCM | P0868 Line Pressure Low

| Name              | Value | Units |
|-------------------|-------|-------|
| No Data Available |       |       |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2005 WR 4.7L  
VIN: 1J4MR4BNK5C [REDACTED]  
Battery: 12.02 volts

### Legend

- Active ECU
- Non-responsive ECU
- ECUs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Disable-Click row-selection to view environmental data. Click on column heading to sort table.

Active Stored Pending View Freeze Frame View Event Data Clear Stored DTCs

| ECU | Code  | Status  | Description                                       |
|-----|-------|---------|---------------------------------------------------|
| ECU |       | Stored  | Calculated performance bank 1/2                   |
| TCM | P0736 | Stored  | Transmission Control System (MS) Request          |
| ECM | U0101 | Pending | Last Communication with TCM                       |
| TCM | P0730 | Stored  | TCC Out of Range                                  |
| TCM | P0218 | Stored  | Transmission High Temperature Operation Activated |
| TCM | P0808 | Stored  | Line Pressure Low                                 |
| TCM | U0102 | Pending | CAN C Bus Off Performance                         |
| ABS | C0015 | Active  | Right Front Wheel Speed Sensor Circuit            |
| ABS | U0102 | Stored  | CAN C Bus Off Performance                         |
| ECM | U0101 | Stored  | Last Communication with TCM                       |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data

### Environmental Data for TCM | P0218 Transmission High Temperature Operation Activated

| Name              | Value | Units |
|-------------------|-------|-------|
| No Data Available |       |       |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2005 WK4 FL  
VIN: 1J4H4420051  
Battery: 12.46 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTC Present



All DTCs **Environmental Data** Customer Preferences Vehicle Preferences

Double-click row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending

| ECU   | Code  | Status | Description                                                        |
|-------|-------|--------|--------------------------------------------------------------------|
| B136  | B136  | Active | Right Hi Beam Control Circuit High                                 |
| B136  | B136  | Active | Front Right Turn Lamp Control Circuit High                         |
| U0168 | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| U0127 | U0127 | Stored | Lost Communication with TCM                                        |
| U0168 | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| B138C | B138C | Stored | OCS Negative System Weight                                         |
| U0168 | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| U0168 | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| U0161 | U0161 | Active | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |
| A1101 | A1101 | Stored | CPM DTC Present                                                    |

Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for ORC | U0168: Lost Communication With Vehicle Security Control Module

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 143402.3 | miles   |
| Accumulation Timer              | 48       | minutes |
| Ignition Key Cycles             | 0        | cycles  |



# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.



105 WK 4 TL  
 VIN: 1J4HR48NXXS [REDACTED]  
 Battery: 12.06 volts

Legend  
 Active ECU  
 Non-responsive ECU  
 DTCs Present



DTCs **Diagnostic Procedures** Customer Preferences Vehicle Preparations

Click on the selection to view environmental data. Click on column heading to sort table.

Active Stored Pending

| ECU | Code  | Status | Description                                                        |
|-----|-------|--------|--------------------------------------------------------------------|
| ECU | U0168 | Stored | Lost Communication With Vehicle Security Control Module            |
| ECU | B188C | Stored | OCS Negative System Weight                                         |
| ECU | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ECU | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ECU | U0121 | Active | Lost Communication w/ Up-Front Right Sabellite Acceleration Sensor |
| ECU | B2030 | Stored | DCM DTC Present                                                    |
| ECU | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ECU | B1421 | Active | Audio CD Read Error / Inoperable Disc                              |
| ECU | U0168 | Active | Lost Communication With Vehicle Security Control Module            |

Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for SCM | U0168 Lost Communication With Vehicle Security Control Module

| Name                               | Value    | Units   |
|------------------------------------|----------|---------|
| DTC Readiness Flag                 | Complete |         |
| DTC Storage State                  | Active   |         |
| Warning Indicator Request State    | Off      |         |
| Odometer                           | 165406.0 | miles   |
| Accumulation Timer                 | 53       | minutes |
| Ignition Cycle Counter             | 0        | cycles  |
| Valeo Specific Environmental Data1 |          |         |
| Valeo Specific Environmental Data2 |          |         |

# Vehicle View

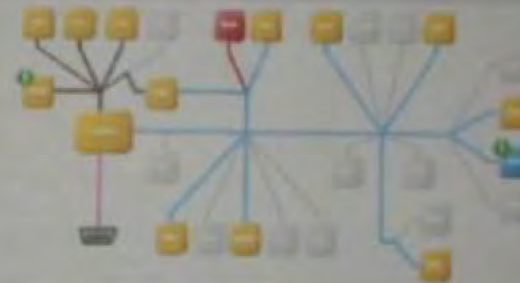
Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



2005 WK 4.7L  
VIN: 1J4HR48NXSC  
Battery: 12.06 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table

Active Stored Pending

| ECU  | Code  | Status | Description                                                        |
|------|-------|--------|--------------------------------------------------------------------|
| PCM  | B1000 | Stored | Lost Communication With Vehicle Security Control Module            |
| PCM  | B0168 | Active | Lost Communication With Vehicle Security Control Module            |
| OCM  | B188C | Stored | OCS Negative System Weight                                         |
| OCM  | B0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC  | B0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC  | B0171 | Active | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |
| ORC  | B223D | Stored | OCM DTC Present                                                    |
| RAD1 | B0168 | Active | Lost Communication With Vehicle Security Control Module            |
| RAD1 | B1421 | Active | Audio CD Read Error / Inoperable Disc                              |
| SCM  | B0168 | Active | Lost Communication With Vehicle Security Control Module            |

Click on the buttons to view the desired information. Click on column heading to sort table

### Environmental Data for RADIO | U0168 Lost Communication With Vehicle Security Control Module

| Name                | Value    | Units   |
|---------------------|----------|---------|
| DTC Readiness Flag  | Complete |         |
| DTC Storage State   | Active   |         |
| Odometer            | 145402.1 | miles   |
| Accumulation Timer  | 72       | minutes |
| Ignition Key Cycles | 0        | cycles  |

# Vehicle View

Full name of ECU to see full name. Click on an ECU for complete details.

Search Service Information



2005 WK 4.7L  
VIN: 1J4HR4GNX5C [REDACTED]  
Battery: 12.06 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



All DTCs [Diagnostic Procedures](#) [Customer Preferences](#) [Vehicle Preparation](#)

Double-click row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending

| ECU   | Code  | Status | Description                                                        |
|-------|-------|--------|--------------------------------------------------------------------|
| ECM   | B1101 | Stored | ECM Communication Malfunction                                      |
| ECM   | B1108 | Active | Last Communication With Vehicle Security Control Module            |
| ECM   | B1180 | Stored | ECM Negative System Weight                                         |
| ECM   | B1148 | Active | Last Communication With Vehicle Security Control Module            |
| ECM   | B1168 | Active | Last Communication With Vehicle Security Control Module            |
| ECM   | B1171 | Active | Last Communication w/ Up-Front Right Satellite Acceleration Sensor |
| ECM   | B2200 | Stored | ECM DTC Present                                                    |
| RADIO | B1108 | Active | Last Communication With Vehicle Security Control Module            |
| RADIO | B1421 | Active | Audio CD Read Error / Inoperable Disc                              |
| ECM   | B1148 | Active | Last Communication With Vehicle Security Control Module            |

Click on the buttons to view the desired information. Click on column heading to sort table.

[Environmental Data](#) [Snapshot Data](#)

Environmental Data for RADIO | B1421 Audio CD Read Error / Inoperable Disc

| Name                | Value    | Units   |
|---------------------|----------|---------|
| DTC Readiness Flag  | Complete |         |
| DTC Storage State   | Active   |         |
| Odometer            | 163982.3 | miles   |
| Accumulation Timer  | 3948     | minutes |
| Ignition Key Cycles | 0        | cycles  |

# Vehicle View

Full view on ECU to see full name. Click on an ECU for complete details.

Search Vehicle Information

2013 WK 4 7L  
VIN: 124H04GNX3C [REDACTED]  
Battery: 12.02 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



## All DTCs

Click on a row selection to view environmental data. Click on column heading to sort table.

| Active | Stored | Pending | ECU | Code  | Status  | Description                                       |
|--------|--------|---------|-----|-------|---------|---------------------------------------------------|
|        |        |         | PCM | P0406 | Stored  | SCR Position Sensor Circuit High                  |
|        |        |         | PCM | P0420 | Stored  | Catalyst Efficiency (Bank 2)                      |
|        |        |         | PCM | P0429 | Stored  | Catalyst Efficiency (Bank 1)                      |
|        |        |         | PCM | P0720 | Stored  | Transmission Control System (ML Request)          |
|        |        |         | PCM | U0101 | Pending | Lost Communication with TCM                       |
|        |        |         | TCM | P0740 | Stored  | TLC Out of Range                                  |
|        |        |         | TCM | P0276 | Stored  | Transmission High Temperature Operation Activated |
|        |        |         | TCM | P0208 | Stored  | Line Pressure Low                                 |
|        |        |         | TCM | A0002 | Pending | CAN/C Bus Off Performance                         |

Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for PCM | P0430 Catalyst Efficiency (Bank 2)

| Name                            | Value        | Units   |
|---------------------------------|--------------|---------|
| Number of DTC                   | 1            |         |
| DTC Readiness Flag              | Not Complete |         |
| DTC Storage State               | Stored       |         |
| Warning Indicator Request State | On           |         |
| Odometer                        | 16,1254.6    | miles   |
| Accumulation Timer              | 137          | minutes |
| Ignition Key Cycles             | 125          |         |
| Starts Since Set Counter        | 118          |         |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details

Search  
Service Information

2005 WK 4 7L  
Vinc 1J6HR48NAX5 [REDACTED]  
Battery: 12.62 volts

- Legend
- Active ECU
  - Nonresponsive ECU
  - DTCs Present



All DTCs **Diagnostic Applications** **Customer Preferences** **Vehicle Preparations**

Double-click row selection to view environmental data. Click on column heading to sort table

Active Stored Pending

| ECU | Code  | Status  | Description                                       |
|-----|-------|---------|---------------------------------------------------|
| PCM | P0406 | Stored  | BAR Position Sensor Circuit High                  |
| PCM | P0438 | Stored  | Catalyst Efficiency (Bank 2)                      |
| PCM | P0420 | Stored  | Catalyst Efficiency (Bank 1)                      |
| PCM | P0770 | Stored  | Transmission Control System (ML Request)          |
| PCM | U0101 | Pending | Last Communication with TCM                       |
| TCM | P0780 | Stored  | TCC Out of Range                                  |
| TCM | P027E | Stored  | Transmission High Temperature Operation Activated |
| TCM | P0888 | Stored  | Line Pressure Low                                 |
| TCM | U0102 | Pending | CAN C Bus Off Performance                         |

Click on the buttons to view the desired information. Click on column heading to sort table

### Environmental Data for PCM | U0101 Last Communication with TCM

| Name                            | Value | Units   |
|---------------------------------|-------|---------|
| Number of DTC                   | 0     |         |
| DTC Readiness Flag              |       |         |
| DTC Storage State               |       |         |
| Warning Indicator Request State |       |         |
| Odometer                        |       | Miles   |
| Accumulation Timer              |       | Minutes |
| Ignition Key Cycles             |       |         |
| Starts Since Set Counter        |       |         |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2005 WK 4.7L  
 VIN: 1J4HR48NX5C [REDACTED]  
 Battery: 12.02 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

Active  Stored  Pending

|  | ECU | Code   | Status  | Description                                       |
|--|-----|--------|---------|---------------------------------------------------|
|  | PCM | P0406  | Stored  | EGR Position Sensor Circuit High                  |
|  | PCM | P0430  | Stored  | Catalyst Efficiency (Bank2)                       |
|  | PCM | P0420  | Stored  | Catalyst Efficiency (Bank 1)                      |
|  | PCM | P0700  | Stored  | Transmission Control System (MIL Request)         |
|  | PCM | U0101  | Pending | Lost Communication with TCM                       |
|  | TCM | P01740 | Stored  | TEC Out of Range                                  |
|  | TCM | P0218  | Stored  | Transmission High Temperature Operation Activated |
|  | TCM | P0668  | Stored  | Low Pressure Low                                  |
|  | TCM | U0002  | Pending | CAN C Bus Off Performance                         |

Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for PCM | P0700 Transmission Control System (MIL Request)

| Name                            | Value        | Units   |
|---------------------------------|--------------|---------|
| Number of DTC                   | 1            |         |
| DTC Readiness Flag              | Not Complete |         |
| DTC Storage State               | Stored       |         |
| Warning Indicator Request State | On           |         |
| Odometer                        | 163278.5     | miles   |
| Accumulation Timer              | 23           | minutes |
| Ignition Key Cycles             | 216          |         |
| Starts Since Set Counter        | 0            |         |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2005 WK 4.7L  
VIN: 1J4HR48NX5C  
Battery: 12.06 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

| Active | Stored | Pending | View Freeze Frame                                                  |  | View Event Data |  | Clear Stored DTCs |  |
|--------|--------|---------|--------------------------------------------------------------------|--|-----------------|--|-------------------|--|
| ECU    | Code   | Status  | Description                                                        |  |                 |  |                   |  |
| ECM    | U0171  | Stored  | Lost Communication w/ Up-Front Right Satellite                     |  |                 |  |                   |  |
| HSM    | U0168  | Active  | Lost Communication With Vehicle Security Control Module            |  |                 |  |                   |  |
| OCM    | B128C  | Stored  | OCS Negative System Weight                                         |  |                 |  |                   |  |
| OCM    | U0168  | Active  | Lost Communication With Vehicle Security Control Module            |  |                 |  |                   |  |
| ORC    | U0168  | Active  | Lost Communication With Vehicle Security Control Module            |  |                 |  |                   |  |
| ORC    | U0171  | Active  | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |  |                 |  |                   |  |
| ORC    | B223D  | Stored  | OCM DTC Present                                                    |  |                 |  |                   |  |
| RAD    | U0168  | Active  | Lost Communication With Vehicle Security Control Module            |  |                 |  |                   |  |
| RAD    | B1421  | Active  | Audio CD Read Error / Inoperable Disc                              |  |                 |  |                   |  |
| SCM    | U0168  | Active  | Lost Communication With Vehicle Security Control Module            |  |                 |  |                   |  |

Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for ORC | U0171 Lost Communication w/ Up-Front Right Satellite

| Name                            | Value    |
|---------------------------------|----------|
| DTC Readiness Flag              | Complete |
| DTC Storage State               | Active   |
| Warning Indicator Request State | Off      |
| Odometer                        | 145402.1 |
| Accumulation Timer              | 53       |
| Ignition Key Cycles             | 0        |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



VIN: 1J4HR48NXX51 [REDACTED]  
 Battery: 12.06 volts  
 Legend:  
 Active ECU  
 Non-responsive ECU  
 DTCs Present



DTCs | **Diagnose Procedures** | Customer Preferences | Vehicle Preparations

Click on the selection to view environmental data. Click on column heading to sort table

Active Stored Pending |  |  |

| ECU | Code  | Status | Description                                                        |
|-----|-------|--------|--------------------------------------------------------------------|
| PCM | B1638 | Active | Right Hi Beam Control Circuit High                                 |
| PCM | B1640 | Active | Front Right Turn Lamp Control Circuit High                         |
| PCM | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| PCM | U0101 | Stored | Lost Communication with TCM                                        |
| MSM | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| DCM | B188C | Stored | DCS Negative System Weight                                         |
| DCM | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC | U0171 | Active | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |
| ORC | U0168 | Stored | DCM DTC Present                                                    |

Click on the buttons to view the desired information. Click on column heading to sort table

Environmental Data |

Environmental Data for ORC | U0168 Lost Communication With Vehicle Security Control Module

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 165402.1 | miles   |
| Accumulation Timer              | 49       | minutes |
| Ignition Key Cycles             | 0        | cycles  |





# Vehicle View

Full view of ECU to see full name. Click on an ECU for complete details.

2005 WR 4.7L  
VIN: 1J4HR4BNX5C  
Battery: 12.06 volts

- Legend
- Active ECU
  - Not-Responsive ECU
  - DTC Present



All DTCs **Environmental** Customer Preferences Vehicle Properties

Double-click row selection to view environmental data. Click on column heading to sort table

| Active | Stored | Pending | View Freeze Frame                                                  |  | View Event Data |  | Clear Stored DTCs |  |
|--------|--------|---------|--------------------------------------------------------------------|--|-----------------|--|-------------------|--|
| ECU    | Code   | Status  | Description                                                        |  |                 |  |                   |  |
| ECM    | B1538  | Active  | Right Hi Beam Control Circuit High                                 |  |                 |  |                   |  |
| ECM    | B1546  | Active  | Front Right Turn Lamp Control Circuit Hi                           |  |                 |  |                   |  |
| ECM    | U0168  | Active  | Last Communication With Vehicle Security Control Module            |  |                 |  |                   |  |
| ECM    | U0101  | Stored  | Last Communication with TCM                                        |  |                 |  |                   |  |
| ECM    | U0168  | Active  | Last Communication With Vehicle Security Control Module            |  |                 |  |                   |  |
| ECM    | B158C  | Stored  | OCS Negative Systems Weight                                        |  |                 |  |                   |  |
| ECM    | U0168  | Active  | Last Communication With Vehicle Security Control Module            |  |                 |  |                   |  |
| ECM    | U0168  | Active  | Last Communication With Vehicle Security Control Module            |  |                 |  |                   |  |
| ECM    | U0171  | Active  | Last Communication w/ Up-Front Right Satellite Acceleration Sensor |  |                 |  |                   |  |
| ECM    | B1101  | Stored  | PCM DTC Present                                                    |  |                 |  |                   |  |

Click on the buttons to view the desired information. Click on column heading to sort table

### Environmental Data For ECM | U0168 Last Communication With Vehicle Security Control Module

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | On       |         |
| Odometer                        | 143402.1 | miles   |
| Accumulation Timer              | 67       | minutes |
| Ignition Key Cycles             | 0        | cycles  |

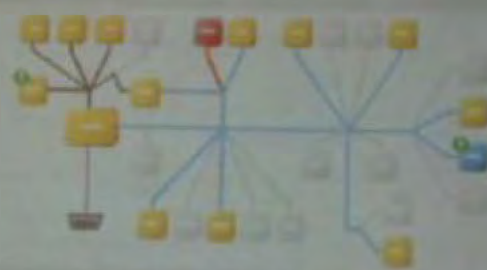
# Vehicle View

Not over an OBD to see full name. Click on an ECU for complete details

Search Service Information



2002 WR4.7L  
 VIN: 1J4HR48NXC [REDACTED]  
 Battery: 12.06 volts  
 200000  
 Active ECU  
 Inoperable ECU  
 DTC Present



All DTCs **Environmental Parameters** Customer Preferences Vehicle Parameters

Show DTC row size. Click on column heading to sort table.

Active Stored Pending

| ECU | Code  | Status | Description                                                        |
|-----|-------|--------|--------------------------------------------------------------------|
| HGM | U0154 | Active | Lost Communication With Vehicle Security Control Module            |
| OCM | B109C | Stored | OCM Negative System Weight                                         |
| DCM | U0154 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC | U0154 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC | B8171 | Active | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |
| ORC | B223D | Stored | OCM DTC Present                                                    |
| RSC | U0154 | Active | Lost Communication With Vehicle Security Control Module            |
| RSC | B1421 | Active | Audio CD Read Error / Inoperable Disc                              |
| SCM | U0154 | Active | Lost Communication With Vehicle Security Control Module            |

Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for ORC | B223D - OCM DTC Present

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Stored   |         |
| Warning Indicator Request State | OFF      |         |
| Odometer                        | 164268.7 | miles   |
| Accumulation Timer              | 12       | minutes |
| Ignition Key Cycles             | 27       | cycles  |



# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.



2005 WK 4.7L  
VIN: 1J4HR88NKS1 [REDACTED]  
Battery: 12.02 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Enable-click row selection to view environmental data. Click on column heading to sort table

Active Stored Pending   View Event Data

| ECU  | Code  | Status  | Description                                       |
|------|-------|---------|---------------------------------------------------|
| PCM  | U0101 | Pending | Lost Communication with TCM                       |
| TCM  | P0740 | Stored  | TCC Out of Range                                  |
| TCM  | P0218 | Stored  | Transmission High Temperature Operation Activated |
| TCM  | P0858 | Stored  | Line Pressure Low                                 |
| TCM  | U0002 | Pending | CAN C Bus Off Performance                         |
| ABS  | C3015 | Active  | Right Front Wheel Speed Sensor Circuit            |
| ABS  | U0002 | Stored  | CAN C Bus Off Performance                         |
| FDCA | U0101 | Stored  | Lost Communication with TCM                       |
| FDCA | U0415 | Active  | Implausible Data Received from ABS                |

Click on the buttons to view the desired information. Click on column heading to sort table

### Environmental Data for FDCA | U0101 Lost Communication with TCM

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Stored   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 165402.1 | miles   |
| Accumulation Timer              | 1        | minutes |
| Ignition Key Cycles             | 0        |         |

# Vehicle View

Follow an ECU to see full name. Click on an ECU for complete details.

2015 WK 4.7L  
 VIN: 7J4H68NK5 [REDACTED]  
 Legend  
 Active ECU  
 Non-responsive ECU  
 DTC Present



DTCs [View Freeze Frame](#) [View Event Data](#) [Clear Stored DTCs](#)

Click on the buttons to view the desired information. Click on column heading to sort table.

| Active | Stored | Pending | ECU | Code  | Status | Description                                                        |
|--------|--------|---------|-----|-------|--------|--------------------------------------------------------------------|
|        |        |         | ECM | B1000 | Active | Right Lane Event Control Circuit High                              |
|        |        |         | ECM | B1030 | Active | Right Hi Beam Control Circuit High                                 |
|        |        |         | ECM | B1040 | Active | Front Right Turn Lamp Control Circuit High                         |
|        |        |         | ECM | B0160 | Active | Lost Communication With Vehicle Security Control Module            |
|        |        |         | ECM | B0107 | Stored | Lost Communication with TCM                                        |
|        |        |         | ECM | B0168 | Active | Lost Communication With Vehicle Security Control Module            |
|        |        |         | ECM | B1000 | Stored | DCS Negative System Weight                                         |
|        |        |         | ECM | B0168 | Active | Lost Communication With Vehicle Security Control Module            |
|        |        |         | ECM | B0168 | Active | Lost Communication With Vehicle Security Control Module            |
|        |        |         | ECM | B0177 | Active | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data for ECMCGW | U0168 Lost Communication With Vehicle Security Control Module

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 165402.1 | miles   |
| Accumulation Timer              | 48       | minutes |
| Ignition Key Cycles             | 0        |         |

# Vehicle View

Subtract an ECU to see full name. Click on an ECU for complete details.



2015 WK47L  
 VIN: 1J4HR68HX5L [REDACTED]  
 11.7 Miles  
 Legend  
 Active ECU  
 Non-responsive ECU  
 ECU Invert



48 DTCs  
 Environmental Data  
 Customer Preferences  
 Vehicle Preparations

Click on the buttons to view the desired information. Click on column heading to sort table.

Active Stored Pending

ECU View Freeze Frame View Event Data Clear Stored DTCs

| ECU | Code  | Status | Description                                                        |
|-----|-------|--------|--------------------------------------------------------------------|
| ECU | B1640 | Active | Right Hi Beam Control Circuit High                                 |
| ECU | B1640 | Active | Front Right Turn Lamp Control Circuit High                         |
| ECU | B0188 | Active | Last Communication With Vehicle Security Control Module            |
| ECU | B0188 | Stored | Last Communication with TCM                                        |
| ECU | B0188 | Active | Last Communication With Vehicle Security Control Module            |
| ECU | B168C | Stored | DCS Negative System Weight                                         |
| ECU | B0188 | Active | Last Communication With Vehicle Security Control Module            |
| ECU | B0188 | Active | Last Communication With Vehicle Security Control Module            |
| ECU | B0177 | Active | Last Communication w/ Up-Front Right Satellite Acceleration Sensor |

Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for FCMCGW | B1640 Front Right Turn Lamp Control Circuit High

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | OFF      |         |
| Odometer                        | 165402.1 | miles   |
| Accumulation Timer              | 96       | minutes |
| Ignition Key Cycles             | 0        |         |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.



2005 WR 4.7L  
VIN: 1J4HR48NKT1

1.7L 4-cyl

- Legend
- Active ECU
  - Non-responsive ECU
  - DTC Present



## All DTCs

Double-click row selected to view environmental data. Click on column heading to sort table.

Active Stored Pending

| ECU | Code  | Status | Description                                                 |
|-----|-------|--------|-------------------------------------------------------------|
| ABS | 00002 | Stored | CAN C Bus Off Performance                                   |
| PCM | 00101 | Stored | Last Communication with TCM                                 |
| PCM | 00410 | Active | Implausible Data Received from ABS                          |
| AMP | 00168 | Active | Last Communication with Vehicle Security Control Module     |
| CCN | 00168 | Active | Last Communication with Vehicle Security Control Module     |
| ECM | 00131 | Stored | Last Communication with Occupant Restraint Controller (ORC) |
| ECM | 00168 | Active | Last Communication with Vehicle Security Control Module     |
| PCM | 01430 | Active | Right Low Beam Control Circuit High                         |
| PCM | 01430 | Active | Right Hi Beam Control Circuit High                          |

Click on the buttons to view the desired information. Click on column heading to sort table.

## Environmental Data for PCM01W | 01430 Right Hi Beam Control Circuit High

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 145802.1 | miles   |
| Accumulation Timer              | 95       | minutes |
| Ignition Key Cycles             | 0        |         |



# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2005 WK 4 7L  
VIN: 1J4HR48NXC31 [REDACTED]  
Battery: 12.7V



- Legend
- Active ECU
  - Non-responsive ECU
  - DTC Present

All DTCs: Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending

| ECU | Code  | Status | Description                                                 |
|-----|-------|--------|-------------------------------------------------------------|
| ABS | U0002 | Stored | CAN C Bus Off Performance                                   |
| PCM | B0160 | Stored | Last Communication with TCM                                 |
| PCM | B0413 | Active | Impossible Data Received from ABS                           |
| 4WD | U0168 | Active | Last Communication With Vehicle Security Control Module     |
| ECM | U0168 | Active | Last Communication With Vehicle Security Control Module     |
| EDM | U0151 | Stored | Last Communication with Occupant Restraint Controller (ORC) |
| EDM | U0168 | Active | Last Communication With Vehicle Security Control Module     |
| FCM | B1630 | Active | Right Low Beam Control Circuit High                         |
| FCM | B1638 | Active | Right Hi Beam Control Circuit High                          |
| FCM | B1639 | Active | Right Dual Beam Control Circuit High                        |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data for FCMCGW | B1630 Right Low Beam Control Circuit High

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 165402.1 | miles   |
| Accumulation Timer              | 94       | minutes |
| Ignition Key Cycles             | 0        |         |

# Vehicle View

Not over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



ECU WK 4.7L  
VIN: 1J4HR42NKS0 [REDACTED]  
Mileage: 11,877 miles  
Active ECU  
Non-responsive ECU  
DTCs Present



DTCs **Diagnostic Procedures** Customer Preferences Vehicle Preparations

Click on row selection to view environmental data. Click on column heading to sort table.

| Active | Stored | Pending | <input type="button" value="View Freeze Frame"/>            | <input checked="" type="button" value="View Event Data"/> | <input type="button" value="Clear Stored DTCs"/> |
|--------|--------|---------|-------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------|
| ECU    | Code   | Status  | Description                                                 |                                                           |                                                  |
| ABS    | 00002  | Stored  | CAN C Bus Off Performance                                   |                                                           |                                                  |
| ECM    | 00101  | Stored  | Last Communication with TCM                                 | <input type="button" value="View"/>                       | <input type="button" value="Play"/>              |
| ABS    | 00475  | Active  | Implausible Data Received from ABS                          |                                                           |                                                  |
| ECM    | 00104  | Active  | Last Communication With Vehicle Security Control Module     |                                                           |                                                  |
| ECM    | 00104  | Active  | Last Communication With Vehicle Security Control Module     |                                                           |                                                  |
| ECM    | 00131  | Stored  | Last Communication with Occupant Restraint Controller (ORC) |                                                           |                                                  |
| ECM    | 00168  | Active  | Last Communication With Vehicle Security Control Module     |                                                           |                                                  |
| ECM    | 01400  | Active  | Right Low Beam Control Circuit High                         |                                                           |                                                  |
| ECM    | 01408  | Active  | Right Hi Beam Control Circuit High                          |                                                           |                                                  |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data for ECM | U0168 Lost Communication With Vehicle Security Control Module

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 165402.1 | miles   |
| Accumulation Timer              | 45       | minutes |
| Ignition Key Cycles             | 0        |         |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



2005 WR4.7L  
VIN: 1J4HR48NX3C [REDACTED]

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



All DTCs [Diagnostic Procedures](#) [Customer Preferences](#) [Vehicle Preparations](#)

Double-click one selection to view environmental data. Click on column heading to sort table.

Active Stored Pending [View Freeze Frame](#) [View Event Data](#) [Clear Stored DTCs](#)

| ECU  | Code  | Status  | Description                                                 |
|------|-------|---------|-------------------------------------------------------------|
| TCM  | 05858 | Stored  | Line Pressure Low                                           |
| ECM  | 00002 | Pending | CAN C Bus Off Performance                                   |
| ABS  | C3015 | Active  | Right Front Wheel Speed Sensor Circuit                      |
| ABS  | 00002 | Stored  | CAN C Bus Off Performance                                   |
| RSC  | U0101 | Stored  | Lost Communication with TCM                                 |
| RSC  | 00015 | Active  | Implausible Data Received from ABS                          |
| ASAP | 00168 | Active  | Lost Communication With Vehicle Security Control Module     |
| CSM  | 00198 | Active  | Lost Communication With Vehicle Security Control Module     |
| ECM  | U0151 | Stored  | Lost Communication with Occupant Restraint Controller (ORC) |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data for ECM | U0151 Lost Communication with Occupant Restraint Controller (ORC)

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Stored   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 165402.1 | miles   |
| Accumulation Timer              | 0        | minutes |
| Ignition Key Cycles             | 2        |         |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.



2005 WK 4 7L

VIN: 1J4HR48N5S1 [REDACTED]

mileage 11,371 miles

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present



All DTCs **Diagnostic Procedures** Custom Procedures Service Information

Double-click row selection to view environmental data. Click on column heading to sort table.

| ECU | Code  | Status | Description                                                 |
|-----|-------|--------|-------------------------------------------------------------|
| ABS | 00902 | Stored | CAN C Bus Off Performance                                   |
| PCM | 00101 | Stored | Last Communication with TCM                                 |
| PCM | 00415 | Active | Irreparable Data Received from ABS                          |
| AMP | 00148 | Active | Last Communication with Vehicle Security Control Module     |
| ECM | 00148 | Active | Last Communication with Vehicle Security Control Module     |
| EDM | 00153 | Stored | Last Communication with Occupant Restraint Controller (ORC) |
| EDM | 00148 | Active | Last Communication with Vehicle Security Control Module     |
| FCM | 01630 | Active | Right Low Beam Control Circuit High                         |
| FCM | 01636 | Active | Right Hi Beam Control Circuit High                          |
| PCM | 01636 | Active | Right Hi Beam Control Circuit High                          |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data for EDM | 00153 Last Communication with Occupant Restraint Controller (ORC)

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Stored   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 145402.1 | miles   |
| Accumulation Timer              | 0        | minutes |
| Ignition Key Cycles             | 2        |         |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2005 WK 4.7L  
VIN: 1J4HR88N15C [REDACTED]  
Mileage: 15,752 miles



- Legend
- Active ECU
  - Non-responsive ECU
  - DTC Present

All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending View Freeze Frame View Event Data Clear Stored DTCs

| ECU | Code  | Status  | Description                                                 |
|-----|-------|---------|-------------------------------------------------------------|
| TCM | P0858 | Stored  | Line Pressure Low                                           |
| TCM | B0880 | Pending | CAN C Bus Off Performance                                   |
| ABS | C1011 | Active  | Right Front Wheel Speed Sensor Circuit                      |
| ABS | B0880 | Stored  | CAN C Bus Off Performance                                   |
| PCM | U019F | Stored  | Last Communication with TCM                                 |
| PCM | B0415 | Active  | Implausible Data Received from ABS                          |
| AMP | B0168 | Active  | Last Communication With Vehicle Security Control Module     |
| ECM | B0168 | Active  | Last Communication With Vehicle Security Control Module     |
| ECM | B0151 | Stored  | Last Communication with Occupant Restraint Controller (ORC) |

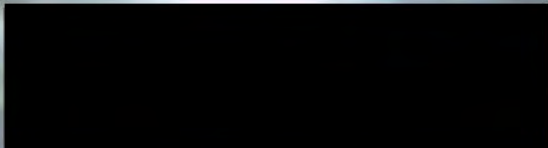
Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for ECM | U0168 Last Communication With Vehicle Security Control Module

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 165402.1 | miles   |
| Accumulation Timer              | 38       | minutes |
| Ignition Key Cycles             | 0        |         |

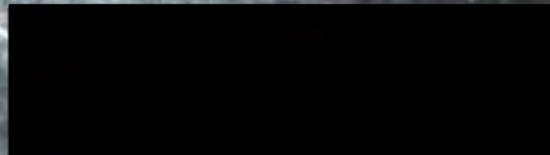
1J4HK48NADU [REDACTED]

1J4HR48NX5C



COMMONWEALTH OF PENNSYLVANIA COMMONWEALTH OF PENN

1J4HR48NX5C









CHRYSLER CORPORATION

2950 LB  
7.5  
3200 LB  
7.5

GVWR: 2767 KG 06100 LB  
WITH P245/65R17 TIRES  
RIMS AT 228 KPA ( 33 PSI) COLD  
WITH P245/65R17 TIRES  
RIMS AT 228 KPA ( 33 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.  
VIN: 1J4HR48NX5C [REDACTED] TYPE: MPV  
VEHICLE MADE IN U.S.A. PAINT: R/C

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 1-05

GAWR FRONT: 1339 KG 2950 LB  
17X7.5

GAWR REAR: 1452 KG 3200 LB  
17X7.5

GWR: 2767 KG 6100 LB  
WITH P245/65R17 TIRES  
RIMS AT 228 KPA ( 33 PSI) COLD  
WITH P245/65R17 TIRES  
RIMS AT 228 KPA ( 33 PSI) COLD



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

VIN: 1J4HR48NXSC [REDACTED] TYPE: MPV  
VEHICLE MADE IN U.S.A. PAINT: 2/2



### TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED  
498 KG OR 1100 LB

| TIRE                         | FRONT           | REAR            | SPARE           |
|------------------------------|-----------------|-----------------|-----------------|
| ORIGINAL TIRE SIZE           | P245/65R17      | P245/65R17      | P245/65R17      |
| COLD TIRE INFLATION PRESSURE | 228 kPa, 33 PSI | 228 kPa, 33 PSI | 228 kPa, 33 PSI |

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



5C562102



20344424

Jeep

















9873024  
0451779AC

D-BANK

































**Left Front**



**Left Front**

**Right Front**





**Right Front**





















L Front























1945













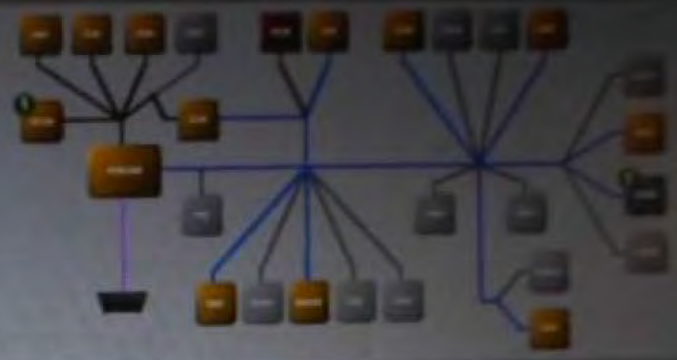






WK 4.7L  
 1J8HR48NX3C  
 Battery: 12.06 volts

- Send
- Active ECU
- Non-responsive ECU
- DTCs Present



DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

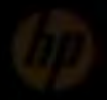
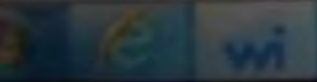
Click on row selection to view environmental data. Click on column heading to sort table.

View Freeze Frame

Active Stored Pending

| ECU | Code  | Status  | Description                                       |
|-----|-------|---------|---------------------------------------------------|
| PCM | P0406 | Stored  | EGR Position Sensor Circuit High                  |
| PCM | P0430 | Stored  | Catalyst Efficiency (Bank2)                       |
| PCM | P0420 | Stored  | Catalyst Efficiency (Bank 1)                      |
| PCM | P0700 | Stored  | Transmission Control System (MIL Request)         |
| PCM | U0101 | Pending | Lost Communication with TCM                       |
| TCM | P0740 | Stored  | TCC Out of Range                                  |
| TCM | P0218 | Stored  | Transmission High Temperature Operation Activated |
| TCM | P0868 | Stored  | Line Pressure Low                                 |
| TCM | U0002 | Pending | CAN C Bus Off Performance                         |
| TCM | C101E | Action  | Brake Front Wheel Speed Sensor Circuit            |

View knowledge base articles Online



# Vehicle View

Click on an ECU to see full name. Click on an ECU for complete details.

2005 WK 4.7L  
 VIN: 1J4HR48NKS  
 Battery: 12.06 volts

**Legend**

- Active ECU
- Non-responsive ECU
- DTCs Present



All DTCs **Diagnostic Procedures** Customer Preferences Vehicle Preparations

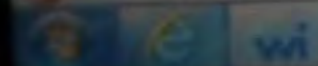
Double-click row selection to view environmental data. Click on column heading to sort table.

View Freeze Frame View Data

All Active Stored Pending

| ECU  | Code  | Status  | Description                                                 |
|------|-------|---------|-------------------------------------------------------------|
| TCM  | U0002 | Pending | CAN C Bus Off Performance                                   |
| ABS  | C1015 | Active  | Right Front Wheel Speed Sensor Circuit                      |
| ABS  | U0002 | Stored  | CAN C Bus Off Performance                                   |
| FDCM | U0101 | Stored  | Lost Communication with TCM                                 |
| FDCM | U0415 | Active  | Implausible Data Received from ABS                          |
| AMP  | U0168 | Active  | Lost Communication With Vehicle Security Control Module     |
| CCN  | U0168 | Active  | Lost Communication With Vehicle Security Control Module     |
| EDM  | U0151 | Stored  | Lost Communication with Occupant Restraint Controller (ORC) |
| EDM  | U0168 | Active  | Lost Communication With Vehicle Security Control Module     |

Online



# Vehicle View

Click on an ECU to see full name. Click on an ECU for complete details.

2005 WK 4.7L  
 VIN: 1J8H048NKS0 [REDACTED]  
 Battery: 12.06 volts

**Legend**

- Active ECU
- Non-responsive ECU
- DTCs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

View Freeze Frame View DTCs Data

All Active Stored Pending

| ECU    | Code  | Status | Description                                                        |
|--------|-------|--------|--------------------------------------------------------------------|
| FCMCGW | B1630 | Active | Right Low Beam Control Circuit High                                |
| FCMCGW | B1638 | Active | Right Hi Beam Control Circuit High                                 |
| FCMCGW | B1640 | Active | Front Right Turn Lamp Control Circuit High                         |
| FCMCGW | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| FCMCGW | U0101 | Stored | Lost Communication with TCM                                        |
| HGM    | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| OCM    | B188C | Stored | OCS Negative System Weight                                         |
| OCM    | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC    | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC    | U0171 | Active | Lost Communication w/ 1st-Gen. Right Satellite Acceleration Sensor |

2005 WK 4 FL  
 VIN: 1J4H54DXX3C [REDACTED]  
 Battery: 12.06 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

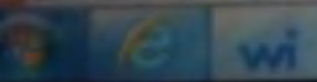
Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

View Freeze Frame

| ECU    | Code  | Status | Description                                                        |
|--------|-------|--------|--------------------------------------------------------------------|
| FCMCGW | U0101 | Stored | Lost Communication with TCM                                        |
| HSM    | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| OCM    | B18BC | Stored | DCS Negative System Weight                                         |
| OCM    | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC    | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC    | U0171 | Active | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |
| ORC    | B223D | Stored | OCM DTC Present                                                    |
| RADIO  | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| RADIO  | B1421 | Active | Audio CD Read Error / Inoperable Disc                              |

New Knowledge base articles Online



WK 4.7L  
 1J4HR4BNXC  
 Voltage: 12.06 volts

Active ECU  
 Non-responsive ECU  
 DTCs Present



DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Click row selection to view environmental data. Click on column heading to sort table.

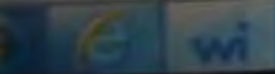
View Freeze Frame

View DTCs

Active Stored Pending

| ECU   | Code  | Status | Description                                                        |
|-------|-------|--------|--------------------------------------------------------------------|
| PCM   | P0101 | scored | Lost Communication With PCM                                        |
| HSM   | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| DCM   | B1BBC | Stored | OCS Negative System Weight                                         |
| DCM   | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC   | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| ORC   | U0171 | Active | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |
| ORC   | B223D | Stored | OCM DTC Present                                                    |
| RADIO | U0168 | Active | Lost Communication With Vehicle Security Control Module            |
| RADIO | B1421 | Active | Audio CD Read Error / Inoperable Disc                              |
| SCM   | U0168 | Active | Lost Communication With Vehicle Security Control Module            |

View Knowledge Base articles Online





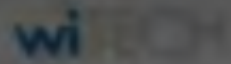
P R N D  
165338

SERVICE BRK  
BRAKE SYSTEM





| ECU    | Code  | Status  | Description                                                        |
|--------|-------|---------|--------------------------------------------------------------------|
| PCM    | P0406 | Stored  | EGR Position Sensor Circuit High                                   |
| PCM    | P0430 | Stored  | Catalyst Efficiency (Bank2)                                        |
| PCM    | P0420 | Stored  | Catalyst Efficiency (Bank 1)                                       |
| PCM    | P0700 | Stored  | Transmission Control System (MIL Request)                          |
| PCM    | U0101 | Pending | Lost Communication with TCM                                        |
| TCM    | P0740 | Stored  | TCC Out of Range                                                   |
| TCM    | P0218 | Stored  | Transmission High Temperature Operation Activated                  |
| TCM    | P0868 | Stored  | Line Pressure Low                                                  |
| TCM    | U0002 | Pending | CAN C Bus Off Performance                                          |
| ABS    | C1015 | Active  | Right Front Wheel Speed Sensor Circuit                             |
| ABS    | U0002 | Stored  | CAN C Bus Off Performance                                          |
| FDCM   | U0101 | Stored  | Lost Communication with TCM                                        |
| FDCM   | U0413 | Active  | Implausible Data Received from ABS                                 |
| AMP    | U0188 | Active  | Lost Communication With Vehicle Security Control Module            |
| CCN    | U0188 | Active  | Lost Communication With Vehicle Security Control Module            |
| ECM    | U0101 | Stored  | Lost Communication with Occupant Restraint Controller (ORC)        |
| ECM    | U0188 | Active  | Lost Communication With Vehicle Security Control Module            |
| FCMCGW | B1630 | Active  | Right Low Beam Control Circuit High                                |
| FCMCGW | B1638 | Active  | Right Hi Beam Control Circuit High                                 |
| FCMCGW | B1640 | Active  | Front Right Turn Lamp Control Circuit High                         |
| FCMCGW | U0188 | Active  | Lost Communication With Vehicle Security Control Module            |
| FCMCGW | U0101 | Stored  | Lost Communication with TCM                                        |
| HSM    | U0188 | Active  | Lost Communication With Vehicle Security Control Module            |
| OCM    | B189C | Stored  | OCS Negative System Weight                                         |
| OCM    | U0188 | Active  | Lost Communication With Vehicle Security Control Module            |
| ORC    | U0188 | Active  | Lost Communication With Vehicle Security Control Module            |
| ORC    | U0171 | Active  | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |
| ORC    | B2230 | Stored  | OCM DTC Present                                                    |
| RADIO  | U0188 | Active  | Lost Communication With Vehicle Security Control Module            |
| RADIO  | B1421 | Active  | Audio CD Read Error / Inoperable Disc                              |
| SCM    | U0188 | Active  | Lost Communication With Vehicle Security Control Module            |



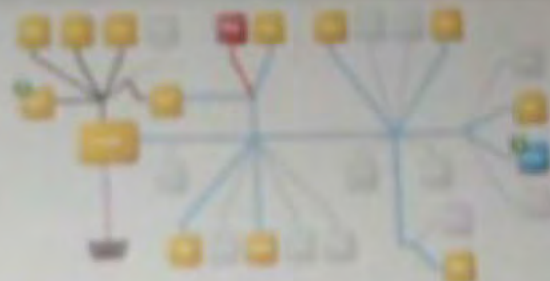
| ECU    | Code  | Status  | Description                                                        |
|--------|-------|---------|--------------------------------------------------------------------|
| PCM    | P0406 | Stored  | EGR Position Sensor Circuit High                                   |
| PCM    | P0430 | Stored  | Catalyst Efficiency (Bank2)                                        |
| PCM    | P0426 | Stored  | Catalyst Efficiency (Bank 1)                                       |
| PCM    | P0700 | Stored  | Transmission Control System (MIL Request)                          |
| PCM    | U0101 | Pending | Lost Communication with TCM                                        |
| TCM    | P0740 | Stored  | TCC Out of Range                                                   |
| TCM    | P0218 | Stored  | Transmission High Temperature Operation Activated                  |
| TCM    | P0665 | Stored  | Line Pressure Low                                                  |
| TCM    | U0002 | Pending | CAN C Bus Off Performance                                          |
| ABS    | C1015 | Active  | Right Front Wheel Speed Sensor Circuit                             |
| ABS    | U0002 | Stored  | CAN C Bus Off Performance                                          |
| FDCM   | U0101 | Stored  | Lost Communication with TCM                                        |
| FDCM   | U0415 | Active  | Implausible Data Received from ABS                                 |
| AMP    | U0168 | Active  | Lost Communication With Vehicle Security Control Module            |
| OCN    | U0168 | Active  | Lost Communication With Vehicle Security Control Module            |
| ECM    | U0151 | Stored  | Lost Communication with Occupant Restraint Controller (ORC)        |
| ECM    | U0168 | Active  | Lost Communication With Vehicle Security Control Module            |
| FCMCGW | B1630 | Active  | Right Low Beam Control Circuit High                                |
| FCMCGW | B1638 | Active  | Right Hi Beam Control Circuit High                                 |
| FCMCGW | B1640 | Active  | Front Right Turn Lamp Control Circuit High                         |
| FCMCGW | U0168 | Active  | Lost Communication With Vehicle Security Control Module            |
| FCMCGW | U0101 | Stored  | Lost Communication with TCM                                        |
| HSM    | U0168 | Active  | Lost Communication With Vehicle Security Control Module            |
| OCM    | B1B8C | Stored  | OCS Negative System Weight                                         |
| OCM    | U0168 | Active  | Lost Communication With Vehicle Security Control Module            |
| OCM    | U0168 | Active  | Lost Communication With Vehicle Security Control Module            |
| ORC    | U0168 | Active  | Lost Communication w/ Up-Front Right Satellite Acceleration Sensor |
| ORC    | U0171 | Active  | OCM DTC Present                                                    |
| ORC    | B223D | Stored  | Lost Communication With Vehicle Security Control Module            |
| RADIO  | U0168 | Active  | Audio CD Read Error / Inoperable Disc                              |
| RADIO  | B1421 | Active  | Lost Communication With Vehicle Security Control Module            |
| PCM    | U0168 | Active  | Lost Communication With Vehicle Security Control Module            |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

005 WK 4.7L  
VIN: 1J4HR48PK5C  
Battery: 12.02 volts

- Legend
- Active ECU
  - Non-responsive ECU
  - DTCs Present



All DTCs [Diagnostic Procedures](#) [Continental Performance](#) [Vehicle Preparation](#)

Click on row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending [View Freeze Frame](#) [View Event Data](#) [Clear Stored DTCs](#)

| ECU | Code  | Status  | Description                                       |
|-----|-------|---------|---------------------------------------------------|
| PCM | P0406 | Stored  | BAR Position Sensor Circuit High                  |
| PCM | P0430 | Stored  | Catalyst Efficiency (Bank 2)                      |
| PCM | P0420 | Stored  | Catalyst Efficiency (Bank 1)                      |
| PCM | P0720 | Stored  | Transmission Control System (TCS, Request)        |
| PCM | U0101 | Pending | Lost Communication with TCM                       |
| TCM | P0740 | Stored  | TCC Out of Range                                  |
| TCM | P0218 | Stored  | Transmission High Temperature Operative Activated |
| TCM | P0848 | Stored  | Line Pressure Low                                 |
| TCM | 18042 | Pending | CAN C Bus Off Performance                         |

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data for TCM | 18042 | CAN C Bus Off Performance

| Name              | Value | Units |
|-------------------|-------|-------|
| No Data Available |       |       |

# Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2015 WK 4 JL  
VIN: 1J4NR48UX5

- Legend
- Active ECU
  - Non-responsive ECU
  - DTC Present



All DTCs Diagnostic Incidents Customer Preferences Vehicle Preparations

Roll over a row selection to view environmental data. Click on column heading to sort table.

Active Stored Pending View Freeze Frame View Event Data Clear Stored DTCs

| ECU | Code  | Status | Description                                                 |
|-----|-------|--------|-------------------------------------------------------------|
| ABS | 09002 | Stored | CAN C Bus Off Performance                                   |
| ECM | 08121 | Stored | Last Communication with TCM                                 |
| ECM | 08413 | Active | Explosive Data Received from ABS                            |
| ECM | 08168 | Active | Last Communication With Vehicle Security Central Module     |
| ECM | 08168 | Active | Last Communication With Vehicle Security Central Module     |
| ECM | 08131 | Stored | Last Communication with Occupant Restraint Controller (ORC) |
| ECM | 08168 | Active | Last Communication With Vehicle Security Central Module     |
| ECM | 08168 | Active | Right Low Beam Control Circuit High                         |
| ECM | 08168 | Active | Right Hi Beam Control Circuit High                          |

Click on the buttons to view the desired information. Click on column heading to sort table.

### Environmental Data for ECM | U0168 Last Communication With Vehicle Security Central Module

| Name                            | Value    | Units   |
|---------------------------------|----------|---------|
| DTC Readiness Flag              | Complete |         |
| DTC Storage State               | Active   |         |
| Warning Indicator Request State | Off      |         |
| Odometer                        | 115402.1 | miles   |
| Accumulation Timer              | 40       | minutes |
| Ignition Key Cycles             | 0        |         |



**Customer Assistance Inquiry Record (CAIR)#****13137156**

|                      |                         |                                  |               |                                              |               |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|---------------|
| <b>VIN</b>           | 1J4GR48K4 5C [REDACTED] | <b>Open Date</b>                 | 02/03/2005    | <b>Built Date</b>                            | 09/03/2004    |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b> | 10/27/2004              | <b>Mileage</b>                   | 4,500         | <b>Dealer Zone</b>                           | 35 WASHINGTON |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US            |
| <b>Color</b>         | PW1                     | STONE WHITE CLEAR COAT           |               |                                              |               |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |               |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |               |

|                       |                      |                                |                      |                   |       |
|-----------------------|----------------------|--------------------------------|----------------------|-------------------|-------|
| <b>Dealer</b>         | 49926                | CHERRY HILL DODGE / AUTOMOTIVE | RENTALS INCORPORATED |                   |       |
| <b>Dealer Address</b> | 9000 MIDLANTIC DRIVE |                                |                      |                   |       |
| <b>Dealer City</b>    | MT LAUREL            | <b>Dealer State</b>            | NJ                   | <b>Dealer Zip</b> | 08054 |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | BUFORD GA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                           |  |
|-----------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default |  |
| Product - Unknown - Unknown - Accident - Default          |  |

## \*\*\*\*\* ACCIDENT \*\*\*\*\*

Fleet driver claims air bag did not deploy in collision.  
 Driver of vehicle is [REDACTED] . phone and address for driver are listed on primary cair screen  
 Vehicle is stored at Terry's Auto Towing Service , 5529 Atlanta Highway Flowery Branch , Ga. 30542 phone (770) 967-2376.  
 Vehicle is leased through ARI  
 Police report available through Georgia state police , accident # [REDACTED]  
 Trooper # 250 Herring  
 2/3/05 Assigned to kwk3-dt.  
 CAIR NUMBER 13137156 REQUEST EAA INSPECTION 02-03-2005 13:23  
 CAIR NUMBER 13137156 E-MAIL SENT TO EAA 02-03-2005 13:24  
 Inspection Requested: 2/3/2005 (ACooks)  
 2/7/2005: Sent Customer Acknowledgement Letter. (ACooks)  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/10/05 AT 06:01 13137156  
 Inspection Conducted: 2/7/2005 (ACooks)  
 Inspection Report Received: 2/9/2005 (ACooks)  
 Denial Letter Sent: 2/15/2005 (ACooks)

**Customer Assistance Inquiry Record (CAIR)#****14078720**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K3 5C [REDACTED] | <b>Open Date</b>                 | 09/22/2005    | <b>Built Date</b>                            | 12/09/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 12/20/2004              | <b>Mileage</b>                   | 50,056        | <b>Dealer Zone</b>                           |            |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PW1                     | STONE WHITE CLEAR COAT           |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                      |                                    |               |                     |            |
|-----------------------|----------------------|------------------------------------|---------------|---------------------|------------|
| <b>Dealer</b>         | X7848                | VANGUARD CAR RENTAL, WARRANTY DEPT |               |                     |            |
| <b>Dealer Address</b> | 6929 N LAKEWOOD AVE. |                                    |               |                     |            |
| <b>Dealer City</b>    | TULSA                | <b>Dealer State</b>                | OK            | <b>Dealer Zip</b>   | 74117      |
| <b>Owner</b>          | NA, NA               |                                    |               | <b>Contact Type</b> | TELEPHONE  |
| <b>Address</b>        | [REDACTED]           |                                    |               | <b>Home Phone</b>   | [REDACTED] |
|                       | TULSA OK [REDACTED]  | <b>Country</b>                     | UNITED STATES |                     |            |

Referral - Tier Three - Default - Default - Default

Tier Three referral.

Customer states that they were in an accident and the airbags did not deploy.

\*\*\* Gave approval to transfer to tier three. \*\*\*

Referred customer to DCCAC for discussion of Special Investigations issue per ja723.

Renter of vehicle (Alamo Rental) traveling south bound near exit 19 on the New York State Freeway approximately 60 miles per hour. For unknown reasons, front left wheel began shaking and pulled vehicle to the left side of the road and over corrected into the right lane and hit vehicle , hit right shoulder on road and hit embankment. Passenger in vehicle, claiming that air bags did not deploy. Driver was not injured, however, passenger sustained shoulder and right side of body , hip and neck.

Van Guard Car Rental Claims:

800-452-5038 ex2789

Diane Page

claim [REDACTED]

Location:

Alamo Rental at Newark, NJ International Airport

Building 25

Newark, NJ

973-622-1270

Note: Calims adjuster states that any inspection of vehicle need to be coordinated through above office at 800-452-5038 ex 2789

9/23/05...FORWARDED TO 82T.

\_9/23/05 assigned to kwk3/jlg.

CAIR NUMBER 14078720 REQUEST EAA INSPECTION 09-23-2005 14:12

CAIR NUMBER 14078720 E-MAIL SENT TO EAA 09-23-2005 14:12

Inspection Requested: 9/23/2005 (JMedina)

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/12/05 AT 06:00 14078720

**Customer Assistance Inquiry Record (CAIR)#****14270145**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K4 5C [REDACTED] | <b>Open Date</b>                 | 11/14/2005    | <b>Built Date</b>                            | 05/10/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 06/27/2005              | <b>Mileage</b>                   | 6,000         | <b>Dealer Zone</b>                           | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PRJ                     | INFERNO RED CRYSTAL PEARL COAT   |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                            |                              |               |                   |       |
|-----------------------|----------------------------|------------------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 45119                      | CHAMPION CHRYSLER JEEP DODGE |               |                   |       |
| <b>Dealer Address</b> | 4505 W 96TH ST             |                              |               |                   |       |
| <b>Dealer City</b>    | INDIANAPOLIS               | <b>Dealer State</b>          | IN            | <b>Dealer Zip</b> | 46268 |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>          | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>            | [REDACTED]    |                   |       |
|                       | INDIANAPOLIS IN [REDACTED] | <b>Country</b>               | UNITED STATES |                   |       |

|                                                                                    |                                                            |
|------------------------------------------------------------------------------------|------------------------------------------------------------|
| Referral - Tier Three - Default - Default - Default                                | Tier three support referral.                               |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver | air bag came out of the vehicle where the wheel is located |
| Product - Unknown - Unknown - Accident - Default                                   |                                                            |

Customer states she was in a car accident and the air bag on the vehicle deployed facing the wrong way. Customer states the air bag came out of the vehicle where the wheel is located. Forwarded customer for further review per JTH43.

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

On November 10th @ 7:00pm she was traveling westbound on 11 street & Dr Martin Luther King Dr. when another person ran a red light and t-boned her passenger side then swung around and hit her front end.

Description of the incident (what, when, where, injuries, etc)

She claims the air bag 'deployed towards the engine'

Has the owners insurance company been contacted ?

yes

If yes provide name/policy number and phone number

Farm Bureau Insurance

Greg Earnest

(317) 745-4463

Where is the vehicle exactly located (provide name/address/phone #)

Last Chance Wrecker

Is there property damage or other vehicles involved in the accident?

NO ANSWER PROVIDED BY AGENT

Has a Police or Fire report been filed (what municipality & report #)

yes

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner calls but does not have complete information. I provided my direct number so she can call back with additional information.

Owner calls back:

Insurance Policy number: [REDACTED]

Indy Police Department report number: [REDACTED]

Vehicle Location:

Last Chance Wreckers



1024 E. Market Street

Indy, In.

(317) 972-9651

Owner injuries:

- sprained left wrist

- neck, whiplash

- multiple bruises

File forwarded to SI

11/16/05.....to 82t.....alleges injuries.....Did air bag come out of  
it s enclosure?

\_11/17/05 vehicle location Zip Code 46202 jlg

\_11/17/05 assigned to kwk3/jlg.

CAIR NUMBER 14270145 REQUEST EAA INSPECTION 11-17-2005 10:01

CAIR NUMBER 14270145 E-MAIL SENT TO EAA 11-17-2005 10:01

11/18/2005: Sent acknowledgement letter. (JM)

Inspection Requested: 11/17/2005 (JMedina)

Inspection Conducted: 11/26/2005 (JMedina)

Inspection Report Received: 12/2/2005 (JMedina)

Denial Letter Sent: 12/5/2005 (JMedina)

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**Customer Assistance Inquiry Record (CAIR)#****14343650**

|                       |                         |                                  |               |                                |            |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------|------------|
| <b>VIN</b>            | 1J4GR48K8 6C [REDACTED] | <b>Open Date</b>                 | 12/05/2005    | <b>Built Date</b>              | 09/21/2005 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |            |
| <b>In Service Dt</b>  | 09/30/2005              | <b>Mileage</b>                   | 2,500         | <b>Dealer Zone</b>             | 63 DALLAS  |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                              | US         |
| <b>Color</b>          | PGV                     | DEEP BERYL GREEN PEARL COAT      |               |                                |            |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                   |               |                                |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                |            |
| <b>Dealer</b>         | 49980                   | C-H-S, INC./DOLLAR RAC           | DODGE         |                                |            |
| <b>Dealer Address</b> | 5330 E 31 ST            |                                  |               |                                |            |
| <b>Dealer City</b>    | TULSA                   | <b>Dealer State</b>              | OK            | <b>Dealer Zip</b>              | 74135      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                                |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                |               |                                |            |
|                       | TULSA OK [REDACTED]     | <b>Country</b>                   | UNITED STATES |                                |            |

|                                                  |  |
|--------------------------------------------------|--|
| Product - Electrical - Unknown - Other - Default |  |
| Product - Unknown - Unknown - Accident - Default |  |

## \*\*\*\*\* ACCIDENT \*\*\*\*\*

While being driven by DTAG employee , vehicle collided with another DTAG unit ( vin # 5B [REDACTED] ) which was also being driven by another DTAG employee. Both drivers are claiming injuries and are currently off work. Both vehicles are located at the Chicago Auto Return Center ( Dollar ) in the O Hare Int. airport , Chicago , Ill 60666. Contact there is Gordon Dickey at phone 773-858-1244.

Contact at DTAG corporate home office and correspondence address is Ginger Leisure on primary cair screen.

\*\*\*\* Also see CAIR #14343809

12/5/05 sending back to SI for allegation jlg.

Fleet alleges that in both vehicles airbags did not deploy

12-5-05 Allegation is Air Bags.

12-5-05 Assigned to KWK3/SSS8

CAIR NUMBER 14343650 REQUEST EAA INSPECTION 12-05-2005 15:16

CAIR NUMBER 14343650 E-MAIL SENT TO EAA 12-05-2005 15:16

12/06/2005: Sent acknowledgement letter. (JM)

Inspection Requested: 12/5/2005 (JMedina)

**Customer Assistance Inquiry Record (CAIR)#****14430589**

|                      |                         |                                     |               |                            |               |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------|---------------|
| <b>VIN</b>           | 1J8HG5824 6C [REDACTED] | <b>Open Date</b>                    | 12/29/2005    | <b>Built Date</b>          | 08/18/2005    |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |               |
| <b>In Service Dt</b> | 10/21/2005              | <b>Mileage</b>                      | 1,300         | <b>Dealer Zone</b>         | 35 WASHINGTON |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US            |
| <b>Color</b>         | PRJ                     | INFERNO RED CRYSTAL PEARL COAT      |               |                            |               |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |               |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |               |

|                       |                      |                        |               |                   |       |
|-----------------------|----------------------|------------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 23296                | BERGLUND CHRYSLER JEEP |               |                   |       |
| <b>Dealer Address</b> | 2525 FRANKLIN RD SW  |                        |               |                   |       |
| <b>Dealer City</b>    | ROANOKE              | <b>Dealer State</b>    | VA            | <b>Dealer Zip</b> | 24014 |
| <b>Owner</b>          | [REDACTED]           | <b>Contact Type</b>    | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]           | <b>Home Phone</b>      | [REDACTED]    |                   |       |
|                       | VINTON VA [REDACTED] | <b>Country</b>         | UNITED STATES |                   |       |

|                                                                                   |                              |
|-----------------------------------------------------------------------------------|------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier Three support referral. |
| Corporate - Property Damage - Default - Default - Default                         |                              |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                              |
| Product - Unknown - Unknown - Accident - Default                                  |                              |

Customer called stating that she was in an accident. Customer states that the impact was extreme but no airbags deployed. Writer Referred customer to DCCAC for discussion of Special Investigations issue.

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

Swerve to miss a cat, vehicle went to left where vehicle went over a sign and ended on the medium and vehicle came to a rest. Front passenger tire broke off, damage done from the firewall to the dash internal, damage to the passenger side of the vehicle.

Description of the incident (what, when, where, injuries, etc)

vehicle ran over a sign and ended up on a medium, happened 11/21/2005, 24th and washington ave in Benton, VA, Ribs cracked, back surgery again since back surgery was performed 9 weeks prior to accident.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

State farm

Jim Gross

540-890-8391

Claim # [REDACTED] ext 53

Where is the vehicle exactly located (provide name/address/phone #)

Valley Cadillac

Roanoke, VA

540-344-9274

Danny

Is there property damage or other vehicles involved in the accident?

Sign, No other vehicles involved.

Has a Police or Fire report been filed (what municipality & report #)

unknown

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Customer stated that she was involved in an accident and that she is wanting to let Chrysler know that the air bags did not deploy. Agent

advised customer that someone from SI will get in contact with her soon.

No time frame has been given.

\_12/29/05 reassign to 82h for complete vehicle location address jlg117.

1/4 Reviewed file. Contacted Cadillac dealership to verify address:

Valley Cadillac  
2743 Franklin Rd

Roanoke, VA  
540-344-9274

\_1.06.2006

Forwarded to 82t m rp

\_1/6/06 assigned to kwk3/sss8

CAIR NUMBER 14430589 REQUEST EAA INSPECTION 01-06-2006 11:58

CAIR NUMBER 14430589 E-MAIL SENT TO EAA 01-06-2006 11:58

01/09/2006: Sent acknowledgement letter. (JM)

Inspection Requested: 1/6/2006 (JMedina)

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**Customer Assistance Inquiry Record (CAIR)#****14604307**

|                      |                         |                                     |               |                                            |               |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|---------------|
| <b>VIN</b>           | 1J4HR5821 5C [REDACTED] | <b>Open Date</b>                    | 02/14/2006    | <b>Built Date</b>                          | 09/22/2004    |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b> | 03/25/2005              | <b>Mileage</b>                      | 4,000         | <b>Dealer Zone</b>                         | 35 WASHINGTON |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US            |
| <b>Color</b>         | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT     |               |                                            |               |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                            |               |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |               |

|                       |                     |                                |    |                   |       |
|-----------------------|---------------------|--------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 64103               | TOM MASANO CHRYSLER JEEP, INC. |    |                   |       |
| <b>Dealer Address</b> | 1600 LANCASTER AVEN |                                |    |                   |       |
| <b>Dealer City</b>    | READING             | <b>Dealer State</b>            | PA | <b>Dealer Zip</b> | 19607 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | READING PA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                            |
|-----------------------------------------------------------------------------------|--------------------------------------------|
| Referral - Tier Three - Default - Default - Default                               | TIER THREE SPECIAL INVESTIGATION REFERRAL. |
| Product - Body / Trim / Paint Finish - Seat Belts - Other - Rear Seat Assembly    | passenger seat belt didnt hold             |
| Corporate - Property Damage - Default - Default - Default                         |                                            |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                                            |
| Product - Unknown - Unknown - Accident - Default                                  |                                            |

Customer claims the air bag did not deploy when he had an accident.  
Customer claims the vehicle has been in the dealership for 10 weeks.  
Customer claims the seat belt in the rear passenger did not lock.  
Customer wanting us to put pressure on the dealership to get this vehicle repaired quicker. Customer wanting his vehicle repaired and he has not been able to pick up the vehicle since the dealership has not been able to repair it as quick as they thought it would be repaired. Agent reassigned CAIR to 82H for further review of the situation.  
2.16.2006 Called and left a callback for the customer 3:13p. I also called both the servicing and selling dlr and they didnt have the vehicle nor know anything about it.....m rp  
3:40 Mr [REDACTED] called and left a cell number. File updated customer called /paged customer 3:43 pm. mrp  
2.22.2006  
Called the customer and he stated that the vehicle is at Tom Masano Body shop. His wife hit her head and went to the hospital. His son was in the rear passenger seat and the seat belt didnt hold, and he slid across the seat.  
The vehicle is located at TOM MASANO S BODY SHOP, 423 GREGG ST. READING PA. PH 610 375 9991  
FORWARDED TO 82T  
mrp  
\_2/22/06 assigned to kwk3/jlg117  
CAIR NUMBER 14604307 REQUEST EAA INSPECTION 02-22-2006 11:45  
CAIR NUMBER 14604307 E-MAIL SENT TO EAA 02-22-2006 11:45  
Inspection Requested: 2/22/2006 (KSmolinski)  
02/23/2006: Sent acknowledgement letter (KS)  
Inspection Conducted: 2/28/2006 (KSmolinski)

Inspection Report Received: 3/1/2006 (KSmolinski)  
Denial Letter Sent: 3/7/2006 (KSmolinski)

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

**14608804**

|                       |                            |                                  |               |                    |             |
|-----------------------|----------------------------|----------------------------------|---------------|--------------------|-------------|
| <b>VIN</b>            | 1J8HG48K6 6C [REDACTED]    | <b>Open Date</b>                 | 02/15/2006    | <b>Built Date</b>  | 09/26/2005  |
| <b>Model Year</b>     | 2006                       | <b>Body</b>                      | XKJH74        | JEEP COMMANDER 4X4 |             |
| <b>In Service Dt</b>  | 12/06/2005                 | <b>Mileage</b>                   | 2,000         | <b>Dealer Zone</b> | 32 NEW YORK |
| <b>Plant</b>          | C                          | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                  | US          |
| <b>Color</b>          | PX8                        | BLACK CLEAR COAT                 |               |                    |             |
| <b>Engine</b>         | EKG                        | 3.7L V6 ENGINE                   |               |                    |             |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION |               |                    |             |
| <b>Dealer</b>         | 68950                      | MCDONAGH CHRY-JEEP INC           |               |                    |             |
| <b>Dealer Address</b> | 400 ROUTE 18               |                                  |               |                    |             |
| <b>Dealer City</b>    | EAST BRUNSWICK             | <b>Dealer State</b>              | NJ            | <b>Dealer Zip</b>  | 08816       |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>              | TELEPHONE     |                    |             |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>                | [REDACTED]    |                    |             |
|                       | SADDLE RIVER NJ [REDACTED] | <b>Country</b>                   | UNITED STATES |                    |             |

|                                                                                   |                    |
|-----------------------------------------------------------------------------------|--------------------|
| Product - Transmission / Transaxle - Transfer Case - Other - Default              | accident           |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deploy |
| Corporate - Property Damage - Default - Default - Default                         |                    |
| Product - Transmission / Transaxle - Unknown - Other - Default                    |                    |
| Product - Unknown - Unknown - Accident - Default                                  |                    |

2/15/06 Serv mgr calls DM. Vehicle at dealer. Owner claims that 4x4 did not work properly in the snow and hit a tree. No injuries. No airbag deployment. Owner called ins co and they advised her to go to the dealer to check out the 4x4 system. Serv mgr reluctant to inspect and called the DM. DM advised not to inspect at this time. Vehicle at McDonagh c/j 1-732-254-4500 Serv Mgr: Jeff Kanc.  
 BC forwarding to SI for handling.

\*\*\*\*\*  
 VEHICLE IS LOCATED AT:  
 MCDONAGH CHRY-JEEP INC  
 400 ROUTE 18 EAST BRUNSWICK NJ 08816 732-254-2300  
 \*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.  
 2/16/06 assigned to tk27/jlg117.  
 CAIR NUMBER 14608804 REQUEST EAA INSPECTION 02-16-2006 11:13  
 CAIR NUMBER 14608804 E-MAIL SENT TO EAA 02-16-2006 11:13  
 Inspection Requested: 2/16/2006 (KSmolinski)  
 02/17/2006: Sent acknowledgement letter (KS)  
 Denial Letter Sent: 2/20/2006 (KSmolinski)

**Customer Assistance Inquiry Record (CAIR)#****14768394**

|                      |                         |                                     |               |                                            |             |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|-------------|
| <b>VIN</b>           | 1J4HR58N1 5C [REDACTED] | <b>Open Date</b>                    | 03/29/2006    | <b>Built Date</b>                          | 06/12/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 02/20/2006              | <b>Mileage</b>                      | 1,900         | <b>Dealer Zone</b>                         | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US          |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                            |             |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                            |             |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |             |

|                       |              |                              |    |                   |       |
|-----------------------|--------------|------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 66689        | ROCKLAND CHRYSLER JEEP DODGE |    |                   |       |
| <b>Dealer Address</b> | 60 ROUTE 304 |                              |    |                   |       |
| <b>Dealer City</b>    | NANUET       | <b>Dealer State</b>          | NY | <b>Dealer Zip</b> | 10954 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | SUFFERN NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                              |
|-----------------------------------------------------------------------------------|------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier three support referral. |
| Corporate - Property Damage - Default - Default - Default                         |                              |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                              |
| Product - Unknown - Unknown - Accident - Default                                  |                              |

Customer states vehicle was in an accident and the air bags did not deploy. Referred

customer to DCCAC for discussion of Special Investigations issue. Consulted with AKJ6. Transferred for further review.

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

Owner alleges the air bags did not deploy in accident.

Description of the incident (what, when, where, injuries, etc)

States on 3/25/06 her son was driving in suffix NY on Meyer Road when he fell asleep at the wheel. States he ran off the road and hit a pole.

States no other vehicles involved. Had some injuries and was taken to the hospital. States all front end damage totaling 7800.00.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Geico Insurance

800 841-3000

Policy [REDACTED]

Claim [REDACTED]

Where is the vehicle exactly located (provide name/address/phone #)

Four Star Automotive

293 Route 59

Tallman NY 10901

845 369-7117

Is there property damage or other vehicles involved in the accident?

Yes

Owners vehicle has front end damage.

Has a Police or Fire report been filed (what municipality & report #)

Yes

Owner will call back.

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

null



Customer calling to give address of where vehicle is being moved to.  
Referred customer to DCCAC for discussion of Special Investigations  
issue.

\* Vehicle being moved to:

Fran Lock

1 Orange Ave.

Suffern NY 10901

1.845.357.6164 - ask for John

3/29/06.....TO 82T.

\_3/29/06 assigned to kwk3/jlg117.

CAIR NUMBER 14768394 REQUEST EAA INSPECTION 03-29-2006 13:37

CAIR NUMBER 14768394 E-MAIL SENT TO EAA 03-29-2006 13:37

Inspection Requested: 3/29/2006 (JMedina)

03/30/2006: Sent acknowledgement letter. (JM)

Inspection Conducted: 4/3/2006 (JMedina)

Inspection Report Received: 4/5/2006 (JMedina)

Denial Letter Sent: 4/11/2006 (JMedina)

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**Customer Assistance Inquiry Record (CAIR)#****14814350**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K1 5C [REDACTED] | <b>Open Date</b>                 | 04/11/2006    | <b>Built Date</b>                            | 06/21/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 06/27/2005              | <b>Mileage</b>                   | 5,626         | <b>Dealer Zone</b>                           |            |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PX8                     | BLACK CLEAR COAT                 |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   |               |
|                | LORAIN OH [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                     |
|-----------------------------------------------------------------------------------|---------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | AIR BAGS            |
| Referral - Tier Three - Default - Default - Default                               | Tier Three referral |
| Corporate - Property Damage - Default - Default - Default                         |                     |
| Product - Unknown - Unknown - Accident - Default                                  |                     |

Customer states that the air bags did not deploy.  
 Referred customer to DCCAC for discussion of Special Investigations issue.

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

air bags did not deploy. Vehicle is not totalled. Owner no longer wants vehicle given the circumstances, because of sons death. Agent stated that regardless of SI findings, agent could not assist with CFC lease.

Description of the incident (what, when, where, injuries, etc)

Owner s son was driving on Ashland and West 20th Street in Lorraine, Ohio. Driver was shot in his side and was fleeing the scene. Vehicle went up over curb, through a stop sign and hit a brick garage. Owner state s that son died from gun shot. However, owner feels unsafe with this vehicle.

Has the owners insurance company been contacted ?

yes

If yes provide name/policy number and phone number

State Farm

policy: [REDACTED]

claim: n/a

Where is the vehicle exactly located (provide name/address/phone #)

dealer 66057

Is there property damage or other vehicles involved in the accident?

yes, brick garage

Has a Police or Fire report been filed (what municipality & report #)

Lorraine City Police

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

null

66057 ED TOMKO CHRYSLER JEEP, INC. CJ  
 33725 WALKER RD AVON LAKE OH 44012 440-933-3500

4/12/06.....FATALITY.....MOST LIKELY DUE TO GUN SHOT WOUND RATHER THAN VEHICLE.....OWNER APPARENTLY DIED AT THE WHEEL FROM GUN SHOT AND THEN LOST CONTROL OF THE VEHICLE CAUSING VEHICLE TO HAVE ACCIDENT. TO 82T DUE TO FATALITY....

\_4/12/06 forward to Product Litigation MKC3/jlg117

4-12-06 Assigned to KWK3/SSS8

CAIR NUMBER 14814350 REQUEST EAA INSPECTION 04-12-2006 13:43

CAIR NUMBER 14814350 E-MAIL SENT TO EAA 04-12-2006 13:43

Denial Letter Sent: 4/24/2006 (JMedina)

Owner was calling for update, agent informed owner that denial letter was sent.

3/24/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

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**Customer Assistance Inquiry Record (CAIR)#****14866814**

|                      |                         |                                     |               |                                              |                |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|----------------|
| <b>VIN</b>           | 1J8HS48N4 5C [REDACTED] | <b>Open Date</b>                    | 04/25/2006    | <b>Built Date</b>                            | 04/05/2005     |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |                |
| <b>In Service Dt</b> | 10/10/2005              | <b>Mileage</b>                      | 500           | <b>Dealer Zone</b>                           | 71 LOS ANGELES |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US             |
| <b>Color</b>         | PGV                     | DEEP BERYL GREEN PEARL COAT         |               |                                              |                |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                              |                |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |                |

|                       |                          |                               |    |                   |       |
|-----------------------|--------------------------|-------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 08625                    | BILL LUKE CHRYSLER-JEEP&DODGE |    |                   |       |
| <b>Dealer Address</b> | 2425 WEST CAMELBACK ROAD |                               |    |                   |       |
| <b>Dealer City</b>    | PHOENIX                  | <b>Dealer State</b>           | AZ | <b>Dealer Zip</b> | 85015 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | DOUGLAS AZ [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                      |
|-----------------------------------------------------------------------------------|----------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier Three referral. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                      |
| Product - Unknown - Unknown - Accident - Default                                  |                      |

Customer states that she was in an accident and her air bags did not deploy. Customer states she would like to be called back on her cell at [REDACTED]

Called the owner. The accident happen on 04/17/2006. There were two passengers, and one driver in this Grand Cherokee, the the time of the accident.

The front right passenger injured a neck. Front passenger had seat belt on.

The rear passenger injured neck and shoulder. Rear passenger had seat belt on.

The accident happened in Mexico.

The vehicle is located at:

Auto Carroceria Del Bacfico

Address:

Gandara Y Tlaxcala Colonia Valderrama

Hermosillo Sonora, Mexico 83180

Phone #: (662) 260-1875

Contact person: Mr. Gutierrez.

The owner request for contact if the vehicle is going to be inspected.

Also, for follow up on all procedures.

\*\*\*\*\*

Tread counter indicates injuries. Per OGC Matrix, reassigned to 82T. JSS15.

\_4/28/06 forward to Product Litigation MKC3/JLG117

Referred customer to DCCAC for discussion of Special Investigations issue.

Agent reviewed with JSS15 and provided number for 82T department.

Customer seeking an update as to what she should do now. Customer seeking an update. Customer transferred to CCRG for an update.

**Customer Assistance Inquiry Record (CAIR)#****14940578**

|                      |                         |                                    |               |                                              |             |
|----------------------|-------------------------|------------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4GR48K8 5C [REDACTED] | <b>Open Date</b>                   | 05/16/2006    | <b>Built Date</b>                            | 01/29/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                        | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 03/24/2005              | <b>Mileage</b>                     | 9,959         | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT     | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PXR                     | BRILLIANT BLACK CRYSTAL PEARL COAT |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                     |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                              |             |

|                       |                 |                     |    |                   |       |
|-----------------------|-----------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 39075           | BUHLER & BITTER INC |    |                   |       |
| <b>Dealer Address</b> | 3290 HIGHWAY 35 |                     |    |                   |       |
| <b>Dealer City</b>    | HAZLET          | <b>Dealer State</b> | NJ | <b>Dealer Zip</b> | 07730 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | BELFORD NJ [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                    |                             |
|------------------------------------------------------------------------------------|-----------------------------|
| Referral - Tier Three - Default - Default - Default                                | Transferred for assistance. |
| Corporate - Property Damage - Default - Default - Default                          |                             |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |                             |
| Product - Unknown - Unknown - Accident - Default                                   |                             |

Customer calling stating that the vehicle was in an accident yesterday. Customer states that his wife was driving about 40 MPH. Customer states that the seat belts in the front and rear did not hold. Customer states that the air bag did not deploy. Customer states that his wife was thrown into the windshield and his baby was thrown from the back seat. Agent informed of transfer and provided cair#

Referred customer to DCCAC for discussion of Special Investigations issue.

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

NO ANSWER PROVIDED BY AGENT

Description of the incident (what, when, where, injuries, etc)

Owner states his wife ws driving this vehicle when the vehicle in front of her stopped all of a sudden. This owner ran into the rear of the other vehicle. Causing damage to the hood, bumper and grille. The wife s (driver) seat belt failed to hold and the air bag failed to deploy. Owner also states the rear passenger side seat belt failed to hold his daughter in place. The daughter hit the back of the driver seat. They were taken to the hospital but they only sustained bumps and bruises.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Travelers Insurance Co

Policy # unavailable at this time

Where is the vehicle exactly located (provide name/address/phone #)

Owner has possession of vehicle.

Is there property damage or other vehicles involved in the accident?

NO ANSWER PROVIDED BY AGENT

Has a Police or Fire report been filed (what municipality & report #)

Yes, Littletown Township Police

report # unavailable.

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

null

Made phone contact with Mr. [REDACTED] 05/16/2006.  
He stated at that time, the driver and passenger released from the hospital and there are no injury at this time.

The vehicle is located at:

87 Walling Ave.

Belford, NJ. 07718-0026.

Contact Mr. McCarten before any inspection at: (732) 567-2018.

\*\*\*\*\*

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. Send report back to RAB32

CAIR NUMBER 14940578 REQUEST EAA INSPECTION 05-16-2006 12:40

CAIR NUMBER 14940578 E-MAIL SENT TO EAA 05-16-2006 12:40

6/9/06.....NO REASON FOR THE AIR BAGS TO DEPLOY.....SEE PHOTOS.....NO DRB CODES WERE SET .....DAMAGE ON THE LOW SIDE OF MODERATE.....AND.....

THE SEAT BELTS PASSED EACH AND EVERY TEST THEY WERE SUBJECTED TO.

Dictated Letter.

Letter Sent.

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

**15062723**

|                       |                           |                                   |               |                                |                |
|-----------------------|---------------------------|-----------------------------------|---------------|--------------------------------|----------------|
| <b>VIN</b>            | 1J4GS48K7 6C [REDACTED]   | <b>Open Date</b>                  | 06/19/2006    | <b>Built Date</b>              | 01/25/2006     |
| <b>Model Year</b>     | 2006                      | <b>Body</b>                       | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 |                |
| <b>In Service Dt</b>  | 02/07/2006                | <b>Mileage</b>                    | 7,800         | <b>Dealer Zone</b>             | 71 LOS ANGELES |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                              | US             |
| <b>Color</b>          | PSB                       | BRIGHT SILVER METALLIC CLEAR COAT |               |                                |                |
| <b>Engine</b>         | EKG                       | 3.7L V6 ENGINE                    |               |                                |                |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                |                |
| <b>Dealer</b>         | 43531                     | POWER CHRYSLER JEEP DODGE         |               |                                |                |
| <b>Dealer Address</b> | 16406 N 26TH AVENUE       |                                   |               |                                |                |
| <b>Dealer City</b>    | PHOENIX                   | <b>Dealer State</b>               | AZ            | <b>Dealer Zip</b>              | 85023          |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>               | TELEPHONE     |                                |                |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                 |               |                                |                |
|                       | WESTMINSTER CO [REDACTED] | <b>Country</b>                    | UNITED STATES |                                |                |

|                                                                                    |  |
|------------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                          |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |  |
| Product - Unknown - Unknown - Accident - Default                                   |  |

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

David Crough from Enterprise called to report accident and air bags did not deploy.

Description of the incident (what, when, where, injuries, etc)

States a customer rented this vehicle and on 6/13/06 she was in a accident on pinochle Peek Drive in Scottsdale AZ going north bound.

States this vehicle and another vehicle hit head on and air bags did not deploy. States the driver of this vehicle has chest injury.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Self Insured Enterprise

Claim number is [REDACTED]

Where is the vehicle exactly located (provide name/address/phone #)

Therobread Body Shop

2121 North Arizona Ave

Chandler AZ 85225

480 899-0131

Is there property damage or other vehicles involved in the accident?

Yes

This vehicle has damage and one other vehicle.

Has a Police or Fire report been filed (what municipality & report #)

Yes

Scottsdale Police department

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

null

\*\*\*\*\*

Tead counter indicates injury. Per OGC Matrix, reassigned to 82T. JSS15.

6-23-06 Assigned to KWK3/SSS8

CAIR NUMBER 15062723 REQUEST EAA INSPECTION 06-23-2006 11:51

CAIR NUMBER 15062723 E-MAIL SENT TO EAA 06-23-2006 11:51

06/26/06: Sent acknowledgement letter. JM  
Inspection Conducted: 6/26/2006 (JMedina)  
Inspection Report Received: 6/28/2006 (JMedina)  
Denial Letter Sent: 6/30/2006 (JMedina)

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**Customer Assistance Inquiry Record (CAIR)#****15203360**

|                      |                         |                                |               |                    |               |
|----------------------|-------------------------|--------------------------------|---------------|--------------------|---------------|
| <b>VIN</b>           | 1J8HH48K4 6C [REDACTED] | <b>Open Date</b>               | 07/25/2006    | <b>Built Date</b>  | 11/07/2005    |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                    | XKTH74        | JEEP COMMANDER 4X2 |               |
| <b>In Service Dt</b> | 12/21/2005              | <b>Mileage</b>                 | 5,000         | <b>Dealer Zone</b> | 35 WASHINGTON |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b> | U                  | US            |

|                |                              |                     |               |
|----------------|------------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                   | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                   | <b>Home Phone</b>   | [REDACTED]    |
|                | VIRGINIA BEACH VA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                              |
|-----------------------------------------------------------------------------------|------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier three support referral. |
| Corporate - Property Damage - Default - Default - Default                         |                              |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                              |
| Product - Unknown - Unknown - Accident - Default                                  |                              |

Customer states vehicle was involved in an accident on Saturday.  
 Customer states car came to rest in a brick apartment building and neither airbags deployed. Referred customer to DCCAC for discussion of Special Investigations issue. Provided CAIR number.

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

Owner alleges air bags failed to deploy in accident.

Description of the incident (what, when, where, injuries, etc)

States on 7/22/06 vehicle was in a accident and the airbags failed to deploy. States his wife was injured and taken to the hospital where she is still located.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Owner will call back

Where is the vehicle exactly located (provide name/address/phone #)

Beachford Collision

757 631-6326

Owner will call back

Is there property damage or other vehicles involved in the accident?

Yes

Owners vehicle was damaged

Has a Police or Fire report been filed (what municipality & report #)

Yes

Owner will call back.

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

null

Closing CAIR until owner calls back with location.

**Customer Assistance Inquiry Record (CAIR)#****15368250**

|                      |                          |                                  |               |                                              |             |
|----------------------|--------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4GR48K9 5C5 [REDACTED] | <b>Open Date</b>                 | 08/31/2006    | <b>Built Date</b>                            | 10/13/2004  |
| <b>Model Year</b>    | 2005                     | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 11/01/2004               | <b>Mileage</b>                   | 12,000        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                        | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PGV                      | DEEP BERYL GREEN PEARL COAT      |               |                                              |             |
| <b>Engine</b>        | EKG                      | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |                   |                     |    |                   |       |
|-----------------------|-------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 26727             | CROTON AUTO PARK    |    |                   |       |
| <b>Dealer Address</b> | 1 MUNICIPAL PLACE |                     |    |                   |       |
| <b>Dealer City</b>    | CROTON-ON-HUDSON  | <b>Dealer State</b> | NY | <b>Dealer Zip</b> | 10520 |

|                |                               |                     |               |
|----------------|-------------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                    | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                    | <b>Home Phone</b>   | [REDACTED]    |
|                | CORTLANDT MANOR NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                         |                                                  |
|-------------------------------------------------------------------------|--------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver | Customer stated that the air bag did not deploy. |
| Corporate - Property Damage - Default - Default - Default               |                                                  |
| Product - Unknown - Unknown - Accident - Default                        |                                                  |

Customer stated that the air bag did not deploy.

Referred customer to DCCAC for discussion of Special Investigations issue.

Writer called owner, left 2 messages requesting owner to provide vehicle location, any injury reports, insurance info, etc. If owner calls back and writer is not available PLEASE RECORD THIS INFORMATION so that Special Investigations and pursue the concern quickly. File is over a week old.

Vehicle located at: Hartels Auto Body  
2020 Greenward St.  
Yorktown Heights, NY 10598  
914-962-5620

Insurance Information: Liberty Mutual  
800-252-5730x413 Michelle Russo

No injuries. Customer states he is lucky that he did not get hurt.

Customer states the airbag did not deploy. Customer is uncomfortable about driving the vehicle again since he leased the vehicle brand new from dealership and he would have thought that everything was in working order. Customer is very comfortable with Jeeps because this is the third Jeep and will possibly purchase others in the future. Customer just does not feel very good about getting back in this vehicle. During the day call [REDACTED] work number. Writer advised customer that writer would be transferring this information back to previous agent, ALM30. Customer understood.

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. RAB32.

CAIR NUMBER 15368250 REQUEST EAA INSPECTION 09-06-2006 09:50

CAIR NUMBER 15368250 E-MAIL SENT TO EAA 09-06-2006 09:50

9/19/06.....EAA FOUND NO CODES STORED IN COMPUTER....NO INJURIES.....

VEHICLE DAMAGE MODERATE, EVEN AFTER MULTIPLE IMPACTS WITH SMALLER TREES. NONE OF THE IMPACTS WERE OF THE INTENSITY REQUIRED TO ACTIVATE DEPLOYMENT SENSORS AND DRIVER HAD NO INJURIES.....FRONT END SUFFERED 'CRUSH' TYPE DAMAGE.....VEHICLE IMPACT ABSORBED BY THE CRUSH DESIGN WHICH KEPT OWNER FROM GETTING INJURED WITHOUT AIR BAG DEPLOYMENT.

DICTATED LETTER.

LETTER SENT.

Customer seeking any update. Agent transferred customer per CCG19.

\*\*\*Owner calls for follow up and is told he will receive a letter in the near future. Owner is impatient and is looking for information on the inspection.

3/24/08 VCW2 updated car image from pending to X.

Image may not be available due to technical issue.

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**Customer Assistance Inquiry Record (CAIR)#****15368895**

|                      |                         |                                    |               |                                              |             |
|----------------------|-------------------------|------------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4GR48K1 5C [REDACTED] | <b>Open Date</b>                   | 08/31/2006    | <b>Built Date</b>                            | 02/09/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                        | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 03/25/2006              | <b>Mileage</b>                     | 4,750         | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT     | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PXR                     | BRILLIANT BLACK CRYSTAL PEARL COAT |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                     |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                              |             |

|                |                           |                     |               |
|----------------|---------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                | <b>Home Phone</b>   | [REDACTED]    |
|                | SPRINGFIELD NJ [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                      |
|-----------------------------------------------------------------------------------|--------------------------------------|
| Corporate - Recall - Default - Default - Default                                  | Customer seeking recall information. |
| Referral - Tier Three - Default - Default - Default                               | Tier Three Support Referral.         |
| Corporate - Property Damage - Default - Default - Default                         |                                      |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                                      |
| Product - Unknown - Unknown - Accident - Default                                  |                                      |

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer states that her son was in an accident and the air bags did not deploy. Referred customer to DCCAC for discussion of Special Investigations issue. Customer states that the best number that the customer may be reached at is her cell phone at [REDACTED].

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:  
Owner alleges front wheel locked up and air bags did not deploy in accident.

Description of the incident (what, when, where, injuries, etc)  
Owner states on 8/7/06 his son was driving on Baltishop Road in Springfield NJ when another vehicle pulled out in front of him and he ended up hitting a pole. States his son did not go to the hospital but the driver of another vehicle did.

Has the owners insurance company been contacted ?  
Yes  
If yes provide name/policy number and phone number  
AAA  
Claim [REDACTED]  
Owner will call back with phone and policy numbers.  
Where is the vehicle exactly located (provide name/address/phone #)  
L & J Body & Fender Shop  
908 241-6040  
720 Kanilworth Blvd  
Kanilworth NJ 07033

Is there property damage or other vehicles involved in the accident?  
Owners vehicle was damaged and one other vehicle.  
Has a Police or Fire report been filed (what municipality & report #)  
Yes  
Springfield police.  
Owner will call back

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

null

9/5/06.....TO 82T.

\_9/5/06 assigned to kwk3/jlg117

CAIR NUMBER 15368895 REQUEST EAA INSPECTION 09-05-2006 13:59

CAIR NUMBER 15368895 E-MAIL SENT TO EAA 09-05-2006 13:59

Inspection Requested: 9/5/2006 (KThornton)

Customer called trying to get ahold of extension #4057. Agent transferred customer to extension.

\*\*Called owner to request AAA phone number and Police report number.

Owner will call writer back on ext.

Owner called and left message.

Called owner and left message.

Spoke with owner who states the phone number to her insurance company is

800 451-5982

Owner can be reached at work [REDACTED]

Inspection Conducted: 9/13/2006 (KThornton)

Inspection Report Received: 9/15/2006 (KThornton)

Resolution Letter Sent: 9/20/2006 (KThornton)

3/25/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

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**Customer Assistance Inquiry Record (CAIR)#****15371802**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K5 5C [REDACTED] | <b>Open Date</b>                 | 09/01/2006    | <b>Built Date</b>                            | 02/22/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 05/10/2005              | <b>Mileage</b>                   | 16,000        | <b>Dealer Zone</b>                           | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PB8                     | MIDNIGHT BLUE PEARL COAT         |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                            |                     |    |                   |       |
|-----------------------|----------------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 23327                      | KINGS JEEP INC      |    |                   |       |
| <b>Dealer Address</b> | 9570 KINGS AUTO MALL DRIVE |                     |    |                   |       |
| <b>Dealer City</b>    | CINCINNATI                 | <b>Dealer State</b> | OH | <b>Dealer Zip</b> | 45249 |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   | [REDACTED]    |
|                | FRANKLIN OH [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                              |
|-----------------------------------------------------------------------------------|------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier three support referral. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                              |
| Product - Unknown - Unknown - Accident - Default                                  |                              |

Customer states she was in accident and air bags did not deploy.

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

Vehicle was stopped and was rear ended at about 35 MPH and was pushed into another vehicle. Air bags did not deploy. Alleges the smell of 'gun powder' present and feels that this was the firing agent for air bags.

Description of the incident (what, when, where, injuries, etc)

8/29/06, wife still has soreness in back/neck area and still seeking medical attention to determine extent of injury.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

State Farm Insurance claim # n/a

Where is the vehicle exactly located (provide name/address/phone #)

BodyWerks

Springboro

Is there property damage or other vehicles involved in the accident?

2 other vehicles.

Has a Police or Fire report been filed (what municipality & report #)

Yes, City of Franklin report not ready yet.

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

null

Called Informaton and told that BodyWerks is in Beaver Creek OH at phone 937-426-9000.

Called provided phone number, had to leave message requesting call back with address of BodyWerks.

Vehicle at:

Bodywerks

213 Tahlequah Trail

Springboro OH 45066

937-746-1101

9/12/06.....TO 82T.

\*\*\*\*\* CORRECTION: Tread Data should read 00/01/N \*\*\*\*\*

9-12-06 Assigned to KWK3/SSS8

CAIR NUMBER 15371802 REQUEST EAA INSPECTION 09-12-2006 16:20

CAIR NUMBER 15371802 E-MAIL SENT TO EAA 09-12-2006 16:20

Inspection Requested: 9/12/2006 (KThornton)

Inspection Conducted: 9/18/2006 (KThornton)

Inspection Report Received: 9/18/2006 (KThornton)

Resolution Letter Sent: 9/21/2006 (KSmolinski)

3/25/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

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

**15380479**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GS48K3 5C [REDACTED] | <b>Open Date</b>                 | 09/05/2006    | <b>Built Date</b>                            | 11/03/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 04/30/2005              | <b>Mileage</b>                   | 29,000        | <b>Dealer Zone</b>                           | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PB8                     | MIDNIGHT BLUE PEARL COAT         |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                       |                                   |            |                   |       |
|-----------------------|-----------------------|-----------------------------------|------------|-------------------|-------|
| <b>Dealer</b>         | 67532                 | MADISON SQUARE CHRYSLER-PLYMOUTH- | JEEP-EAGLE |                   |       |
| <b>Dealer Address</b> | 6533 UNIVERSITY DRIVE |                                   |            |                   |       |
| <b>Dealer City</b>    | HUNTSVILLE            | <b>Dealer State</b>               | AL         | <b>Dealer Zip</b> | 35806 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | MADISON AL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                                     |
|-----------------------------------------------------------------------------------|-----------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver           | Customer stating the air bag did not work properly. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment                              |
| Corporate - Property Damage - Default - Default - Default                         |                                                     |
| Product - Unknown - Unknown - Accident - Default                                  |                                                     |

Customer called stating that there vehicle was in an accident, and the air bag did not deploy. Customer stated that he would like to speak with someone from DCX to see what they will do, because he has lawyers, and news casters calling him to take pictures of the vehicle. Agent informed the customer that this issue has been documented, but at this time the department he needs to speak to is unavailable to transfer through to at this time. Customer was then advised that the department for special investigations will be contacting him back within the next 24-72 hours. Customer stated that the news papers and lawyers are calling none stop, and he has hidden the vehicle from everyone hoping that this issue can be solved sooner then later. Agent informed the customer that this has been documented and an agent from SI will be contacting the customer in the near future.

\*\*\*\*\*

Owner indicates his son ran into a telephone pole. Claims his son suffered facial injuries due to air bag not deploying. he does not know if son (22 years old) was wearing his seat belt. Madison police responded. VEHICLE IS LOCATED AT:  
 Import Auto Sales  
 30585 US Highway 72  
 Madison , AL 35756  
 Phone: (256) 216-6161

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.  
 9-6-06 Assigned to KWK3/SSS8  
 CAIR NUMBER 15380479 REQUEST EAA INSPECTION 09-06-2006 14:14  
 CAIR NUMBER 15380479 E-MAIL SENT TO EAA 09-06-2006 14:15  
 Inspection Requested: 9/6/2006 (KThornton)  
 Inspection Conducted: 9/11/2006 (KThornton)



Inspection Report Received: 9/11/2006 (KThornton)  
Resolution Letter Sent: 9/18/2006 (KThornton)

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

**15386098**

|                       |                               |                                   |               |                    |            |
|-----------------------|-------------------------------|-----------------------------------|---------------|--------------------|------------|
| <b>VIN</b>            | 1J8HG48K2 6C [REDACTED]       | <b>Open Date</b>                  | 09/06/2006    | <b>Built Date</b>  | 08/11/2005 |
| <b>Model Year</b>     | 2006                          | <b>Body</b>                       | XKJH74        | JEEP COMMANDER 4X4 |            |
| <b>In Service Dt</b>  | 09/09/2005                    | <b>Mileage</b>                    | 7,000         | <b>Dealer Zone</b> | 66 ORLANDO |
| <b>Plant</b>          | C                             | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                  | US         |
| <b>Color</b>          | PSB                           | BRIGHT SILVER METALLIC CLEAR COAT |               |                    |            |
| <b>Engine</b>         | EKG                           | 3.7L V6 ENGINE                    |               |                    |            |
| <b>Transmission</b>   | DGJ                           | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                    |            |
| <b>Dealer</b>         | 60089                         | SAWGRASS CHRYSLER JEEP DODGE      |               |                    |            |
| <b>Dealer Address</b> | 5901 MADISON AVENUE           |                                   |               |                    |            |
| <b>Dealer City</b>    | TAMARAC                       | <b>Dealer State</b>               | FL            | <b>Dealer Zip</b>  | 33321      |
| <b>Owner</b>          | [REDACTED]                    | <b>Contact Type</b>               | TELEPHONE     |                    |            |
| <b>Address</b>        | [REDACTED]                    | <b>Home Phone</b>                 | [REDACTED]    |                    |            |
|                       | FORT LAUDERDALE FL [REDACTED] | <b>Country</b>                    | UNITED STATES |                    |            |

|                                                                                   |                                |
|-----------------------------------------------------------------------------------|--------------------------------|
| Recall - F04: 3RD ROW SEAT BELT BRACKET COVER - Advise Owner/Incomplete Recall    | Agent advised caller of recall |
| Referral - Tier Three - Default - Default - Default                               | Tier three support referral    |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment         |
| Corporate - Property Damage - Default - Default - Default                         |                                |
| Product - Unknown - Unknown - Accident - Default                                  |                                |

The caller states she was in a 14 car pile up last night and she alleges the airbags did not deploy. Caller states the vehicle was taken by a towing company. Agent advised caller the information will be forwarded to the proper department and an agent will contact her as soon as possible. Caller understood. Caller asked what information she would need and agent advised caller that she would need the location of the vehicle if possible and the agent that will contact her will ask for any additional information needed.

Agent advised caller of recall and caller asked if there was a recall on her black commander 6c [REDACTED] and agent advised there was not.

\*\*\*\*\* 82H \*\*\*\*\*

I spoke to the Father, [REDACTED] he states that his son was driving the vehicle on I95 and there was a major accident which created a chain reaction that resulted in a 14 car pile up. His son and two of the sons friends were in the vehicle. The son had glass in his eyes , bump on head, bruised ribs and hurt back. The two friends have similar injuries. None of the air bags deployed: vehicle has front and side air bags.. Police and fire department on the scene. Owner states that vehicle is so damaged all over that it could be a total loss. He contacted his car insurance co- Allstate.

Owner will call me back with location of the vehicle.

Location of vehicle:

Sterling by Allstate  
 1840 Martin Luther Blvd  
 Rivera Beach, West Palm FL.  
 561-841-0147 ..Ask for Pat  
 Opened to SI

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.

9/7/06 assigned to kwk3/jlg117

CAIR NUMBER 15386098 REQUEST EAA INSPECTION 09-07-2006 11:03

CAIR NUMBER 15386098 E-MAIL SENT TO EAA 09-07-2006 11:03

Inspection Requested: 9/7/2006 (KThornton)

\* Customer alleges an inspector Pete Wilkin (941.748.2410) called customer and told him that he had to call DCX to tell them vehicle had to be moved to a dealer. He also allegedly said inspector told him DCX would give him a vehicle since they had to take his vehicle apart.

Customer is requesting loaner vehicle.

\* Writer explained file will be forwarded with additional information.

\* Writer to forward to special investigations.

Per OGC Matrix, reassigned to 82T. JSS15.

\_9/14/06 forward to kwk3/jlg117

Owner calls seeking information regarding file. Writer advised owner that DCX will contact owner when investigation is completed.

\_Inspection Conducted: 9/13/2006 (KSmolinski)

Inspection Report Received: 9/22/2006 (KSmolinski)

Resolution Letter Sent: 9/29/2006 (KThornton)

3/25/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

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**Customer Assistance Inquiry Record (CAIR)#****15415278**

|                       |                       |                                |                     |                    |                     |               |
|-----------------------|-----------------------|--------------------------------|---------------------|--------------------|---------------------|---------------|
| <b>VIN</b>            | 1J8HH48K0             | 6C [REDACTED]                  | <b>Open Date</b>    | 09/12/2006         | <b>Built Date</b>   | 08/05/2005    |
| <b>Model Year</b>     | 2006                  | <b>Body</b>                    | XKTH74              | JEEP COMMANDER 4X2 |                     |               |
| <b>In Service Dt</b>  | 11/06/2005            | <b>Mileage</b>                 | 17,000              | <b>Dealer Zone</b> | 66                  | ORLANDO       |
| <b>Plant</b>          | C                     | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b>       | U                  | US                  |               |
| <b>Dealer</b>         | 68861                 | COURTESY CHRYSLER JEEP         |                     |                    |                     |               |
| <b>Dealer Address</b> | 1728 W BRANDON BLVD   |                                |                     |                    |                     |               |
| <b>Dealer City</b>    | BRANDON               |                                | <b>Dealer State</b> | FL                 | <b>Dealer Zip</b>   | 33511         |
| <b>Owner</b>          | [REDACTED]            |                                |                     |                    | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]            |                                |                     |                    | <b>Home Phone</b>   | [REDACTED]    |
|                       | BRANDON FL [REDACTED] |                                |                     |                    | <b>Country</b>      | UNITED STATES |

|                                                                                    |                                                       |
|------------------------------------------------------------------------------------|-------------------------------------------------------|
| Referral - Tier Three - Default - Default - Default                                | Agent referred customer tier three for further review |
| Corporate - Property Damage - Default - Default - Default                          |                                                       |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |                                                       |
| Product - Unknown - Unknown - Accident - Default                                   |                                                       |

Customer alleges vehicle in accident.

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

Owner alleges the air bags failed to deploy on this vehicle during an accident.

Description of the incident (what, when, where, injuries, etc)

Owner states she was traveling at approximately 35 mph when she hit the vehicle in front of her. The vehicle in back of her then hit her in the rear.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Progressive Insurance

Policy # [REDACTED]

Phone # 1-800-Progressive

Where is the vehicle exactly located (provide name/address/phone #)

Owner will call back with the physical location of the vehicle.

Is there property damage or other vehicles involved in the accident?

Three vehicles were involved in this collision.

Has a Police or Fire report been filed (what municipality & report #)

NO ANSWER PROVIDED BY AGENT

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

null

Customer states that she called in the other day about her air bag not deploying and states that she was told to get information of where the vehicle is located and dealer. Customer states that she has the information. Agent transferred customer for further review.

Customer released call while on hold for transfer.

Customer states that she has additional information on this issue. Agent advised customer she will transfer her to the agent.

Owner called to advise that the vehicle is located at: American collision Center/ 11440 66th St N/ Largo FL 33773/ Phone 727-541-7201 (John)

\*\*\*\*\*

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. JSS15.

CAIR NUMBER 15415278 REQUEST EAA INSPECTION 09-18-2006 10:28

CAIR NUMBER 15415278 E-MAIL SENT TO EAA 09-18-2006 10:28

Received update from EAA, vehicle has been repaired, and owner refuses to  
make it available for inspection. file closed. jss15.

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**Customer Assistance Inquiry Record (CAIR)#****15453551**

|                      |                         |                                     |               |                                            |                |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|----------------|
| <b>VIN</b>           | 1J8HR5826 5C [REDACTED] | <b>Open Date</b>                    | 09/21/2006    | <b>Built Date</b>                          | 04/15/2005     |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |                |
| <b>In Service Dt</b> | 06/15/2005              | <b>Mileage</b>                      | 20,000        | <b>Dealer Zone</b>                         | 71 LOS ANGELES |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US             |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                            |                |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                            |                |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |                |

|                       |                          |                     |    |                   |       |
|-----------------------|--------------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 26667                    | CARSON JEEP         |    |                   |       |
| <b>Dealer Address</b> | 3390 SOUTH CARSON STREET |                     |    |                   |       |
| <b>Dealer City</b>    | CARSON CITY              | <b>Dealer State</b> | NV | <b>Dealer Zip</b> | 89703 |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | HAWTHORNE NV [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                             |
|-----------------------------------------------------------------------------|-----------------------------|
| Referral - Tier Three - Default - Default - Default                         | Tier Three Support Referral |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | injury                      |
| Corporate - Property Damage - Default - Default - Default                   |                             |
| Product - Unknown - Unknown - Accident - Default                            |                             |

Customer states that the air bags did not deploy during an accident.  
 Referred customer to DCCAC for discussion of Special Investigations issue.

Owner wants investigation on airbag nondeployment in accident. The vehicle is at Hanneman s Auto 280 east main street, Fernley, NV 89408 phone is 775-575-2345 Owner was fine wife has broken foot and chest injury. The vehicle will be totalled. Progressive is insurance Chanelle Hand phone is 775-689-6639. Please do inspection contact owner with results.

\*\*\*\*\*

accident, with injury, refer to 82t

9/22/06 assigned to kwk3/jlg117

CAIR NUMBER 15453551 REQUEST EAA INSPECTION 09-22-2006 11:18

CAIR NUMBER 15453551 E-MAIL SENT TO EAA 09-22-2006 11:18

Inspection Requested: 9/22/2006 (KSmolinski)

Inspection Conducted: 10/6/2006 (CBizor)

Inspection Report Received: 10/10/2006 (CBizor)

3/25/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

**Customer Assistance Inquiry Record (CAIR)#****15539152**

|                       |                         |                                  |               |                                |             |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------|-------------|
| <b>VIN</b>            | 1J4GR48K9 6C [REDACTED] | <b>Open Date</b>                 | 10/12/2006    | <b>Built Date</b>              | 03/17/2006  |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |             |
| <b>In Service Dt</b>  | 05/22/2006              | <b>Mileage</b>                   | 6,300         | <b>Dealer Zone</b>             | 32 NEW YORK |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                              | US          |
| <b>Color</b>          | PX8                     | BLACK CLEAR COAT                 |               |                                |             |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                   |               |                                |             |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                |             |
| <b>Dealer</b>         | 60234                   | RIVERDALE CHRYSLER JEEP          |               |                                |             |
| <b>Dealer Address</b> | 5869 BROADWAY           |                                  |               |                                |             |
| <b>Dealer City</b>    | BRONX                   | <b>Dealer State</b>              | NY            | <b>Dealer Zip</b>              | 10463       |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                                |             |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                                |             |
|                       | NEW YORK NY [REDACTED]  | <b>Country</b>                   | UNITED STATES |                                |             |

|                                                                             |                                |
|-----------------------------------------------------------------------------|--------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | alleges air bags didn't deploy |
| Corporate - Property Damage - Default - Default - Default                   |                                |
| Product - Unknown - Unknown - Accident - Default                            |                                |

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

Owner alleges that a 86 Camaro was turning in front of him and he was unable to stop traveling approximately 30 miles per hour and hit the Camaro from the back side. The Customer is alleging that air bags didn't deploy.

Description of the incident (what, when, where, injuries, etc)

No physical injuries or fatalities

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Geico Insurance....Requested Customer call back with claim, policy, and contact number

Where is the vehicle exactly located (provide name/address/phone #)

Cromwell Collision

1297 Inwood Avenue

Bronx, NY, 718-588-5900 (ZIP CODE IS: 10463)

Is there property damage or other vehicles involved in the accident?

Yes vehicle were damaged.

Has a Police or Fire report been filed (what municipality & report #)

police report information was unavailable.

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner to contact the DCCAC to add insurance information.

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. RAB32.

CAIR NUMBER 15539152 REQUEST EAA INSPECTION 10-12-2006 11:09

CAIR NUMBER 15539152 E-MAIL SENT TO EAA 10-12-2006 11:09

10/30/06.....NO DRB CODES WERE SET.....NO INJURIES.....NO REASON FOUND FOR AIR BAGS TO DEPLOY.....DICTATED LETTER.

THIS VEHICLE WAS SMACKED ALL OVER BUT NONE OF THE IMPACTS WERE STRONG ENOUGH TO TOTALL OUT THE CAR OR CAUSE INJURIES.

LETTER SENT.

3/28/08 VCW2 updated cair image from pending to X.  
Image may not be available due to technical issue.

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**Customer Assistance Inquiry Record (CAIR)#****15593309**

|                       |                           |                                  |               |                     |               |
|-----------------------|---------------------------|----------------------------------|---------------|---------------------|---------------|
| <b>VIN</b>            | 1J8HG48K0 6C [REDACTED]   | <b>Open Date</b>                 | 10/25/2006    | <b>Built Date</b>   | 06/03/2006    |
| <b>Model Year</b>     | 2006                      | <b>Body</b>                      | XKJH74        | JEEP COMMANDER 4X4  |               |
| <b>In Service Dt</b>  | 08/16/2006                | <b>Mileage</b>                   | 2,100         | <b>Dealer Zone</b>  | 42 DETROIT    |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                   | US            |
| <b>Color</b>          | PJT                       | DK. KHAKI PEARL COAT             |               |                     |               |
| <b>Engine</b>         | EKG                       | 3.7L V6 ENGINE                   |               |                     |               |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |               |                     |               |
| <b>Dealer</b>         | 26252                     | KAHLO CHRYSLER JEEP DODGE, INC.  |               |                     |               |
| <b>Dealer Address</b> | 9900 PLEASANT ST          |                                  |               |                     |               |
| <b>Dealer City</b>    | NOBLESVILLE               | <b>Dealer State</b>              | IN            | <b>Dealer Zip</b>   | 46060         |
| <b>Owner</b>          | ROSS, DENITA D            |                                  |               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                |                                  |               | <b>Home Phone</b>   | [REDACTED]    |
|                       | NOBLESVILLE IN [REDACTED] |                                  |               | <b>Country</b>      | UNITED STATES |

|                                                                             |                              |
|-----------------------------------------------------------------------------|------------------------------|
| Referral - Tier Three - Default - Default - Default                         | Tier three support referral. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | all four airbags             |
| Corporate - Property Damage - Default - Default - Default                   |                              |
| Product - Unknown - Unknown - Accident - Default                            |                              |

Customer states that she was in a wreck. Customer states that airbags did not deploy. Agent advised customer that the file will be reassigned and someone will be in contact with her per MDB79.

Owner states she was traveling through a green light when another vehicle traveling at approximately 45 mph and broadsided this vehicle. This vehicle was on 2 wheels and eventually hit a minivan and then caused this vehicle to com back down on 4 wheels.

One of the rear passengers ([REDACTED]) was badly bruised  
Other rear passenger ([REDACTED]) has fractured ribs and a concussion.

Erie Insurance Co: Policy # [REDACTED]  
Agent s Phone # 317-571-6360 Julie Wilson  
Police: Indianapolis Police

Marion county made the report but it won t be available for 2 weeks  
Vehicle location: Fisher s Collision  
12685 Ford Dr  
Fishers, Indiana 46038  
317-813-1310

10/26/06.....FORWARDED TO 82T

\_10/27/06 sending back to SI to verify F/I/P codes on injuries thanks jlg11  
7

10/27/06\*\*\*\*\* CORRECTION: Tread Data should read 00/02/Y \*\*\*\*\*  
10/27/07 assigned to MCM14/jlg117

CAIR NUMBER 15593309 REQUEST EAA INSPECTION 10-27-2006 10:35

CAIR NUMBER 15593309 E-MAIL SENT TO EAA 10-27-2006 10:36

Inspection Requested: 10/27/2006 (KThornton)

Inspection Conducted: 10/31/2006 (KThornton)

Inspection Report Received: 11/1/2006 (KThornton)

Resolution Letter Sent: 11/9/2006 (KThornton)

3/25/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

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

**15657464**

|                      |                         |                                   |               |                                              |            |
|----------------------|-------------------------|-----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GS48K6 50 [REDACTED] | <b>Open Date</b>                  | 11/13/2006    | <b>Built Date</b>                            | 06/14/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                       | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 09/28/2005              | <b>Mileage</b>                    | 33,000        | <b>Dealer Zone</b>                           | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                    |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                              |            |

|                       |                      |                          |    |                   |       |
|-----------------------|----------------------|--------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 68200                | HURLEY CHRYSLER JEEP INC |    |                   |       |
| <b>Dealer Address</b> | 2173 S WOODLAND BLVD |                          |    |                   |       |
| <b>Dealer City</b>    | DELAND               | <b>Dealer State</b>      | FL | <b>Dealer Zip</b> | 32720 |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | DEBARY FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                              |
|-----------------------------------------------------------------------------------|------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier three support referral. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deploy           |
| Corporate - Property Damage - Default - Default - Default                         |                              |
| Product - Unknown - Unknown - Accident - Default                                  |                              |

Customer in accident customers airbags did not deploy.  
 Referred customer to DCCAC for discussion of Special Investigations  
 issue agent reassigned to 82h for further review.  
 This was a company vehicle Owner of company [REDACTED] receptionist  
 (Debbie) took message and Writer called back the business today. Requested  
 from the company physical location of vehicle, all related insurance data,  
 details of incident and police report and contact numbers. Injuries/fatalit  
 ies? Owner proper information obtained please forward to appropriate SI  
 (Special Investigation) agent. Thanks  
 Customer called back, was advised to obtain information and transfer to  
 SI.  
 Customer calling back, she states that she was disconnected during  
 transfer, agent transferred again for further assistance.  
 \*\*\*The driver of the vehicle said this happened on 11/10/06. She was hit  
 by a vehicle and went flying  
 into an electrical pole with the front of the vehicle and the airbags did  
 not deploy. She states she was travelling between 35-40 mph at the time.  
 The driver, her son and daughter were injured and went to the hospital.  
 The injuries are to the neck and back. The insurance company is State  
 Farm, and the claim # is [REDACTED]. The vehicle is located at North  
 Collier Collision, 16210 Old U.S. 41 south, Naples, Florida, 34110  
 The phone number is 2395663808.  
 The police report # is [REDACTED] in Naples, FL.  
 Owner states she will be contacting a lawyer for further assistance.  
 \*\*\*\*\*  
 Tread counter indicates injuries. Per OGC Matrix, reassigned to 82T. JSS15.  
 11/15/06 assigned to mcm14/jlg117  
 CAIR NUMBER 15657464 REQUEST EAA INSPECTION 11-15-2006 14:45  
 CAIR NUMBER 15657464 E-MAIL SENT TO EAA 11-15-2006 14:45  
 Inspection Requested: 11/15/2006 (KThornton)  
 CCRG Close Date: 11/21/2006  
 Letter Sent: Resolution: 11/21/2006

3/25/08 VCW2 updated cair image from pending to X.  
Image may not be available due to technical issue.

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**Customer Assistance Inquiry Record (CAIR)#****15802470**

|                      |                         |                                     |               |                                              |             |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4HR48N5 5C [REDACTED] | <b>Open Date</b>                    | 12/22/2006    | <b>Built Date</b>                            | 11/23/2004  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 12/30/2004              | <b>Mileage</b>                      | 18,000        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                              |             |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                              |             |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |             |

|                       |           |                             |    |                   |       |
|-----------------------|-----------|-----------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 68671     | CARBONE CHRYSLER DODGE JEEP |    |                   |       |
| <b>Dealer Address</b> | ROUTE 12  |                             |    |                   |       |
| <b>Dealer City</b>    | BOONVILLE | <b>Dealer State</b>         | NY | <b>Dealer Zip</b> | 13309 |

|                |                            |                     |               |
|----------------|----------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                 | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                 | <b>Home Phone</b>   | [REDACTED]    |
|                | NEW HARTFORD NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                              |
|-----------------------------------------------------------------------------------|------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier three support referral. |
| Product - Drivability - Unknown - Stalling - Default                              | accident                     |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment       |
| Corporate - Property Damage - Default - Default - Default                         |                              |
| Product - Unknown - Unknown - Accident - Default                                  |                              |

Customer states that vehicle caused accident. Agent consulted with JRL84. Agent provided customer with reference number and advised her that someone will be contacting her by phone. Agent reassign to 82H for further review.

CAIR mistransferred to 82H, reassigned to 82S

Writer attempted contacting owner several times, phone busy each time.

\*\*\*\*Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

Accident. Air bags did not deploy.

Description of the incident (what, when, where, injuries, etc)

Owner alleges that engine stalled when owner applied brakes, and alleges owners vehicle rear ended another vehicle. No injuries.

Has the owners insurance company been contacted ?

yes

If yes provide name/policy number and phone number

Atlantic Mutual Insurance 877/210-3149

Agent: Manny Leskowitz

Policy # [REDACTED]

Claim # [REDACTED]

Where is the vehicle exactly located (provide name/address/phone #)

Owners home address:

New Hartford, NY [REDACTED]

Is there property damage or other vehicles involved in the accident?

yes

Has a Police or Fire report been filed (what municipality & report #)

Yes. Utica Police Department

Officer: Bryan Coromato

Report [REDACTED]

\*\*\*\*End structured narrative SI POLICY FIRE OR ACCIDENT

Writer will forward file to DCX special investigations for handling.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.

1/4/07 assigned to rlg92/jlg117

CAIR NUMBER 15802470 REQUEST EAA INSPECTION 01-04-2007 14:02

CAIR NUMBER 15802470 E-MAIL SENT TO EAA 01-04-2007 14:02

CCRG Open Date: 01/04/2007 12:29:46

Letter Sent: Acknowledgement 01/05/2007 09:55:27

CCRG Close Date: 01/16/2007

Letter Sent: Resolution 01/16/2007

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

**15832058**

|                      |                         |                                    |               |                                              |            |
|----------------------|-------------------------|------------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48KX 5C [REDACTED] | <b>Open Date</b>                   | 01/03/2007    | <b>Built Date</b>                            | 01/10/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                        | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 03/26/2005              | <b>Mileage</b>                     | 60,000        | <b>Dealer Zone</b>                           | 51 CHICAGO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT     | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PXR                     | BRILLIANT BLACK CRYSTAL PEARL COAT |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                     |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                              |            |

|                       |                     |                     |    |                   |       |
|-----------------------|---------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 26749               | BROADWAY JEEP       |    |                   |       |
| <b>Dealer Address</b> | 1010 S MILITARY AVE |                     |    |                   |       |
| <b>Dealer City</b>    | GREEN BAY           | <b>Dealer State</b> | WI | <b>Dealer Zip</b> | 54304 |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | GREEN BAY WI [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                        |
|-----------------------------------------------------------------------------------|------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier three referral.   |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment |
| Corporate - Property Damage - Default - Default - Default                         |                        |
| Product - Unknown - Unknown - Accident - Default                                  |                        |

Customer s dad calling in stating that his son wrecked this vehicle and the air bags did not deploy. Agent transfered to Special Investigations per GWH29.  
 1/5/07 Spoke with [REDACTED] who states on 12/30/06 his son was driving the vehicle and fell asleep. Vehicle hit a poll and son was treated for concussion. OWner thinks that vehicle will be totaled. There is a police report made by Oshkosh police, but owner did not get a copy of it. Insurance company is WEA Trust. Agent Chris ph# 800-279-4010 press 4 and ask for Chris. Policy # [REDACTED] claim# [REDACTED]. Owner did not know vehicles location and will call back. TJK7  
 Owner called back and provided with vehicles location.  
 Noltes Towing on Jackson St. Oshkosh WI ph# 920-235-9340. CAIR reassigned to SI for handling. TJK7

VEHICLE IS LOCATED AT:

Nolte s  
 2850 Jackson St  
 Oshkosh , WI 54901  
 Phone: (920) 235-9340

Injury, per OGC Matrix, reassigned to 82T. JSS15.  
 \_1/8/07 assigned to tk27/jlg117  
 CAIR NUMBER 15832058 REQUEST EAA INSPECTION 01-08-2007 09:07  
 CAIR NUMBER 15832058 E-MAIL SENT TO EAA 01-08-2007 09:07  
 CCRG Open Date: 01/08/2007 09:05:11  
 Letter Sent: Acknowledgement 01/09/2007 10:03:11  
 CCRG Close Date: 01/12/2007  
 Letter Sent: Resolution 01/12/2007  
 3/26/08 VCW2 updated cair image from pending to X.  
 Image may not be available due to technical issue.

**Customer Assistance Inquiry Record (CAIR)#****15845414**

|                      |                         |                                     |               |                                            |                |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|----------------|
| <b>VIN</b>           | 1J8HR58N6 5C [REDACTED] | <b>Open Date</b>                    | 01/08/2007    | <b>Built Date</b>                          | 02/10/2005     |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |                |
| <b>In Service Dt</b> | 07/11/2005              | <b>Mileage</b>                      | 28,000        | <b>Dealer Zone</b>                         | 71 LOS ANGELES |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US             |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                            |                |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                            |                |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |                |

|                       |                      |                     |               |                   |       |
|-----------------------|----------------------|---------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 24143                | LESKOVAR JEEP-EAGLE |               |                   |       |
| <b>Dealer Address</b> | 3020 WEST CLEARWATER |                     |               |                   |       |
| <b>Dealer City</b>    | KENNEWICK            | <b>Dealer State</b> | WA            | <b>Dealer Zip</b> | 99336 |
| <b>Owner</b>          | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |                   |       |
|                       | PASCO WA [REDACTED]  | <b>Country</b>      | UNITED STATES |                   |       |

|                                                           |                              |
|-----------------------------------------------------------|------------------------------|
| Referral - Tier Three - Default - Default - Default       | Tier three support referral. |
| Corporate - Property Damage - Default - Default - Default |                              |
| Product - Unknown - Unknown - Accident - Default          |                              |

Customer alleges that he was in an accident and his air bags did not deploy. Referred customer to DCCAC for discussion of Special Investigations issue per JD878.

Customer can contact his wife at [REDACTED]. Agent reference number. Writer contacted owner and left message with writers extension for callback.

\*\*\*\*Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

Accident. Air bags did not deploy.

Description of the incident (what, when, where, injuries, etc)

Owner alleges that he lost control of vehicle, and struck an exit sign, and struck a light pole head on. Owner alleges that her husband suffered concussion injury.

Has the owners insurance company been contacted ?

yes

If yes provide name/policy number and phone number

Allstate Insurance

Policy number and phone number not available.

Where is the vehicle exactly located (provide name/address/phone #)

Atomic Auto Body

520 Wellsian Way

Richland, WA

509/946-1681

Is there property damage or other vehicles involved in the accident?

yes

Has a Police or Fire report been filed (what municipality & report #)

Washington State Patrol

Report number not available.

\*\*\*\*End structured narrative SI POLICY FIRE OR ACCIDENT

Owner called back with vehicle insurance information.

Allstate Insurance: [REDACTED]

Policy # [REDACTED]

Claim # [REDACTED]

accident with injury, refer to 82t

1-17-07 Vehicle Location:Atomic Auto Body Incorporated

\_520 Wellsian Way

\_Richland, WA 99352-4121

\_(509) 946-1681

\_1/16/07 assigned to tk27/jlg117

CAIR NUMBER 15845414 REQUEST EAA INSPECTION 01-16-2007 14:56

CAIR NUMBER 15845414 E-MAIL SENT TO EAA 01-16-2007 14:57

CCRG Open Date: 01/16/2007 14:32:24

Letter Sent: Acknowledgement 01/17/2007 10:53:47

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/19/07 AT 12:05:00 15845414

CCRG Close Date: 01/22/2007

Letter Sent: Resolution 01/22/2007

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**Customer Assistance Inquiry Record (CAIR)#****15883694**

|                       |                             |                                     |               |                    |             |
|-----------------------|-----------------------------|-------------------------------------|---------------|--------------------|-------------|
| <b>VIN</b>            | 1J8HG48N3 6C [REDACTED]     | <b>Open Date</b>                    | 01/23/2007    | <b>Built Date</b>  | 01/10/2006  |
| <b>Model Year</b>     | 2006                        | <b>Body</b>                         | XKJH74        | JEEP COMMANDER 4X4 |             |
| <b>In Service Dt</b>  | 08/31/2006                  | <b>Mileage</b>                      | 52,000        | <b>Dealer Zone</b> | 32 NEW YORK |
| <b>Plant</b>          | C                           | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                  | US          |
| <b>Color</b>          | PJC                         | LIGHT KHAKI METALLIC CLEAR COAT     |               |                    |             |
| <b>Engine</b>         | EVA                         | 4.7L V8 MPI ENGINE                  |               |                    |             |
| <b>Transmission</b>   | DGQ                         | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                    |             |
| <b>Dealer</b>         | 26450                       | BAY RIDGE CHRYSLER JEEP DODGE,      | INC.          |                    |             |
| <b>Dealer Address</b> | 6502 5TH AVE                |                                     |               |                    |             |
| <b>Dealer City</b>    | BROOKLYN                    | <b>Dealer State</b>                 | NY            | <b>Dealer Zip</b>  | 11220       |
| <b>Owner</b>          | [REDACTED]                  | <b>Contact Type</b>                 | E-MAIL        |                    |             |
| <b>Address</b>        | [REDACTED]                  | <b>Home Phone</b>                   | [REDACTED]    |                    |             |
|                       | STATEN ISLAND NY [REDACTED] | <b>Country</b>                      | UNITED STATES |                    |             |

|                                                                  |                                |
|------------------------------------------------------------------|--------------------------------|
| Referral - Tier Three - Default - Default - Default              | States airbags did not deploy. |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover | accident. air bags deployed    |
| Corporate - Property Damage - Default - Default - Default        |                                |
| Product - Unknown - Unknown - Accident - Default                 |                                |

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

roll over crash suffered on 1/9/07 on 278 w/b s.i. ny

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

Email states:

Dear Chrysler people, I am very upset with the fact that NONE of the Commandor air bags deployed during a horrifying crash I had on the statenisland expressway in new york. A van went out of control on the highway and hit my commander front pass door hard while traveling 40-45mph. The glass flew all over. The impact sent me up on two tires, into a spin and then into a roll. The commander rolled 3x-times. The roof, sunroof, driver door, driver window and windshield crushed in all around me- YET no airbags deployed! The side airbag meant for a rollover left me completely vulnerable, horrified, and terrified! I was waiting to lose my limbs, or my head out of the driver window. I had no protection and I did everything I could to keep my hands-head- and arms safe from the exterior crashing in as rolled over. Thank god for the simple seat belt-that was the only safety feature that worked. Why didn't any of the airbags deploy? At the very least the left side airbag should have deployed to keep me safe! I have been exceptionally traumatized by this accident! I have whiplash to my entire body, problems with my eye, and my knee, and I could go on and on. The commander is completely totaled. Why didn't the safety option I was so happy to have work? Please tell me why and what you will do about it? Sincerely [REDACTED]

Response states:

Thank you for contacting the Chrysler Group Customer Assistance Center. Your email concerning your air bag incident was received and reviewed by the DaimlerChrysler Customer Assistance Center. We were sorry to learn of the incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the occurrence. These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where one of our Agents can contact you to discuss the matter. The Agent will be gathering some critical information concerning

the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; detailed information about the incident; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information. Our Agent will then advise you concerning further actions.

\*\*\*\*\*END OF CONTACT\*\*\*\*\*

\*\*\*\*\*Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

Rollover accident.

Description of the incident (what, when, where, injuries, etc)

Another vehicle struck owners vehicle in the passenger door. The vehicle rolled over three times. Owner alleges suffered bruises on legs, her left eye has a burst vein, and left knee is in pain.

Has the owners insurance company been contacted ?

yes

If yes provide name/policy number and phone number

Geico Insurance 516/496-5000

Contact: Dee Perkins

Policy # [REDACTED]

Where is the vehicle exactly located (provide name/address/phone #)

Owner will call back with vehicle location information.

Is there property damage or other vehicles involved in the accident?

yes

Has a Police or Fire report been filed (what municipality & report #)

Staten Island Police Department

No report number available.

\*\*\*\*\*End structured narrative SI POLICY FIRE OR ACCIDENT

Owner calls back with vehicle location:

426 Texas Rd.

Morganville, NJ 07751

732/591-8173 Contact: Jennifer

Writer will forward file to DCX for handling.

1/25/07.....TO 82T.

\_1/25/07 assigned to tk27/jlg117

CAIR NUMBER 15883694 REQUEST EAA INSPECTION 01-25-2007 09:21

CAIR NUMBER 15883694 E-MAIL SENT TO EAA 01-25-2007 09:21

CCRG Open Date: 01/25/2007 08:59:37

Letter Sent: Acknowledgement 01/26/2007 09:47:55

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/17/07 AT 09:46:19 15883694

CCRG Close Date: 02/19/2007

Letter Sent: Resolution 02/19/2007

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**Customer Assistance Inquiry Record (CAIR)#****15898429**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K4 5C [REDACTED] | <b>Open Date</b>                 | 01/26/2007    | <b>Built Date</b>                            | 12/04/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 12/13/2004              | <b>Mileage</b>                   | 49,000        | <b>Dealer Zone</b>                           | 63 DALLAS  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PB8                     | MIDNIGHT BLUE PEARL COAT         |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                           |                        |               |                   |       |
|-----------------------|---------------------------|------------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 49980                     | C-H-S, INC./DOLLAR RAC | DODGE         |                   |       |
| <b>Dealer Address</b> | 5330 E 31 ST              |                        |               |                   |       |
| <b>Dealer City</b>    | TULSA                     | <b>Dealer State</b>    | OK            | <b>Dealer Zip</b> | 74135 |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>    | E-MAIL        |                   |       |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>      | [REDACTED]    |                   |       |
|                       | MIDDLESBORO KY [REDACTED] | <b>Country</b>         | UNITED STATES |                   |       |

|                                                                                   |                         |
|-----------------------------------------------------------------------------------|-------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | AIR BAGS                |
| Referral - Tier Three - Default - Default - Default                               | Referred to Tier Three. |
| Corporate - Property Damage - Default - Default - Default                         |                         |
| Product - Unknown - Unknown - Accident - Default                                  |                         |

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

Airbags on vehicle didnt deploy when car was wrecked and it was totaled, wanting to know the reason they didnt and what can i do about it....

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Well i wrecked the vehicle and totaled the car and no air bags deployed, and i was just wanting to know if there is a flaw in the car or what...Just email me back giving me some information on what to do about it or who to talk too...

## \*\*\*\*\*END EMAIL CONTENT\*\*\*\*\*

## \*\*\*\*\*EMAIL RESPONSE\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center. Your email concerning your air bag incident was received and reviewed by the DaimlerChrysler Customer Assistance Center.

We were sorry to learn of the incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the occurrence. These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where one of our Agents can contact you to discuss the matter.

The Agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; detailed information about the incident; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information.

Our Agent will then advise you concerning further actions.

Thanks again for your email.

## \*\*\*\*\*END EMAIL RESPONSE\*\*\*\*\*

Referred to Tier Three.

## \*\*\*\*\*Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

Accident.

Description of the incident (what, when, where, injuries, etc)

Owner alleges vehicle struck a guardrail head on and vehicle flipped over on drivers side. Ownerv alleges his arms and neck are sore.

Has the owners insurance company been contacted ?

yes

If yes provide name/policy number and phone number

Farm Bureau Insurance [REDACTED]

Claim # [REDACTED]

Where is the vehicle exactly located (provide name/address/phone #)

Owner will call back with vehicle location.

Is there property damage or other vehicles involved in the accident?

yes

Has a Police or Fire report been filed (what municipality & report #)

Knox County Sheriff Department, Kentucky [REDACTED]

Report # [REDACTED]

\*\*\*\*End structured narrative SI POLICY FIRE OR ACCIDENT

Owner calls back with vehicle location:

Co-Part

1501 Kasp Court

Lot # 03522507

Lexington, KY 40509

859/264-7401

Writer will forward information to DCX special investigations for handling.

1/31/07.....FORWARDED INJURY ALLEGATION RE: AIR BAG NON-DEPLOYMENT. TO 82T FOR INVESTIGATION.

\_2/1/07 assigned to tk27/jlg117

CAIR NUMBER 15898429 REQUEST EAA INSPECTION 02-01-2007 09:05

CAIR NUMBER 15898429 E-MAIL SENT TO EAA 02-01-2007 09:05

CCRG Open Date: 01/31/2007 16:12:49

Letter Sent: Acknowledgement 02/02/2007 11:26:09

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/07/07 AT 07:40:45 15898429

CCRG Close Date: 02/07/2007

Letter Sent: Resolution 02/07/2007

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**Customer Assistance Inquiry Record (CAIR)#****15921644**

|                      |                         |                                    |               |                                              |            |
|----------------------|-------------------------|------------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K7 5C [REDACTED] | <b>Open Date</b>                   | 02/02/2007    | <b>Built Date</b>                            | 02/25/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                        | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 05/02/2005              | <b>Mileage</b>                     | 37,500        | <b>Dealer Zone</b>                           | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT     | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PXR                     | BRILLIANT BLACK CRYSTAL PEARL COAT |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                     |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                              |            |

|                       |                  |                     |    |                   |       |
|-----------------------|------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 59883            | OAKLAND DODGE INC   |    |                   |       |
| <b>Dealer Address</b> | 101 W 14 MILE RD |                     |    |                   |       |
| <b>Dealer City</b>    | MADISON HGHTS    | <b>Dealer State</b> | MI | <b>Dealer Zip</b> | 48071 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | CHICAGO IL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                    |                                          |
|------------------------------------------------------------------------------------|------------------------------------------|
| Referral - Tier Three - Default - Default - Default                                | File was transferred for further review. |
| Corporate - Property Damage - Default - Default - Default                          |                                          |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |                                          |
| Product - Unknown - Unknown - Accident - Default                                   |                                          |
| Referral - Other - Default - Default - Default                                     |                                          |

Special Investigation related contact - Escalated to Tier 2 Internal  
COIN Updated & CAIR reassigned to 82H

Contact: Tara Robertson U

Telephone # 7733223160U

Telephone #2 No secondary numberU

Brief description of event: The vehicle was in an accident and the air bags did not deploy. U

Customer states that after she is contacted she will call back to inquire the process of canceling the service contract. Customer was advised of the number for DCSC.

\* Writer left message for call back. Provided file number and direct extension - 7156. Asked that information be left on voice mail if writer is unavailable.

Would need to know date of incident and a little bit about the incident.

Would need to know if any injuries. Needed to know if law enforcement agency and/or fire department had come out and made a report. If so, need to know which one and the report number. Needed to know insurance company information - claim or policy number, contact name and phone number. Need to know exact location of vehicle and a phone number for contact at that location.

\* Her fiance was driving alone in the car. He swerved to miss a vheicle that had suddenly come in front of him and he hit a wall. He hurt his neck and back. Happened 2/1/07.

\* Chicago police department report number [REDACTED]

\* Insurance company is American Access

Nick Owens 630.645.7755

\* Receipt for towing is from

Chicago Towing Association 773.322.3575

3422 W. North Ave.

Chicago II

- \* She will call and doublecheck location of vehicle.
- \* Writer called customer and left reminder message that DCX needs to know exact location of vehicle. Left phone number with direct extension.
- \* Customer called and left message with vehicle location:  
8015 N. Ridgeway, SKOKIE IL 60076 847.675.8100
- \* Writer forwarding to special investigations

\*\*\*\*\*  
VEHICLE IS LOCATED AT:

Frank s Body Shop  
8015 Ridgeway Ave  
Skokie, IL 60076  
847-675-8100 or 847-674-9356 \_

\*\*\*\*\*  
\*\*\*\* CORRECTION: Tread Data should read 00/01/Y \*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.  
2/6/07 assigned to tk27/jlg117  
CAIR NUMBER 15921644 REQUEST EAA INSPECTION 02-06-2007 11:55  
CAIR NUMBER 15921644 E-MAIL SENT TO EAA 02-06-2007 11:56  
CCRG Open Date: 02/06/2007 11:32:39  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/07/07 AT 17:32:04 15921644  
Letter Sent: Acknowledgement 02/07/2007 10:32:04  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/13/07 AT 20:10:35 15921644  
CCRG Close Date: 02/26/2007  
Letter Sent: Resolution 02/26/2007

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**Customer Assistance Inquiry Record (CAIR)#****15956514**

|                      |                         |                                     |               |                    |            |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------|------------|
| <b>VIN</b>           | 1J8HH48N4 6C [REDACTED] | <b>Open Date</b>                    | 02/14/2007    | <b>Built Date</b>  | 06/13/2006 |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                         | XKTH74        | JEEP COMMANDER 4X2 |            |
| <b>In Service Dt</b> | 06/27/2006              | <b>Mileage</b>                      | 4,000         | <b>Dealer Zone</b> |            |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                  | US         |
| <b>Color</b>         | PJT                     | DK. KHAKI PEARL COAT                |               |                    |            |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                    |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                    |            |

|                |                     |                     |               |
|----------------|---------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]          | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | PARIS TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                              |
|-----------------------------------------------------------------------------------|------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier three support referral. |
| Corporate - Property Damage - Default - Default - Default                         |                              |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                              |
| Product - Body / Trim / Paint Finish - Seat Belts - Defective - Front Passenger   |                              |
| Product - Unknown - Unknown - Accident - Default                                  |                              |
| Referral - Other - Default - Default - Default                                    |                              |

Special Investigation related contact - Escalated to Tier 2 Internal

Contact: [REDACTED]

Telephone #1 [REDACTED]

Brief description of event: Customer states the vehicle was accident and the air bags did not deploy. Customer states the seat belts did not lock and his wife's head hit the windshield.

COIN Updated &amp; CAIR reassigned to 82H

Customer states before he hung up he can be reached at [REDACTED].

2.14.2007 customer states that on Feb 2, 2007 and lady turn and hit him on the front passenger side. The driver and wife was injured. The seat belt didn't restrain his wife and the air bags didn't go off. The vehicle is located at LONE STAR PAINT & BODY 1421 NW. 19TH PARIS TX.

PH 915 772-6263

HOT HOT HOT HOT

Forwarded to 82t m rp

\_2/14/07 vehicle location Zip code : 75460 jlg117

\_2/14/07 assigned to tk27/jlg117

CAIR NUMBER 15956514 REQUEST EAA INSPECTION 02-14-2007 15:41

CAIR NUMBER 15956514 E-MAIL SENT TO EAA 02-14-2007 15:41

CCRG Open Date: 02/14/2007 15:34:46

Letter Sent: Acknowledgement 02/15/2007 13:53:43

Customer states that the inspector is not out there. Agent consulted with [REDACTED] and advised customer that at this time there is no updated information and someone will be in contact with him. Customer states that he is without a vehicle. Agent advised customer that he will have to wait for someone to contact him back and to call back on Monday if he has not been contacted. Customer inquires who he spoke with. Agent advised customer of MRP1 name. Customer inquires if he can be consulted with. Agent advised customer that is not possible and to wait for someone to contact him. Customer states that someone needs to get in contact with him or his lawyer. Agent advised customer that anything he chooses to do outside of DCX is at his own discretion. Agent advised customer that he would be contacted.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/17/07 AT 17:15:22 15956514

\*\*\*\*\*

Customer seeking update. Customer states he was contacted and informed that the inspection had been performed. Customer states that he was requested to reiterate the details of the incident. Customer states he

has been informed by the facility that has the vehicle that they have been instructed not to service the vehicle until further notice. Customer seeking why they were informed not to fix the vehicle.

Agent informs customer that no new information has been updated in the file. Agent advises customer that the agent will update the file with this information. Agent advises customer that he will be contacted.

Customer states that his vehicle was being investigated over a seat belt issue. Customer states the investigation is done and he states that he asked for the investigators to contact the body shop to fix the issue.

Customer states he was then told that he would have to contact the body shop to tell them to fix the vehicle. Customer states he wants DCX to contact the body shop and tell them to fix the vehicle cause they are who told them to stop working on the vehicle in the first place to do the investigation. Agent referred customer to CCRG for further information on the issue. Agent gave Customer Claims Resolution Group (CCRG) at 1-866-432-1329.

\*\*\*\*\*RECALL CONTACT\*\*\*\*\*

Customer seeking why DCX will not contact the body shop. Agent advised the customer that his file has been forwarded to CCRG and advised customer to contact CCRG. Customer states he has contact CCRG and they informed him this is not a manufacturer s defect. Customer requested to speak with a supervisor, agent consulted with AMM97 and informed customer to contact CCRG for additional discussion of this file. Customer requested to speak with a supervisor again, AMM97 took over the call.

AMM97- Informed customer his file had been forwarded to CCRG for further resolution. Advised customer for further discussion of this matter to contact CCRG. Customer accepted and disconnected. -AMM97.

CCRG Close Date: 02/19/2007

Letter Sent: Resolution 02/19/2007

Customer called to revisit the matter again and writer advised her a letter has been sent by postal mail that will further advise her concerning this matter. Customer understood.

Caller states she is from the Law office who is handling this case.

Caller requesting to speak to the litigation department. Agent informed caller that writer would notify the appropriate parties of her call and she will get a call back. Callers number is [REDACTED] Reassigned to 82h.

Reassigned to DCX SI. MRP1 for handling.

2.22.2007

Forwarded to 82t mrp

2-22-07 A Resolution Letter was mailed to the customer on 2-19-07.SSS8

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

**15973082**

|                      |                         |                                   |               |                                |            |
|----------------------|-------------------------|-----------------------------------|---------------|--------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K4 6C [REDACTED] | <b>Open Date</b>                  | 02/20/2007    | <b>Built Date</b>              | 01/30/2006 |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                       | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |            |
| <b>In Service Dt</b> | 02/21/2006              | <b>Mileage</b>                    | 8,000         | <b>Dealer Zone</b>             |            |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                              | US         |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                    |               |                                |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                |            |

|                       |                      |                                    |    |                   |       |
|-----------------------|----------------------|------------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | X7848                | VANGUARD CAR RENTAL, WARRANTY DEPT |    |                   |       |
| <b>Dealer Address</b> | 6929 N LAKEWOOD AVE. |                                    |    |                   |       |
| <b>Dealer City</b>    | TULSA                | <b>Dealer State</b>                | OK | <b>Dealer Zip</b> | 74117 |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   | [REDACTED]    |
|                | CRANSTON RI [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                    |                      |
|------------------------------------------------------------------------------------|----------------------|
| Referral - Tier Three - Default - Default - Default                                | Tier Three Referral. |
| Corporate - Property Damage - Default - Default - Default                          |                      |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |                      |
| Product - Unknown - Unknown - Accident - Default                                   |                      |
| Referral - Other - Default - Default - Default                                     |                      |

Special Investigation related contact - Escalated to Tier 2 Internal per KTW13.

COIN Updated & CAIR reassigned to 82H

Contact: [REDACTED]

Telephone # [REDACTED]

Brief description of event: Customer claims she hit an object head on, and her air bags did not deploy.

\* Writer left message for call back. Provided file number and direct extension - 7156. Asked that information be left on voice mail if writer is unavailable. Also provided direct number.

Would need to know date of incident and a little bit about the incident. Would need to know if any injuries. Needed to know if law enforcement agency and/or fire department had come out and made a report. If so, need to know which one and the report number. Needed to know insurance company information - claim or policy number, contact name and phone number. Need to know exact location of vehicle and a phone number for contact at that location.

\* Customer said she was injured. Accident happened 2/16.

She was the only one in the vehicle.

She hit highway barrier and vehicle flipped.

RI State Police came out. Report number is not available yet. \_

\* She doesn't know where vehicle is. She said she called her claim adjuster this morning and the claim adjuster did not know.

\* Met Life Insurance

Christine Bianchi 800-854-6011 ext. 6173

claim number [REDACTED] -

\_2.23.2007

Vehicle is located at Arlington Tow, 1211 Cranston St., Cranston R.I.

02920. Ph: 401 942-6110

\*\*\*\*\* CORRECTION: Tread Data should read 00/01/Y \*\*\*\*\*

2/23/07.....TO 82T.

2-23-07 Assigned to TK27/SSS8

CAIR NUMBER 15973082 REQUEST EAA INSPECTION 02-23-2007 16:45

CAIR NUMBER 15973082 E-MAIL SENT TO EAA 02-23-2007 16:45

CCRG Open Date: 02/23/2007 16:43:11

Letter Sent: Acknowledgement 02/26/2007 11:52:05

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/28/07 AT 16:38:37 15973082

Letter Sent: Resolution 03/06/2007

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**Customer Assistance Inquiry Record (CAIR)#****15985971**

|                      |                         |                                     |               |                    |                |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------|----------------|
| <b>VIN</b>           | 1J8HH48N7 6C [REDACTED] | <b>Open Date</b>                    | 02/23/2007    | <b>Built Date</b>  | 08/30/2005     |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                         | XKTH74        | JEEP COMMANDER 4X2 |                |
| <b>In Service Dt</b> | 09/23/2006              | <b>Mileage</b>                      | 8,000         | <b>Dealer Zone</b> | 71 LOS ANGELES |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                  | US             |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                    |                |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                    |                |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                    |                |

|                |                                |                     |                |
|----------------|--------------------------------|---------------------|----------------|
| <b>Owner</b>   | [REDACTED]                     | <b>Contact Type</b> | TELEPHONE      |
| <b>Address</b> | [REDACTED]                     | <b>Home Phone</b>   | (707) 987-2070 |
|                | HIDDEN VALLEY LA CA [REDACTED] | <b>Country</b>      | UNITED STATES  |

|                                                           |                 |
|-----------------------------------------------------------|-----------------|
| Referral - Other - Default - Default - Default            | Referral other. |
| Corporate - Property Damage - Default - Default - Default |                 |
| Product - Unknown - Unknown - Accident - Default          |                 |

Special Investigation related contact - Escalated to Tier 2 Internal  
COIN Updated & CAIR reassigned to 82H

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone #2 [REDACTED]

Brief description of event: Vehicle involved in accident with Semi.

Customer stated that vehicle taken by Five Star Towing. Customer stated that she contacted 45118 and was referred to DCCAC. Customer working with AAA ; Steve: 1-888-900-6520 extension: 5811; Claim # [REDACTED].

NOTE: Mileage is an estimate. Customer prefers contact at (707) 987-2070.

Customer states no one has contacted her insurance company for vehicle inspection, yet. Advised customer the file has been opened and someone should be contacting the insurance company soon.

Vehicle located at

Co\_part

282 5th Street

Vallejo, CA 94590

sTOCK #4956007

PHONE NUMBER 707 644 4468

Accident, airbags didnt deploy, owner claimns injury

refer to 82t

\_2/27/07 assigned to tk27/jlg117

CAIR NUMBER 15985971 REQUEST EAA INSPECTION 02-27-2007 08:48

CAIR NUMBER 15985971 E-MAIL SENT TO EAA 02-27-2007 08:48

CCRG Open Date: 02/26/2007 16:42:56

Letter Sent: Acknowledgement 02/28/2007 10:15:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/02/07 AT 03:17:40 15985971

Letter Sent: Resolution 03/06/2007

**Customer Assistance Inquiry Record (CAIR)#****16025419**

|                       |                         |                                     |               |                            |                |
|-----------------------|-------------------------|-------------------------------------|---------------|----------------------------|----------------|
| <b>VIN</b>            | 1J8HG5822 6C [REDACTED] | <b>Open Date</b>                    | 03/09/2007    | <b>Built Date</b>          | 11/17/2005     |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |                |
| <b>In Service Dt</b>  | 04/09/2006              | <b>Mileage</b>                      | 1             | <b>Dealer Zone</b>         | 71 LOS ANGELES |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US             |
| <b>Color</b>          | PRJ                     | INFERNO RED CRYSTAL PEARL COAT      |               |                            |                |
| <b>Engine</b>         | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |                |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |                |
| <b>Dealer</b>         | 24105                   | JEEP CHRYSLER OF ONTARIO, INC.      |               |                            |                |
| <b>Dealer Address</b> | 1202 AUTO CENTER DR     |                                     |               |                            |                |
| <b>Dealer City</b>    | ONTARIO                 | <b>Dealer State</b>                 | CA            | <b>Dealer Zip</b>          | 91761          |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | TELEPHONE     |                            |                |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                            |                |
|                       | FONTANA CA [REDACTED]   | <b>Country</b>                      | UNITED STATES |                            |                |

|                                                           |  |
|-----------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default |  |
| Product - Unknown - Unknown - Accident - Default          |  |
| Referral - Other - Default - Default - Default            |  |
| Referral - Tier Three - Default - Default - Default       |  |

Special Investigation related contact - Escalated to Tier 2 Internal per RBS33.

COIN Updated & CAIR reassigned to 82H

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone #2 [REDACTED]

What happened?: Customer states his wife was driving the vehicle and was involved in an accident that totaled the vehicle but the air bags did not deploy.

Located at Fix Auto, 4930 Vanderbilt Ave., Ontario, ca 91761. \_

Owner reports injuries, phone 909 605 7575, Ask for Anthony James refer to 82t

\_3/9/07 sending back to SI for F/I/P codes thanks jlg117

3/12/07 assigned to tk27/jlg117

CAIR NUMBER 16025419 REQUEST EAA INSPECTION 03-12-2007 10:21

CAIR NUMBER 16025419 E-MAIL SENT TO EAA 03-12-2007 10:21

CCRG Open Date: 03/09/2007 14:34:04

Letter Sent: Acknowledgement 03/13/2007 10:03:55

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/21/07 AT 19:04:53 16025419

Letter Sent: Resolution 03/23/2007

**Customer Assistance Inquiry Record (CAIR)#****16061160**

|                       |                          |                                    |               |                                |             |
|-----------------------|--------------------------|------------------------------------|---------------|--------------------------------|-------------|
| <b>VIN</b>            | 1J4GR48K4 6C [REDACTED]  | <b>Open Date</b>                   | 03/22/2007    | <b>Built Date</b>              | 06/28/2006  |
| <b>Model Year</b>     | 2006                     | <b>Body</b>                        | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |             |
| <b>In Service Dt</b>  | 08/14/2006               | <b>Mileage</b>                     | 9,500         | <b>Dealer Zone</b>             | 32 NEW YORK |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT     | <b>Market</b> | U                              | US          |
| <b>Color</b>          | PSB                      | BRIGHT SILVER METALLIC CLEAR COAT  |               |                                |             |
| <b>Engine</b>         | EKG                      | 3.7L V6 ENGINE                     |               |                                |             |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                |             |
| <b>Dealer</b>         | 62457                    | CENTRAL AVENUE CHRYSLER JEEP, INC. |               |                                |             |
| <b>Dealer Address</b> | 1839 CENTRAL PARK AVENUE |                                    |               |                                |             |
| <b>Dealer City</b>    | YONKERS                  | <b>Dealer State</b>                | NY            | <b>Dealer Zip</b>              | 10710       |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>                | TELEPHONE     |                                |             |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                  | [REDACTED]    |                                |             |
|                       | YONKERS NY [REDACTED]    | <b>Country</b>                     | UNITED STATES |                                |             |

|                                                                                   |                      |
|-----------------------------------------------------------------------------------|----------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | AIR BAGS             |
| Referral - Other - Default - Default - Default                                    | Referral other.      |
| Referral - Tier Three - Default - Default - Default                               | Referral tier three. |
| Corporate - Property Damage - Default - Default - Default                         |                      |
| Product - Unknown - Unknown - Accident - Default                                  |                      |

Special Investigation related contact - Escalated to Tier 2 Internal  
Customer transferred to the internal Tier 2 escalation line for further  
review of concern.

COIN Updated & CAIR reassigned to 82H

Contact: [REDACTED]

Telephone [REDACTED]

Telephone # [REDACTED]

What happened?: Customer states she was in an accident and the airbags  
did not deploy. Agent informed the file will be reassigned for further  
review.

3/23/07.....CAR LOCATED AT:

\_YONKERS AUTO BODY

\_41 RAIL ROAD AVE

\_YONKERS, NY 10710 (914) 964-1600

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. RAB32.

CAIR NUMBER 16061160 REQUEST EAA INSPECTION 03-23-2007 10:53

CAIR NUMBER 16061160 E-MAIL SENT TO EAA 03-23-2007 10:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/26/07 AT 03:19:14 16061160

3/26/07.....EAA FOUND NO DRB CODES.....NO REASON FOR AIR BAG DEPLOYMENT.  
THE DAMAGE TO THIS VEHICLE WAS DUE TO THE NUMBER OF PANELS THAT WERE  
IMPACTED, NOT DUE TO SEVERITY OF IMPACT.

THIS WAS A SPIN OUT ACCIDENT.

DICTATED LETTER.

LETTER SENT.

**Customer Assistance Inquiry Record (CAIR)#****16135944**

|                       |                            |                                  |               |                    |            |
|-----------------------|----------------------------|----------------------------------|---------------|--------------------|------------|
| <b>VIN</b>            | 1J8HG48K3 6C [REDACTED]    | <b>Open Date</b>                 | 04/09/2007    | <b>Built Date</b>  | 06/13/2006 |
| <b>Model Year</b>     | 2006                       | <b>Body</b>                      | XKJH74        | JEEP COMMANDER 4X4 |            |
| <b>In Service Dt</b>  | 08/31/2006                 | <b>Mileage</b>                   | 20,000        | <b>Dealer Zone</b> | 42 DETROIT |
| <b>Plant</b>          | C                          | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                  | US         |
| <b>Color</b>          | PBM                        | STEEL BLUE METALLIC CLEAR COAT   |               |                    |            |
| <b>Engine</b>         | EKG                        | 3.7L V6 ENGINE                   |               |                    |            |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION |               |                    |            |
| <b>Dealer</b>         | 23387                      | SZOTT M-59 CHRYSLER JEEP         |               |                    |            |
| <b>Dealer Address</b> | 6700 HIGHLAND RD - F101984 |                                  |               |                    |            |
| <b>Dealer City</b>    | WHITE LAKE                 | <b>Dealer State</b>              | MI            | <b>Dealer Zip</b>  | 48383      |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>              | TELEPHONE     |                    |            |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>                | [REDACTED]    |                    |            |
|                       | W BLOOMFIELD MI [REDACTED] | <b>Country</b>                   | UNITED STATES |                    |            |

|                                                                                   |          |
|-----------------------------------------------------------------------------------|----------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | AIR BAGS |
| Corporate - Property Damage - Default - Default - Default                         |          |
| Product - Unknown - Unknown - Accident - Default                                  |          |
| Referral - Other - Default - Default - Default                                    |          |
| Referral - Tier Three - Default - Default - Default                               |          |

Special Investigation related contact - Escalated to Tier 2 Internal per BSG14.

COIN Updated & CAIR reassigned to 82H

Contact: Stevan Orr

Telephone # [REDACTED]

Telephone #2 [REDACTED]

What happened?: Customer states he was involved in an accident and the air bags did not deploy.

23387 SZOTT M-59 CHRYSLER JEEP CJ

6700 HIGHLAND RD - F10198 WHITE LAKE MI 48383 248-889-8989

4/13/07.....CAR AT THE ABOVE DEALER.....FORWARDED TO 82T DUE TO ACCIDENT.

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. RAB32.

CAIR NUMBER 16135944 REQUEST EAA INSPECTION 04-16-2007 09:00

CAIR NUMBER 16135944 E-MAIL SENT TO EAA 04-16-2007 09:00

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/17/07 AT 15:42:37 16135944

CCRG Open Date: 04/13/2007 10:58:11

4/18/07.....NO DRB CODES WERE SET. SEVERAL IMPACTS BUT NONE OF THE INTENSITY TO DEPLOY AIR BAGS.

DAMAGE WAS ONLY \$5,100.00 FOR ALL THE DAMAGES TO THE FRONT AND THE SIDE. ALSO, THERE WAS NO INTERIOR INTRUSION TO CAUSE A SIDE AIR BAG DEPLOYMENT. DICTATED LETTER.

Caller claims that he called about a traffic accident where air bags did not deploy. Caller states that DCX has inspected vehicle. Caller seeking update on claim. Advised caller that a letter was sent out regarding this matter and that customer should receive this in the near future.

LETTER SENT.

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

**16163870**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GS48K8 5C [REDACTED] | <b>Open Date</b>                 | 04/13/2007    | <b>Built Date</b>                            | 11/01/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 12/10/2004              | <b>Mileage</b>                   | 30,000        | <b>Dealer Zone</b>                           | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PB8                     | MIDNIGHT BLUE PEARL COAT         |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                            |                     |    |                   |       |
|-----------------------|----------------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 62621                      | DAYTON ANDREWS INC  |    |                   |       |
| <b>Dealer Address</b> | 2388 GULF TO BAY BOULEVARD |                     |    |                   |       |
| <b>Dealer City</b>    | CLEARWATER                 | <b>Dealer State</b> | FL | <b>Dealer Zip</b> | 33765 |

|                |                     |                     |               |
|----------------|---------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]          | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | LARGO FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                                 |
|-----------------------------------------------------------------------------------|-------------------------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Re-assigned to Tier Three for further handling. |
| Referral - Other - Default - Default - Default                                    | Referral other.                                 |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment                          |
| Corporate - Property Damage - Default - Default - Default                         |                                                 |
| Product - Unknown - Unknown - Accident - Default                                  |                                                 |

Special Investigation related contact - Escalated to Tier 2 Internal COIN Updated & CAIR reassigned to 82S

Contact [REDACTED]  
 Telephone # [REDACTED]  
 Telephone #2 [REDACTED]

What happened?: Customer states vehicle was involved in an accident, air bags did not deploy.  
 CAIR re-assigned to 82S for further handling.  
 left message requesting location. jss15.

\*\*\*\*\*  
 VEHICLE IS LOCATED AT:  
 DAYTON ANDREWS INC CJ  
 2388 GULF TO BAY BOULEVAR CLEARWATER FL 33765 727-799-4539  
 \*\*\*\*\*

Owner had diabetic seizure, blacked out ran into back of a truck. claims air bags and seat belts did not work. He also claims injuries.  
 \*\*\*\*\* CORRECTION: Tread Data should read 00/01/Y \*\*\*\*\*  
 \*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.  
 4/16/07 assigned to tk27/jlg117  
 CAIR NUMBER 16163870 REQUEST EAA INSPECTION 04-16-2007 15:47  
 CAIR NUMBER 16163870 E-MAIL SENT TO EAA 04-16-2007 15:47  
 CCRG Open Date: 04/16/2007 15:20:33  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/17/07 AT 15:09:20 16163870  
 Letter Sent: Acknowledgement 04/17/2007 10:06:01  
 Letter Sent: Resolution 04/18/2007

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

**16368361**

|                       |                         |                                   |               |                    |            |
|-----------------------|-------------------------|-----------------------------------|---------------|--------------------|------------|
| <b>VIN</b>            | 1J8HG48K9 6C [REDACTED] | <b>Open Date</b>                  | 06/04/2007    | <b>Built Date</b>  | 09/17/2005 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                       | XKJH74        | JEEP COMMANDER 4X4 |            |
| <b>In Service Dt</b>  | 10/13/2005              | <b>Mileage</b>                    | 30,000        | <b>Dealer Zone</b> | 74 DENVER  |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                  | US         |
| <b>Color</b>          | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                    |            |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                    |               |                    |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                    |            |
| <b>Dealer</b>         | 49956                   | FORREST LAKE CPDJE % ALAMO        |               |                    |            |
| <b>Dealer Address</b> | 500 FORD RD             |                                   |               |                    |            |
| <b>Dealer City</b>    | MINNEAPOLIS             | <b>Dealer State</b>               | MN            | <b>Dealer Zip</b>  | 55426      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>               | TELEPHONE     |                    |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                 |               |                    |            |
|                       | SYLACAUGA AL [REDACTED] | <b>Country</b>                    | UNITED STATES |                    |            |

|                                                                                   |                      |
|-----------------------------------------------------------------------------------|----------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier three referral. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deploy   |
| Corporate - Property Damage - Default - Default - Default                         |                      |
| Product - Unknown - Unknown - Accident - Default                                  |                      |
| Referral - Other - Default - Default - Default                                    |                      |

Special Investigation related contact - Escalated to Tier 2 Internal per SMD54.  
 Customer transferred to the internal Tier 2 escalation line for further review of concern. Caller states she hit another vehicle. Caller states her insurance company told her to contact DCX. Caller states air bag non-deployment.  
 COIN Updated & CAIR reassigned to 82S  
 Contact: Chasity Armbruster  
 Telephone # [REDACTED] (bad number!)  
 Telephone [REDACTED] What happened?: Customer states air bag non-deployment.  
 Agent informed caller to have the follow information available when the specialist contacted her as soon as possible-  
 Name of insurance company, claim (or policy) number, contact and phone number.  
 Whether or not law enforcement and/or fire department showed up and report number.  
 Exact location of the vehicle and a telephone number for contact at that location.

\*\*\*\*\*  
 VEHICLE IS LOCATED AT:  
 Buck s Wrecker Service  
 (336) 886-4004  
 5007 BALL PARK RD Thomasville, NC 27360  
 \*\*\*\*\*

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. JSS15.  
 CAIR NUMBER 16368361 REQUEST EAA INSPECTION 06-04-2007 15:48  
 CAIR NUMBER 16368361 E-MAIL SENT TO EAA 06-04-2007 15:49



Purchased New or Used? Used

If Used, date purchased? 01/02/07 Mileage? 13000

From whom did customer purchase used vehicle? Other dealer

Customer called inquiring information on the specialist who is coming to inspect her vehicle. Agent advised customer that the information is not available. Agent advised customer that someone will be contacting her shortly and she could get that information at that time. Customer alleges that her lawyer will be contacting DCX. Customer inquires if her lawyer could get the information. Agent advised that anything that she does outside DCX will be at her discretion.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/07/07 AT 19:06:54 16368361

\*\*\*\*\*

Reviewed report and photographs. Not a full frontal impact. side impact to passenger door, not 'b' pillar. DEployment parameters not met. dictated letter. jss15.

LETTER MAILED. JSS15.

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**Customer Assistance Inquiry Record (CAIR)#****16369334**

|                      |                         |                                     |               |                                               |            |
|----------------------|-------------------------|-------------------------------------|---------------|-----------------------------------------------|------------|
| <b>VIN</b>           | 1J8HH5821 7C [REDACTED] | <b>Open Date</b>                    | 06/04/2007    | <b>Built Date</b>                             | 02/01/2007 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                         | XKTP74        | JEEP COMMANDER LIMITED 4X2 SPORT UTILITY 4-DR |            |
| <b>In Service Dt</b> | 04/22/2007              | <b>Mileage</b>                      | 21,000        | <b>Dealer Zone</b>                            | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                             | US         |
| <b>Color</b>         | PBM                     | STEEL BLUE METALLIC CLEAR COAT      |               |                                               |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                               |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                               |            |

|                       |                              |                             |               |                   |       |
|-----------------------|------------------------------|-----------------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 26653                        | MAROONE CHRYSLER JEEP DODGE | COCONUT CREEK |                   |       |
| <b>Dealer Address</b> | 4250 NORTH STATE RD #7 (441) |                             |               |                   |       |
| <b>Dealer City</b>    | COCONUT CREEK                | <b>Dealer State</b>         | FL            | <b>Dealer Zip</b> | 33073 |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | PLANTATION FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                         |
|-----------------------------------------------------------------------------------|-------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment  |
| Referral - Tier Three - Default - Default - Default                               | referred to tier three. |
| Corporate - Property Damage - Default - Default - Default                         |                         |
| Product - Unknown - Unknown - Accident - Default                                  |                         |

Purchased New or Used? New

From whom did customer purchase used vehicle? CDJ

COIN Updated &amp; CAIR reassigned to 82S

Contact: WILLIAM BURK

Telephone [REDACTED]

Telephone # [REDACTED]

LOCATION OF VEHICLE: AIG Insurance facility, Insurance agent Glenn, Tel # (954) 375-1824

What happened?: Customer states air bag did not deploy during collision. left message requesting location. jss15.

VEHICLE IS LOCATED AT:

Superior Towing  
 2385 SW 66TH TER  
 DAVIE FL 33317-7134  
 954-424-8781

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. JSS15.

CAIR NUMBER 16369334 REQUEST EAA INSPECTION 06-07-2007 09:56

CAIR NUMBER 16369334 E-MAIL SENT TO EAA 06-07-2007 09:56

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/14/07 AT 10:04:48 16369334

returned owner s phone call to advise of findings. owner advises she has an attorney. advised owner further contacts must be made by her attorney. no further action at this time. jss15.

**Customer Assistance Inquiry Record (CAIR)#****16423281**

|                      |                         |                                     |               |                            |            |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------|------------|
| <b>VIN</b>           | 1J8HG5820 6C [REDACTED] | <b>Open Date</b>                    | 06/20/2007    | <b>Built Date</b>          | 08/23/2005 |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |            |
| <b>In Service Dt</b> | 01/14/2006              | <b>Mileage</b>                      | 28,000        | <b>Dealer Zone</b>         | 74 DENVER  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US         |
| <b>Color</b>         | PRJ                     | INFERNO RED CRYSTAL PEARL COAT      |               |                            |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |            |

|                       |                          |                       |               |                   |       |
|-----------------------|--------------------------|-----------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 24237                    | GO CHRYSLER JEEP WEST |               |                   |       |
| <b>Dealer Address</b> | 16300 WEST COLFAX AVENUE |                       |               |                   |       |
| <b>Dealer City</b>    | GOLDEN                   | <b>Dealer State</b>   | CO            | <b>Dealer Zip</b> | 80401 |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>   | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>     | [REDACTED]    |                   |       |
|                       | LAKWOOD CO [REDACTED]    | <b>Country</b>        | UNITED STATES |                   |       |

|                                                     |                      |
|-----------------------------------------------------|----------------------|
| Referral - Other - Default - Default - Default      | Referral other.      |
| Referral - Tier Three - Default - Default - Default | Tier three referral. |

Special Investigation related contact - Escalated to Tier 2 Internal per KW276

COIN Updated & CAIR reassigned to 82S

Contact: Debra Maldonado

Telephone # [REDACTED]

Telephone [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Ace Towing

7800 West Jewell

Denver CO 80232

303 980 8770

What happened?: Customer states she was involved in a roll over accident and the airbags did not deploy.

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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. MHM1.

CAIR NUMBER 16423281 REQUEST EAA INSPECTION 06-20-2007 11:46

CAIR NUMBER 16423281 E-MAIL SENT TO EAA 06-20-2007 11:46

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/26/07 AT 14:13:31 [REDACTED]

attached police report to file. jss15.

requested file be reviewed by VSO, seatbelt specialists.

Discussed findings with Ron Leach, airbags operated correctly, dictated response

**Customer Assistance Inquiry Record (CAIR)#****16429177**

|                      |                         |                                  |               |                                              |             |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J8GR48K8 7C [REDACTED] | <b>Open Date</b>                 | 06/21/2007    | <b>Built Date</b>                            | 11/10/2006  |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 12/22/2006              | <b>Mileage</b>                   | 5,000         | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PDM                     | MINERAL GRAY MET. CLEAR COAT     |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |                   |                     |    |                   |       |
|-----------------------|-------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 26727             | CROTON AUTO PARK    |    |                   |       |
| <b>Dealer Address</b> | 1 MUNICIPAL PLACE |                     |    |                   |       |
| <b>Dealer City</b>    | CROTON-ON-HUDSON  | <b>Dealer State</b> | NY | <b>Dealer Zip</b> | 10520 |

|                |                               |                     |               |
|----------------|-------------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                    | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                    | <b>Home Phone</b>   | [REDACTED]    |
|                | CORTLANDT MANOR NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                     |                      |
|-----------------------------------------------------|----------------------|
| Referral - Tier Three - Default - Default - Default | Referral tier three. |
| Referral - Other - Default - Default - Default      |                      |

Special Investigation related contact - Escalated to Tier 2 Internal per RPL20

Customer transferred to the internal Tier 2 escalation line for further review of concern.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #: [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: S&L Collision 481 Commerce St Hawthorne, NY 9147415230

What happened?: Customer states his son was in an accident and the air bags did not deploy. Agent reassigned for further review. Customer asked when he would be contacted and Agent informed there is not a time frame. Customer asked for a supervisor. Agent informed the supervisor would inform of the same information. Customer stated he will wait for a call back.

6/22/07.

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. RAB32.

CAIR NUMBER 16429177 REQUEST EAA INSPECTION 06-22-2007 12:50

CAIR NUMBER 16429177 E-MAIL SENT TO EAA 06-22-2007 12:50

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/26/07 AT 18:33:13 16429177

6/28/07.....NO DRB CODES WERE SET. MODERATE IMPACT ON THE RIGHT FRONT SIDE FENDER WHICH ALSO SLID DOWN THE DOOR. NEITHER OF THESE IMPACTS WERE THE TYPE THAT WOULD CAUSE A FRONTAL OR SIDE AIR BAG DEPLOYMENT.

LETTER SENT.

**Customer Assistance Inquiry Record (CAIR)#****16429997**

|                       |                         |                                |               |                                            |            |
|-----------------------|-------------------------|--------------------------------|---------------|--------------------------------------------|------------|
| <b>VIN</b>            | 1J8HS58N5 5C [REDACTED] | <b>Open Date</b>               | 06/21/2007    | <b>Built Date</b>                          | 03/03/2005 |
| <b>Model Year</b>     | 2005                    | <b>Body</b>                    | WKTP74        | JEEP GRAND CHEROKEE LTD. 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b>  | 05/20/2005              | <b>Mileage</b>                 | 28,000        | <b>Dealer Zone</b>                         | 66 ORLANDO |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b> | U                                          | US         |
| <b>Dealer</b>         | 26318                   | ST PETE JEEP CHRYSLER PLYMOUTH |               |                                            |            |
| <b>Dealer Address</b> | 2500 34TH STREET NORTH  |                                |               |                                            |            |
| <b>Dealer City</b>    | ST PETERSBURG           | <b>Dealer State</b>            | FL            | <b>Dealer Zip</b>                          | 33713      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>            | TELEPHONE     |                                            |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>              | [REDACTED]    |                                            |            |
|                       | PARRISH FL [REDACTED]   | <b>Country</b>                 | UNITED STATES |                                            |            |

|                                                                                   |                    |
|-----------------------------------------------------------------------------------|--------------------|
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover                  | accident           |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deploy |
| Corporate - Property Damage - Default - Default - Default                         |                    |
| Product - Unknown - Unknown - Accident - Default                                  |                    |

called and left phone message, owner contacted DCSC with questions about air bag system. rolled vehicle down an embankment. jss15.  
owner has not called back. file closed. jss15.

**Customer Assistance Inquiry Record (CAIR)#****16655484**

|                      |                         |                                     |               |                                            |            |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|------------|
| <b>VIN</b>           | 1J8HR5825 5C [REDACTED] | <b>Open Date</b>                    | 08/22/2007    | <b>Built Date</b>                          | 04/13/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 08/30/2005              | <b>Mileage</b>                      | 15,000        | <b>Dealer Zone</b>                         | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US         |
| <b>Color</b>         | PXR                     | BRILLIANT BLACK CRYSTAL PEARL COAT  |               |                                            |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                            |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |            |

|                       |                         |                            |    |                   |       |
|-----------------------|-------------------------|----------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 67829                   | HATFIELD CHRYSLER PRODUCTS |    |                   |       |
| <b>Dealer Address</b> | 1500 WEST LEXINGTON AVE |                            |    |                   |       |
| <b>Dealer City</b>    | WINCHESTER              | <b>Dealer State</b>        | KY | <b>Dealer Zip</b> | 40391 |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | WINCHESTER KY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                      |
|-----------------------------------------------------------------------------------|----------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | AIR BAGS             |
| Referral - Tier Three - Default - Default - Default                               | Referral Tier Three. |
| Corporate - Property Damage - Default - Default - Default                         |                      |
| Product - Unknown - Unknown - Accident - Default                                  |                      |
| Referral - Other - Default - Default - Default                                    |                      |

Special Investigation related contact - Escalated to Tier 2 Internal  
Per RJ16

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Ted s Collision Center

125 Shoppers Dr., Winchester, KY, 40392

LOCATION OF VEHICLE PHONE NUMBER: (859)737-9137

What happened?: Customer states vehicle involved in accident and air bags did not deploy.

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. MHM1.

PLEASE RETURN TO MIKE MARTELL.

CAIR NUMBER 16655484 REQUEST EAA INSPECTION 08-23-2007 16:31

CAIR NUMBER 16655484 E-MAIL SENT TO EAA 08-23-2007 16:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/30/07 AT 16:13:14 16655484

Inspection reviewed, airbags test correctly, dictated response

**Customer Assistance Inquiry Record (CAIR)#****16672559**

|                      |                         |                                     |               |                                              |            |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4HR48N9 5C [REDACTED] | <b>Open Date</b>                    | 08/27/2007    | <b>Built Date</b>                            | 06/09/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 09/28/2005              | <b>Mileage</b>                      | 37,422        | <b>Dealer Zone</b>                           | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                              |            |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                              |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |            |

|                       |                           |                                   |               |                   |       |
|-----------------------|---------------------------|-----------------------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 26334                     | SOUTHFIELD CHRYSLER PLYMOUTH JEEP | EAGLE         |                   |       |
| <b>Dealer Address</b> | 28100 TELEGRAPH ROAD      |                                   |               |                   |       |
| <b>Dealer City</b>    | SOUTHFIELD                | <b>Dealer State</b>               | MI            | <b>Dealer Zip</b> | 48034 |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>               | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                 | [REDACTED]    |                   |       |
|                       | SPRINGFIELD VA [REDACTED] | <b>Country</b>                    | UNITED STATES |                   |       |

|                                                                                   |                                                            |
|-----------------------------------------------------------------------------------|------------------------------------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Information reassigned to Tier Three for further research. |
| Corporate - Property Damage - Default - Default - Default                         |                                                            |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                                                            |
| Product - Unknown - Unknown - Accident - Default                                  |                                                            |
| Referral - Other - Default - Default - Default                                    |                                                            |

Special Investigation related contact - Escalated to Tier 2 Internal per RBS33.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Spring Mall Auto 7708G Blacklick Rd.

Springfield, VA 22150

LOCATION OF VEHICLE PHONE NUMBER 703-866-1710

What happened?: Customer states the vehicle was involved in a collision due to the vehicle sliding off the road and the air bags did not deploy.

Customer does not know the mileage on the vehicle.

\_ 8.31.2007

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, MRP1.

CAIR NUMBER 16672559 REQUEST EAA INSPECTION 08-31-2007 15:01

CAIR NUMBER 16672559 E-MAIL SENT TO EAA 08-31-2007 15:01

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/05/07 AT 03:22:12 16672559

\_ 9.05.2007

Letter: Threshold for deployment was not met. mrp

**Customer Assistance Inquiry Record (CAIR)#****16729082**

|                       |                          |                                   |               |                                       |                |
|-----------------------|--------------------------|-----------------------------------|---------------|---------------------------------------|----------------|
| <b>VIN</b>            | 1J8HH48K07C [REDACTED]   | <b>Open Date</b>                  | 09/12/2007    | <b>Built Date</b>                     | 03/23/2007     |
| <b>Model Year</b>     | 2007                     | <b>Body</b>                       | XKTH74        | JEEP COMMANDER 4X2 SPORT UTILITY 4-DR |                |
| <b>In Service Dt</b>  | 04/22/2007               | <b>Mileage</b>                    | 5,500         | <b>Dealer Zone</b>                    | 71 LOS ANGELES |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                                     | US             |
| <b>Color</b>          | PSB                      | BRIGHT SILVER METALLIC CLEAR COAT |               |                                       |                |
| <b>Engine</b>         | EKG                      | 3.7L V6 ENGINE                    |               |                                       |                |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                       |                |
| <b>Dealer</b>         | 26712                    | LONG BEACH CHRY-JEEP INC          |               |                                       |                |
| <b>Dealer Address</b> | 2800 CHERRY AVENUE       |                                   |               |                                       |                |
| <b>Dealer City</b>    | SIGNAL HILL              | <b>Dealer State</b>               | CA            | <b>Dealer Zip</b>                     | 90755          |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>               | TELEPHONE     |                                       |                |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                 | [REDACTED]    |                                       |                |
|                       | LONG BEACH CA [REDACTED] | <b>Country</b>                    | UNITED STATES |                                       |                |

|                                                                                    |                                                            |
|------------------------------------------------------------------------------------|------------------------------------------------------------|
| Referral - Tier Three - Default - Default - Default                                | Information reassigned to Tier Three for further research. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver | accident                                                   |
| Corporate - Property Damage - Default - Default - Default                          |                                                            |
| Product - Unknown - Unknown - Accident - Default                                   |                                                            |
| Referral - Other - Default - Default - Default                                     |                                                            |

Purchased New or Used? new

If Used, date purchased? naMileage? na

From whom did customer purchase used vehicle?

CDJ dealer.

Special Investigation related contact - Escalated to Tier 2 Internal asper NS632

Customer transferred to the internal Tier 2 escalation line for further review of concern.

COIN Updated &amp; CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Adams Auto Body

1660 S. Vermont

Gardena, CA 90247

LOCATION OF VEHICLE PHONE NUMBER 310-538-3611 and 310-538-3470

What happened?: Customer states the vehicle was involved in a collision and the air bags did not deploy and the customer hit her head and chest.

accident with injuries, refer to 82t

\_9/14/07 assigned to tk27/mjm169

CAIR NUMBER 16729082 REQUEST EAA INSPECTION 09-14-2007 10:03

CAIR NUMBER 16729082 E-MAIL SENT TO EAA 09-14-2007 10:04

CCRG Open Date: 09/14/2007 09:54:42

Customer seeking an update regarding Special Investingation issue.

Advised customer per MLB92 that no new information is available at this time and that she may call back tomorrow for an update if someone has not contacted her. Provided customer reference number.

Letter Sent: Acknowledgement 09/17/2007 10:11:59

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/27/07 AT 03:22:05 16729082

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/27/07 AT 03:22:05 16729082



Letter Sent: Denial 10/01/2007

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**Customer Assistance Inquiry Record (CAIR)#****16732667**

|                      |                         |                                   |               |                                              |            |
|----------------------|-------------------------|-----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K2 5C [REDACTED] | <b>Open Date</b>                  | 09/28/2007    | <b>Built Date</b>                            | 01/19/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                       | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 03/23/2005              | <b>Mileage</b>                    | 1             | <b>Dealer Zone</b>                           | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                    |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                              |            |

|                       |                   |                             |    |                   |       |
|-----------------------|-------------------|-----------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 63391             | LOCHMOOR CHRY-PLYM-JEEP INC |    |                   |       |
| <b>Dealer Address</b> | 18165 MACK AVENUE |                             |    |                   |       |
| <b>Dealer City</b>    | DETROIT           | <b>Dealer State</b>         | MI | <b>Dealer Zip</b> | 48224 |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | CHARLOTTE NC [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                        |
|-----------------------------------------------------------------------------------|------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment |
| Corporate - Property Damage - Default - Default                                   |                        |
| Product - Unknown - Unknown - Accident - Default                                  |                        |

Grandfather writes on behalf of grandson, whow was in an accident. Claims air bags faield to deploy, and grandson suffered broken nose and stitches. Address on primary screen is for grandson (parents).

VEHICLE IS LOCATED AT:

Insurance Auto Auction

1710 Star Rita Rd.

Charlotte NC 28206

704-596-5854

Stock # 3399294

Call State Farm @ 888-411-4185 x60 claim# [REDACTED] to gain access to vehicle.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.

9/28/07 Assigned to tk27/jlg117

CAIR NUMBER 16732667 REQUEST EAA INSPECTION 09-28-2007 14:47

CAIR NUMBER 16732667 E-MAIL SENT TO EAA 09-28-2007 14:47

CCRG Open Date: 09/28/2007 14:05:07

Letter Sent: Acknowledgement 10/01/2007 11:14:01

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/02/07 AT 18:38:53 16732667

Letter Sent: Denial 10/03/2007

**Customer Assistance Inquiry Record (CAIR)#****16907997**

|                      |             |                                     |               |                                       |            |
|----------------------|-------------|-------------------------------------|---------------|---------------------------------------|------------|
| <b>VIN</b>           | 1J8HH48P57C | <b>Open Date</b>                    | 11/05/2007    | <b>Built Date</b>                     | 09/09/2006 |
| <b>Model Year</b>    | 2007        | <b>Body</b>                         | XKTH74        | JEEP COMMANDER 4X2 SPORT UTILITY 4-DR |            |
| <b>In Service Dt</b> | 06/20/2007  | <b>Mileage</b>                      | 7,000         | <b>Dealer Zone</b>                    |            |
| <b>Plant</b>         | C           | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                     | US         |
| <b>Color</b>         | PW1         | STONE WHITE CLEAR COAT              |               |                                       |            |
| <b>Engine</b>        | EVD         | 4.7L V8 FFV ENGINE                  |               |                                       |            |
| <b>Transmission</b>  | DGQ         | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                       |            |

|                |               |                     |               |
|----------------|---------------|---------------------|---------------|
| <b>Owner</b>   |               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> |               | <b>Home Phone</b>   |               |
|                | FORT MYERS FL | <b>Country</b>      | UNITED STATES |

|                                                                                   |                        |
|-----------------------------------------------------------------------------------|------------------------|
| Referral - Tier Three - Default - Default - Default                               | Special Investigation  |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover                  | accident               |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment |
| Corporate - Property Damage - Default - Default - Default                         |                        |
| Product - Unknown - Unknown - Accident - Default                                  |                        |

Special Investigation related contact - Escalated to Tier 2 Internal  
COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #: [REDACTED]

Telephone [REDACTED]

LOCATION OF VEHICLE H & H auto body INCLUDING THE ADDRESS:

17400 alico center rd

Fort Myers, FL 33912

LOCATION OF VEHICLE PHONE NUMBER 239-267-8850

What happened?: Customer states that vehicle was in accident and air bags did not deploy.

\*\*\*\*\*

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. JSS15.

CAIR NUMBER 16907997 REQUEST EAA INSPECTION 11-05-2007 11:39

CAIR NUMBER 16907997 E-MAIL SENT TO EAA 11-05-2007 11:40

attached police report to file. jss15.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/10/07 AT 04:06:14 16907997

\*\*\*\*\*

Reviewed report and photos. This vehicle is equipped with Rollover Protection System, which determines if SBT s, or SBT s w/side curtain air bag deployment is meritted in a rollover. Air bag deploymtn paramaters not met in this incident. dictated letter. jss15.

LETTER MAILED. JSS15.

**Customer Assistance Inquiry Record (CAIR)#****16945060**

|                      |                         |                                     |               |                                            |            |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|------------|
| <b>VIN</b>           | 1J4HS58N5 5C [REDACTED] | <b>Open Date</b>                    | 11/15/2007    | <b>Built Date</b>                          | 10/20/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKTP74        | JEEP GRAND CHEROKEE LTD. 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 11/24/2004              | <b>Mileage</b>                      | 55,421        | <b>Dealer Zone</b>                         | 63 DALLAS  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US         |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                            |            |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                            |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |            |

|                       |                  |                                  |    |                   |       |
|-----------------------|------------------|----------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 65233            | HELFMAN RIVER OAKS CHRYSLER JEEP |    |                   |       |
| <b>Dealer Address</b> | 4807 KIRBY DRIVE |                                  |    |                   |       |
| <b>Dealer City</b>    | HOUSTON          | <b>Dealer State</b>              | TX | <b>Dealer Zip</b> | 77098 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | HOUSTON TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                             |
|-----------------------------------------------------------------------------------|-----------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier Three Support Referral |
| Corporate - Property Damage - Default - Default - Default                         |                             |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                             |
| Product - Drivability - Unknown - Sudden Acceleration - Default                   |                             |
| Product - Unknown - Unknown - Accident - Default                                  |                             |

Purchased New or Used? New

If Used, date purchased? Na Mileage? Na

From whom did customer purchase used vehicle?

CDJ dealer

COIN Updated &amp; CAIR reassigned to 82S

Contact: Service director Tracey Thompson

Telephone #1 713-831-1577 service directors direct extension

Telephone #2 713-524-3801

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

HELFMAN RIVER OAKS CHRYSLER JEEP

4807 KIRBY DRIVE

HOUSTON, TX 77098

LOCATION OF VEHICLE PHONE NUMBER 713-831-1577

What happened?: \*\*\*dealer contacts \*\*\*

Tracey service director of dealer states that the vehicle was into dealer for the transmission repair and states that after the vehicle came out of the car wash the vehicle accelerated and was total. The service director states the air bags did not deploy.

LOCATION: HELFMAN RIVER OAKS CHRYSLER JEEP CJ

4807 KIRBY DRIVE, HOUSTON TX 77098 713-524-3801

\_11.15.2007

Forwarded to 82t mrp

\_11/15/07 Sending back to SI to update vehicle owner information from

\_COIN [REDACTED] G. Thank you mjm169

Tracy states he is seeking an update on customer vehicle. Agent referred customer to CCRG per DJP99.

updated CNA and returned to 82T. jss15.

\_11-29-07 Assigned to TK27/SSS8

CAIR NUMBER 16945060 REQUEST EAA INSPECTION 11-29-2007 13:58

CAIR NUMBER 16945060 E-MAIL SENT TO EAA 11-29-2007 13:59

CCRG Open Date: 11/15/2007 15:10:19

Letter Sent: Acknowledgement 11/30/2007 10:46:56  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/01/07 AT 10:18:13 16945060  
Letter Sent: Denial 12/05/2007

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**Customer Assistance Inquiry Record (CAIR)#****16991457**

|                      |                         |                                  |               |                                              |             |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J8GR48K1 7C [REDACTED] | <b>Open Date</b>                 | 11/30/2007    | <b>Built Date</b>                            | 12/22/2006  |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 02/24/2007              | <b>Mileage</b>                   | 9,600         | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PBM                     | STEEL BLUE METALLIC CLEAR COAT   |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |                |                           |    |                   |       |
|-----------------------|----------------|---------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 23107          | SEA VIEW AUTO CORPORATION |    |                   |       |
| <b>Dealer Address</b> | 810 HIGHWAY 35 |                           |    |                   |       |
| <b>Dealer City</b>    | WANAMASSA      | <b>Dealer State</b>       | NJ | <b>Dealer Zip</b> | 07712 |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | MANALAPAN NJ [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                      |
|-----------------------------------------------------------------------------------|----------------------|
| Product - Body / Trim / Paint Finish - Seat Belts - Other - Front Driver          | Failed               |
| Referral - Tier Three - Default - Default - Default                               | Referral Tier Three. |
| Corporate - Property Damage - Default - Default - Default                         |                      |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                      |
| Product - Unknown - Unknown - Accident - Default                                  |                      |
| Referral - Other - Default - Default - Default                                    |                      |

Special Investigation related contact - Escalated to Tier 2 Internal per RBS33.

Purchased New or Used? New

If Used, date purchased? 2/24/07 Mileage? 14

From whom did customer purchase used vehicle? CDJ dealer

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone # [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Franklin Auto Body Inc 14

Wood Ave, Route 522, Englishtown NJ 07726

LOCATION OF VEHICLE PHONE NUMBER 732 786 8666

What happened?: Customer states vehicle was struck on the side of the vehicle and air bag did not deploy nor did the seatbelt lock.

12.03.2007

Customer stated the accident occurred on 11.28.2007, His wife was injured

The impact was on the driver s side.....

\_ Forwarded to 82t mrp

12-3-07 Assigned to TK27/SSS8

CAIR NUMBER 16991457 REQUEST EAA INSPECTION 12-03-2007 13:35

CAIR NUMBER 16991457 E-MAIL SENT TO EAA 12-03-2007 13:35

CCRG Open Date: 12/03/2007 12:22:38

Letter Sent: Acknowledgement 12/05/2007 13:43:23

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/10/07 AT 18:12:51 16991457

Letter Sent: Denial 12/14/2007

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

**17097001**

|                       |                         |                                  |               |                                |            |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------|------------|
| <b>VIN</b>            | 1J4GS48K7 6C [REDACTED] | <b>Open Date</b>                 | 01/08/2008    | <b>Built Date</b>              | 07/06/2005 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 |            |
| <b>In Service Dt</b>  | 07/18/2006              | <b>Mileage</b>                   | 24,300        | <b>Dealer Zone</b>             | 66 ORLANDO |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                              | US         |
| <b>Color</b>          | PGV                     | DEEP BERYL GREEN PEARL COAT      |               |                                |            |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                   |               |                                |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                |            |
| <b>Dealer</b>         | 67673                   | CAROLINA CHRY-DODGE-JEEP         |               |                                |            |
| <b>Dealer Address</b> | 1001 HALSTEAD BLVD      |                                  |               |                                |            |
| <b>Dealer City</b>    | ELIZABETH CITY          | <b>Dealer State</b>              | NC            | <b>Dealer Zip</b>              | 27909      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                                |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                                |            |
|                       | CAMDEN NC [REDACTED]    | <b>Country</b>                   | UNITED STATES |                                |            |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |
| Referral - Other - Default - Default - Default                                    |  |

Special Investigation related contact - Escalated to Tier 2 Internal as per CST6.

Owner calls dccac on 1/8/08 wants investigation into why both airbags failed to deploy in accident. Customer had minor injuries bruises and scrapes. Vehicle should still be at Coastal Wrecker Service, 631 Fenner Rd. Rocky Mount, NC 27804 phone is 252-977-1025. Insurance is North Carolina Farm Bureau of Camden phone is 252-338-0118 vehicle will be totalled owner unsure when insurance will move it. Please do investigation on airbag issue contact owner at [REDACTED] home or [REDACTED] Business with results thanks.

Customer said he had a stroke while driving vehicle hit another car then fire hydrant then a telephone pole and it is totalled both airbags did not deploy.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.

1-8-08 Assigned to TK27/SSS8

CAIR NUMBER 17097001 REQUEST EAA INSPECTION 01-08-2008 13:47

CAIR NUMBER 17097001 E-MAIL SENT TO EAA 01-08-2008 13:47

CCRG Open Date: 01/08/2008 10:42:55

Letter Sent: Acknowledgement 01/09/2008 11:41:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/14/08 AT 16:37:04 17097001

Letter Sent: Denial 01/16/2008

**Customer Assistance Inquiry Record (CAIR)#****17120461**

|                      |                         |                                     |               |                                            |            |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|------------|
| <b>VIN</b>           | 1J4HR5822 5C [REDACTED] | <b>Open Date</b>                    | 01/15/2008    | <b>Built Date</b>                          | 04/02/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 06/30/2006              | <b>Mileage</b>                      | 33,000        | <b>Dealer Zone</b>                         | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US         |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                            |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                            |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |            |

|                       |                         |                            |    |                   |       |
|-----------------------|-------------------------|----------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 67829                   | HATFIELD CHRYSLER PRODUCTS |    |                   |       |
| <b>Dealer Address</b> | 1500 WEST LEXINGTON AVE |                            |    |                   |       |
| <b>Dealer City</b>    | WINCHESTER              | <b>Dealer State</b>        | KY | <b>Dealer Zip</b> | 40391 |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   |               |
|                | WINCHESTER KY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                           |
|-----------------------------------------------------------------------------------|---------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bags failed to deploy |
| Referral - Legal - Default - Default - Default                                    | special investigations    |
| Product - Fuel System - Gas Pedal - Binds,Sticks,Seized - Default                 | unintended acceleration   |
| Corporate - Property Damage - Default - Default - Default                         |                           |
| Product - Unknown - Unknown - Accident - Default                                  |                           |
| Referral - Other - Default - Default - Default                                    |                           |

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle?

CDJ dealer

Special Investigation related contact - Escalated to Tier 2 Internal per LGP14.

Owner claims on Jan. 9th,2008, he had his vehicle going through Soft Suds Car Wash in Westchester,KY.

Says as car wash employee Yvonne Watkins was pulling his Jeep out of car wash to dry it, the Jeep accelerated by itself and she hit and jumped a curb, damaging the lower control arm and wheel, then proceeded 1/2 mile down the road and hit a house. There was more damage to the vehicle; mostly passenger side body damage. He does not believe the employee was wearing a seat belt.

- No injuries

- Westchester Police called out; no report number

- his insurance: Met Life

- claim number: [REDACTED]

- Lisa Bellamy (800) 854 6011 ext 4074

- Car Wash Insurance :

- Cincinatti Insurance Company

- claim number [REDACTED]

-

Vehicle is currently located:

- Teds Collision Repair

- 125 Shoppers Drive

- Westchester, KY 40391

- (859) 737 9137

file forwarded to Special Investigations



Accident, refer to 82t

\_1/16/08 Forwarded to product litigation mkc3/mjm169

Referral to CCRG per JLM172.

Customer states that the transfer did not complete. Agent consulted with RJB176 and provided number and transferred to CCRG for further assistance. Referral to CCRG per JLM172 in line 33.

CCRG Open Date: 01/15/2008 15:15:25

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

**17133949**

|                       |                           |                                  |               |                                |            |
|-----------------------|---------------------------|----------------------------------|---------------|--------------------------------|------------|
| <b>VIN</b>            | 1J4GS48K7 6C [REDACTED]   | <b>Open Date</b>                 | 01/18/2008    | <b>Built Date</b>              | 08/23/2005 |
| <b>Model Year</b>     | 2006                      | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 |            |
| <b>In Service Dt</b>  | 08/10/2006                | <b>Mileage</b>                   | 38,000        | <b>Dealer Zone</b>             | 63 DALLAS  |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                              | US         |
| <b>Color</b>          | PB8                       | MIDNIGHT BLUE PEARL COAT         |               |                                |            |
| <b>Engine</b>         | EKG                       | 3.7L V6 ENGINE                   |               |                                |            |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                |            |
| <b>Dealer</b>         | 23921                     | COOK JEEP CHRYSLER INC           |               |                                |            |
| <b>Dealer Address</b> | 1000 MAIN STREET          |                                  |               |                                |            |
| <b>Dealer City</b>    | LITTLE ROCK               | <b>Dealer State</b>              | AR            | <b>Dealer Zip</b>              | 72202      |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>              | TELEPHONE     |                                |            |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                | [REDACTED]    |                                |            |
|                       | LITTLE ROCK AR [REDACTED] | <b>Country</b>                   | UNITED STATES |                                |            |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Body / Trim / Paint Finish - Seat Belts - Other - Front Driver          |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |
| Referral - Other - Default - Default - Default                                    |  |

\*\*\*\*\*Recall Contact\*\*\*\*\*

Special Investigation related contact - Escalated to Tier 2 Internal per rjc135.

\*\*\*\*Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

air bags did not deploy

Description of the incident (what, when, where, injuries, etc)

Occured 1/14/08. Owner was traveling on University RD/65th st in

Littlerock, AR sitting at stop light, rear ended by approaching vehicle.

Owners head hit steering wheel. Owner also claims that seat belt didnt hold.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

State Farm

policy [REDACTED]

claim [REDACTED]

phone [REDACTED]

Where is the vehicle exactly located (provide name/address/phone #)

will call back

Is there property damage or other vehicles involved in the accident?

yes

Has a Police or Fire report been filed (what municipality & report #)

Littlerock Police

report# [REDACTED]

\*\*\*\*End structured narrative SI POLICY FIRE OR ACCIDENT

Agent returned owners message. No answer. Left additional message

If/when owner calls back with vehicle location, please add and sent to appropriate SI agent.

Location:

Linns Auto

850 simon rd

conway, AR 72033

501-327-3856

stock# 080194

1.23.2008 \_

Forwarded to 82t mrp

\_1/23/08 Assigned to tk27/mjm169

CAIR NUMBER 17133949 REQUEST EAA INSPECTION 01-23-2008 13:11

CAIR NUMBER 17133949 E-MAIL SENT TO EAA 01-23-2008 13:11

CCRG Open Date: 01/23/2008 13:00:14

Letter Sent: Acknowledgement 01/24/2008 10:26:43

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/28/08 AT 20:07:06 17133949

Letter Sent: Denial 01/30/2008

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**Customer Assistance Inquiry Record (CAIR)#****17205825**

|                       |                         |                                  |               |                                |             |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------|-------------|
| <b>VIN</b>            | 1J4GR48K6 6C [REDACTED] | <b>Open Date</b>                 | 02/08/2008    | <b>Built Date</b>              | 06/24/2006  |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |             |
| <b>In Service Dt</b>  | 08/31/2006              | <b>Mileage</b>                   | 1             | <b>Dealer Zone</b>             | 32 NEW YORK |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                              | US          |
| <b>Color</b>          | PX8                     | BLACK CLEAR COAT                 |               |                                |             |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                   |               |                                |             |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                |             |
| <b>Dealer</b>         | 23102                   | DAN'S JEEP CHRYSLER, INC.        |               |                                |             |
| <b>Dealer Address</b> | 82 TURNPIKE RD          |                                  |               |                                |             |
| <b>Dealer City</b>    | WESTBOROUGH             | <b>Dealer State</b>              | MA            | <b>Dealer Zip</b>              | 01581       |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                                |             |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                                |             |
|                       | MILLBURY MA [REDACTED]  | <b>Country</b>                   | UNITED STATES |                                |             |

|                                                                                   |                      |
|-----------------------------------------------------------------------------------|----------------------|
| Referral - Tier Three - Default - Default - Default                               | Referral Tier Three. |
| Corporate - Property Damage - Default - Default - Default                         |                      |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                      |
| Product - Unknown - Unknown - Accident - Default                                  |                      |
| Referral - Other - Default - Default - Default                                    |                      |

Special Investigation related contact - Escalated to Tier 2 Internal

Purchased New or Used? New

If Used, date purchased? Na Mileage? Na

From whom did customer purchase used vehicle? CDJ dealer

COIN Updated &amp; CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Collette Motors 37 Main St. South Grafton, Ma. Ph 5085 839 4495.

LOCATION OF VEHICLE PHONE NUMBER 508 839 4495

What happened?: Customer states wife fell asleep and rearended vehicle in front of her but air bags did not deploy.

Daughter was injured. Forwarded to 82t mrp

\_2/12/08 Vehicle location zip 01560. mjm169

\_2/12/08 Assigned to tk27/mjm169

CAIR NUMBER 17205825 REQUEST EAA INSPECTION 02-12-2008 09:19

CAIR NUMBER 17205825 E-MAIL SENT TO EAA 02-12-2008 09:19

CCRG Open Date: 02/11/2008 15:48:25

Letter Sent: Acknowledgement 02/13/2008 09:53:48

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/14/08 AT 16:37:02 17205825

Letter Sent: Denial 02/18/2008

Customer states that his insurance company has provided rental for 30 days and he was advised that this issue would take 12 more days to be resolved and he needs rental for his wife while this issue is being resolved and his vehicle repaired. Agent consulted with JRL84 and advised customer that rental assistance would not be merited at this time. Customer requests to speak with supervisor. Agent consulted with KW276 and advised customer that information to contact CCRG or his insurance company would be the correct information given. Agent consulted with KW276 and advised customer that letter was sent on 2/18/08 about the position of Chrysler s decision and it would 7-10 business days before

the letter was received, but no rental would be provided. Customer requests to speak with supervisor.

\*\*\*\*\*JLM172 took over call\*\*\*\*\*

Customer states he believes that he should be provided rental because he is not being able to use his vehicle. Supervisor advises customer that no additional rental would be provided and to wait for letter sent on 2/18 for decision of Chrysler and contact information for questions. Customer states that his vehicle will not be released by his insurance company until decision is received by Chrysler. Supervisor advised customer to continue working with insurance company. Customer states that he is not happy.

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**Customer Assistance Inquiry Record (CAIR)#****17223702**

|                       |                         |                                   |               |                                       |            |
|-----------------------|-------------------------|-----------------------------------|---------------|---------------------------------------|------------|
| <b>VIN</b>            | 1J8HG48K0 7C [REDACTED] | <b>Open Date</b>                  | 02/14/2008    | <b>Built Date</b>                     | 11/22/2006 |
| <b>Model Year</b>     | 2007                    | <b>Body</b>                       | XKJH74        | JEEP COMMANDER 4X4 SPORT UTILITY 4-DR |            |
| <b>In Service Dt</b>  | 04/02/2007              | <b>Mileage</b>                    | 25,000        | <b>Dealer Zone</b>                    | 42 DETROIT |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                                     | US         |
| <b>Color</b>          | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                       |            |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                    |               |                                       |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                       |            |
| <b>Dealer</b>         | 68672                   | PALACE CHRYSLER JEEP INC          |               |                                       |            |
| <b>Dealer Address</b> | 3800 SOUTH LAPEER RD    |                                   |               |                                       |            |
| <b>Dealer City</b>    | LAKE ORION              | <b>Dealer State</b>               | MI            | <b>Dealer Zip</b>                     | 48359      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>               | TELEPHONE     |                                       |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                 | [REDACTED]    |                                       |            |
|                       | ROCHESTER MI [REDACTED] | <b>Country</b>                    | UNITED STATES |                                       |            |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |
| Referral - Other - Default - Default - Default                                    |  |

Special Investigation related contact - Escalated to Tier 2 Internal as per SAT40.

Owner claims that on January 30th, he was in an accident and air bags did not deploy. Agent offered to creat an SI file to investigate his claim.

Owner states that regardless, he no longer feels safe in the vehicle and no longer wants it, if its repairable, which by initial review by dealer, it is. Agent again offered to open a case to inspect vehicle, yet owner does not feel he should be responsible for the 2 months of payments to CFC in the time it would take to repair vehicle. Agent stated that he would have to contact CFC for that information. Owner asked how long an investigation would take, agent could not provide that information, owner became irate and ended call. If owner calls back, please supply necessary information and sent SI due to air bag claim.

Customer is calling back in due to the accident occurring and the air bags not deploying. Agent transferred the customer back to tier two for further review per JRL84.

Owner states that the vehicle is currently at the selling dealership.

Agent updated the file with the correct dealer code. Owner s insurance company has been contacted, and is Allied Insurance Managers, policy [REDACTED] (248)853-0930. Detroit Police Department filed report [REDACTED]. Owner claims soreness in chest and shoulder blades from being thrown against the steering wheel, but says he did not seek medical attention. Owner confirmed that the accident took place on 1/30/08, at W. Grand Blvd. and Moore. Owner says he was traveling east on W. Grand Blvd. when another vehicle ran a stop sign, and hit his vehicle in the front driver side (area before the driver s door). Caller says his vehicle was knocked through a fence, and that there s also a large dent on the driver s side rear quarter panel area. Informed owner that the file will be forwarded to special investigations so that an inspection can be arranged. Owner says he spoke with Chrysler Financial, who told him that he s still responsible for making his car payments while the vehicle is being repaired. Agent concurred.

Accident, with injury, refer to 82t

2/15/08 Vehicle location:

PALACE CHRYSLER JEEP INC CJ

3800 SOUTH LAPEER RD LAKE ORION MI 48359 248-393-2222

\_mjm169

\_2/15/08 Assigned to tk27/mjm169

CAIR NUMBER 17223702 REQUEST EAA INSPECTION 02-15-2008 11:37

CAIR NUMBER 17223702 E-MAIL SENT TO EAA 02-15-2008 11:37

CCRG Open Date: 02/15/2008 10:58:52

Letter Sent: Acknowledgement 02/18/2008 11:48:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/21/08 AT 10:21:00 17223702

CCRG Close Date: 02/22/2008

Letter Sent: Denial 02/22/2008

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**Customer Assistance Inquiry Record (CAIR)#****17313062**

|                      |                         |                                     |               |                                            |            |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|------------|
| <b>VIN</b>           | 1J4HR5829 5C [REDACTED] | <b>Open Date</b>                    | 03/12/2008    | <b>Built Date</b>                          | 05/13/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 12/28/2005              | <b>Mileage</b>                      | 14,000        | <b>Dealer Zone</b>                         | 63 DALLAS  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US         |
| <b>Color</b>         | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT     |               |                                            |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                            |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |            |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | COVINGTON TN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |
| Referral - Other - Default - Default - Default                                    |  |

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle?

N/A

Special Investigation related contact - Escalated to Tier 2 Internal per KU17.

Husband calls regarding an accident his wife was involved in yesterday. Owner states that his wife was the only occupant in the vehicle. Owner claims wife lost control of the vehicle, oversteered, ran into a ditch, and somehow the vehicle became airborne - nose down, back up. Owner states that the accident occurred yesterday on Highway 54 in Tiffin County. Owner says his wife hit a parked vehicle, in the parking lot of the Department of Transportation. Caller says his wife has a broken rib and facial contusions. States air bags failed to deploy. Accident was reported to Farm Bureau, policy [REDACTED] (901)476-5221. TN Highway Patrol took report number [REDACTED]. Vehicle is located at Jim s Towing, 832 Highway 51 S., Covington, TN (901)476-0682. Owner says he can be reached on cell phone [REDACTED] zip code for Covington TN is [REDACTED]

Per OGC Matrix, reassigned to 82T. JSS15.

3-12-08 Assigned to TK27/SSS8

3-12-08 No Recalls on this vehicle.

CAIR NUMBER 17313062 REQUEST EAA INSPECTION 03-12-2008 15:10

CAIR NUMBER 17313062 E-MAIL SENT TO EAA 03-12-2008 15:10

CCRG Open Date: 03/12/2008 13:30:12

Letter Sent: Acknowledgement 03/13/2008 10:50:16

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/18/08 AT 18:47:38 17313062

Letter Sent: Denial 03/19/2008



**Customer Assistance Inquiry Record (CAIR)#****17316539**

|                       |                         |                                     |               |                                 |            |
|-----------------------|-------------------------|-------------------------------------|---------------|---------------------------------|------------|
| <b>VIN</b>            | 1J4HS58N7 6C [REDACTED] | <b>Open Date</b>                    | 03/13/2008    | <b>Built Date</b>               | 07/08/2005 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | WKTP74        | JEEP GRAND CHEROKEE LIMITED 4X2 |            |
| <b>In Service Dt</b>  | 05/25/2006              | <b>Mileage</b>                      | 36,799        | <b>Dealer Zone</b>              | 63 DALLAS  |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                               | US         |
| <b>Color</b>          | PRJ                     | INFERNO RED CRYSTAL PEARL COAT      |               |                                 |            |
| <b>Engine</b>         | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                 |            |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                 |            |
| <b>Dealer</b>         | 23869                   | CHUCK NASH JEEP EAGLE               |               |                                 |            |
| <b>Dealer Address</b> | 123 SEGUIN HWY          |                                     |               |                                 |            |
| <b>Dealer City</b>    | SAN MARCOS              | <b>Dealer State</b>                 | TX            | <b>Dealer Zip</b>               | 78666      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | LETTER        |                                 |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   |               |                                 |            |
|                       | MANCHACA TX [REDACTED]  | <b>Country</b>                      | UNITED STATES |                                 |            |

|                                                                                   |                          |
|-----------------------------------------------------------------------------------|--------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | Air bags did not deploy. |
| Corporate - Property Damage - Default - Default - Default                         |                          |
| Product - Unknown - Unknown - Accident - Default                                  |                          |
| Referral - Other - Default - Default - Default                                    |                          |

Special Investigation related contact - Escalated to Tier 2 Internal.  
 ADA approved transfer

About a year ago, owner was hit on the front right by oncoming car.  
 Owner states she was taken to hospital.

About two weeks ago, owner swerved to miss a dog and hit a light pole on the right front. No injuries.

Owner states there was police reports, but she did not have them or the insurance information.

Writer called dealer and spoke with Mike-SA to advise of requested inspection.

**VEHICLE LOCATION:**

Van Burkleo Motors  
 3201 NORTH 10TH STREET  
 MC ALLEN, TX 78501-1997  
 Phone: (956) 668-1645

\*\*\*\*\* CORRECTION: Tread Data should read 0/ 0/Y \*\*\*\*\*

3.13.2008

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, MRP1.

CAIR NUMBER 17316539 REQUEST EAA INSPECTION 03-13-2008 12:13

CAIR NUMBER 17316539 E-MAIL SENT TO EAA 03-13-2008 12:13

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/22/08 AT 14:15:10 17316539

3.25.2008

Letter: Threshold for deployment was not met. mrp

POSTMARK DATE: 032208; DATE RECEIVED: 032508

**Customer Assistance Inquiry Record (CAIR)#****17316979**

|                       |                         |                                |               |                                              |            |
|-----------------------|-------------------------|--------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>            | 1J4HR48N7 5C [REDACTED] | <b>Open Date</b>               | 03/13/2008    | <b>Built Date</b>                            | 02/03/2005 |
| <b>Model Year</b>     | 2005                    | <b>Body</b>                    | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b>  | 02/04/2005              | <b>Mileage</b>                 | 1             | <b>Dealer Zone</b>                           | 63 DALLAS  |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b> | U                                            | US         |
| <b>Dealer</b>         | 49980                   | C-H-S, INC./DOLLAR RAC         | DODGE         |                                              |            |
| <b>Dealer Address</b> | 5330 E 31 ST            |                                |               |                                              |            |
| <b>Dealer City</b>    | TULSA                   | <b>Dealer State</b>            | OK            | <b>Dealer Zip</b>                            | 74135      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>            | TELEPHONE     |                                              |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>              |               |                                              |            |
|                       | DOVER DE [REDACTED]     | <b>Country</b>                 | UNITED STATES |                                              |            |

|                                                                                   |                          |
|-----------------------------------------------------------------------------------|--------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | Air bags did not deploy. |
| Corporate - Property Damage - Default - Default - Default                         |                          |
| Product - Unknown - Unknown - Accident - Default                                  |                          |
| Referral - Other - Default - Default - Default                                    |                          |

Special Investigation related contact - Escalated to Tier 2 Internal per TLD50.

1/28/08, Owner traveling and vehicle veered off the road and hit a telephone pole and spun around and hit trees, went into a ditch and rolled 3 times.

=

Delaware State Police

=

Geico [REDACTED] policy Claim number # [REDACTED]

ph 800-841-1003 x 4268 Michele Minter

=

Owner does not have vehicle location and will call back later with it.

Owner states that he did have injuries.

3.13.2008

Called the insurance co for the location of the vehicle. Ins Co. will contact the customer for permission and call back. m rp

3.18.2008 still no response. m rp

3.26.2008 Called Geico again and they have not contacted the customer. they will contact the customer and call back. Direct phone number left. m rp

40.04.2008 Called Geico again and requested the location..m rp

**Customer Assistance Inquiry Record (CAIR)#****17334987**

|                       |                         |                                     |               |                    |             |
|-----------------------|-------------------------|-------------------------------------|---------------|--------------------|-------------|
| <b>VIN</b>            | 1J8HG48N9 6C [REDACTED] | <b>Open Date</b>                    | 03/19/2008    | <b>Built Date</b>  | 02/23/2006  |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | XKJH74        | JEEP COMMANDER 4X4 |             |
| <b>In Service Dt</b>  | 10/31/2006              | <b>Mileage</b>                      | 21,000        | <b>Dealer Zone</b> | 32 NEW YORK |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                  | US          |
| <b>Color</b>          | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                    |             |
| <b>Engine</b>         | EVA                     | 4.7L V8 MPI ENGINE                  |               |                    |             |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                    |             |
| <b>Dealer</b>         | 67082                   | 1400 MOTORS OF NASHUA INC           |               |                    |             |
| <b>Dealer Address</b> | 15 MARMON DRIVE         |                                     |               |                    |             |
| <b>Dealer City</b>    | NASHUA                  | <b>Dealer State</b>                 | NH            | <b>Dealer Zip</b>  | 03060       |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | TELEPHONE     |                    |             |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                    |             |
|                       | MERRIMACK NH [REDACTED] | <b>Country</b>                      | UNITED STATES |                    |             |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |
| Referral - Other - Default - Default - Default                                    |  |

Special Investigation related contact - Escalated to Tier 2 Internal TRANSFER CALL -- OWNER ALLEGES AIR BAGS DID NOT DEPLOY IN ACCIDENT  
 Incident occurred on 3/14 while wife was driving....there was a 4-5 car collision and vehicle was hit on the side as well as head on....wife still going to doctor with internal injuries and bruises....damages done to several vehicles (unsure if other parties were injured)....  
 Report made by Merrimack, NH Police Department (NO REPORT NUMBER BUT VEHICLE WAS IMPOUNDED TO DETERMINE WHY AIRBAGS DID NOT DEPLOY AND IS AT THE POLICE DEPARTMENT HOLDING YARD)  
 Phone# 603 424-3774 Contact is Officer Leveste  
 Insured with State Farm Insurance Co.....CLAIM# [REDACTED]  
 Phone# 866 560-2921 ext 3010 Contact is Agent Joe  
 Referring to Special Investigations for further review and handling.....ltm  
 \_3.19.2008  
 Forwarded to 82t mrp  
 3/19/08 Vehicle location: Police Impound 80 Turkey Hill Rd, Merrimack NH 03054. mjm169  
 \_3/19/08 Assigned to tk27/mjm169  
 CAIR NUMBER 17334987 REQUEST EAA INSPECTION 03-19-2008 13:48  
 CAIR NUMBER 17334987 E-MAIL SENT TO EAA 03-19-2008 13:49  
 CCRG Open Date: 03/19/2008 12:31:47  
 Letter Sent: Acknowledgement 03/20/2008 13:15:06  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/25/08 AT 07:39:14 17334987  
 CCRG Close Date: 03/27/2008  
 Letter Sent: Denial 03/27/2008  
 Customer called for the status of the vehicle. Agent reassigned to tier3. customer told to call back on the home number.  
 Advised owner that a letter was issued on 3/27 and she should receive it in the mail within 10 business days.

**Customer Assistance Inquiry Record (CAIR)#****17406809**

|                       |                          |                                     |               |                            |               |
|-----------------------|--------------------------|-------------------------------------|---------------|----------------------------|---------------|
| <b>VIN</b>            | 1J8HG58N8 6C [REDACTED]  | <b>Open Date</b>                    | 04/10/2008    | <b>Built Date</b>          | 01/04/2006    |
| <b>Model Year</b>     | 2006                     | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |               |
| <b>In Service Dt</b>  | 01/23/2006               | <b>Mileage</b>                      | 1             | <b>Dealer Zone</b>         | 35 WASHINGTON |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US            |
| <b>Color</b>          | PJC                      | LIGHT KHAKI METALLIC CLEAR COAT     |               |                            |               |
| <b>Engine</b>         | EVA                      | 4.7L V8 MPI ENGINE                  |               |                            |               |
| <b>Transmission</b>   | DGQ                      | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |               |
| <b>Dealer</b>         | 26767                    | CROSSROADS CHRYSLER JEEP DODGE      |               |                            |               |
| <b>Dealer Address</b> | 4510 WHITEHILL BLVD      |                                     |               |                            |               |
| <b>Dealer City</b>    | PRINCE GEORGE            | <b>Dealer State</b>                 | VA            | <b>Dealer Zip</b>          | 23875         |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>                 | TELEPHONE     |                            |               |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                   | [REDACTED]    |                            |               |
|                       | MIDLOTHIAN VA [REDACTED] | <b>Country</b>                      | UNITED STATES |                            |               |

|                                                                                   |                        |
|-----------------------------------------------------------------------------------|------------------------|
| Referral - Tier Three - Default - Default - Default                               | Referred to tier three |
| Corporate - Property Damage - Default - Default - Default                         |                        |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                        |
| Product - Unknown - Unknown - Accident - Default                                  |                        |
| Referral - Other - Default - Default - Default                                    |                        |

Special Investigation related contact - Escalated to Tier 2 Internal per KW276.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone # [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Keyys towing 3914 beldon park dr, MIDLOTHIAN, VA, 23112

LOCATION OF VEHICLE PHONE NUMBER 804-745-4715

What happened?: Customer states the air never deployed during accident.

\_Customer states that the accident occurred on wednesday morning, and hit some trees. Customer suffered bruises, and is in some pain

Forwarded to 82t

\_4/11/08 Assigned to tk27/mjm169

CAIR NUMBER 17406809 REQUEST EAA INSPECTION 04-11-2008 15:25

CAIR NUMBER 17406809 E-MAIL SENT TO EAA 04-11-2008 15:25

CCRG Open Date: 04/11/2008 14:34:47

Letter Sent: Acknowledgement 04/14/2008 11:10:58

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/19/08 AT 04:10:28 17406809

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/19/08 AT 13:38:07 17406809

CCRG Close Date: 04/25/2008

Letter Sent: Denial 04/25/2008

**Customer Assistance Inquiry Record (CAIR)#****17431989**

|                      |                         |                                   |               |                                              |             |
|----------------------|-------------------------|-----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4GS48K0 5C [REDACTED] | <b>Open Date</b>                  | 04/18/2008    | <b>Built Date</b>                            | 06/01/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                       | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |             |
| <b>In Service Dt</b> | 07/01/2005              | <b>Mileage</b>                    | 50,000        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                    |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                              |             |

|                       |                   |                           |    |                   |       |
|-----------------------|-------------------|---------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 23120             | KINGS PLAZA JEEP CHRYSLER |    |                   |       |
| <b>Dealer Address</b> | 2286 FLATBUSH AVE |                           |    |                   |       |
| <b>Dealer City</b>    | BROOKLYN          | <b>Dealer State</b>       | NY | <b>Dealer Zip</b> | 11234 |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   | [REDACTED]    |
|                | BROOKLYN NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                      |
|-----------------------------------------------------------------------------------|----------------------|
| Referral - Tier Three - Default - Default - Default                               | Refer to Tier Three. |
| Referral - Other - Default - Default - Default                                    | Referral other.      |
| Corporate - Property Damage - Default - Default - Default                         |                      |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                      |
| Product - Unknown - Unknown - Accident - Default                                  |                      |

Special Investigation related contact - Escalated to Tier 2 Internal  
Per KEG24.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE -

LOCATION OF VEHICLE PHONE NUMBER 800-645-7550 extension 7477

What happened?: Customer states vehicle was involved in an accident and the air bags did not deploy. Customer did not know the location of the vehicle. Customer is going to call back with the location of vehicle.

\*\*\*\*\*Next Agent\*\*\*\*\*

If customer calls back document the location of the vehicle.

Voicemail message received on 4/18/08 from [REDACTED] . [REDACTED]  
advises of contact information for vehicle loc: INSURANCE AUTO AUCTION  
66 Peconic Ave  
Medford, NY 11763  
631-207-3477

Customer also provided stock number, 4055318.

Previous agent updated file. Reassign 82S.

Customer was injured in the accident

Forwarded to 82t mrp

\_4/21/08 Assigned to tk27/mjm169

CAIR NUMBER 17431989 REQUEST EAA INSPECTION 04-21-2008 12:42

CAIR NUMBER 17431989 E-MAIL SENT TO EAA 04-21-2008 12:43

CCRG Open Date: 04/21/2008 11:48:37

Letter Sent: Acknowledgement 04/22/2008 11:11:49

Inspection Delayed: 04/28/2008

Customer called to check on status. Transferred the call to tier3 for further handling.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/12/08 AT 03:20:32 17431989

Letter Sent: Denial 05/14/2008

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**Customer Assistance Inquiry Record (CAIR)#****17493741**

|                      |                         |                                  |               |                                              |             |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4GR48K4 5C [REDACTED] | <b>Open Date</b>                 | 05/09/2008    | <b>Built Date</b>                            | 01/10/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 12/17/2005              | <b>Mileage</b>                   | 25,000        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PGV                     | DEEP BERYL GREEN PEARL COAT      |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |                   |                     |    |                   |       |
|-----------------------|-------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 23016             | HASSAN BROS. INC    |    |                   |       |
| <b>Dealer Address</b> | 290 WASHINGTON ST |                     |    |                   |       |
| <b>Dealer City</b>    | QUINCY            | <b>Dealer State</b> | MA | <b>Dealer Zip</b> | 02169 |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | QUINCY MA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                                                          |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Corporate - Policy Issues - Default - Default - Default                           | customer states that the air bags did not deploy at the time of accident |
| Corporate - Property Damage - Default - Default - Default                         |                                                                          |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                                                                          |
| Product - Unknown - Unknown - Accident - Default                                  |                                                                          |
| Referral - Tier Three - Default - Default - Default                               |                                                                          |

customer states that the air bags did not deploy at the time of accident.

Referred customer to tier 3 for further assistance.

Writer took call on 5/9/08 owner wants investigation done to determine why both airbags did not deploy in accident. Owner will call writer with location of vehicle and insurance to forward file to SI. Daughter was driving vehicle with a friend both have neck and back injuries.

Customer called back said vehicle is at Ruxton Towing, 7546 Bellona Ave, Towson, MD 21204 phone is 410-828-4242 insurance is Quincy Mutual Fire Insurance phone contact is 800-899-1116. Writer sending to special investigations for handling owner requesting inspection on airbag system.

5.09.2008

Forward to 82t mrp

\_5/9/08 Assigned to tk27/mjm169

CAIR NUMBER 17493741 REQUEST EAA INSPECTION 05-09-2008 11:42

CAIR NUMBER 17493741 E-MAIL SENT TO EAA 05-09-2008 11:42

CCRG Open Date: 05/09/2008 10:25:29

Letter Sent: Acknowledgement 05/12/2008 10:24:20

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/15/08 AT 08:10:42 17493741

CCRG Close Date: 05/15/2008

Letter Sent: Denial 05/15/2008

**Customer Assistance Inquiry Record (CAIR)#****17499799**

|                       |                         |                                     |               |                                       |            |
|-----------------------|-------------------------|-------------------------------------|---------------|---------------------------------------|------------|
| <b>VIN</b>            | 1J8HH48P1 7C [REDACTED] | <b>Open Date</b>                    | 05/12/2008    | <b>Built Date</b>                     | 08/04/2006 |
| <b>Model Year</b>     | 2007                    | <b>Body</b>                         | XKTH74        | JEEP COMMANDER 4X2 SPORT UTILITY 4-DR |            |
| <b>In Service Dt</b>  | 12/07/2007              | <b>Mileage</b>                      | 12,000        | <b>Dealer Zone</b>                    | 63 DALLAS  |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                     | US         |
| <b>Color</b>          | PEM                     | RED ROCK CRYSTAL PEARL COAT         |               |                                       |            |
| <b>Engine</b>         | EVD                     | 4.7L V8 FFV ENGINE                  |               |                                       |            |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                       |            |
| <b>Dealer</b>         | 65686                   | HEBERT'S TOWN & COUNTRY DODGE       | CHRYSLER JEEP |                                       |            |
| <b>Dealer Address</b> | 1155 EAST BERT KOUNS    |                                     |               |                                       |            |
| <b>Dealer City</b>    | SHREVEPORT              | <b>Dealer State</b>                 | LA            | <b>Dealer Zip</b>                     | 71105      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | TELEPHONE     |                                       |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                                       |            |
|                       | BENTON LA [REDACTED]    | <b>Country</b>                      | UNITED STATES |                                       |            |

|                                                                                   |                       |
|-----------------------------------------------------------------------------------|-----------------------|
| Product - Body / Trim / Paint Finish - Seat Belts - Other - Default               | Seat belts didnt hold |
| Referral - Tier Three - Default - Default - Default                               | Tier Three Referral.  |
| Corporate - Property Damage - Default - Default - Default                         |                       |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                       |
| Product - Unknown - Unknown - Accident - Default                                  |                       |

Purchased New or Used? Used

If Used, date purchased? 2007 Mileage? 8000

From whom did customer purchase used vehicle? CDJ

COIN Updated &amp; CAIR reassigned to 82S

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone # [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: 1155 EAST BERT KOUNS

SHREVEPORT, LA 71105

LOCATION OF VEHICLE PHONE NUMBER 318 221 9000

What happened?: Customer states he had an accident Saturday and someone ran the red light. Customer states the seat belt did not hold right and the air bags did not go off.

5.12.20083

Forwarded to 82t mrp

5/13/08\_Vehicle location: Heberts Town &amp; Country Chrysler Jeep. mjm169

5/13/08 Assigned to tk27/mjm169

CAIR NUMBER 17499799 REQUEST EAA INSPECTION 05-13-2008 09:28

CAIR NUMBER 17499799 E-MAIL SENT TO EAA 05-13-2008 09:29

CCRG Open Date: 05/12/2008 15:17:00

Letter Sent: Acknowledgement 05/14/2008 09:49:32

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/15/08 AT 03:18:07 17499799

CCRG Close Date: 05/15/2008

Letter Sent: Denial 05/15/2008



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

**17660494**

|                       |                             |                                     |               |                            |            |
|-----------------------|-----------------------------|-------------------------------------|---------------|----------------------------|------------|
| <b>VIN</b>            | 1J8HG5828 6C [REDACTED]     | <b>Open Date</b>                    | 07/03/2008    | <b>Built Date</b>          | 02/13/2006 |
| <b>Model Year</b>     | 2006                        | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |            |
| <b>In Service Dt</b>  | 07/31/2006                  | <b>Mileage</b>                      | 18,600        | <b>Dealer Zone</b>         | 51 CHICAGO |
| <b>Plant</b>          | C                           | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US         |
| <b>Color</b>          | PX8                         | BLACK CLEAR COAT                    |               |                            |            |
| <b>Engine</b>         | EZB                         | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |            |
| <b>Transmission</b>   | DGQ                         | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |            |
| <b>Dealer</b>         | 26025                       | ROYAL OAKS CHRYSLER JEEP INC        |               |                            |            |
| <b>Dealer Address</b> | 4080 MEXICO RD              |                                     |               |                            |            |
| <b>Dealer City</b>    | ST PETERS                   | <b>Dealer State</b>                 | MO            | <b>Dealer Zip</b>          | 63376      |
| <b>Owner</b>          | [REDACTED]                  | <b>Contact Type</b>                 | TELEPHONE     |                            |            |
| <b>Address</b>        | [REDACTED]                  | <b>Home Phone</b>                   | [REDACTED]    |                            |            |
|                       | SAINT CHARLES MO [REDACTED] | <b>Country</b>                      | UNITED STATES |                            |            |

|                                                                  |                                                             |
|------------------------------------------------------------------|-------------------------------------------------------------|
| Corporate - Technical Assistance - Default - Default - Default   | Customer seeking technical information.                     |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover | owner wants inspection on airbag nondeployment in accident. |
| Corporate - Property Damage - Default - Default - Default        |                                                             |
| Product - Unknown - Unknown - Accident - Default                 |                                                             |

Customer seeking technical information. Agent transferred to tier-3.  
 Owner calls dccac on 7/3/08 wants investigation to determine why both front and side airbags did not deploy in rollover accident. Owners wife was driving vehicle she has concussion, whiplash, eye injury and bruises. Vehicle is at Don s Autobody Dave Tritz is manager 1416 North 2nd Street, Saint Charles, MO 63301 phone is 636-946-8949. State Farm is insurance phone is 888-759-9035 ext. 1 claim number is [REDACTED] Debbie is agent writer sending to special investigations for handling.

\*\*\*\*\*  
 Per OGC Matrix, reassigned to 82T. JSS15.  
 No open recalls on this vehicle.  
 7-3-08 I spoke to Dave Tritz at Don s Auto Body, verified the vehicle is still at their location. The vehicle is a total loss and customer insurance company is involved.  
 The vehicle should be at that location for a few days.  
 7-3-08 Assigned to RLG92/SSS8  
 CAIR NUMBER 17660494 REQUEST EAA INSPECTION 07-03-2008 12:13  
 CAIR NUMBER 17660494 E-MAIL SENT TO EAA 07-03-2008 12:13  
 CCRG Open Date: 07/03/2008 10:34:13  
 Letter Sent: Acknowledgement 07/07/2008 09:59:51  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/08/08 AT 11:06:54 17660494  
 Customer caled in for the same. Customer says that he already called up the customer claims resolution group but couldn t get any body on the phone. Agent provided the reference no. to the customer and transferred the call to tier -3 for further handling.  
 Customer says he recieved a letter stating that if he has already settled with his insurance company than he should contact Chrysler immediatly. He did so, and is advising that he has only been compensated for the vehicle. The insurance company has taken no action on his air bag failure. The customer requests that someone contact him soon at

[REDACTED]. Agent will reopen file to the previous SI agent in charge.

Per OGC Matrix, reassigned to 82T. JSS15.

\_7/10/08 Forwarded to rig92 and updated file. mjm169

Customer called stating that he has not settled with state farm. Agent advised that information will be documented and his request for call back has been documented.

Customer calling with the same issue. Agent transferred to tier-3.

7/11 Owner calls asking for decision from the CAC. Writer advised that a letter was detailed and sent to Customer.

Owner wants to know if letter contains any specific answers to the following. Writer advised CAC has no further information beyond fact a letter was sent.

Customer called for above issue. Agent transferred to tier 3.

Customer advised agent she received a letter and she contacted the number 888-922-7329 and was transferred to a voicemail and the voicemail is full. Customer seeking another number for contact. Agent advised customer she would need to contact 888-922-7329 for further assistance.

Owner calls stating that the 888/922/7329# indicated that they have a corporate shut down until JUL21. Writer explained that she would need to stay in touch with contact number listed on letter.

Customer called with regards to the above mentioned issue. Agent transferred the call to t3 for further assistance.

Owner wanted the file to document the following: Owner states he never received a call from CRG. Owner also states he is a 5 time purchaser within the past 15 years. The owner states the documentation on the Chrysler website completely contradicts the information he received in the letter from CRG. He further states the roll over feature should have been effected based on the roof is bent from front to back. Also the letter stated there would be a pamphlet in the letter explaining the airbag features. There was no pamphlet in the letter. Writer agreed to document the comments. Owner would like to received a phone call from CRG. Writer advised this office could not guarantee a return phone call. Writer recommended the owner continue to call the phone number provided in his letter.

Customer called in regarding the update about his case. Agent transferred the call to tier3.

Provided contact number to go over investigation information on airbag issue.

\*\*\*\*\*Agent Notes\*\*\*\*\*

Call escalated, no response on line.

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

**17727099**

|                       |                         |                                     |               |                    |            |
|-----------------------|-------------------------|-------------------------------------|---------------|--------------------|------------|
| <b>VIN</b>            | 1J8HG48N6 6C [REDACTED] | <b>Open Date</b>                    | 07/23/2008    | <b>Built Date</b>  | 11/05/2005 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | XKJH74        | JEEP COMMANDER 4X4 |            |
| <b>In Service Dt</b>  | 01/16/2006              | <b>Mileage</b>                      | 31,000        | <b>Dealer Zone</b> | 51 CHICAGO |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                  | US         |
| <b>Color</b>          | PB8                     | MIDNIGHT BLUE PEARL COAT            |               |                    |            |
| <b>Engine</b>         | EVA                     | 4.7L V8 MPI ENGINE                  |               |                    |            |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                    |            |
| <b>Dealer</b>         | 23717                   | D PATRICK INC                       |               |                    |            |
| <b>Dealer Address</b> | 250 N GREEN RIVER       |                                     |               |                    |            |
| <b>Dealer City</b>    | EVANSVILLE              | <b>Dealer State</b>                 | IN            | <b>Dealer Zip</b>  | 47732      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | TELEPHONE     |                    |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                    |            |
|                       | NEWBURGH IN [REDACTED]  | <b>Country</b>                      | UNITED STATES |                    |            |

|                                                                   |                                  |
|-------------------------------------------------------------------|----------------------------------|
| Product - Steering - Power Steering Pump / Bkts - Other - Default | accident                         |
| Referral - Tier Three - Default - Default - Default               | accident vehicle asked for Tier3 |
| Corporate - Property Damage - Default - Default - Default         |                                  |
| Product - Drivability - Unknown - Stalling - Default              |                                  |
| Product - Unknown - Unknown - Accident - Default                  |                                  |

Dealer DC:23717 , said the vehicle is in accident and she wanted to speak to special department who deals such type of cases, agent transferred the call to Tier3.

COIN Updated & CAIR reassigned to 82S

Contact: Leann

Telephone #1 [REDACTED] [REDACTED], owner s son)

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: D PATRICK INC

250 N GREEN RIVER RD

EVANSVILLE IN, 47715

LOCATION OF VEHICLE PHONE NUMBER 812-471-7771

What happened?: Caller is Leann with dealership #23717 and states the customer s vehicle stalled and lost power steering. Caller states this caused the vehicle to roll into a ditch and the vehicle was submerged in water. Caller states the vehicle was totaled. Agent advised caller the file would be forwarded and the customer would be contacted once the file was reviewed.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.

\_Open recall H19- Reprogram Powertrain Control Module.

7-24-08 I spoke to Roger Wedding and he stated his son was driving the vehicle on 6-23-08 around 4:00 am when the vehicle s electrical system shut down causing the vehicle to go off the road. The vehicle is totaled and they have settled with State Auto Insurance.

7-24-08 Assigned to TK27/SSS8

CAIR NUMBER 17727099 REQUEST EAA INSPECTION 07-24-2008 11:35

CAIR NUMBER 17727099 E-MAIL SENT TO EAA 07-24-2008 11:36

CCRG Open Date: 07/24/2008 08:42:12

Letter Sent: Acknowledgement 07/25/2008 10:03:42

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/29/08 AT 14:20:23 17727099

CCRG Close Date: 08/04/2008

Letter Sent: Denial 08/04/2008

**Customer Assistance Inquiry Record (CAIR)#****17742449**

|                       |                           |                                     |               |                            |            |
|-----------------------|---------------------------|-------------------------------------|---------------|----------------------------|------------|
| <b>VIN</b>            | 1J8HG5822 6C [REDACTED]   | <b>Open Date</b>                    | 07/28/2008    | <b>Built Date</b>          | 01/11/2006 |
| <b>Model Year</b>     | 2006                      | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |            |
| <b>In Service Dt</b>  | 04/26/2007                | <b>Mileage</b>                      | 21,000        | <b>Dealer Zone</b>         | 66 ORLANDO |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US         |
| <b>Color</b>          | PSB                       | BRIGHT SILVER METALLIC CLEAR COAT   |               |                            |            |
| <b>Engine</b>         | EZB                       | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |            |
| <b>Transmission</b>   | DGQ                       | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |            |
| <b>Dealer</b>         | 63283                     | STINNETT CHRYSLER PLYMOUTH DODGE    | INC           |                            |            |
| <b>Dealer Address</b> | 1041 WEST HWY 25/70       |                                     |               |                            |            |
| <b>Dealer City</b>    | NEWPORT                   | <b>Dealer State</b>                 | TN            | <b>Dealer Zip</b>          | 37821      |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>                 | TELEPHONE     |                            |            |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                   | [REDACTED]    |                            |            |
|                       | SEVIERVILLE TN [REDACTED] | <b>Country</b>                      | UNITED STATES |                            |            |

|                                                                  |                                               |
|------------------------------------------------------------------|-----------------------------------------------|
| Referral - Tier Three - Default - Default - Default              | Customer called regards to air bags issue.    |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover | Customer states that air bags did not deploy. |
| Corporate - Property Damage - Default - Default - Default        |                                               |
| Product - Unknown - Unknown - Accident - Default                 |                                               |

Customer called stating that the vehicle has an air bags issue. Agent transferred the called to tier3 for further assistance.

Customer called for the same. Agent transferred the call to tier 3.

\*\*\*\*\*Accident Details\*\*\*\*\*

Description: Sat. 11:00pm customer was driving home on shady grove Rd. fell asleep hit a telephone pole and flipped vehicle several times down into a bank on the side of the rode.

Property damage: Customer has to pay for telephone pole damage, which caused power to go out for several hours. Customer also damaged a fence that they are going to repair. Customer s vehicle was totaled. Customer states that the door panel was ripped off and the air bag was visible but did not deploy.

Injuries: toe was cut, hit his head, and was very shore all over.

Insurance: Consumers insurance

Phone #: 800-321-0065 agent Dawn Schlitt

Claim [REDACTED]

Vehicle location: Recking company

1159 Kates Rd.

Gatlinburg TN,37738

Police: Sever county sheriff dept.

Police Officer: Celena Ball

Phone: 865-453-4668

report # [REDACTED]

Customer contact number [REDACTED]

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.

7-28-08 No open recalls on this vehicle.

7-28-08 Assigned to TK27/SSS8

CAIR NUMBER 17742449 REQUEST EAA INSPECTION 07-28-2008 12:10

CAIR NUMBER 17742449 E-MAIL SENT TO EAA 07-28-2008 12:10

CCRG Open Date: 07/28/2008 11:55:52

Letter Sent: Acknowledgement 07/29/2008 09:13:37

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/04/08 AT 17:35:00 17742449

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/07/08 AT 20:35:03 17742449

CCRG Close Date: 08/11/2008

CCRG Reopen Date: 08/11/2008

Letter Sent: Denial 08/11/2008

The Customer called in and wanted to check information on the status.

The Agent transferred the call to Tier 3 for further handling.

The customer is calling about the denial letter and she states that she is seeking a copy of the investigation report, how much an air bag system would cost to install in the vehicle, and at what speeds that the air bags deploy. The customer per TCC17 was informed that she can call the number on the letter or send in a written request for the report. She was informed that she can speak with the dealer about the cost of an airbag system and at what speeds they deploy. She understands and inquires where her vehicle is. She was referred to her insurance company for the location. She understands and disconnected the call.

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**Customer Assistance Inquiry Record (CAIR)#****17830841**

|                      |                         |                                     |               |                                              |             |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4HR48NX 5C [REDACTED] | <b>Open Date</b>                    | 08/22/2008    | <b>Built Date</b>                            | 06/23/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 08/01/2005              | <b>Mileage</b>                      | 48,000        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PB8                     | MIDNIGHT BLUE PEARL COAT            |               |                                              |             |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                              |             |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |             |

|                       |                       |                          |    |                   |       |
|-----------------------|-----------------------|--------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 68242                 | STAR CHRYSLER JEEP DODGE |    |                   |       |
| <b>Dealer Address</b> | 211-10 JAMAICA AVENUE |                          |    |                   |       |
| <b>Dealer City</b>    | QUEENS VILLAGE        | <b>Dealer State</b>      | NY | <b>Dealer Zip</b> | 11428 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | JAMAICA NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                              |
|-----------------------------------------------------------------------------------|------------------------------|
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover                  | .                            |
| Referral - Tier Three - Default - Default - Default                               | Tier three support referral. |
| Corporate - Property Damage - Default - Default - Default                         |                              |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                              |
| Product - Unknown - Unknown - Accident - Default                                  |                              |

Purchased New or Used? Used  
 If Used, date purchased? 10/03/07 Mileage?  
 From whom did customer purchase used vehicle? CDJ dealer  
 COIN Updated & CAIR reassigned to 82S  
 Contact [REDACTED]  
 Telephone #1 [REDACTED]  
 Telephone #2 [REDACTED]  
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: MIKES TOWING  
 115-45 merrick BLVD  
 Jamaica NY 11434  
 LOCATION OF VEHICLE PHONE NUMBER (718)291-2992  
 What happened?: Customer states vehicle was in wreck and the air bags did not deploy.  
 8.25.2008  
 Called the customer and she stated that the accident occurred August 17th. and she was injured.  
 She stated that the vehicle rolled over several times  
 She was the only person in the vehicle at the time of the accieent  
 Forwarded to 82t MRP1.  
 \_8/25/08 Assigned to tk27/mjm169  
 CAIR NUMBER 17830841 REQUEST EAA INSPECTION 08-25-2008 09:29  
 CAIR NUMBER 17830841 E-MAIL SENT TO EAA 08-25-2008 09:29  
 CCRG Open Date: 08/25/2008 09:13:08  
 Letter Sent: Acknowledgement 08/26/2008 09:21:07  
 Inspection Delayed: 08/28/2008  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/05/08 AT 13:43:36 17830841  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/10/08 AT 10:45:53 17830841  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/10/08 AT 12:05:08 17830841  
 CCRG Close Date: 09/11/2008  
 Letter Sent: Denial 09/11/2008  
 POSTMARK DATE: 092608; DATE RECEIVED: 100608

10.07.2008

\_GEICO INS CO.

RE: CLAIM NUMBER: [REDACTED]

DATE OF LOSS: 8.17.2008

Forwarded to 82t m rp

10-7-08 Forward to TK27/SSS8

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**Customer Assistance Inquiry Record (CAIR)#****17831239**

|                      |                         |                                  |               |                                              |             |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J8GR48K7 7C [REDACTED] | <b>Open Date</b>                 | 08/22/2008    | <b>Built Date</b>                            | 08/22/2006  |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 01/31/2007              | <b>Mileage</b>                   | 7,000         | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PX8                     | BLACK CLEAR COAT                 |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |                          |                                    |    |                   |       |
|-----------------------|--------------------------|------------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 62457                    | CENTRAL AVENUE CHRYSLER JEEP, INC. |    |                   |       |
| <b>Dealer Address</b> | 1839 CENTRAL PARK AVENUE |                                    |    |                   |       |
| <b>Dealer City</b>    | YONKERS                  | <b>Dealer State</b>                | NY | <b>Dealer Zip</b> | 10710 |

|                |                            |                     |               |
|----------------|----------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                 | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                 | <b>Home Phone</b>   | [REDACTED]    |
|                | NEW ROCHELLE NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                                               |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Customer's son advised that his parents met with an accident. |
| Corporate - Property Damage - Default - Default - Default                         |                                                               |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                                                               |
| Product - Unknown - Unknown - Accident - Default                                  |                                                               |

Customer s son called to inform that they were travelling in this veichle which hit the telephone pole. Customer states that the Air Bags did not deploy. Agent gave the case number to the customer. Agent transferred the call to T3.

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

COIN Updated & CAIR reassigned to 82S

Contact [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Giacomo service center incorporaterated

corner 5th and madison avenues

Larchmont NY 10538

LOCATION OF VEHICLE PHONE NUMBER 914-834-1258

What happened?:

The caller is [REDACTED] and he is calling for his parents and he states that his parents were in an extremely bad vehicle accident. He states they hit a telephone pole and none of the air bags deployed. The caller states that the whole front of vehicle was totaled and the air bags should have come out. He was informed that this information has been documented and that it will be forwarded to the appropriate department for further review. He was informed of the needed information that he needs to have available when someone contacts him. He understands and will wait for a phone call. The Son s phone number is the secondary phone number and he states that he would like to be the point of contact.

\_8.22.2008

Customer stated the accident occurred on last night 8.21.2008. The were



two injuries.

Forwarded to 82t mrp

\_Contact the son [REDACTED] at the cell number listed

8-25-08 I spoke to [REDACTED] and he would like to be contacted on his cell phone

at [REDACTED] stated the incident occurred on 8-21-08. [REDACTED] said his parents hit a telephone pole and the air bags did not deploy in the accident. His mother cut her arm and his dad has bumps and bruises. They were both taken to a local hospital and release.

8-25-08 Assigned to TK27/SSS8

CAIR NUMBER 17831239 REQUEST EAA INSPECTION 08-25-2008 11:20

CAIR NUMBER 17831239 E-MAIL SENT TO EAA 08-25-2008 11:20

CCRG Open Date: 08/22/2008 16:56:17

Letter Sent: Acknowledgement 08/26/2008 08:45:26

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/01/08 AT 13:46:01 17831239

CCRG Close Date: 09/04/2008

Letter Sent: Denial 09/04/2008

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**Customer Assistance Inquiry Record (CAIR)#****17910698**

|                      |                         |                                     |               |                                              |            |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8HS48P5 7C [REDACTED] | <b>Open Date</b>                    | 09/17/2008    | <b>Built Date</b>                            | 06/30/2006 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                         | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 02/22/2007              | <b>Mileage</b>                      | 1             | <b>Dealer Zone</b>                           | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PDA                     | LIGHT GRAYSTONE PEARL COAT          |               |                                              |            |
| <b>Engine</b>        | EVD                     | 4.7L V8 FFV ENGINE                  |               |                                              |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |            |

|                       |                     |                               |    |                   |       |
|-----------------------|---------------------|-------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 23808               | DON DRENNEN CHRYSLER JEEP INC |    |                   |       |
| <b>Dealer Address</b> | 1626 MONTGOMERY HWY |                               |    |                   |       |
| <b>Dealer City</b>    | HOOVER              | <b>Dealer State</b>           | AL | <b>Dealer Zip</b> | 35216 |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   | [REDACTED]    |
|                | BESSEMER AL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                        |
|-----------------------------------------------------------------------------------|------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier Three.            |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment |
| Corporate - Property Damage - Default - Default - Default                         |                        |
| Product - Unknown - Unknown - Accident - Default                                  |                        |

Purchased New or Used? New

COIN Updated &amp; CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 Na

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: DON DRENNEN CHRYSLER JEEP INC

626 MONTGOMERY HWY

HOOVER, AL 35216

LOCATION OF VEHICLE PHONE NUMBER 205-823-5220

What happened?: Customer states she had an accident and the air bags did not deploy.

\*\*\*\*\*

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. JSS15.

CAIR NUMBER 17910698 REQUEST EAA INSPECTION 09-17-2008 12:10

CAIR NUMBER 17910698 E-MAIL SENT TO EAA 09-17-2008 12:11

Vehicle in above listed case has been totaled by State Farm Insurance, claim [REDACTED] per claims representative Dink Myers 256-650-9958.

Vehicle was moved from claimants case listed location to Source One Salvage in Birmingham, Al. 205-956-4700 under stock #2004290. Vehicle was sold by Source One on 08/21/2008. EAA is attempting to locate and arrange inspection. jss15.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/23/08 AT 16:14:25 17910698

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/24/08 AT 11:08:01 17910698

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/24/08 AT 11:08:02 17910698

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/24/08 AT 11:08:02 17910698

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/24/08 AT 11:08:03 17910698

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/24/08 AT 11:08:04 17910698

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/24/08 AT 11:08:04 17910698  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/24/08 AT 11:08:05 17910698  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/24/08 AT 13:45:06 17910698  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/24/08 AT 13:45:06 17910698

\*\*\*\*\*

Reviewed report and photos. This was a side impact/rollover accident.  
This vehilce is equipped with RPS. Seat belt pretensioners deployed, but  
event did not merit side curtain airbag deployment. dictated letter. jss15.  
LETTER MAILED. JSS15.

---

**Customer Assistance Inquiry Record (CAIR)#****17948647**

|                      |                         |                                     |               |                                              |            |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8HR48P1 7C [REDACTED] | <b>Open Date</b>                    | 09/29/2008    | <b>Built Date</b>                            | 06/28/2007 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                         | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 06/29/2007              | <b>Mileage</b>                      | 34,800        | <b>Dealer Zone</b>                           | 51 CHICAGO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PX8                     | BLACK CLEAR COAT                    |               |                                              |            |
| <b>Engine</b>        | EVD                     | 4.7L V8 FFV ENGINE                  |               |                                              |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |            |

|                       |                |                              |    |                   |       |
|-----------------------|----------------|------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 26025          | ROYAL OAKS CHRYSLER JEEP INC |    |                   |       |
| <b>Dealer Address</b> | 4080 MEXICO RD |                              |    |                   |       |
| <b>Dealer City</b>    | ST PETERS      | <b>Dealer State</b>          | MO | <b>Dealer Zip</b> | 63376 |

|                |                  |                     |               |
|----------------|------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]       | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | [REDACTED]       | <b>Home Phone</b>   |               |
|                | NAMBARD IL 00000 | <b>Country</b>      | UNITED STATES |

|                                                                                   |                             |
|-----------------------------------------------------------------------------------|-----------------------------|
| Referral - Tier Three - Default - Default - Default                               | Tier Three support referral |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment      |
| Corporate - Property Damage - Default - Default - Default                         |                             |
| Product - Unknown - Unknown - Accident - Default                                  |                             |

Caller with Elco administration calling on behalf of Enterprise rent a car.

COIN Updated & CAIR reassigned to 82S

Contact: ERICA KOPPERS

Telephone #1 6304246400

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

TRA

13813 St. Charles Rock Rd.

Bridgeton, MO 63044

LOCATION OF VEHICLE PHONE NUMBER 3142982195

What happened?: Caller states the vehicle was in accident and air bags did not deploy.

\*\*\*\*\*

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. JSS15.

CAIR NUMBER 17948647 REQUEST EAA INSPECTION 09-30-2008 08:47

CAIR NUMBER 17948647 E-MAIL SENT TO EAA 09-30-2008 08:48

The inspection is scheduled for Wed. October 8th at 10:00 AM

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/08/08 AT 15:02:39 17948647

\*\*\*\*\*

Reviewed report and photos. This vehicle has RPS, this system determined only seat belt pretensioner deployment was meritted, not both seat belts and side air bags. dictated letter. jss15.

LETTER MAILED. JSS15.

POSTMARK DATE: 102708; DATE RECEIVED: 103008

POSTMARK DATE: 102808; DATE RECEIVED: 103108

Letter from Enterprise advising they intend to fix or dipose of vehicle.

nan.-attach to file. jss15.

**Customer Assistance Inquiry Record (CAIR)#****17955151**

|                       |                         |                                  |               |                                |             |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------|-------------|
| <b>VIN</b>            | 1J4GR48K1 6C [REDACTED] | <b>Open Date</b>                 | 10/01/2008    | <b>Built Date</b>              | 09/19/2005  |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |             |
| <b>In Service Dt</b>  | 11/30/2005              | <b>Mileage</b>                   | 1             | <b>Dealer Zone</b>             | 32 NEW YORK |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                              | US          |
| <b>Color</b>          | PX8                     | BLACK CLEAR COAT                 |               |                                |             |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                   |               |                                |             |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                |             |
| <b>Dealer</b>         | 66940                   | PAMBY CHRYSLER JEEP DODGE        |               |                                |             |
| <b>Dealer Address</b> | 665 DANBURY RD          |                                  |               |                                |             |
| <b>Dealer City</b>    | RIDGEFIELD              | <b>Dealer State</b>              | CT            | <b>Dealer Zip</b>              | 06877       |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                                |             |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                                |             |
|                       | WESTON CT [REDACTED]    | <b>Country</b>                   | UNITED STATES |                                |             |

|                                                                                   |                                       |
|-----------------------------------------------------------------------------------|---------------------------------------|
| Referral - Tier Three - Default - Default - Default                               | CALLER STATED AIR BAGS DID NOT DEPLOY |
| Corporate - Property Damage - Default - Default - Default                         |                                       |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                                       |
| Product - Unknown - Unknown - Accident - Default                                  |                                       |

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

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

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

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

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

Is there any repair history related to the current concern?

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

Service dealer code?

Service manager name?

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

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: UNKNOWN BY CALLER AT THIS TIME

LOCATION OF VEHICLE PHONE NUMBER UNKNOWN

What happened?: Customer states VEHICLE IN ACCIDENT AIR BAG DID NOT DEPLOY

CONTACT IS VEHICLE OWNERS COUSIN . CONTACT IS A LAWYER BUT STATES THEY ARE NOT PURSUING LEGAL ACTION AT THIS TIME.

10.01.2008 Customer states that the accident occurred on 9.28.2008. The customer was injured, Geico 800 716-1097 ext 2770. [REDACTED]

claim number: [REDACTED]

Called Geico for location. Cair, claim and direct phone number provided.

mrp

LOCATION: BERLINGOS AUTO BODY, 129 MYRTLE AVE, STANFORD CT. 06902  
pH 203 325 2247.

Forwarded to 82t mrp

\_10/2/08 Assigned to tk27/mjm169

CAIR NUMBER 17955151 REQUEST EAA INSPECTION 10-02-2008 11:44  
CAIR NUMBER 17955151 E-MAIL SENT TO EAA 10-02-2008 11:45  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/03/08 AT 15:36:12 17955151  
CCRG Open Date: 10/01/2008 16:19:31  
Letter Sent: Acknowledgement 10/03/2008 09:27:13  
CCRG Close Date: 10/08/2008  
Letter Sent: Denial 10/08/2008

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

**1806002**

|                       |                                |                                  |               |                    |            |
|-----------------------|--------------------------------|----------------------------------|---------------|--------------------|------------|
| <b>VIN</b>            | 1J8HG48K0 6C [REDACTED]        | <b>Open Date</b>                 | 11/05/2008    | <b>Built Date</b>  | 09/28/2005 |
| <b>Model Year</b>     | 2006                           | <b>Body</b>                      | XKJH74        | JEEP COMMANDER 4X4 |            |
| <b>In Service Dt</b>  | 10/14/2005                     | <b>Mileage</b>                   | 88,018        | <b>Dealer Zone</b> | 51 CHICAGO |
| <b>Plant</b>          | C                              | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                  | US         |
| <b>Color</b>          | PRJ                            | INFERNO RED CRYSTAL PEARL COAT   |               |                    |            |
| <b>Engine</b>         | EKG                            | 3.7L V6 ENGINE                   |               |                    |            |
| <b>Transmission</b>   | DGJ                            | 5-SPEED AUTO W5A580 TRANSMISSION |               |                    |            |
| <b>Dealer</b>         | 26783                          | ZEIGLER CHRYSLER DODGE JEEP, LLC |               |                    |            |
| <b>Dealer Address</b> | 208 W GOLF RD                  |                                  |               |                    |            |
| <b>Dealer City</b>    | SCHAUMBURG                     | <b>Dealer State</b>              | IL            | <b>Dealer Zip</b>  | 60195      |
| <b>Owner</b>          | [REDACTED]                     | <b>Contact Type</b>              | TELEPHONE     |                    |            |
| <b>Address</b>        | [REDACTED]                     | <b>Home Phone</b>                | [REDACTED]    |                    |            |
|                       | LAKE IN THE HILL IL [REDACTED] | <b>Country</b>                   | UNITED STATES |                    |            |

|                                                                             |                                                          |
|-----------------------------------------------------------------------------|----------------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | Customer states no air bags deployed in accident.        |
| Referral - Tier Three - Default - Default - Default                         | Customer states that his vehicle is met with an accident |
| Product - Unknown - Unknown - Accident - Default                            |                                                          |

Customer states that his vehicle is met with an accident. Customer further states that none of the air bags didn't deploy. Agent transfers the call to tier 3 for the further handling  
 \*\*\*\*\*Internal Escalation\*\*\*\*\*

Approved by ES738  
 \*\*\*\*\*

Customer called with the reference number. The agent consulted with the floor support and transferred the call to T-3 for further assistance. Authorized by AM1107.

COIN Updated & CAIR reassigned to 82S

Contact: EZZELDINI ANBER U

Telephone #1 630-677-2780 U

Telephone #2 630-677-2780 U

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Carey Algonquin, Cary, IL (vehicle may have been transferred somewhere else)

LOCATION OF VEHICLE PHONE NUMBER XXX-XXX-XXXX U

What happened?: Customer states van hit vehicle on passenger side (between 2 passenger doors)

\*\*\*\*\* CORRECTION: Tread Data should read 00/01/Y \*\*\*\*\*

Called owner and requested location. He will check with Allstate and get back with me. His wife was injured in accident

\*\*\*\*\*  
 VEHICLE IS LOCATED AT:

Copart Inc  
 4825 S Whitnall Ave  
 Cudahy, WI 53110-1339  
 (414) 769-7665 Type:  
 Stock # 18731928

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.  
 11-6-08 Assigned to TK27/SSS8

CAIR NUMBER 18060002 REQUEST EAA INSPECTION 11-06-2008 15:09  
CAIR NUMBER 18060002 E-MAIL SENT TO EAA 11-06-2008 15:09  
CCRG Open Date: 11/05/2008 16:32:35  
Letter Sent: Acknowledgement 11/07/2008 10:32:47  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/11/08 AT 20:09:58 18060002  
CCRG Close Date: 11/18/2008  
Letter Sent: Denial 11/18/2008

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**Customer Assistance Inquiry Record (CAIR)#****18060522**

|                      |                         |                                  |               |                                              |               |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|---------------|
| <b>VIN</b>           | 1J4GR48K6 5C [REDACTED] | <b>Open Date</b>                 | 11/05/2008    | <b>Built Date</b>                            | 02/02/2005    |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b> | 03/11/2005              | <b>Mileage</b>                   | 57,834        | <b>Dealer Zone</b>                           | 35 WASHINGTON |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US            |
| <b>Color</b>         | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT  |               |                                              |               |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |               |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |               |

|                       |                   |                           |    |                   |       |
|-----------------------|-------------------|---------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 43783             | RAMEY MOTORS INCORPORATED |    |                   |       |
| <b>Dealer Address</b> | 160 FRAZIER DRIVE |                           |    |                   |       |
| <b>Dealer City</b>    | PRINCETON         | <b>Dealer State</b>       | WV | <b>Dealer Zip</b> | 24740 |

|                |                    |                     |               |
|----------------|--------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]         | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]         | <b>Home Phone</b>   | [REDACTED]    |
|                | ROCK WV [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                                     |
|-----------------------------------------------------------------------------------|-----------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags            | Customer says the air bag did not deploy.           |
| Referral - Tier Three - Default - Default - Default                               | Customer says the vehicle was involved in accident. |
| Corporate - Property Damage - Default - Default - Default                         |                                                     |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                                                     |
| Product - Unknown - Unknown - Accident - Default                                  |                                                     |

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Customer says the vehicle was involved in accident.

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

22000

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

No

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

No

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

N/A

Is there any repair history related to the current concern?

N/A

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

N/A

Service dealer code?

43783

Service manager name?

N/A

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

YS72

**\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION**

Customer says the vehicle was involved in accident and the air bag did not deploy. Agent transferred call to tier3 for further assistance.

Authorized by YS72.

COIN Updated &amp; CAIR reassigned to 82S

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Customer has possession, insurance will pick up in a few days to take to their garage.

LOCATION OF VEHICLE PHONE NUMBER 304-589-3765

What happened?: Customer states she was in an accident, and the airbags did not deploy. Customer states she hit a fence post, vehicle has a 2 foot indent in the front end. Customer states she does not want the vehicle if cause was manufacturing defect.

Customer called in regarding the same concern. Customer called in and states that she wants to give the telephone number of the body shop.

Agent transferred the call to T3. Approved by AM1106

Vehicle Located at: Body Works, RTE460 East, Princeton WV 24740.

304-425-2795 Behind Ramey Chevrolet

11.06.2008

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, MRP1..

CAIR NUMBER 18060522 REQUEST EAA INSPECTION 11-06-2008 11:10

CAIR NUMBER 18060522 E-MAIL SENT TO EAA 11-06-2008 11:10

Customer called in for the above issue. Agent transferred the call to tier 3.

Authorized by PA166.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/11/08 AT 09:42:54 18060522

Customer called in with the same concern and the agent after consulting with I1679 transfered the call to tier3.

11.17.2008 Letter: Threshold for deployment was no met. mrp

Customer called in for the same issue so transfered the call to tier3.

The customer called in to check on the status of his investigation, writer advised that a letter has been sent to him on 11-17-08.

Customer called in for the same issue and wanted to talk to agent MRP1.

Agent after going through previous notes transfered the call to Tier 3 for further handling. Transfer approved by RP762.

Customer called and wanted to speak to MRP1. Customer stated that she wants a guarantee from MRP1 that her airbags wont just deploy if she gets her vehicle fixed.

---

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

**18080335**

|                       |                         |                                  |               |                                       |               |
|-----------------------|-------------------------|----------------------------------|---------------|---------------------------------------|---------------|
| <b>VIN</b>            | 1J8HG48K3 7C [REDACTED] | <b>Open Date</b>                 | 11/12/2008    | <b>Built Date</b>                     | 06/08/2007    |
| <b>Model Year</b>     | 2007                    | <b>Body</b>                      | XKJH74        | JEEP COMMANDER 4X4 SPORT UTILITY 4-DR |               |
| <b>In Service Dt</b>  | 12/30/2007              | <b>Mileage</b>                   | 14,700        | <b>Dealer Zone</b>                    | 35 WASHINGTON |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                     | US            |
| <b>Color</b>          | PEM                     | RED ROCK CRYSTAL PEARL COAT      |               |                                       |               |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                   |               |                                       |               |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                       |               |
| <b>Dealer</b>         | 68833                   | OURISMAN CHRYSLER JEEP DODGE     |               |                                       |               |
| <b>Dealer Address</b> | 12430 AUTO DR           |                                  |               |                                       |               |
| <b>Dealer City</b>    | CLARKSVILLE             | <b>Dealer State</b>              | MD            | <b>Dealer Zip</b>                     | 21029         |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                                       |               |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                                       |               |
|                       | SEVERN MD [REDACTED]    | <b>Country</b>                   | UNITED STATES |                                       |               |

|                                                                                   |                         |
|-----------------------------------------------------------------------------------|-------------------------|
| Referral - Tier Three - Default - Default - Default                               | Air bag did not deploy. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment  |
| Corporate - Property Damage - Default - Default - Default                         |                         |
| Product - Unknown - Unknown - Accident - Default                                  |                         |

Customer said that the air bag did not deploy. He also said that he was hurt and just returned from the hospital. Agent transferred the call to \*8103.

Authorized by PA166.

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Mile One Collision Works  
11408 Old Baltimore Pike Boltsville MD, 20705

LOCATION OF VEHICLE PHONE NUMBER 301-595-0187

What happened?: Customer states he was in a head on collision and none of the airbags deployed.

\*\*\*\*\*  
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. JSS15.

CAIR NUMBER 18080335 REQUEST EAA INSPECTION 11-13-2008 14:52

CAIR NUMBER 18080335 E-MAIL SENT TO EAA 11-13-2008 14:52

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/15/08 AT 10:45:47 18080335

\*\*\*\*\*

Reviewed report and photos. No dtc s found. deployment parameters not met.

dictated letter. jss15.

LETTER MAILED. JSS15.

**Customer Assistance Inquiry Record (CAIR)#****18130125**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8GS48K6 7C [REDACTED] | <b>Open Date</b>                 | 12/01/2008    | <b>Built Date</b>                            | 03/12/2007 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 09/27/2007              | <b>Mileage</b>                   | 26,732        | <b>Dealer Zone</b>                           | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PEM                     | RED ROCK CRYSTAL PEARL COAT      |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                   |                             |    |                   |       |
|-----------------------|-------------------|-----------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 45330             | KINSTON CHRYSLER/JEEP/DODGE |    |                   |       |
| <b>Dealer Address</b> | 4050 W VERNON AVE |                             |    |                   |       |
| <b>Dealer City</b>    | KINSTON           | <b>Dealer State</b>         | NC | <b>Dealer Zip</b> | 28504 |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | HUBERT NC [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                               |
|-----------------------------------------------------------------------------------|-----------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver           | Customer states the Air bag did not deploy    |
| Referral - Tier Three - Default - Default - Default                               | Vehicle was involved in an Accident           |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment air bag non deployment |
| Corporate - Property Damage - Default - Default - Default                         |                                               |
| Product - Unknown - Unknown - Accident - Default                                  |                                               |

**\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL**

Transferred customer to T3 or Reassigned CAIR to Transferred  
T3 in-basket insert in-basket #Ü per NIC Ü.  
MIB8

**\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL**

The call was been transferred by the Service Contract  
Customer states the vehicle was involved in an Accident and the Driver side Air bag did not deploy. Customer wife has an injury in the neck and the shoulder  
Customer does not know where the vehicle is.  
Agent consulted floor support MIB8. Agent transfer the call to Tier 03  
Customer stating that the airbag did not deploy, but he has not enough information about the location of the vehicle and the phone number, SO he is going to call us back and provide us with the information and then the case will be assigned to 82S.  
Customer called in regarding the above mentioned issue and wants to speak to a senior agent. Agent transferred the call to Tier 3. Approved by YS72.  
Customer states his wife was involved in an accident and the air bags did not deploy.  
COIN Updated & CAIR reassigned to 82S  
Contact: [REDACTED]  
Telephone #1 [REDACTED]  
Telephone #2 [REDACTED] 6  
LOCATION OF VEHICLE - Insurance Auto Auctions 415 Madeline Trask Dr, Castle Haynes, NC 28429  
LOCATION OF VEHICLE PHONE NUMBER 910-675-2311, stock number (needed to see the vehicle )4842977

What happened?: Customer states a vehicle hit a stopped vehicle and as a result hit the customers vehicle, the air bag did not deploy.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.

12/2/08 Assigned to kss28/mjm169

CAIR NUMBER 18130125 REQUEST EAA INSPECTION 12-02-2008 15:00

CAIR NUMBER 18130125 E-MAIL SENT TO EAA 12-02-2008 15:00

CCRG Open Date: 12/02/2008 11:11:04

Letter Sent: Acknowledgement 12/03/2008 14:11:03

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/08/08 AT 03:25:14 18130125

Letter Sent: Denial 12/08/2008

Writer spoke with customer who called to find out the status of his case, customer stated that his wife was in an accident and the airbags did not deploy. Advised customer that a letter was sent and that he should be receiving it in a couple of days.

---

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

**18151242**

|                       |                          |                                  |               |                                |            |
|-----------------------|--------------------------|----------------------------------|---------------|--------------------------------|------------|
| <b>VIN</b>            | 1J4GR48KX 6C [REDACTED]  | <b>Open Date</b>                 | 12/08/2008    | <b>Built Date</b>              | 08/22/2005 |
| <b>Model Year</b>     | 2006                     | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |            |
| <b>In Service Dt</b>  | 09/29/2005               | <b>Mileage</b>                   | 17,000        | <b>Dealer Zone</b>             |            |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                              | US         |
| <b>Color</b>          | PGV                      | DEEP BERYL GREEN PEARL COAT      |               |                                |            |
| <b>Engine</b>         | EKG                      | 3.7L V6 ENGINE                   |               |                                |            |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                |            |
| <b>Dealer</b>         | 91104                    | CHRYSLER LLC                     | PAINT         |                                |            |
| <b>Dealer Address</b> | 800 CHRYSLER DRIVE       |                                  |               |                                |            |
| <b>Dealer City</b>    | AUBURN HILLS             | <b>Dealer State</b>              | MI            | <b>Dealer Zip</b>              | 48326      |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>              | TELEPHONE     |                                |            |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                |               |                                |            |
|                       | ST CHARLES IL [REDACTED] | <b>Country</b>                   | UNITED STATES |                                |            |

|                                                                                   |                                                  |
|-----------------------------------------------------------------------------------|--------------------------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Customer states that the air bag did not deploy. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bag non deployment                           |
| Corporate - Property Damage - Default - Default - Default                         |                                                  |
| Product - Unknown - Unknown - Accident - Default                                  |                                                  |

Customer states that the air bags did not deploy.  
 She states that she had an accident.  
 She states that a car maneuvered in front of her and she hit the side of the road and the vehicle rolled but still, the airbags did not deploy.  
 Agent informed the customer that she will receive a call back.  
 Reassigning the case to 85S.  
 COIN Updated & CAIR reassigned to 85S  
 Contact: [REDACTED]  
 Telephone # [REDACTED]  
 Telephone # [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: 1100 GENEVA RD APT 27B, ST CHARLES, IL- 60174-4233, UNITED STATES  
 LOCATION OF VEHICLE PHONE NUMBER 630-549-5733  
 What happened?: Customer states Customer involved in an accident.Ú

\*\*\*\*\*  
 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. JSS15.  
 CAIR NUMBER 18151242 REQUEST EAA INSPECTION 12-09-2008 15:45  
 CAIR NUMBER 18151242 E-MAIL SENT TO EAA 12-09-2008 15:46  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/12/08 AT 14:32:14 18151242  
 \*\*\*\*\*

Reviewed report and photos. Vehicle was struck by another that changed lanes in front of/into this vehicle. This vehicle then rolled onto drivers side. Not a full frontal impact, and unit is not equipped with side curtain air bags. No air bag dtc s found. dictataed letter. jss15.  
 LETTER MAILED. JSS15.

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

**18163769**

|                       |                           |                                     |               |                            |            |
|-----------------------|---------------------------|-------------------------------------|---------------|----------------------------|------------|
| <b>VIN</b>            | 1J8HG5822 6C [REDACTED]   | <b>Open Date</b>                    | 12/11/2008    | <b>Built Date</b>          | 01/11/2006 |
| <b>Model Year</b>     | 2006                      | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |            |
| <b>In Service Dt</b>  | 04/26/2007                | <b>Mileage</b>                      | 25,000        | <b>Dealer Zone</b>         | 66 ORLANDO |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US         |
| <b>Color</b>          | PSB                       | BRIGHT SILVER METALLIC CLEAR COAT   |               |                            |            |
| <b>Engine</b>         | EZB                       | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |            |
| <b>Transmission</b>   | DGQ                       | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |            |
| <b>Dealer</b>         | 63283                     | STINNETT CHRYSLER PLYMOUTH DODGE    | INC           |                            |            |
| <b>Dealer Address</b> | 1041 WEST HWY 25/70       |                                     |               |                            |            |
| <b>Dealer City</b>    | NEWPORT                   | <b>Dealer State</b>                 | TN            | <b>Dealer Zip</b>          | 37821      |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>                 | TELEPHONE     |                            |            |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                   | [REDACTED]    |                            |            |
|                       | SEVIERVILLE TN [REDACTED] | <b>Country</b>                      | UNITED STATES |                            |            |

|                                                                     |                                                 |
|---------------------------------------------------------------------|-------------------------------------------------|
| Referral - Tier Three - Default - Default - Default                 | Customer called regards to air bags issue.      |
| Referral - Tier Two - Internal Escalation - Authorization - Default | Customer seeking reimbursement for the airbags. |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover    | Customer states that air bags did not deploy.   |
| Corporate - Property Damage - Default - Default - Default           |                                                 |
| Product - Unknown - Unknown - Accident - Default                    |                                                 |

Customer calling to seek reimbursement for the air bags that did not deploy. Agent checked previous CAIR # 17742449 where a letter of denial had been sent for the accident claim and the insurance company had paid the claim.

Customer states that she has 60 days before she closes the credit with Chrysler financial and is looking forward to be reimbursed for the airbags they should have deployed when it flipped three times.

Customer states that the air bags did not even try to deploy. Agent reassigning CAIR to 85S for further assistance. \*\*\*AM1106.

COIN Updated & CAIR reassigned to 85S

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

1913 SB OGLE LN,  
SEVIERVILLE, TN- 37876-7283,  
UNITED STATES

LOCATION OF VEHICLE PHONE NUMBER 865-654-9559

What happened? Customer states that the air bags didn't deploy when he met with an accident. Agent reassigns the case to 82s for further handling.

\*\*\*\*\*

See priro cair 17742449 for CCRG involvement. Per OGC Matrix, reassigned to 82T. JSS15.

\_12/12/08 Updated file ccrg. mjm169

**Customer Assistance Inquiry Record (CAIR)#****18199534**

|                      |                         |                                  |               |                                              |             |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4GR48K6 5C [REDACTED] | <b>Open Date</b>                 | 12/26/2008    | <b>Built Date</b>                            | 04/12/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 07/29/2005              | <b>Mileage</b>                   | 51,713        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT  |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |                       |                     |    |                   |       |
|-----------------------|-----------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 64105                 | HARTLEY'S           |    |                   |       |
| <b>Dealer Address</b> | JUNCTION ROUTES 2 & 7 |                     |    |                   |       |
| <b>Dealer City</b>    | NEWPORT               | <b>Dealer State</b> | ME | <b>Dealer Zip</b> | 04953 |

|                |                     |                     |               |
|----------------|---------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]          | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | ORONO ME [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                              |
|-----------------------------------------------------------------------------------|------------------------------|
| Referral - Tier Two - Internal Escalation - Authorization - Default               | Customer seeking assistance. |
| Corporate - Property Damage - Default - Default - Default                         |                              |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                              |
| Product - Unknown - Unknown - Accident - Default                                  |                              |

Customer states that he was driving on freeway and had an accident airbags did not deployed. They had an accident at 45MPH. Customer states that he has taken his vehicle to the insurance company. The insurance company has sent the vehicle to some body shop repair. Customer seeking assistance in this concern. Agent consulted supervisor ST702 and reassigned the case to 85S. Customer can be reached at [REDACTED] Cell no. [REDACTED]

The address of the body shop is not available, hence agent called the customer to take the address of the repair center.

COIN Updated & CAIR reassigned to 85S

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone #2 NA U

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Down east Auto body,

640 Wilson ST. Brewer Me.

LOCATION OF VEHICLE PHONE NUMBER 207-989-7515U

What happened?: Customer states that the vehicle met with an accident and the air bags of the vehicle did not deploy. Agent assigned the case to 82S for further assistance.

\_The accident occurred on 12.7.08 No injuries.

1.06.2009

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, MRP1.

CAIR NUMBER 18199534 REQUEST EAA INSPECTION 01-06-2009 11:54

CAIR NUMBER 18199534 E-MAIL SENT TO EAA 01-06-2009 11:55

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/09/09 AT 12:15:05 18199534

\_1.12.2009

LETTER: Threshold for deployment was not met. rmp



**Customer Assistance Inquiry Record (CAIR)#****18238345**

|                      |                         |                                  |               |                                              |             |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4GR48K6 5C [REDACTED] | <b>Open Date</b>                 | 01/09/2009    | <b>Built Date</b>                            | 04/12/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 07/29/2005              | <b>Mileage</b>                   | 52,000        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT  |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |                       |                     |               |                   |       |
|-----------------------|-----------------------|---------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 64105                 | HARTLEY'S           |               |                   |       |
| <b>Dealer Address</b> | JUNCTION ROUTES 2 & 7 |                     |               |                   |       |
| <b>Dealer City</b>    | NEWPORT               | <b>Dealer State</b> | ME            | <b>Dealer Zip</b> | 04953 |
| <b>Owner</b>          | [REDACTED]            | <b>Contact Type</b> | FAX           |                   |       |
| <b>Address</b>        | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |                   |       |
|                       | ORONO ME [REDACTED]   | <b>Country</b>      | UNITED STATES |                   |       |

Referral - Tier Three - Default - Default - Default

Customer is seeking assistance.

POSTMARK DATE: 010909; DATE RECEIVED: 010909

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to T3 in-basket insert in-basket #U per NIC U.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer is seeking assistance.

Customer has sent the documents.

As per the previous cair #18199534 the case had been reassigned to 85S.

Agent decided to reassign the cair to 85S.

Mileage, dealership and coin updated.

\*\*\*\*\*

COIN Updated &amp; CAIR reassigned to 85S

Contact: [REDACTED]

Telephone # [REDACTED]

Telephone #2 NAU

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Down east Auto body, 640

Wilson ST. Brewer Me.

LOCATION OF VEHICLE PHONE NUMBER 207-989-7515U

What happened? Customer states that the vehicle was in an accident and the air bags did not deploy. Previous CAIR 18199534 already sent to 82S

1.12.2009 Copy of repair order/ see linked cair. mrp

**Customer Assistance Inquiry Record (CAIR)#****18273307**

|                       |                          |                                     |               |                    |             |
|-----------------------|--------------------------|-------------------------------------|---------------|--------------------|-------------|
| <b>VIN</b>            | 1J8HG48N3 6C [REDACTED]  | <b>Open Date</b>                    | 01/21/2009    | <b>Built Date</b>  | 02/15/2006  |
| <b>Model Year</b>     | 2006                     | <b>Body</b>                         | XKJH74        | JEEP COMMANDER 4X4 |             |
| <b>In Service Dt</b>  | 08/31/2006               | <b>Mileage</b>                      | 21,000        | <b>Dealer Zone</b> | 32 NEW YORK |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                  | US          |
| <b>Color</b>          | PJC                      | LIGHT KHAKI METALLIC CLEAR COAT     |               |                    |             |
| <b>Engine</b>         | EVA                      | 4.7L V8 MPI ENGINE                  |               |                    |             |
| <b>Transmission</b>   | DGQ                      | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                    |             |
| <b>Dealer</b>         | 55578                    | HERBEE DODGE CHRYSLER JEEP          |               |                    |             |
| <b>Dealer Address</b> | 130 SUNRISE HWY          |                                     |               |                    |             |
| <b>Dealer City</b>    | WEST ISLIP               | <b>Dealer State</b>                 | NY            | <b>Dealer Zip</b>  | 11795       |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>                 | TELEPHONE     |                    |             |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                   | [REDACTED]    |                    |             |
|                       | WEST ISLIP NY [REDACTED] | <b>Country</b>                      | UNITED STATES |                    |             |

|                                                                             |                         |
|-----------------------------------------------------------------------------|-------------------------|
| Referral - Tier Two - Internal Escalation - Authorization - Default         | Air bag did not deploy. |
| Corporate - Property Damage - Default - Default - Default                   |                         |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |                         |
| Product - Unknown - Unknown - Accident - Default                            |                         |

Customer called in stating that the vehicle was involved in an accident. It rolled over twice but the air bags never deployed. As stated by the customer she had called in for the same issue before 1 month but the case file was not created. So agent had to create a new case file now and the customer was very annoyed about this. Agent gave the reference number to the customer and informed her that she would receive a call back from us within the next 3-4 working days. Customer agreed.

COIN Updated & CAIR reassigned to 85S

Contact: [REDACTED]

Telephone # [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

819 TANGLEWOOD RD,  
WEST ISLIP, NY- 11795-3540,  
UNITED STATES

LOCATION OF VEHICLE PHONE NUMBER 631-321-4581

What happened?: Customer states that the vehicle was involved in an accident. It rolled over twice but the air bags never deployed

Agent reassigned the case to 82S for further handling

1.23.2009 Called the customer and requested a call back for the date of the incident and a injury status. mrp

Accident occurred on 12.21.2009. Husband was injured. Insurance company \_ totaled the vehicle.....

1.23.2009 KEMPER INS. 800 357-8999 EX 8678 MARTY

\_ CLAIM # [REDACTED]

LOCATION: COPART..1983 MONTAUK HWY., BROOKHAVEN NJ. PH#631 776-0994  
LOT# 21330978

Forwarded to 82t mrp

1/23/09 Vehicle location address: 1983 Montauk Hwy

Brookhaven, NY 11719-9548

1/23/09 Assign to KSS28. LSE6.

CAIR NUMBER 18273307 REQUEST EAA INSPECTION 01-23-2009 12:33

CAIR NUMBER 18273307 E-MAIL SENT TO EAA 01-23-2009 12:33

CCRG Open Date: 01/23/2009 12:24:15

Letter Sent: Acknowledgement 01/26/2009 12:40:56

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/02/09 AT 09:40:48 18273307

Customer called to inform that she recieved a letter regarding above concern. Customer wish to speak to Senior staff. Agent transferred the case to T3.

Approved by RP762

Writer received transfer, customer seeking status of case. Writer advised customer that the case has been reviewed and closed. Customer states truck was totaled, and the airbags did not deploy. Customer states she will contact a lawyer. Customer requested CCRG phone number, writer gave contact number.

Letter Sent: Denial 02/16/2009

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**Customer Assistance Inquiry Record (CAIR)#****18507441**

|                      |                         |                                     |               |                                            |               |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|---------------|
| <b>VIN</b>           | 1J4HR5827 5C [REDACTED] | <b>Open Date</b>                    | 04/15/2009    | <b>Built Date</b>                          | 01/20/2005    |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b> | 08/06/2005              | <b>Mileage</b>                      | 45,000        | <b>Dealer Zone</b>                         | 35 WASHINGTON |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US            |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                            |               |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                            |               |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |               |

|                       |                   |                                |    |                   |       |
|-----------------------|-------------------|--------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 68483             | JOE JACOBY CHRYSLER JEEP DODGE |    |                   |       |
| <b>Dealer Address</b> | 7308 CEDAR RUN DR |                                |    |                   |       |
| <b>Dealer City</b>    | WARRENTON         | <b>Dealer State</b>            | VA | <b>Dealer Zip</b> | 20187 |

|                |                            |                     |               |
|----------------|----------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                 | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                 | <b>Home Phone</b>   | [REDACTED]    |
|                | SOUTH RIDING VA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                            |
|-----------------------------------------------------------------------------------|----------------------------|
| Referral - Tier Two - Internal Escalation - Authorization - Default               | Air bag did not deployed   |
| Corporate - Recall - Default - Default - Default                                  | Seeking recall information |
| Corporate - Property Damage - Default - Default - Default                         |                            |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                            |
| Product - Unknown - Unknown - Accident - Default                                  |                            |

Customer called in stating that the vehicle met with an accident and the air bag did not deployed and the vehicle is been repaired right now at Platinum Auto Body Shop taken there by the insurance company and the total cost of repair works is estimated as \$9000.

Agent documented the concern and then reassigned the case to 85S.

The details of the Platinum Body Work Shop is as follows

45706 Elmwood Court st 120,

Sterling, Virginia-20166

and the telephone number to the body shop is 703-444-4669

COIN Updated & CAIR reassigned to 85S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 NA U

LOCATION OF VEHICLE

Platinum Body Work Shop,

45706 Elmwood Court st 120,

Sterling, Virginia-20166.

LOCATION OF VEHICLE PHONE NUMBER 703-444-4669U

What happened?: Customer states that the vehicle met with an accident

and the air bags failed to deploy.U

Writer assigned the case to 82S for further assistance.

\*\*\*\*\*

04.20.09

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

CAIR NUMBER 18507441 REQUEST EAA INSPECTION 04-20-2009 16:49

CAIR NUMBER 18507441 E-MAIL SENT TO EAA 04-20-2009 16:49

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/23/09 AT 11:04:59 18507441

\*\*\*\*\*

04.28.09

Reviewed report and photos

Did not meet parameters of air bag deployment

Sending dictated letter explaining

LETTER MAILED. MG17.

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**Customer Assistance Inquiry Record (CAIR)#****18607364**

|                       |                         |                                  |               |                    |             |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------|-------------|
| <b>VIN</b>            | 1J8HG48K1 6C [REDACTED] | <b>Open Date</b>                 | 05/22/2009    | <b>Built Date</b>  | 06/03/2006  |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                      | XKJH74        | JEEP COMMANDER 4X4 |             |
| <b>In Service Dt</b>  | 06/06/2006              | <b>Mileage</b>                   | 30,000        | <b>Dealer Zone</b> | 32 NEW YORK |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                  | US          |
| <b>Color</b>          | PW1                     | STONE WHITE CLEAR COAT           |               |                    |             |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                   |               |                    |             |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                    |             |
| <b>Dealer</b>         | 09733                   | CENTRAL CHRYSLER JEEP DODGE      |               |                    |             |
| <b>Dealer Address</b> | 56 PROVIDENCE HWY       |                                  |               |                    |             |
| <b>Dealer City</b>    | NORWOOD                 | <b>Dealer State</b>              | MA            | <b>Dealer Zip</b>  | 02062       |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                    |             |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                    |             |
|                       | MATTAPAN MA [REDACTED]  | <b>Country</b>                   | UNITED STATES |                    |             |

|                                                                                   |                               |
|-----------------------------------------------------------------------------------|-------------------------------|
| Referral - Tier Three - Default - Default - Default                               | Customer met with an accident |
| Corporate - Property Damage - Default - Default - Default                         |                               |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                               |
| Product - Unknown - Unknown - Accident - Default                                  |                               |

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to Transferred

T2.5 in-basket insert in-basket #U per NIC U.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*\*\*\*Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned CAIR to T2.5 inbasket insert inbasket #U per NICU.

\*\*\*\*End structured narrative T2 - T2 1/2 referral

Customer states that he met with an accident but the Airbags did not deploy. Customer states that the vehicle has totalled. The vehicle is at Copeland Street Auto, Quincy MA.

Agent transferred the call to Tier 3.

Customer called but disconnected due to bad communication. He would call again.

Customer called regarding the same issue and wanted to be transferred to JL1077. Agent transferred the call back to T3 by the approval of ES738.

\*\*\*\*Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

Customer stated accident occurred on 05/16/09 in Milton, MA 02186

Description of the incident (what, when, where, injuries, etc)

Accident occurred in Milton, MA 02186 between 2.30 and 2.40 PM, No injuries or fatalities

Has the owners insurance company been contacted ?

Insurance company informed, vehicle totalled.

If yes provide name/policy number and phone number

Insurance Agent at Plymouth Rock, Tel 866 231 1106

Where is the vehicle exactly located (No P.O.Boxes, include phone #)

Copeland Auto in Quincy, MA 02169

Is there property damage or other vehicles involved in the accident?

Yes, Vehicle totalled.

Airbag did not deploy

Has a Police or Fire report been filed (what municipality & report #)

Police informed and have their own report

\*\*\*\*End structured narrative SI POLICY FIRE OR ACCIDENT

Customer called in with accident report. Customer stated vehicle is totalled but airbag did not deploy. He wants to know why airbag did not deploy. Customer was informed he would be informed as soon as investigation has started.

\*\*\*\*\*

05.22.09 VEHICLE IS LOCATED AT:

Copeland Street Auto Body Co Inc

65 Copeland St

Quincy, MA 02169 NOTE- CALL PETE OR MICHELLE /INS MAY TOW OUT SOON

(617) 479-6352

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

CAIR NUMBER 18607364 REQUEST EAA INSPECTION 05-22-2009 11:10

CAIR NUMBER 18607364 E-MAIL SENT TO EAA 05-22-2009 11:10

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/28/09 AT 19:38:28 18607364

\*\*\*\*\*

06.01.09

Reviewed report and photos

Did not meet parameters of air bag deployment / Crumple

Sending dictated letter explaining

LETTER MAILED. MG17

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

**18717871**

|                       |                         |                                     |               |                            |            |
|-----------------------|-------------------------|-------------------------------------|---------------|----------------------------|------------|
| <b>VIN</b>            | 1J8HG58N7 6C [REDACTED] | <b>Open Date</b>                    | 07/01/2009    | <b>Built Date</b>          | 10/04/2005 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |            |
| <b>In Service Dt</b>  | 04/27/2006              | <b>Mileage</b>                      | 41,000        | <b>Dealer Zone</b>         | 63 DALLAS  |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US         |
| <b>Color</b>          | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT     |               |                            |            |
| <b>Engine</b>         | EVA                     | 4.7L V8 MPI ENGINE                  |               |                            |            |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |            |
| <b>Dealer</b>         | 67937                   | ULTIMATE AUTO GROUP INC             |               |                            |            |
| <b>Dealer Address</b> | HIGHWAY 62 SOUTHWEST    |                                     |               |                            |            |
| <b>Dealer City</b>    | MOUNTAIN HOME           | <b>Dealer State</b>                 | AR            | <b>Dealer Zip</b>          | 72653      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | TELEPHONE     |                            |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   |               |                            |            |
|                       | YELLVILLE AR [REDACTED] | <b>Country</b>                      | UNITED STATES |                            |            |

|                                                                                        |                                              |
|----------------------------------------------------------------------------------------|----------------------------------------------|
| Referral - Tier 2.5 - Internal Escalation - Default - Default                          | Customer states that Air bag did not deploy. |
| Corporate - Property Damage - Default - Default - Default                              |                                              |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front Drivers Side |                                              |
| Product - Unknown - Unknown - Accident - Default                                       |                                              |

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transfer approved per

SD489

\*\*\*\*End structured narrative T2 - Referral to SLC

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

Vehicle owner, [REDACTED], [REDACTED]

2. What happened?

Customer stated that she was driving about 5 miles per hour, ground hog ran in front of the vehicle, dodged the animal and swerved and hit a stop sign, went over stop sign, went into ditch and vehicle stopped, front air bag did not deploy. Customer stated that she was injured in her front stomach area.

3. What is the current location of the vehicle?

Steve Auto Body Shop, Yellville, AR. Customer did not have address at this time, phone 870-453-8090

Customer called in for the same issue. Agent tried transferring the call; however the call dropped.

Writer received call, screen pop came through, but there was no one on the line. CAIR is open and writer is unable to add reason code.

Agent informed the onsite managers about the case and advise the customer to wait for an update.

called owner \*\*\*\*\*

VEHICLE IS LOCATED AT:

Steves Body Shop  
9048 Old Hwy 62 E  
Flippin, AR  
(870) 453-8090

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.

7/2/09 Assign to KSS28. LSE6.



CAIR NUMBER 18717871 REQUEST EAA INSPECTION 07-02-2009 13:13

CAIR NUMBER 18717871 E-MAIL SENT TO EAA 07-02-2009 13:13

CCRG Open Date: 07/02/2009 12:15:50

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/06/09 AT 20:32:07 18717871

Letter Sent: Acknowledgement 07/06/2009 14:35:36

Letter Sent: Denial 07/08/2009

Customer called in with the same concerns and says that she wants an update. Agent transferred the call to Tier 2.5 authorized by IK57.

Customer seeking update on her case. Customer states she wants to know why the airbags did not deploy which caused her to be injured. Customer stated her lawyer wants to know what is going on with her case as well.

Writer advised that letter was sent 7-6-09 and another letter was sent 7-8-09.

Customer called in seeking updates on the case with the reference number.

Writer transferred the call to Tier 2.5 on VDN 72412 for further handling. Approved by LL769.

Writer received call from customer seeking status of case. Writer advised that letter was sent 7/8/09. Customer states the airbags should have deployed. Customer gave first letter to her attorney, will give second letter to her attorney, and will be suing. Writer advised customer I will update her case.

---

**Customer Assistance Inquiry Record (CAIR)#****18876846**

|                      |                         |                                     |               |                            |            |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------|------------|
| <b>VIN</b>           | 1J8HG5829 6C [REDACTED] | <b>Open Date</b>                    | 08/25/2009    | <b>Built Date</b>          | 02/10/2006 |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |            |
| <b>In Service Dt</b> | 02/20/2006              | <b>Mileage</b>                      | 70,700        | <b>Dealer Zone</b>         | 74 DENVER  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US         |
| <b>Color</b>         | PJT                     | DK. KHAKI PEARL COAT                |               |                            |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |            |

|                       |                            |                        |               |                   |       |
|-----------------------|----------------------------|------------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 67213                      | JOHN YOUNGBLOOD MOTORS |               |                   |       |
| <b>Dealer Address</b> | 3525 SOUTH CAMPBELL STREET |                        |               |                   |       |
| <b>Dealer City</b>    | SPRINGFIELD                | <b>Dealer State</b>    | MO            | <b>Dealer Zip</b> | 65807 |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>    | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>      | [REDACTED]    |                   |       |
|                       | ROGERSVILLE MO [REDACTED]  | <b>Country</b>         | UNITED STATES |                   |       |

|                                                                                   |                             |
|-----------------------------------------------------------------------------------|-----------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | all air bags didn't deploy. |
| Corporate - Complaint Contact - Default - Default - Default                       |                             |
| Corporate - Property Damage - Default - Default - Default                         |                             |
| Product - Unknown - Unknown - Accident - Default                                  |                             |

1. Who is calling and what is their contact information? co-owner Neil Grgurich

Preferred [REDACTED]

Alternate [REDACTED]

2. What happened? Were driving at the highway at approximately 60 mph, other vehicle came over the median and impacted the driver s side door and all along the driver s side, spinning the vehicle into some polls.

Customer alleges that no airbags deployed.

3. What is the current location of the vehicle?

Owner s home

[REDACTED]

Rogersville, MO [REDACTED]

\*\*\*\*\*

VEHICLE IS LOCATED AT:

Maaco Collision Repair & Auto Painting

1405 W Chestnut St,

Springfield, MO 65802

(417) 831-4747

\*\*\*\*\*

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. JSS15.

CAIR NUMBER 18876846 REQUEST EAA INSPECTION 08-27-2009 11:47

CAIR NUMBER 18876846 E-MAIL SENT TO EAA 08-27-2009 11:47

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/31/09 AT 13:20:48 18876846

Reviewed report and photos. deployment parameters not met. dictated

letter. jss15.

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

**19145136**

|                      |                         |                                     |               |                                              |            |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8HR48N6 5C [REDACTED] | <b>Open Date</b>                    | 12/07/2009    | <b>Built Date</b>                            | 01/26/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 05/31/2005              | <b>Mileage</b>                      | 40,000        | <b>Dealer Zone</b>                           | 51 CHICAGO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PXR                     | BRILLIANT BLACK CRYSTAL PEARL COAT  |               |                                              |            |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                              |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |            |

|                       |                      |                         |    |                   |       |
|-----------------------|----------------------|-------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 23563                | JACK WOLF CHRY-JEEP INC |    |                   |       |
| <b>Dealer Address</b> | 1615 N. STATE STREET |                         |    |                   |       |
| <b>Dealer City</b>    | BELVIDERE            | <b>Dealer State</b>     | IL | <b>Dealer Zip</b> | 61008 |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   | [REDACTED]    |
|                | ROCKFORD IL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Complaint Contact - Default - Default - Default                       |  |
| Corporate - Property Damage - Default - Default - Default                         |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Drivability - Unknown - Sudden Acceleration - Default                   |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |

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

Preferred: [REDACTED] H  
 Alternate: [REDACTED] C

2. What happened? The customer claims that he had sudden acceleration, which he couldn't control; the vehicle hit a barrier head-on and the airbags didn't deploy. He says the wheels were still spinning on its side.

3. What is the current location of the vehicle?

ABC CRASH ONE,  
 4141 Morsay Dr  
 Rockford, IL 61107  
 815-227-4141

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.  
 12/8/09 ASSIGN TO TNT16.  
 CAIR NUMBER 19145136 REQUEST EAA INSPECTION 12-08-2009 13:59  
 CAIR NUMBER 19145136 E-MAIL SENT TO EAA 12-08-2009 13:59  
 CCRG Open Date: 12/08/2009 09:35:59  
 Letter Sent: Acknowledgement 12/09/2009 14:39:59  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/11/09 AT 12:44:26 19145136  
 Letter Sent: Denial 12/16/2009

**Customer Assistance Inquiry Record (CAIR)#****19215355**

|                      |                         |                                     |               |                                               |             |
|----------------------|-------------------------|-------------------------------------|---------------|-----------------------------------------------|-------------|
| <b>VIN</b>           | 1J8HG58N3 7C [REDACTED] | <b>Open Date</b>                    | 01/06/2010    | <b>Built Date</b>                             | 08/12/2006  |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR |             |
| <b>In Service Dt</b> | 11/12/2007              | <b>Mileage</b>                      | 40,000        | <b>Dealer Zone</b>                            | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                             | US          |
| <b>Color</b>         | PDA                     | LIGHT GRAYSTONE PEARL COAT          |               |                                               |             |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                               |             |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                               |             |

|                       |                           |                      |               |                   |       |
|-----------------------|---------------------------|----------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 23512                     | LANGAN CHRYSLER-JEEP |               |                   |       |
| <b>Dealer Address</b> | 2242 CENTRAL AVE          |                      |               |                   |       |
| <b>Dealer City</b>    | SCHENECTADY               | <b>Dealer State</b>  | NY            | <b>Dealer Zip</b> | 12304 |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>  | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>    | [REDACTED]    |                   |       |
|                       | SCHENECTADY NY [REDACTED] | <b>Country</b>       | UNITED STATES |                   |       |

|                                                                                   |                                                     |
|-----------------------------------------------------------------------------------|-----------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | Customer's fiancée said the air bags did not deploy |
| Corporate - Property Damage - Default - Default - Default                         |                                                     |
| Product - Unknown - Unknown - Accident - Default                                  |                                                     |

1. Who is calling and what is their contact information? [REDACTED]  
customer s fiancée

Preferred [REDACTED]  
Alternate: none

2. What happened? Owner [REDACTED] was driving and hit a patch of ice and went to the right, sliding off the road and impacting a guy wire cable attached to a telephone pole. The air bags did not deploy.

3. What is the current location of the vehicle? Progressive Insurance Body Shop 325 Central Ave Colony New York. N.Y. Dina did not have the phone number of the body shop. Insurance Adjuster phone number : John Van Hatten 518-745-3211

\*\*\*\*\*

01.07.10  
Called Ins Adjuster and left a VMM - need vehicle location and claim#  
Progressive Ins  
AGent: John Van Hatten 518.745.3211  
Claim# [REDACTED]

VEHICLE LOCATED AT:  
Metro Ford Sales Inc.  
3601 State St  
Schenectady, NY 12304  
518.382.1010

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  
CAIR NUMBER 19215355 REQUEST EAA INSPECTION 01-07-2010 15:04  
CAIR NUMBER 19215355 E-MAIL SENT TO EAA 01-07-2010 15:04  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/12/10 AT 18:05:41 19215355

\*\*\*\*\*

1.13.10

Reviewed EAA report and photos  
Did not meet parameters of air bag deployment / crush zone  
Sending dictated letter explaining  
update - re-sent letter to 164 Dalihia St

---

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

**19474037**

|                       |                             |                                |               |                                              |            |
|-----------------------|-----------------------------|--------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>            | 1J4HR48N8 5C [REDACTED]     | <b>Open Date</b>               | 04/15/2010    | <b>Built Date</b>                            | 04/12/2005 |
| <b>Model Year</b>     | 2005                        | <b>Body</b>                    | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b>  | 08/17/2005                  | <b>Mileage</b>                 | 1             | <b>Dealer Zone</b>                           | 66 ORLANDO |
| <b>Plant</b>          | C                           | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b> | U                                            | US         |
| <b>Dealer</b>         | 64749                       | FARRIS MOTOR COMPANY           |               |                                              |            |
| <b>Dealer Address</b> | 246 EAST BROADWAY BOULEVARD |                                |               |                                              |            |
| <b>Dealer City</b>    | JEFFERSON CITY              | <b>Dealer State</b>            | TN            | <b>Dealer Zip</b>                            | 37760      |
| <b>Owner</b>          | [REDACTED]                  | <b>Contact Type</b>            | TELEPHONE     |                                              |            |
| <b>Address</b>        | [REDACTED]                  | <b>Home Phone</b>              | [REDACTED]    |                                              |            |
|                       | ATOKA TN [REDACTED]         | <b>Country</b>                 | UNITED STATES |                                              |            |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Dealer - By-Pass - Default - Default - Default                                    |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |

1. Who is calling and what is their contact information? [REDACTED]  
Preferred [REDACTED]
2. What happened? Vehicle rolled several times and air bags did not deploy
3. What is the current location of the vehicle? Gilthedge Rd Munford TN customer does not have exact address.

\*\*\*\*\*  
 This vehicle is not equipped with side air bags.  
 Called and left message advisng of deployment paramaters. jss15.  
 returned owner s call. vehicle was struck from behind and rolled end to end, then sideways. advised of deployment paramaters.

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

**19478006**

|                       |                         |                                  |               |                                |            |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------|------------|
| <b>VIN</b>            | 1J4GR48K6 6C [REDACTED] | <b>Open Date</b>                 | 04/16/2010    | <b>Built Date</b>              | 11/28/2005 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |            |
| <b>In Service Dt</b>  | 12/15/2005              | <b>Mileage</b>                   | 75,815        | <b>Dealer Zone</b>             | 42 DETROIT |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                              | US         |
| <b>Color</b>          | PW1                     | STONE WHITE CLEAR COAT           |               |                                |            |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                   |               |                                |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                |            |
| <b>Dealer</b>         | 09880                   | BILL SNETHKAMP INC               |               |                                |            |
| <b>Dealer Address</b> | 16400 WOODWARD AVE      |                                  |               |                                |            |
| <b>Dealer City</b>    | HIGHLAND PARK           | <b>Dealer State</b>              | MI            | <b>Dealer Zip</b>              | 48203      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                                |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                |               |                                |            |
|                       | XENIA OH [REDACTED]     | <b>Country</b>                   | UNITED STATES |                                |            |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Dealer - By-Pass - Default - Default - Default                                    |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |

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

2. What happened?  
 Customer called in regarding their vehicle; customer stated she was in an accident. Customer stated she hit a pole in a parking lot and the air bags did not deploy.

3. What is the current location of the vehicle? Body Shop- Trimbach Phone  
 \*\*\*\*\*

04.19.10

Spoke to customer  
 VEHICLE LOCATED AT:  
 Trimbach s Body Shop  
 4380 Gibson Drive  
 Tipp City, OH 45371  
 937.667.8297

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

CAIR NUMBER 19478006 REQUEST EAA INSPECTION 04-19-2010 10:36  
 CAIR NUMBER 19478006 E-MAIL SENT TO EAA 04-19-2010 10:36  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/28/10 AT 13:20:28 19478006  
 \*\*\*\*\*

04.28.10

Reviewed EAA report and photos  
 Did not meet parameters of air bag deployment  
 Sending dictated letter explaining

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

**19510413**

|                      |                         |                                     |               |                                              |             |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4HR48N9 5C [REDACTED] | <b>Open Date</b>                    | 04/29/2010    | <b>Built Date</b>                            | 05/26/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 09/20/2005              | <b>Mileage</b>                      | 50,000        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PX8                     | BLACK CLEAR COAT                    |               |                                              |             |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                              |             |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |             |

|                       |              |                     |    |                   |       |
|-----------------------|--------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 67351        | AUTOLAND            |    |                   |       |
| <b>Dealer Address</b> | 170 ROUTE 22 |                     |    |                   |       |
| <b>Dealer City</b>    | SPRINGFIELD  | <b>Dealer State</b> | NJ | <b>Dealer Zip</b> | 07081 |

|                |                   |                     |               |
|----------------|-------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]        | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]        | <b>Home Phone</b>   | [REDACTED]    |
|                | ZIM MN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |  |
|-----------------------------------------------------------------------------|--|
| Dealer - By-Pass - Default - Default - Default                              |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |  |
| Product - Unknown - Unknown - Accident - Default                            |  |

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

Preferred [REDACTED]

2. What happened? Customer alleges that Jeep hit a tree. Two injuries occurred in the accident, one female broke her back and the driver went to the hospital 04/28/10 .

3. What is the current location of the vehicle? Hibbing beltline auto telephone : 2182638711  
1133 East 31st st Hibbing MN 55746

Reviewed by RO166

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

email to lz40. jss15.

4/30/10 ASSIGN TO KSS28.

CAIR NUMBER 19510413 REQUEST EAA INSPECTION 04-30-2010 09:50

CAIR NUMBER 19510413 E-MAIL SENT TO EAA 04-30-2010 09:50

CCRG Open Date: 04/30/2010 07:58:50

Letter Sent: Acknowledgement 05/03/2010 08:43:08

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/05/10 AT 12:16:04 19510413

Letter Sent: Denial 05/07/2010



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

**19633078**

|                       |                         |                                     |               |                    |            |
|-----------------------|-------------------------|-------------------------------------|---------------|--------------------|------------|
| <b>VIN</b>            | 1J8HH48N7 6C [REDACTED] | <b>Open Date</b>                    | 06/14/2010    | <b>Built Date</b>  | 10/25/2005 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | XKTH74        | JEEP COMMANDER 4X2 |            |
| <b>In Service Dt</b>  | 11/14/2006              | <b>Mileage</b>                      | 26,061        | <b>Dealer Zone</b> | 66 ORLANDO |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                  | US         |
| <b>Color</b>          | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                    |            |
| <b>Engine</b>         | EVA                     | 4.7L V8 MPI ENGINE                  |               |                    |            |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                    |            |
| <b>Dealer</b>         | 66709                   | AKINS DODGE JEEP CHRYSLER           |               |                    |            |
| <b>Dealer Address</b> | 220 WEST MAY STREET     |                                     |               |                    |            |
| <b>Dealer City</b>    | WINDER                  | <b>Dealer State</b>                 | GA            | <b>Dealer Zip</b>  | 30680      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | TELEPHONE     |                    |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                    |            |
|                       | LULA GA [REDACTED]      | <b>Country</b>                      | UNITED STATES |                    |            |

|                                                                                    |  |
|------------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                          |  |
| Dealer - By-Pass - Default - Default - Default                                     |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |  |
| Product - Unknown - Unknown - Accident - Default                                   |  |

- Contact information is same as in file name is [REDACTED]  
Preferred: [REDACTED]  
Alternate: [REDACTED]
- What happened? Customer alleges ran into a tree and the air bag did not deploy
- What is the current location of the vehicle? Vehicle currently located at Akins Collision Center in Winder Georgia, contact number is 770-868-5275

\*\*\*\*\*  
 VEHICLE IS LOCATED AT:  
 Akins Ford Collision Center  
 220 W May St  
 Winder, GA 30680  
 (770)-868-5275  
 \*\*\*\*\*

Per OGC Matrix, reassigned to 82T.  
 6/15/10 ASSIGN TO KSS28.  
 CAIR NUMBER 19633078 REQUEST EAA INSPECTION 06-15-2010 10:32  
 CAIR NUMBER 19633078 E-MAIL SENT TO EAA 06-15-2010 10:32  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/16/10 AT 18:07:36 19633078  
 CCRG Open Date: 06/15/2010 09:25:02  
 Letter Sent: Acknowledgement 06/16/2010 08:28:25  
 Customer contacted Chrysler to find out the update of their case. Writer informed the customer of the information provided on lines 20-22.  
 Customer understood.  
 Letter Sent: Denial 06/18/2010  
 Customer calling to get status of case. Writer advised that there has been another letter sent out.

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

**19685609**

|                      |                         |                                     |               |                                                |            |
|----------------------|-------------------------|-------------------------------------|---------------|------------------------------------------------|------------|
| <b>VIN</b>           | 1J8HS6821 7C [REDACTED] | <b>Open Date</b>                    | 07/01/2010    | <b>Built Date</b>                              | 06/19/2007 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                         | WKTS74        | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 07/31/2007              | <b>Mileage</b>                      | 54,000        | <b>Dealer Zone</b>                             | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                              | US         |
| <b>Color</b>         | PX8                     | BLACK CLEAR COAT                    |               |                                                |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                                |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                                |            |

|                       |                            |                                |                            |
|-----------------------|----------------------------|--------------------------------|----------------------------|
| <b>Dealer</b>         | 68064                      | TAMIAMI CHRYSLER PLYMOUTH JEEP | EAGLE                      |
| <b>Dealer Address</b> | 8250 SOUTH WEST 8TH STREET |                                |                            |
| <b>Dealer City</b>    | MIAMI                      | <b>Dealer State</b>            | FL <b>Dealer Zip</b> 33144 |

|                |                     |                     |               |
|----------------|---------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]          | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | MIAMI FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                                                   |
|-----------------------------------------------------------------------------|---------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | Customer state all front airbags failed to deploy |
| Dealer - By-Pass - Default - Default - Default                              |                                                   |
| Product - Unknown - Unknown - Accident - Default                            |                                                   |

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

Preferred [REDACTED] phone [REDACTED]

Alternate:

2. What happened? Customer state the vehicle skidded, jumped the shoulder then it hit the first tree straight on pivoted 90 degrees then hit the next tree on pass. Side on the rear door. Side pass. Airbag when off the front airbags did not deployed.

3. What is the current location of the vehicle? Customer state at police impound, lost call writer didn't have chance to get address.

2. What happened? Customer states there was car accident where customer had face injuries. vehicle impact was on the front end of vehicle, originally as per customer he was traveling under 40 miles.

3. What is the current location of the vehicle? county police impound, unknown to customer at the moment.

\*\*\*\*\*

07.02.10

I called and left a VMM seeking where vehicle is located and to confirm injuries. If so I need to update/email tread codes Briefly summarize why the customer is contacting Chrysler: Insurance company representative called in behalf of customer for U.S.A.A Insurance informing Chrysler where the vehicle is located. Briefly summarize what the customer is expecting: Customer is expecting Chrysler to come investigate the Vehicle. Insurance agent representing U.S.A.A Insurance reported that the vehicle would be at Co Part Miami Salvage Yard located at 11858 NW 36 Ave. Miami, FL 33167 lot # 16452650 (305) 685-6608. Customer informed Writer the number to get permission to get into the salvage yard is 1-800-531-8722 EXT. 44638 Reference number #12783762 Customer stated if you get her voice mail press 0 for permission to enter the Salvage yard.

\*\*\*\*\*

07.06.10

USAA Ins

Agent: 800.531.8722 X 44638

>>>>>> YOU MUST CALL INSURANCE AGENT TO GAIN ACCESS TO VEHICLE <<<<

VEHICLE IS LOCATED AT:

Coparts

11858 NW 36 Ave

Miami FL 33167

(305) 685-6608

lot # 16452650

Customer has dental damages

Emailed to LZ40.

Per OGC Matrix, reassigned to 82T. MG17

7/7/10 ASSIGN TO KSS28.

CAIR NUMBER 19685609 REQUEST EAA INSPECTION 07-08-2010 10:48

CAIR NUMBER 19685609 E-MAIL SENT TO EAA 07-08-2010 10:48

CCRG Open Date: 07/08/2010 10:41:34

Letter Sent: Acknowledgement 07/12/2010 10:09:52

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/20/10 AT 17:33:25 19685609

Letter Sent: Denial 07/22/2010

Insurance company called seeking status of case. Writer informed customer of line 51.

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

**19711027**

|                       |                            |                                     |               |                    |                |
|-----------------------|----------------------------|-------------------------------------|---------------|--------------------|----------------|
| <b>VIN</b>            | 1J8HG48N3 6C [REDACTED]    | <b>Open Date</b>                    | 07/09/2010    | <b>Built Date</b>  | 09/19/2005     |
| <b>Model Year</b>     | 2006                       | <b>Body</b>                         | XKJH74        | JEEP COMMANDER 4X4 |                |
| <b>In Service Dt</b>  | 12/23/2005                 | <b>Mileage</b>                      | 31,000        | <b>Dealer Zone</b> | 71 LOS ANGELES |
| <b>Plant</b>          | C                          | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                  | US             |
| <b>Color</b>          | PX8                        | BLACK CLEAR COAT                    |               |                    |                |
| <b>Engine</b>         | EVA                        | 4.7L V8 MPI ENGINE                  |               |                    |                |
| <b>Transmission</b>   | DGQ                        | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                    |                |
| <b>Dealer</b>         | 26690                      | CENTER CHRY-JEEP                    |               |                    |                |
| <b>Dealer Address</b> | 5230 VAN NUYS BLVD         |                                     |               |                    |                |
| <b>Dealer City</b>    | SHERMAN OAKS               | <b>Dealer State</b>                 | CA            | <b>Dealer Zip</b>  | 91401          |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>                 | TELEPHONE     |                    |                |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>                   | [REDACTED]    |                    |                |
|                       | SAN CLEMENTE CA [REDACTED] | <b>Country</b>                      | UNITED STATES |                    |                |

|                                                                                    |  |
|------------------------------------------------------------------------------------|--|
| Corporate - Complaint Contact - Default - Default - Default                        |  |
| Corporate - Property Damage - Default - Default - Default                          |  |
| Dealer - By-Pass - Default - Default - Default                                     |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |  |
| Product - Unknown - Unknown - Accident - Default                                   |  |

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

Barling-Owner.  
Preferred: [REDACTED]  
Alternate [REDACTED].

2. What happened? The customer alleges that his wife was in a head on collision and the airbags did not deploy.

3. What is the current location of the vehicle? High Tech collision and glass center, 27762 Camino Capisprano Laguna Miguel C.A. 92677. Phone number 949-582-9133.

\*\*\*\*\*

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. JSS15.

CAIR NUMBER 19711027 REQUEST EAA INSPECTION 07-13-2010 09:19  
CAIR NUMBER 19711027 E-MAIL SENT TO EAA 07-13-2010 09:19  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/23/10 AT 12:15:51 19711027

Estimate shows last name is [REDACTED], not [REDACTED].  
Reviewed report and photos. Deployment paramaters not met. Dictated letter. LETTER MAILED. JSS15.

Customer called wondering why the case manager has not contacted him yet. Customer states that he has left a voice mail approximately 3 to 4 times with [REDACTED] (phone number [REDACTED]). Customer would like to know the status of this case. Gave customer the CAC number and CAIR#..

\*\*\*END OF NARRATIVE\*\*\*

Due to customer seeking information about his case, will reassign to 82S  
---END OF RATIONALE FOR ESCALATION---  
see lines 20-21.

Bad phone connection. Writer told caller letter has been sent.  
Customer called to check the status of his case. Wrier informed customer a letter has been mailed to him.

return owners message.

---

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

**19748131**

|                       |                         |                                   |               |                                |            |
|-----------------------|-------------------------|-----------------------------------|---------------|--------------------------------|------------|
| <b>VIN</b>            | 1J4GS48K1 6C [REDACTED] | <b>Open Date</b>                  | 07/21/2010    | <b>Built Date</b>              | 05/17/2006 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                       | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 |            |
| <b>In Service Dt</b>  | 05/25/2006              | <b>Mileage</b>                    | 108,000       | <b>Dealer Zone</b>             | 66 ORLANDO |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                              | US         |
| <b>Color</b>          | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                |            |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                    |               |                                |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                |            |
| <b>Dealer</b>         | 66999                   | ED VOYLES CHRYSLER JEEP, INC      |               |                                |            |
| <b>Dealer Address</b> | 789 COBB PARKWAY SOUTH  |                                   |               |                                |            |
| <b>Dealer City</b>    | MARIETTA                | <b>Dealer State</b>               | GA            | <b>Dealer Zip</b>              | 30060      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>               | TELEPHONE     |                                |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                 | [REDACTED]    |                                |            |
|                       | BUFORD GA [REDACTED]    | <b>Country</b>                    | UNITED STATES |                                |            |

|                                                                             |          |
|-----------------------------------------------------------------------------|----------|
| Dealer - By-Pass - Default - Default - Default                              | accident |
| Product - Unknown - Unknown - Accident - Default                            | accident |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |          |

Customer states she was in a accident and her air bags did not deploy. Customer was the only one injured. Customer would not give any more details as to what happened. Customer can be contacted back at [REDACTED].

left vm requesting DOL, & vehicle location.

\*\*\*\*\*  
VEHICLE IS LOCATED AT:

Barrett s Towing  
2570 Danielsville Rd.  
Athens, GA 30601  
(706) 543-0900  
\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.  
email to lz40

7.22.10 Assigned to KSS28. MJK  
CAIR NUMBER 19748131 REQUEST EAA INSPECTION 07-22-2010 10:53  
CAIR NUMBER 19748131 E-MAIL SENT TO EAA 07-22-2010 10:53  
CCRG Open Date: 07/22/2010 09:29:28  
Letter Sent: Acknowledgement 07/23/2010 11:19:03  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/26/10 AT 04:20:39 19748131  
Letter Sent: Denial 07/28/2010

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

**19823217**

|                      |                         |                                  |               |                                              |             |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J4GR48K5 5C [REDACTED] | <b>Open Date</b>                 | 08/11/2010    | <b>Built Date</b>                            | 10/21/2004  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 06/23/2005              | <b>Mileage</b>                   | 69,000        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT  |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |              |                             |    |                   |       |
|-----------------------|--------------|-----------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 66894        | WARNOCK DODGE CHRYSLER JEEP |    |                   |       |
| <b>Dealer Address</b> | 175 ROUTE 10 |                             |    |                   |       |
| <b>Dealer City</b>    | EAST HANOVER | <b>Dealer State</b>         | NJ | <b>Dealer Zip</b> | 07936 |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   |               |
|                | NUTLEY NJ [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                        |
|-----------------------------------------------------------------------------|------------------------|
| Product - Unknown - Unknown - Accident - Default                            | Airbags did not deploy |
| Corporate - Property Damage - Default - Default - Default                   |                        |
| Dealer - By-Pass - Default - Default - Default                              |                        |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |                        |

\*\*\*\*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

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

Preferred [REDACTED]

Alternate [REDACTED]

2. What happened? airbags did not deploy and vehicle was totalled.

3. What is the current location of the vehicle? Customer will call back to provide location information

Customer called back with the location of the vehicle:

Insurance Auto Auction

700 Federal Blvd

Carteret, NJ 07008

Ph: 732-634-5601

Provided Stock # 7152242 (needed for viewing the vehicle. )

\*\*\*\*\*

08.12.10

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

Vehicle damage and injuries

Per OGC Matrix, reassigned to 82T. MG17

Customer calling in to get the status of thier case. Writer informed customer Chrysler Legal will contact her within 5 business days. Customer understood.

\_8/12/10 need complete address for vehicle location. returning to 82s. Ise

Updated

Insurance Auto Auctions Inc

700 Federal Boulevard

Carteret, NJ 07008-1008

(732) 634-5601

8/12/10 ASSIGN TO KSS28.

CAIR NUMBER 19823217 REQUEST EAA INSPECTION 08-12-2010 15:43

CAIR NUMBER 19823217 E-MAIL SENT TO EAA 08-12-2010 15:43

Customer called in and said she has not been contacted yet. Writer provided the contact information for MG17.

CCRG Open Date: 08/12/2010 13:34:33

Letter Sent: Acknowledgement 08/13/2010 09:41:26

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/19/10 AT 19:07:02 19823217

Letter Sent: Denial 08/20/2010

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

**19824843**

|                       |                                 |                                     |               |                            |            |
|-----------------------|---------------------------------|-------------------------------------|---------------|----------------------------|------------|
| <b>VIN</b>            | 1J8HH58N1 6C [REDACTED]         | <b>Open Date</b>                    | 08/11/2010    | <b>Built Date</b>          | 12/19/2005 |
| <b>Model Year</b>     | 2006                            | <b>Body</b>                         | XKTP74        | JEEP COMMANDER LIMITED 4X2 |            |
| <b>In Service Dt</b>  | 02/24/2007                      | <b>Mileage</b>                      | 20,000        | <b>Dealer Zone</b>         | 63 DALLAS  |
| <b>Plant</b>          | C                               | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US         |
| <b>Color</b>          | PRJ                             | INFERNO RED CRYSTAL PEARL COAT      |               |                            |            |
| <b>Engine</b>         | EVA                             | 4.7L V8 MPI ENGINE                  |               |                            |            |
| <b>Transmission</b>   | DGQ                             | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |            |
| <b>Dealer</b>         | 43748                           | LARRY SLACK CHRYSLER DODGE JEEP     |               |                            |            |
| <b>Dealer Address</b> | 6486 US HIGHWAY 287 N ACCESS RD |                                     |               |                            |            |
| <b>Dealer City</b>    | BOWIE                           | <b>Dealer State</b>                 | TX            | <b>Dealer Zip</b>          | 76230      |
| <b>Owner</b>          | [REDACTED]                      | <b>Contact Type</b>                 | TELEPHONE     |                            |            |
| <b>Address</b>        | [REDACTED]                      | <b>Home Phone</b>                   | ([REDACTED])  |                            |            |
|                       | BRIDGEPORT TX [REDACTED]        | <b>Country</b>                      | UNITED STATES |                            |            |

|                                                                                      |  |
|--------------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                            |  |
| Dealer - By-Pass - Default - Default - Default                                       |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown          |  |
| Product - Body / Trim / Paint Finish - Seat Belts - Defective - Middle Seat Assembly |  |
| Product - Unknown - Unknown - Accident - Default                                     |  |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover                     |  |

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

Briefly summarize why the customer is contacting Chrysler:  
Customer stated her grandson was killed in an auto accident.

Briefly summarize what the customer is expecting:  
Customer is requesting an explanation as to why the air bags did not deploy and the seat belt restraint did not function.

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

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

Preferred: [REDACTED]

Alternate: [REDACTED], Larry Armstrong, grandfather

2. What happened?

Customer called in stating that her grandson was killed in a Jeep Commander. Customer stated that the air bag did not deploy and the seat restraint did not hold him in either. Customer stated that her grandson was sitting behind the front passenger. Customer stated that he was ejected from the vehicle and killed on impact. Customer stated that the vehicle rolled over 7 times and still an air bag did not deploy. Customer wants to know why the Jeep Commander was not safe. Customer stated that he was killed on July 26, 2010. Customer stated the Officer that investigated stated that none of the air bags deployed. Customer is seeking an explanation.

3. What is the current location of the vehicle? Customer that the vehicle was at Pico Auto in Bridgeport but they received a certified letter from them and she does not know if it s still there.

Customer states she wants an update on her case. Writer advised customer that her case manager will contact her before the end of the business tomorrow.

\*\*\*\*\*

08.12.10

I called and left a VMM seeking where vehicle is located, VIN number, and who s vehicle is it?

Customer called in because she missed their phone call, customer was advised to wait for their phone call, customer stated that she may not be able to go to the phone on time, so she requested for a call back number to be left in her voice mail.

Customer stated she received a VM from someone in the legal department. Writer advised customer agent MG17 needs the VIN, owner information and location of the vehicle. Customer stated the vehicle is registered to her daughter Merrie Read, writer updated the VIN in HPIMS. Customer stated she believes the vehicle is still located at Chico Auto in Bridgeport, TX she does not know the exact address, she believes the insurance company will be moving the vehicle shortly. Writer advised customer that she would need to obtain the exact address of where the vehicle is located for agent MG17. Customer stated she will get the information before she calls her. Writer attempted to advise customer of contact information for MG17, however call was dropped. Customer will need to contact Maggie - MG17 - 248-944-7084 (8:30 - 5:15 ET, M-F) for further assistance.

Customer called back to speak with MG17.

Writer advised customer of lines 46-47, and gave contact number for MG17.

Customer states that she needs to speak with MG17 - 248-944-7084.

Customer states she will get the location of the vehicle and wants some kind of action. Customer is very upset due to her loss and needs help.

Writer was very willing to help customer and gave the correct number to the customer to contact MG17.

\*\*\*\*\*

08.13.10

Spoke to [REDACTED] - she will get location and call me back

\*\*\*\*\*

08.18.10

I called - she states she does not know where vehicle is located and she has an attorney who is handling.

Customer states she doesn't have the information on where the vehicle is. She states that the attorneys are handling. Customer states they have the black box that tells what was going on in the vehicle. She states she wants to speak to the legal department and she was working with Maggie. Customer is aware the case has been closed. Writer transferred the customer to Maggie for a additional assistance. Writer was having trouble understanding what the customers expectations were.

\*\*\*\*\*

01.11.11

Called and left a VMM - I still need vehicle location, and said her Attorney could contact me

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

**19827272**

|                       |                           |                                   |               |                                |            |
|-----------------------|---------------------------|-----------------------------------|---------------|--------------------------------|------------|
| <b>VIN</b>            | 1J4GS48K0 6C [REDACTED]   | <b>Open Date</b>                  | 08/12/2010    | <b>Built Date</b>              | 02/28/2006 |
| <b>Model Year</b>     | 2006                      | <b>Body</b>                       | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 |            |
| <b>In Service Dt</b>  | 11/14/2006                | <b>Mileage</b>                    | 49,500        | <b>Dealer Zone</b>             | 66 ORLANDO |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                              | US         |
| <b>Color</b>          | PSB                       | BRIGHT SILVER METALLIC CLEAR COAT |               |                                |            |
| <b>Engine</b>         | EKG                       | 3.7L V6 ENGINE                    |               |                                |            |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                |            |
| <b>Dealer</b>         | 64798                     | ORANGEBURG CHRY-DODGE INC         |               |                                |            |
| <b>Dealer Address</b> | 2801 OLD ST MATTHEWS ROAD |                                   |               |                                |            |
| <b>Dealer City</b>    | ORANGEBURG                | <b>Dealer State</b>               | SC            | <b>Dealer Zip</b>              | 29115      |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>               | TELEPHONE     |                                |            |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                 | [REDACTED]    |                                |            |
|                       | SPRINGFIELD SC [REDACTED] | <b>Country</b>                    | UNITED STATES |                                |            |

|                                                                             |  |
|-----------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                   |  |
| Dealer - By-Pass - Default - Default - Default                              |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |  |
| Product - Unknown - Unknown - Accident - Default                            |  |

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Caller states the vehicle was in an accident and the air bags did not deploy.

3. What is the current location of the vehicle? Owner s home address

[REDACTED]  
Springfield , SC- [REDACTED]

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

Briefly summarize why the customer is contacting Chrysler:

Caller states he was in an accident and the air bags did not deploy.

Briefly summarize what the customer is expecting:

Caller would like this situation investigated.

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

\*\*\*\*\*

08.13.10

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

VEHICLE LOCATED AT: RESIDENCE

[REDACTED]

SPRINGFIELD SC [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

8/16/10 ASSIGN TO KSS28.

CAIR NUMBER 19827272 REQUEST EAA INSPECTION 08-16-2010 10:09

CAIR NUMBER 19827272 E-MAIL SENT TO EAA 08-16-2010 10:09

CCRG Open Date: 08/13/2010 15:18:08

Letter Sent: Acknowledgement 08/17/2010 08:42:54

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/19/10 AT 15:20:10 19827272

Letter Sent: Denial 08/23/2010

**Customer Assistance Inquiry Record (CAIR)#****19863597**

|                      |                         |                                  |               |                                              |               |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|---------------|
| <b>VIN</b>           | 1J8GR48K1 5C [REDACTED] | <b>Open Date</b>                 | 08/23/2010    | <b>Built Date</b>                            | 05/17/2005    |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b> | 06/13/2005              | <b>Mileage</b>                   | 121,000       | <b>Dealer Zone</b>                           | 35 WASHINGTON |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US            |
| <b>Color</b>         | PW1                     | STONE WHITE CLEAR COAT           |               |                                              |               |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |               |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |               |

|                       |             |                     |    |                   |       |
|-----------------------|-------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 69980       | MALL C-P INC/ARI    |    |                   |       |
| <b>Dealer Address</b> | PO BOX 5039 |                     |    |                   |       |
| <b>Dealer City</b>    | MT LAUREL   | <b>Dealer State</b> | NJ | <b>Dealer Zip</b> | 08054 |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | HOLLISTER CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                              |                                                  |
|------------------------------------------------------------------------------|--------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Inoperative - Both Air Bags | Customer states that the airbags did not deploy. |
| Corporate - Property Damage - Default - Default - Default                    |                                                  |
| Dealer - By-Pass - Default - Default - Default                               |                                                  |
| Product - Unknown - Unknown - Accident - Default                             |                                                  |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer state that when in a car accident the airbags did not deploy.  
 Briefly summarize what the customer is expecting:  
 Customer expecting Jeep to provide a vehicle to replce this one.

\*\*\*\*End structured narrative T2 - Beginning Narrative  
 1. Who is calling and what is their contact information? [REDACTED]  
 Preferred: [REDACTED]  
 Alternate:

2. What happened? Car accident, air bags failed to deploy.  
 3. What is the current location of the vehicle?

Progressive  
 928 E Blanco Rd  
 Salinas, CA 93901

\*\*\*\*\*  
 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. JSS15.  
 CAIR NUMBER 19863597 REQUEST EAA INSPECTION 08-24-2010 10:32  
 CAIR NUMBER 19863597 E-MAIL SENT TO EAA 08-24-2010 10:32  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/27/10 AT 21:37:36 19863597  
 Reviewed report and photos. Deployment parameters not met. Dictated letter.  
 LETTER MAILED. JSS15.

**Customer Assistance Inquiry Record (CAIR)#****19962913**

|                       |                         |                                    |               |                                       |                |
|-----------------------|-------------------------|------------------------------------|---------------|---------------------------------------|----------------|
| <b>VIN</b>            | 1J8HH48K5 7C [REDACTED] | <b>Open Date</b>                   | 09/21/2010    | <b>Built Date</b>                     | 08/23/2006     |
| <b>Model Year</b>     | 2007                    | <b>Body</b>                        | XKTH74        | JEEP COMMANDER 4X2 SPORT UTILITY 4-DR |                |
| <b>In Service Dt</b>  | 08/28/2006              | <b>Mileage</b>                     | 78,541        | <b>Dealer Zone</b>                    | 71 LOS ANGELES |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT     | <b>Market</b> | U                                     | US             |
| <b>Color</b>          | PGJ                     | JEEP GREEN MET. CLEAR COAT         |               |                                       |                |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                     |               |                                       |                |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                       |                |
| <b>Dealer</b>         | 49921                   | MARTY FRANICH CDJ INC/DOLLAR THRIF | TY OUTSTATE   |                                       |                |
| <b>Dealer Address</b> | 5310 E 31ST STREET      |                                    |               |                                       |                |
| <b>Dealer City</b>    | TULSA                   | <b>Dealer State</b>                | OK            | <b>Dealer Zip</b>                     | 74153          |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                | E-MAIL        |                                       |                |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                  | [REDACTED]    |                                       |                |
|                       | ALBANY GA [REDACTED]    | <b>Country</b>                     | UNITED STATES |                                       |                |

|                                                           |  |
|-----------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default |  |
| Dealer - By-Pass - Default - Default - Default            |  |
| Product - Unknown - Unknown - Accident - Default          |  |

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

I was involved in an accident on 9-14-10 and the airbag didn't deploy. This is the second time I have had problems. I sustained injuries. The jeep is a total loss and I have concerns that the airbag didn't work.

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

Because the airbag didn't deploy I believe that my I was placed in more danger. I, also, believe that the jeep had defects from the factory, as evidence by, the manufactured radio shorting out my radio. I had to fight to get this fix. My car is gone, but I am still suffering with injuries. What can you do to assist financially, since I obviously had a defect product made by your company?

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

Dear [REDACTED],

Thank you for contacting the Chrysler Customer Assistance Center. We were sorry to learn of your airbag incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the occurrence. These types of issues are handled on a personal basis, over the telephone. One of our Customer Service agents will contact you to discuss the matter.

The agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident, the place, detailed information about the incident, where the vehicle is currently, the vehicle identification number of your vehicle, and other pertinent information.

If you need immediate assistance, please call our Customer Care Center at 1-877-IAM-JEEP (426-5337), between 8 a.m. and 8 p.m. (Eastern Time), Monday through Friday, and 9 a.m. - 5 p.m. (ET) on Saturday. Before calling the Customer Care Center, please have the above information handy.

Our agent will then advise you concerning further actions.

\*\*\*\*\*END OF CAC EMAIL\*\*\*\*\*

This email is being escalated for further handling.

\*\*\*\*\*END OF RATIONALE FOR ESCALATION\*\*\*\*\*

left vm requesting location

\*\*\*\*\*

VEHICLE IS LOCATED AT:

Charlie s Paint & Body Shop

926 Pine Ave

Albany, GA 31701

(229) 431-2092

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

CONTACT NUMBER: 229-347-5072

9/23/10 ASSIGN TO KSS28.

CAIR NUMBER 19962913 REQUEST EAA INSPECTION 09-23-2010 11:23

CAIR NUMBER 19962913 E-MAIL SENT TO EAA 09-23-2010 11:24

CCRG Open Date: 09/23/2010 11:13:32

Letter Sent: Acknowledgement 09/24/2010 10:52:20

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/07/10 AT 09:54:03 19962913

Letter Sent: Denial 10/15/2010

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**Customer Assistance Inquiry Record (CAIR)#****19968212**

|                       |                           |                                   |               |                                |               |
|-----------------------|---------------------------|-----------------------------------|---------------|--------------------------------|---------------|
| <b>VIN</b>            | 1J4GR48K0 6C [REDACTED]   | <b>Open Date</b>                  | 09/22/2010    | <b>Built Date</b>              | 06/13/2006    |
| <b>Model Year</b>     | 2006                      | <b>Body</b>                       | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |               |
| <b>In Service Dt</b>  | 07/21/2006                | <b>Mileage</b>                    | 1             | <b>Dealer Zone</b>             | 35 WASHINGTON |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                              | US            |
| <b>Color</b>          | PSB                       | BRIGHT SILVER METALLIC CLEAR COAT |               |                                |               |
| <b>Engine</b>         | EKG                       | 3.7L V6 ENGINE                    |               |                                |               |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                |               |
| <b>Dealer</b>         | 23178                     | SHOEMAKER'S JEEP INC              |               |                                |               |
| <b>Dealer Address</b> | 4131 WALBERT AVENUE       |                                   |               |                                |               |
| <b>Dealer City</b>    | ALLENTOWN                 | <b>Dealer State</b>               | PA            | <b>Dealer Zip</b>              | 18104         |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>               | E-MAIL        |                                |               |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                 | [REDACTED]    |                                |               |
|                       | NARROWSBURG NY [REDACTED] | <b>Country</b>                    | UNITED STATES |                                |               |

|                                                                                    |                                        |
|------------------------------------------------------------------------------------|----------------------------------------|
| Dealer - By-Pass - Default - Default - Default                                     | Accident and air bags failed to deploy |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver | Accident and air bags failed to deploy |
| Corporate - Property Damage - Default - Default - Default                          |                                        |
| Product - Unknown - Unknown - Accident - Default                                   |                                        |

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

I had an accident and the airbags never went off, who can i contact regarding this issue

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

I rolled my 2006 jeep laredo after hitting a tree, although i know i didnt

hit head on, i was told by numerous people that the airbags shouldve deployed. I smashed my face on the steering wheel. I was jsut wondering who

i would speak to regarding this.

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center regarding the air bags of your 2006 Jeep Grand Cherokee Laredo.

We were sorry to learn of the accident, and understand your being upset over it. If you haven t already done so, it is recommended that you contact your insurance company and advise them of the accident. These types of issues are handled on a personal basis, over the telephone.

An agent will contact you and will be gathering some critical information concerning the incident, and your vehicle, for further investigation.

Some of this information will be: the date of the accident, the place, information about an accident report, where the vehicle is currently located, the vehicle identification number of your vehicle, and other pertinent information.

If you need immediate assistance, please call our Customer Care Center at 1-877-IAM-JEEP (426-5337) between 8 a.m. and 8 p.m. (Eastern Time), Monday through Friday, and 9 a.m. - 5 p.m. (ET) on Saturday. Before calling the Customer Care Center, please have the above information handy.

Our agent will then advise you concerning further actions.

Thanks again for your email.

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

This CAIR is being escalated because of an accident and air bags did not deploy

\*\*\*\* END OF ESCALATION RATIONALE TO 88S \*\*\*\*

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

Preferred [REDACTED]

2. What happened? Customer states that the vehicle was in a roll over accident and the air bags failed to deploy.

3. What is the current location of the vehicle? Unknown.

\*\*\*\*\*

09.24.10

Progressive Ins 800-776-4737

Claim# [REDACTED]

DOL: 09.17.10

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

VEHICLE LOCATED AT:

Copart Salvage Auto Auctions

91 Riverview Dr

Marlboro, NY 12542-5311

(845) 236-3371

Per OGC Matrix, reassigned to 82T. MG17

9.24.10 Assigned to KSS28. MJK

CAIR NUMBER 19968212 REQUEST EAA INSPECTION 09-24-2010 14:38

CAIR NUMBER 19968212 E-MAIL SENT TO EAA 09-24-2010 14:38

CCRG Open Date: 09/24/2010 13:38:54

Letter Sent: Acknowledgement 09/27/2010 10:08:00

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/29/10 AT 19:16:31 19968212

Letter Sent: Denial 10/01/2010

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**Customer Assistance Inquiry Record (CAIR)#****19982802**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K7 5C [REDACTED] | <b>Open Date</b>                 | 09/27/2010    | <b>Built Date</b>                            | 12/07/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 12/08/2004              | <b>Mileage</b>                   | 136,000       | <b>Dealer Zone</b>                           | 63 DALLAS  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PJT                     | DK. KHAKI PEARL COAT             |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                   |                              |    |                   |       |
|-----------------------|-------------------|------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 67703             | HUFFINES CHRYSLER JEEP DODGE |    |                   |       |
| <b>Dealer Address</b> | 4500 W PLANO PKWY |                              |    |                   |       |
| <b>Dealer City</b>    | PLANO             | <b>Dealer State</b>          | TX | <b>Dealer Zip</b> | 75093 |

|                |                     |                     |               |
|----------------|---------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]          | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | PLANO TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |  |
|-----------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                   |  |
| Dealer - By-Pass - Default - Default - Default                              |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |  |
| Product - Unknown - Unknown - Accident - Default                            |  |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover            |  |

Customer states he got in wreck on Thursday. He was hit by an 18-wheeler, the vehicle flipped and the airbag did not come out. The vehicle is currently located at the dump, the insurance company is dealing with it. Customer states he has minor injuries, like a sore neck/back and a bump on the head.

Customer can be reached at [REDACTED]

\*\*\*\*END OF CUSTOMER CONTACT\*\*\*\*

This CAIR is being escalated because the customers airbags did not deploy.

\*\*\*\*END OF RATIONALE FOR ESCALATION\*\*\*\*

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

Preferred [REDACTED]

2. What happened? Customer states that the vehicle was in an accident with an 18-wheeler. Customer states the vehicle flipped and the air bags did not deploy.

3. What is the current location of the vehicle? Dump

\*\*\*\*\*

09.29.10

I called and left a VMM seeking where vehicle is located

VEHICLE LOCATED AT:

Copart

950 Blue Mound Road

Haslet, Texas 76131

817-231-4500

STK# 20645790

Per OGC Matrix, reassigned to 82T. MG17

10/1/10 ASSIGN TO KSS28.

CAIR NUMBER 19982802 REQUEST EAA INSPECTION 10-01-2010 13:48

CAIR NUMBER 19982802 E-MAIL SENT TO EAA 10-01-2010 13:48

CCRG Open Date: 10/01/2010 13:22:20

Letter Sent: Acknowledgement 10/04/2010 08:49:23

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/28/10 AT 00:41:26 19982802  
Letter Sent: Denial 11/01/2010

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**Customer Assistance Inquiry Record (CAIR)#****19989176**

|                      |                         |                                   |               |                                              |            |
|----------------------|-------------------------|-----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8GR48K5 7C [REDACTED] | <b>Open Date</b>                  | 09/28/2010    | <b>Built Date</b>                            | 05/14/2007 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                       | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 06/20/2007              | <b>Mileage</b>                    | 42,000        | <b>Dealer Zone</b>                           | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                    |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                              |            |

|                       |                      |                               |    |                   |       |
|-----------------------|----------------------|-------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 26751                | TELEGRAPH CHRYSLER JEEP, INC. |    |                   |       |
| <b>Dealer Address</b> | 12000 TELEGRAPH ROAD |                               |    |                   |       |
| <b>Dealer City</b>    | TAYLOR               | <b>Dealer State</b>           | MI | <b>Dealer Zip</b> | 48180 |

|                |                            |                     |               |
|----------------|----------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                 | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED] -               | <b>Home Phone</b>   | [REDACTED]    |
|                | OAKLAND CITY IN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |

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

Preferred [REDACTED]  
 Alternate [REDACTED]

2. What happened? Customer was in an accident and totaled the vehicle and the air bags failed to deploy.

3. What is the current location of the vehicle? Macs Garage in Oakland City, IN (812) 749-4151

\*\*\*\*\*

09.29.10  
 VEHICLE LOCATED AT:  
 Mac s Garage  
 344 Roosevelt Dr  
 Oakland City, IN 47660-1639  
 812.749.4151

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

CAIR NUMBER 19989176 REQUEST EAA INSPECTION 09-29-2010 13:03

CAIR NUMBER 19989176 E-MAIL SENT TO EAA 09-29-2010 13:03

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/05/10 AT 06:44:54 19989176

\*\*\*\*\*

10.05.10  
 Reviewed EAA report and photos  
 Did not meet parameters of air bag deployment  
 Sending dictated letter explaining rollover and ACM  
 LETTER MAILED. MG17

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

**20014026**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GS48K4 5C [REDACTED] | <b>Open Date</b>                 | 10/05/2010    | <b>Built Date</b>                            | 10/13/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 02/25/2005              | <b>Mileage</b>                   | 100,000       | <b>Dealer Zone</b>                           | 63 DALLAS  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PB8                     | MIDNIGHT BLUE PEARL COAT         |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                    |                             |         |                   |       |
|-----------------------|--------------------|-----------------------------|---------|-------------------|-------|
| <b>Dealer</b>         | 66901              | CHAMPION CHRYSLER JEEP GULF | FREEWAY |                   |       |
| <b>Dealer Address</b> | 12215 GULF FREEWAY |                             |         |                   |       |
| <b>Dealer City</b>    | HOUSTON            | <b>Dealer State</b>         | TX      | <b>Dealer Zip</b> | 77034 |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   |               |
|                | BEAUMONT TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |   |
|-----------------------------------------------------------------------------------|---|
| Product - Unknown - Unknown - Accident - Default                                  | . |
| Corporate - CNA Change - Default - Default - Default                              |   |
| Corporate - Property Damage - Default - Default - Default                         |   |
| Dealer - By-Pass - Default - Default - Default                                    |   |
| Product - Body / Trim / Paint Finish - Air Bag - Activation - Both                |   |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |   |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer alleges failed air bag deployment.  
 Briefly summarize what the customer is expecting:  
 Customer wants to know what to do about defect on vehicle.

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

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

Preferred [REDACTED]

Alternate [REDACTED]

2. What happened? On Sept 25 in the rain, a vehicle hit us from behind knocking us into a guardrail, then into another vehicle, into median and flipped over on the feeder road. [REDACTED] had unspecified injuries.

3. What is the current location of the vehicle? Doug s towing, 409-866-6900.

\*\*\*\*\*

10.07.10

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

VEHICLE LOCATED AT: RESIDENCE

Dougs Towing

6828 College

Beaumont, TX 77713-3471

(409) 866-6900

Per OGC Matrix, reassigned to 82T. MG17

10/7/10 ASSIGN TO KSS28.

CAIR NUMBER 20014026 REQUEST EAA INSPECTION 10-07-2010 15:46

CAIR NUMBER 20014026 E-MAIL SENT TO EAA 10-07-2010 15:47

CCRG Open Date: 10/07/2010 14:17:06

Letter Sent: Acknowledgement 10/08/2010 08:42:20

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/11/10 AT 15:15:52 20014026

Letter Sent: Denial 10/15/2010

System Down: [REDACTED] called to see what updated information we have on her Case. Writer advised that a letter was sent on 10/15/10 and she should be receiving it shortly.

Customer states never received letter, wants another one sent, advised will have letter resent at updated address.

reassign to CM LSE6

10/26/10 ALL UPDATES SHOULD BE SENT THROUGH SI/82S NOT 82T. RETURNING TO SENDER TO BE PROPERLY FORWARDED.

Reassign to 82s as instructed.

\*\*\*\*\*

10.26.10

> Please send another denial letter to this address -I updated CAIR

[REDACTED]

BEAUMONT TX [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

10.26.10 Updated Law Manager and Case Manager. MJK

---

**Customer Assistance Inquiry Record (CAIR)#****20155711**

|                      |                         |                                     |               |                                            |             |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|-------------|
| <b>VIN</b>           | 1J8HR5824 5C [REDACTED] | <b>Open Date</b>                    | 11/17/2010    | <b>Built Date</b>                          | 03/30/2005  |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 11/21/2005              | <b>Mileage</b>                      | 77,962        | <b>Dealer Zone</b>                         | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US          |
| <b>Color</b>         | PXR                     | BRILLIANT BLACK CRYSTAL PEARL COAT  |               |                                            |             |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                            |             |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |             |

|                       |               |                     |    |                   |       |
|-----------------------|---------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 58525         | PAPA'S DODGE INC    |    |                   |       |
| <b>Dealer Address</b> | 585 E MAIN ST |                     |    |                   |       |
| <b>Dealer City</b>    | NEW BRITAIN   | <b>Dealer State</b> | CT | <b>Dealer Zip</b> | 06051 |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | NEWINGTON CT [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                         |
|-----------------------------------------------------------------------------------|-------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | air bags did not deploy |
| Corporate - Property Damage - Default - Default                                   |                         |
| Product - Unknown - Unknown - Accident - Default                                  |                         |

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

Preferred [REDACTED]

Alternate [REDACTED]

2. What happened? Customer was in a accident over the weekend. Customer pulling out of parking, customer step on gas pedal to pull on to the road and then the vehicle took off across the street into a metal fence, customer turn to avoid any other vehicles or people and the customer hit a pole. Customer stated he is okay no injuries, customer did seek medical assistance.

3. What is the current location of the vehicle? Papa Dodge body shop  
860-229-2168 Bill Manager.

\*\*\*\*\*

11.18.10

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

VEHICLE LOCATED AT:

PAPA S DODGE INC

585 E MAIN ST

NEW BRITAIN CT 06051

860-229-2168 Bill Body Shop Mgr

Confired no injuries

Per OGC Matrix, reassigned to 82T. MG17

11/18/10 ASSIGN TO TNT16.

CAIR NUMBER 20155711 REQUEST EAA INSPECTION 11-18-2010 11:54

CAIR NUMBER 20155711 E-MAIL SENT TO EAA 11-18-2010 11:55

CCRG Open Date: 11/18/2010 11:30:40

Letter Sent: Acknowledgement 11/19/2010 08:50:44

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/29/10 AT 04:22:19 20155711

Letter Sent: Denial 11/29/2010

**Customer Assistance Inquiry Record (CAIR)#****20399179**

|                       |                       |                                |                  |                                              |                     |                         |
|-----------------------|-----------------------|--------------------------------|------------------|----------------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 1J4HR48N5             | 5C [REDACTED]                  | <b>Open Date</b> | 02/09/2011                                   | <b>Built Date</b>   | 02/24/2005              |
| <b>Model Year</b>     | 2005                  | <b>Body</b>                    | WKJH74           | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |                     |                         |
| <b>In Service Dt</b>  | 07/01/2005            | <b>Mileage</b>                 | 130,000          | <b>Dealer Zone</b>                           | 63                  | DALLAS                  |
| <b>Plant</b>          | C                     | JEFFERSON NORTH ASSEMBLY PLANT |                  | <b>Market</b>                                | U                   | US                      |
| <b>Dealer</b>         | 65096                 | A K DURNIN CHRYSLER-JEEP       |                  |                                              |                     |                         |
| <b>Dealer Address</b> | 6815 FLORIDA BLVD     |                                |                  |                                              |                     |                         |
| <b>Dealer City</b>    | BATON ROUGE           |                                |                  | <b>Dealer State</b>                          | LA                  | <b>Dealer Zip</b> 70896 |
| <b>Owner</b>          | [REDACTED]            |                                |                  |                                              | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]            |                                |                  |                                              | <b>Home Phone</b>   | [REDACTED]              |
|                       | WESLACO TX [REDACTED] |                                |                  |                                              | <b>Country</b>      | UNITED STATES           |

|                                                                             |  |
|-----------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                   |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |  |
| Product - Unknown - Unknown - Accident - Default                            |  |

1. Who is calling and what is their contact information? [REDACTED]  
 Preferred: [REDACTED]  
 Alternate: [REDACTED]  
 2. What happened? Customer states he was in an accident and the air bags did not deploy. Customer states his nephew is in the hospital.  
 3. What is the current location of the vehicle? Customer does not know the location of the vehicle.  
 Reviewed by DJ329

02.10.11  
 I called and left a VMM seeking complete address where vehicle is located

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

**20406801**

|                      |                         |                                     |               |                            |            |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------|------------|
| <b>VIN</b>           | 1J8HG5828 6C [REDACTED] | <b>Open Date</b>                    | 02/11/2011    | <b>Built Date</b>          | 06/13/2006 |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |            |
| <b>In Service Dt</b> | 07/07/2006              | <b>Mileage</b>                      | 44,000        | <b>Dealer Zone</b>         | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US         |
| <b>Color</b>         | PBM                     | STEEL BLUE METALLIC CLEAR COAT      |               |                            |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |            |

|                       |                      |                            |    |                   |       |
|-----------------------|----------------------|----------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 26341                | MILTON RUBEN CHRYSLER JEEP |    |                   |       |
| <b>Dealer Address</b> | 3518 WASHINGTON ROAD |                            |    |                   |       |
| <b>Dealer City</b>    | AUGUSTA              | <b>Dealer State</b>        | GA | <b>Dealer Zip</b> | 30907 |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   |               |
|                | MARTINEZ GA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                                         |
|-----------------------------------------------------------------------------|-----------------------------------------|
| Product - Unknown - Unknown - Accident - Default                            | Vehicle T-Boned, no air-bag deployment. |
| Corporate - Complaint Contact - Default - Default - Default                 | complaint contact                       |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |                                         |

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

Preferred: [REDACTED]  
 Alternate: [REDACTED]

2. What happened? Customer was T-Boned by another vehicle. Customer is concerned because no air-bags deployed during the accident. Customer states vehicle ended up upside down, and when the wrecker flipped the vehicle back onto the wheels, then all the side air-bags deployed.

3. What is the current location of the vehicle? Kendricks Body Shop in Augusta, GA.

1333 Broad Street Augusta, GA 30901  
 706-724-4071

\*\*\*\*\*

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. JSS15.

CAIR NUMBER 20406801 REQUEST EAA INSPECTION 02-11-2011 11:13

CAIR NUMBER 20406801 E-MAIL SENT TO EAA 02-11-2011 11:13

email to lz40.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/23/11 AT 09:14:46 20406801

Reviewed report and photos. Dictated letter.

LETTER MAILED. JSS15.



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

**20471057**

|                       |                          |                                  |               |                                |            |
|-----------------------|--------------------------|----------------------------------|---------------|--------------------------------|------------|
| <b>VIN</b>            | 1J8GR48K3 6C [REDACTED]  | <b>Open Date</b>                 | 02/28/2011    | <b>Built Date</b>              | 07/06/2005 |
| <b>Model Year</b>     | 2006                     | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 |            |
| <b>In Service Dt</b>  | 05/29/2006               | <b>Mileage</b>                   | 42,090        | <b>Dealer Zone</b>             | 51 CHICAGO |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                              | US         |
| <b>Color</b>          | PJT                      | DK. KHAKI PEARL COAT             |               |                                |            |
| <b>Engine</b>         | EKG                      | 3.7L V6 ENGINE                   |               |                                |            |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                |            |
| <b>Dealer</b>         | 43835                    | ANDERSON DODGE INC               |               |                                |            |
| <b>Dealer Address</b> | 5711 EAST STATE STREET   |                                  |               |                                |            |
| <b>Dealer City</b>    | ROCKFORD                 | <b>Dealer State</b>              | IL            | <b>Dealer Zip</b>              | 61108      |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>              | TELEPHONE     |                                |            |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                | [REDACTED]    |                                |            |
|                       | LOVES PARK IL [REDACTED] | <b>Country</b>                   | UNITED STATES |                                |            |

|                                                                                   |                                             |
|-----------------------------------------------------------------------------------|---------------------------------------------|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default            | airbag didn't deploy                        |
| Product - Unknown - Unknown - Accident - Default                                  | avoided deer,hit tree,air bag didn't deploy |
| Corporate - Property Damage - Default - Default - Default                         |                                             |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                                             |

Customer stated that she avoided a deer and hit a tree at about 35 to 40 MPH. Customer stated that the airbags did not deploy. Customer stated that she called the insurance place and she will be seeing a lawyer about the airbags. Customer states the vehicle is totaled  
 1. Who is calling and what is their contact information? [REDACTED]

Preferred [REDACTED]  
 2. What happened? Customer was in a accident and the airbags did not deploy.  
 3. What is the current location of the vehicle? body shop-- Rock River Ford.

\*\*\*\* END OF CUSTOMER NARRATIVE\*\*\*

Escalating to 88s special investigations  
 \*\*\*\*\*END OF ESCALATING NARRATIVE\*\*\*

Please update COIN or HPIMS before sending the 88S case. Please use standard paragraphs as well.

HPIMS & COIN updated  
 VEHICLE IS LOCATED AT:  
 Rock River Ford  
 224 N Alpine Rd  
 Rockford, IL 61107  
 (815) 229-0089  
 (815) 229-0510

\*\*\*\*\*

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. JSS15.

CAIR NUMBER 20471057 REQUEST EAA INSPECTION 03-08-2011 09:37  
 CAIR NUMBER 20471057 E-MAIL SENT TO EAA 03-08-2011 09:37  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/09/11 AT 20:34:43 20471057

Reviewed report and photos. Deployment parameters not met. Dictated letter.  
LETTER MAILED. JSS15.

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

**20690841**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8GR48K4 5C [REDACTED] | <b>Open Date</b>                 | 04/11/2011    | <b>Built Date</b>                            | 12/17/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 03/28/2005              | <b>Mileage</b>                   | 94,000        | <b>Dealer Zone</b>                           | 74 DENVER  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PJT                     | DK. KHAKI PEARL COAT             |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |              |                              |    |                   |       |
|-----------------------|--------------|------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 49947        | WALSER'S/GE CAPITAL FLT SERV |    |                   |       |
| <b>Dealer Address</b> | 3 CAPITAL DR |                              |    |                   |       |
| <b>Dealer City</b>    | EDEN PRAIRE  | <b>Dealer State</b>          | MN | <b>Dealer Zip</b> | 55344 |

|                |                    |                     |               |
|----------------|--------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]         | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]         | <b>Home Phone</b>   | [REDACTED]    |
|                | POLK PA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Dealer - By-Pass - Default - Default - Default                                    |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |

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

Briefly summarize why the customer is contacting Chrysler:

[REDACTED] states that she was in an accident on friday and that there was alot of front end damamge but the airbag did not deploy

Briefly summarize what the customer is expecting:

[REDACTED] wants to file a claim to get the vehicle looked at to see why the airbag did not deploy.

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

[REDACTED] states that there were not any major injuries, that all parties involved in the accident did go to the hospital and that they were released with bruising and muscle strain.

\*\*\*\*\*

04.11.11

> What is the current location of the vehicle?

Writer contacted [REDACTED] and was not able to get an answer . Writer left a message requesting where the vehicle was located, Writer provided the customer with the recall line 800-853-1403 to provide that information

Writer spoke with [REDACTED] and was advised that the vehicle is at Lowery s Auto body 8144323050 605 Wiley avenue Franklin Pa 16323

\*\*\*\*\*

04.12.11

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

VEHICLE LOCATED AT:

Lowry Auto Body Inc  
605 Wiley Avenue  
Franklin, PA 16323-2838  
(814) 432-3050

Per OGC Matrix, reassigned to 82T. MG17

4.12.11 Assigned to KSS28. MJK

CAIR NUMBER 20690841 REQUEST EAA INSPECTION 04-12-2011 14:32

CAIR NUMBER 20690841 E-MAIL SENT TO EAA 04-12-2011 14:32

CCRG Open Date: 04/12/2011 14:30:29

Letter Sent: Acknowledgement 04/13/2011 09:53:15  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/23/11 AT 11:03:38 20690841  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/23/11 AT 15:13:00 20690841  
Customer called back because she is looking for an update as too what s  
going on with her claim  
Agent reviewed the file and noticed that Maggie is handling this issue  
Agent provided Maggie s information: - MG17 - 248-944-7084 (8:30 - 5:15  
ET, M-F)  
Customer had no further issues or concerns  
\*\*\*\*\*

04.26.11

Customer Call Back Seeking update on 82T -  
Phone# [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

Customer states that she has not heard from MG17 or the inspector of her  
vehicle. Agent advised customer that MG17 sent notice to have 82T contact  
her. Customer wanted it noted that she needs to be contacted as soon as  
possible because the repair shop cannot even order the parts to start the  
repair on her vehicle until she is contacted back regarding her claim.

4/26/11 UPDATED CCRG FILE.

Letter Sent: Denial 04/26/2011

Briefly summarize why the customer is contacting Chrysler:  
Customer called to speak with the CM, caller was transferred to the case  
management office.

Briefly summarize what the customer is expecting:

Customer wanted to speak with the Case Manager transferred the caller to  
Case Management Office.

Advised customer that the legal department sent out a letter to the  
customer on April 26 2011.

Customer would like a call back asap. Customer states that she still has  
not got a phone call back yet from anyone and she keeps calling in.

Customer would like a answer.

\*\*\*\*\*

04.30.11

Letter Sent: Denial 04/26/2011

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

**20735075**

|                       |                          |                                  |               |                    |            |
|-----------------------|--------------------------|----------------------------------|---------------|--------------------|------------|
| <b>VIN</b>            | 1J8HG48K9 6C [REDACTED]  | <b>Open Date</b>                 | 04/25/2011    | <b>Built Date</b>  | 02/01/2006 |
| <b>Model Year</b>     | 2006                     | <b>Body</b>                      | XKJH74        | JEEP COMMANDER 4X4 |            |
| <b>In Service Dt</b>  | 02/16/2006               | <b>Mileage</b>                   | 102,000       | <b>Dealer Zone</b> | 66 ORLANDO |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                  | US         |
| <b>Color</b>          | PB8                      | MIDNIGHT BLUE PEARL COAT         |               |                    |            |
| <b>Engine</b>         | EKG                      | 3.7L V6 ENGINE                   |               |                    |            |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |               |                    |            |
| <b>Dealer</b>         | 26735                    | UNDERWOOD & MILLARD CHRY-JEEP-   | DODGE         |                    |            |
| <b>Dealer Address</b> | 501 SOUTH MADISON STREET |                                  |               |                    |            |
| <b>Dealer City</b>    | WHITEVILLE               | <b>Dealer State</b>              | NC            | <b>Dealer Zip</b>  | 28472      |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>              | TELEPHONE     |                    |            |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                | [REDACTED]    |                    |            |
|                       | CHADBOURN NC [REDACTED]  | <b>Country</b>                   | UNITED STATES |                    |            |

|                                                                             |                                         |
|-----------------------------------------------------------------------------|-----------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | Customer's air bag does did not deploy. |
| Corporate - Property Damage - Default - Default - Default                   |                                         |
| Dealer - By-Pass - Default - Default - Default                              |                                         |
| Product - Unknown - Unknown - Accident - Default                            |                                         |

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

[REDACTED] (Owner s father)

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Customer s father called in on her behalf and stated Arnold his daughter got into an accident and was directly hit in the front of the vehicle Customer states the air bags did not deploy.

3. What is the current location of the vehicle? South Eastern Paint and Body Shop at 700 Chadbourn Highway in Chadbourn NC.

\*\*\*\*\*

04.26.11 Spoke to customer

VEHICLE LOCATED AT:

Southeastern Paint & Body  
5700 Chadbourn Highway  
Chadbourn, NC 28431-8434  
(910) 654-6775

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

CAIR NUMBER 20735075 REQUEST EAA INSPECTION 04-26-2011 09:01

CAIR NUMBER 20735075 E-MAIL SENT TO EAA 04-26-2011 09:01

Service manager(SM) Robert from dealer 26735 calls in regards to investigator. SM states that investigator is requesting a diagnostic tool and a technician. SM requests a deposit. Writer referred SM to MG17 and transferred. The AnswerCONNECT article that was referenced to provide the answer to the customer was #18819.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/29/11 AT 04:20:30 20735075

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/02/11 AT 04:21:37 20735075

\*\*\*\*\*

05.03.11

Reviewed EAA report and photos  
Did not meet parameters of air bag deployment  
Sending dictated letter explaining crush zone  
LETTER MAILED. MG17

---

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

**20827642**

|                       |                         |                                     |               |                                       |            |
|-----------------------|-------------------------|-------------------------------------|---------------|---------------------------------------|------------|
| <b>VIN</b>            | 1J8HH48P2 7C [REDACTED] | <b>Open Date</b>                    | 05/16/2011    | <b>Built Date</b>                     | 03/14/2007 |
| <b>Model Year</b>     | 2007                    | <b>Body</b>                         | XKTH74        | JEEP COMMANDER 4X2 SPORT UTILITY 4-DR |            |
| <b>In Service Dt</b>  | 05/21/2007              | <b>Mileage</b>                      | 77,100        | <b>Dealer Zone</b>                    | 63 DALLAS  |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                     | US         |
| <b>Color</b>          | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                       |            |
| <b>Engine</b>         | EVD                     | 4.7L V8 FFV ENGINE                  |               |                                       |            |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                       |            |
| <b>Dealer</b>         | 44743                   | MIKE SMITH CHRYSLER JEEP DODGE      |               |                                       |            |
| <b>Dealer Address</b> | 1945 INTERSTATE 10 S    |                                     |               |                                       |            |
| <b>Dealer City</b>    | BEAUMONT                | <b>Dealer State</b>                 | TX            | <b>Dealer Zip</b>                     | 77701      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | TELEPHONE     |                                       |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                                       |            |
|                       | KILLEEN TX [REDACTED]   | <b>Country</b>                      | UNITED STATES |                                       |            |

|                                                                                    |  |
|------------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                          |  |
| Dealer - By-Pass - Default - Default - Default                                     |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |  |
| Product - Unknown - Unknown - Accident - Default                                   |  |

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

Preferred [REDACTED]  
 Alternate [REDACTED]

2. What happened? Customer states he hit an embankment going 45-50 MPH and his air bags didn't deploy and the seat belt didn't stop him. Customer states his abdomen hit the steering wheel before the seat belt stopped him.

3. What is the current location of the vehicle? Towing Compound, Quick Towing 417-840-7146. Located in Marshfield MO. OTIS MS 1561.

\*\*\*\*\*

05.16.11

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

VEHICLE LOCATED AT:

QUICK TOWING

329 Rose Dr  
 Marshfield, MO 65706  
 417-840-7146

5/16/11 assign to kss28.

CAIR NUMBER 20827642 REQUEST DEKRA INSPECTION 05-16-2011 16:27

CAIR NUMBER 20827642 E-MAIL SENT TO DEKRA 05-16-2011 16:27

Letter Sent: Acknowledgement 05/17/2011 09:23:40

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/19/11 AT 20:13:47 20827642

Customer requested case update. Agent provided customer with last case entries. Customer wanted to know if they would receive a call back, agent informed them that they would

Letter Sent: Denial 05/23/2011

**Customer Assistance Inquiry Record (CAIR)#****20987868**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8GR48K2 7C [REDACTED] | <b>Open Date</b>                 | 06/15/2011    | <b>Built Date</b>                            | 05/08/2007 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 06/30/2007              | <b>Mileage</b>                   | 34,100        | <b>Dealer Zone</b>                           | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PEM                     | RED ROCK CRYSTAL PEARL COAT      |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                  |                                    |                |                   |       |
|-----------------------|------------------|------------------------------------|----------------|-------------------|-------|
| <b>Dealer</b>         | 52075            | BOB ALLEN CHRYSLER-PLYMOUTH-DODGE- | JEEP-EAGLE INC |                   |       |
| <b>Dealer Address</b> | 711 MAPLE AVENUE |                                    |                |                   |       |
| <b>Dealer City</b>    | DANVILLE         | <b>Dealer State</b>                | KY             | <b>Dealer Zip</b> | 40422 |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | VARNEY WV [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                    |                         |
|------------------------------------------------------------------------------------|-------------------------|
| Product - Unknown - Unknown - Accident - Default                                   | Air bags did not deploy |
| Corporate - Property Damage - Default - Default - Default                          |                         |
| Dealer - By-Pass - Default - Default - Default                                     |                         |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |                         |

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

Preferred: [REDACTED] (home)  
 Alternate: [REDACTED] (ask for [REDACTED])  
 Email: [REDACTED]

**2. What happened?**

June 15, 2011 at 9AM Customer was driving home after getting his blood work done and his sugar went low so he passed out and drove into a telephone pole. Customer states he does not know how fast he was going and the telephone pole he hit was broken off at the bottom and the front end of the vehicle is totaled. Customer states the vehicle is scratched and the windshield is broken. Customer states he would like to know why none of the airbags deployed when he hit the pole. Customer states he has the front air bags and the side and none of them went off. Customer states he is going in for heart surgery tonight (unrelated to accident) so he will be home probably by tomorrow night. Customer is leaving tonight for the hospital and request we try to contact his wife at the number above or the secondary number which is for his son. Customer states that the vehicle is at D&C Wrecker however, his insurance company said they would be taking it away sometime in the next day or so to a location undisclosed to customer.

**3. What is the current location of the vehicle?**

D & C Wrecker  
 4161 Mate St  
 Matewan, WV  
 25688  
 Phone number 304-426-6608

\*\*\*\*\*

06.15.11

&gt;&gt; case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:



D & C Towing  
Rt 65 & N Matewan  
Matewan, WV 25688  
304-426-6608  
Email LZ40.

6/15/11 ASSIGN TO KSS28.

CAIR NUMBER 20987868 REQUEST EAA INSPECTION 06-15-2011 16:06

CAIR NUMBER 20987868 E-MAIL SENT TO EAA 06-15-2011 16:07

Letter Sent: Acknowledgement 06/16/2011 08:37:31

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/21/11 AT 09:19:21 20987868

Letter Sent: Denial 06/24/2011

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

**21179319**

|                       |                         |                                     |               |                                 |            |
|-----------------------|-------------------------|-------------------------------------|---------------|---------------------------------|------------|
| <b>VIN</b>            | 1J4HR5820 6C [REDACTED] | <b>Open Date</b>                    | 08/01/2011    | <b>Built Date</b>               | 05/10/2006 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LIMITED 4X4 |            |
| <b>In Service Dt</b>  | 09/02/2006              | <b>Mileage</b>                      | 41,500        | <b>Dealer Zone</b>              | 42 DETROIT |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                               | US         |
| <b>Color</b>          | PJT                     | DK. KHAKI PEARL COAT                |               |                                 |            |
| <b>Engine</b>         | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                 |            |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                 |            |
| <b>Dealer</b>         | 23333                   | DAVE DENNIS CHRYSLER, JEEP, DODGE   |               |                                 |            |
| <b>Dealer Address</b> | 4232 COLONEL GLENN HWY  |                                     |               |                                 |            |
| <b>Dealer City</b>    | DAYTON                  | <b>Dealer State</b>                 | OH            | <b>Dealer Zip</b>               | 45431      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | TELEPHONE     |                                 |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                                 |            |
|                       | LONDON KY [REDACTED]    | <b>Country</b>                      | UNITED STATES |                                 |            |

|                                                                             |                                                                    |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | Caller stated that the airbags did not deploy                      |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover            | Caller stated that the vehicle spent 180 degrees then flipped over |
| Corporate - Property Damage - Default - Default - Default                   |                                                                    |
| Dealer - By-Pass - Default - Default - Default                              |                                                                    |
| Product - Unknown - Unknown - Accident - Default                            |                                                                    |

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

Briefly summarize why the customer is contacting Chrysler:

Caller stated that the neighbors heard a pop noise and the vehicle spent 180 degrees and then flip on its top and the airbags did not deploy. Caller stated that their daughter had injuries to their sternum, broken ribs and that their arm is messed up. Caller stated that they want to know how to proceed and whether or not they should contact a lawyer. Caller stated that their insurance company took the vehicle into a salvage yard in Kentucky.

Briefly summarize what the customer is expecting:

Caller stated that they want to know how to proceed.

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

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Please see above

3. What is the current location of the vehicle? A salvage yard in Kentucky

Escalating to 88S

Customer stated that the insurance company is:

Kentucky Farm Bureau

Jeff is the insurance adjustor and his phone number is 6068649303

Claim [REDACTED]

\*\*\*\*\*

08.03.11

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

VEHICLE LOCATED AT:

Copart Salvage Auto Auctions

5801 Kasp Court

Lexington, KY 40509-9458

(859) 264-7401  
LOT# 21103241  
Per OGC Matrix, reassigned to 82T. MG17  
8/3/11 ASSIGNED TO LSE6  
CAIR NUMBER 21179319 REQUEST EAA INSPECTION 08-03-2011 12:40  
CAIR NUMBER 21179319 E-MAIL SENT TO EAA 08-03-2011 12:40  
CCRG Open Date: 08/03/2011 08:34:05  
Letter Sent: Acknowledgement 08/04/2011 10:13:14  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/08/11 AT 12:16:02 21179319  
Letter Sent: Denial 08/10/2011

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**Customer Assistance Inquiry Record (CAIR)#****21220496**

|                      |                         |                                     |               |                                            |               |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|---------------|
| <b>VIN</b>           | 1J4HR5828 5C [REDACTED] | <b>Open Date</b>                    | 08/10/2011    | <b>Built Date</b>                          | 11/04/2004    |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b> | 01/12/2005              | <b>Mileage</b>                      | 50,000        | <b>Dealer Zone</b>                         | 35 WASHINGTON |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US            |
| <b>Color</b>         | PGV                     | DEEP BERYL GREEN PEARL COAT         |               |                                            |               |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                            |               |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |               |

|                       |                        |                      |               |                   |       |
|-----------------------|------------------------|----------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 23294                  | HAYNES MOTOR COMPANY |               |                   |       |
| <b>Dealer Address</b> | 9520 WEST BROAD STREET |                      |               |                   |       |
| <b>Dealer City</b>    | RICHMOND               | <b>Dealer State</b>  | VA            | <b>Dealer Zip</b> | 23294 |
| <b>Owner</b>          | [REDACTED]             | <b>Contact Type</b>  | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]             | <b>Home Phone</b>    | [REDACTED]    |                   |       |
|                       | DEDHAM ME [REDACTED]   | <b>Country</b>       | UNITED STATES |                   |       |

|                                                                                   |               |
|-----------------------------------------------------------------------------------|---------------|
| Dealer - By-Pass - Default - Default - Default                                    | no deployment |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | no deployment |
| Product - Unknown - Unknown - Accident - Default                                  |               |

Briefly summarize why the customer is contacting Chrysler:

Customer had a vehicle where the air bags didn't deploy

Briefly summarize what the customer is expecting:

Customer seeking help on these issues from Chrysler

Customer advised a call back is required and will take place

Within one business day by the CM

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number [REDACTED]

Customer email address for case updates: N/A

Insurance Adjuster: Sara Peters

Contact Number: 1-800-531-8722 Ext 79439

Customer is calling because her husband was in an accident and the

vehicle was struck on the passenger side and then the front of the

vehicle was struck also and neither airbag deployed in the vehicle.

Customer was advised by her insurance company to contact Chrysler to have

someone look in to it. Customer is seeking this assistance from

Chrysler.

Reassigned to 88S

\*\*\*\*\*  
VEHICLE IS LOCATED AT:

Insurance Auto Auctions

18 Lund Rd

Saco, ME 04072

(207) 282-0715

(207) 283-1141

Contact USAA Rubin Gonzalez 800-531-8722 x 26006 to be allowed access

\*\*\*\*\*  
Per OGC Matrix, reassigned to 82T.

8/11/11 ASSIGNED TO LSE6

CAIR NUMBER 21220496 REQUEST DEKRA INSPECTION 08-11-2011 13:08

CAIR NUMBER 21220496 E-MAIL SENT TO DEKRA 08-11-2011 13:08

CCRG Open Date: 08/11/2011 11:05:34

Letter Sent: Acknowledgement 08/12/2011 09:12:41

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/29/11 AT 13:40:24 21220496  
Letter Sent: Denial 08/31/2011

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

**21294347**

|                      |                         |                                   |               |                                              |            |
|----------------------|-------------------------|-----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8GR48K2 7C [REDACTED] | <b>Open Date</b>                  | 08/30/2011    | <b>Built Date</b>                            | 12/01/2006 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                       | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 12/06/2006              | <b>Mileage</b>                    | 72,000        | <b>Dealer Zone</b>                           | 70         |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                    |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                              |            |

|                       |                      |                                |    |                   |       |
|-----------------------|----------------------|--------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 66692                | FISHER CHRYSLER DODGE JEEP INC |    |                   |       |
| <b>Dealer Address</b> | 349 EAST 32ND STREET |                                |    |                   |       |
| <b>Dealer City</b>    | YUMA                 | <b>Dealer State</b>            | AZ | <b>Dealer Zip</b> | 85364 |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | BURNSVILLE NC [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                     |
|-----------------------------------------------------------------------------------|-------------------------------------|
| Corporate - Product Information - Default - Default - Default                     | Air bags did not deploy             |
| Dealer - By-Pass - Default - Default - Default                                    | Air bags did not deploy in accident |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | Air bags did not deploy in accident |
| Product - Unknown - Unknown - Accident - Default                                  |                                     |

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

Preferred [REDACTED]

Alternate:

2. What happened? Safety issue, airbag did not deploy into 8 foot covert. Could have killed if not wearing seatbelt. Customer states that they had groceries that even hit them when they were accident. Customer does want to have to go to a lawsuit and get a settlement. Customer choose jeep due to a loyal dodge driver. Customer states that none of the airbags deployed and that the front end was crushed customer states that they had a low tire, low tire light came on, customer turned around immediately to go back, vehicle lost control and the customer lives in mountains and they went into the covert. Customer stated that the covert was covered in cinder blocks. Front end was crushed, Customer states that she was injured (whiplash) and her sister was very injured, customer feels that they should get settlement due to airbags not deploying. Customer states they have pictures and lawyer however customer would like a settlement being a loyal customer. Customer states that this is the 6th Chrysler vehicle. 3. What is the current location of the vehicle? Insurance company, taking down to a salvage yard around the Charlotte area. Customer feels they think it was Monroe area down by Charlotte. Writer tried to contact the customer [REDACTED] but couldn't leave a message. Writer tried the phone number but the phone kept ringing for 2 min. then just hung up. Writer would like to know the insurance adjustors name, phone number and claim number.

USAA insurance

Customer stated that she doesn't know the insurance adjustor's name and they were not given a claim number but the phone number for the insurance is 18005318722

Customer just found out that her vehicle is a total write off. Customer states that she needs someone to call her as soon as possible because she

only has a rental for 30 days and has children that she has to get these children back and forth.

Customer states that she doesn't want to have to go to the lawyer and either does her sister but if someone doesn't contact her as soon as possible they will go down that route.

Cell Phone: [REDACTED]

spoke to owner she will obtain vehicle location and call back.

Customer called wishing to speak with Jay. Customer stated they were given a number that doesn't work. Customer prefers to speak with Jay about the situation, could not get vehicle's location. Customer can be reached at [REDACTED].

Customer called wishing to speak with Jay. Agent transferred over to 248-944-7149

AC ID 17067

\*\*\*\*\*

VEHICLE IS LOCATED AT:

Copart

2465 HIGHWAY 101 SOUTH

GREER, SC 29651

Phone: (864) 877-9113

Insurance contact: Robert Webster @ 864-517-4630 Claim # [REDACTED]

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

Email to LZ40.

9/6/11 ASSIGNED TO LSE6.PAG45

CAIR NUMBER 21294347 REQUEST EAA INSPECTION 09-06-2011 14:28

CAIR NUMBER 21294347 E-MAIL SENT TO EAA 09-06-2011 14:28

CCRG Open Date: 09/06/2011 14:01:14

Letter Sent: Acknowledgement 09/07/2011 08:39:26

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/13/11 AT 13:07:25 21294347

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/13/11 AT 13:42:48 21294347

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/13/11 AT 14:16:28 21294347

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/20/11 AT 13:43:42 21294347

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/22/11 AT 04:17:25 21294347

Letter Sent: Denial 09/23/2011

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

**21334750**

|                      |                         |                                     |               |                                              |             |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J8HR48N3 7C [REDACTED] | <b>Open Date</b>                    | 09/12/2011    | <b>Built Date</b>                            | 12/05/2006  |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                         | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 02/27/2007              | <b>Mileage</b>                      | 1             | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PBM                     | STEEL BLUE METALLIC CLEAR COAT      |               |                                              |             |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                              |             |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |             |

|                       |                    |                             |    |                   |       |
|-----------------------|--------------------|-----------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 26405              | FREEHOLD CHRYSLER JEEP, INC |    |                   |       |
| <b>Dealer Address</b> | 4304 ROUTE 9 SOUTH |                             |    |                   |       |
| <b>Dealer City</b>    | FREEHOLD           | <b>Dealer State</b>         | NJ | <b>Dealer Zip</b> | 07728 |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | HALLSTEAD PA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                    |                                               |
|------------------------------------------------------------------------------------|-----------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown                   | Customer called in as airbag did not deployed |
| Product - Unknown - Unknown - Accident - Default                                   | Customer called in for report accident        |
| Corporate - Survey By-Pass - Legal - Default - Default                             |                                               |
| Dealer - By-Pass - Default - Default - Default                                     |                                               |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |                                               |

Customer [REDACTED] called to report accident for her brother on September the 1st and airbag did not deployed for front driver side, his front tire was flat and he lost control and hits the maple tree and windshield broke, front driver side in the middle was damaged and his brother became paralyzed after the accident and he needed to do few surgeries. He is in the hospital

1. Who is calling and what is their contact information? [REDACTED], Customers sister

Preferred [REDACTED]  
Alternate [REDACTED]

2. What happened? Customer [REDACTED] called to report accident for her brother on September the 86 09/12/2011 9:38:56 AM SS1753

2 1st and airbag did not deployed for front driver side, his front tire was

3 flat and he lost control and hits the maple tree and windshield broke,

4 front driver side in the middle was damaged and his brother became

5 paralyzed after the accident and he needed to do few surgeries. He is

in

6 the hospital

3. What is the current location of the vehicle? Progressive insurance, 1800-274-4499

Customer could not provide with the address

\*\*\*\*\*

09.12.11

I called seeking complete address where vehicle is located

Progressive Ins

Brian Pallis 570-496-3023 (out of office week of 09.12.11)

Claim# [REDACTED]

DOL 09.01.11



VEHICLE LOCATED AT:

Salvage Direct Hazleton  
864 South Church Street  
Hazleton, PA 18201  
(570) 459-3436

Per OGC Matrix, reassigned to 82T. MG17

9/12/11 FORWARD TO PRODUCT LIABILITY. PAG45

Customer calls to speak with their Case Manager. Customer advised that her case was being escalated to a higher authority to be investigated. Briefly summarize why the customer is contacting Chrysler: Customer [REDACTED] is following up on her brothers file. Customer states she was told she would have a call back within 1 business day. Agent advised customer that this file has been sent to an alternate department which requires more time for further investigation. Agent advised customer to allow 3-5 business days for processing.

Briefly summarize what the customer is expecting: Customer contact:

[REDACTED] - customers sister  
[REDACTED] - brother in law

Customer states there are millions of dollars in medical bills and this case needs to be escalated.

9/19/11 SEND BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.

Agent is reassigning to 82S as per PAG45.

\*\*\*\*\*

09.19.11

Customer Call Back Seeking update on 82T -

Per OGC Matrix, reassigned to 82T. MG17

9/19/11 UPDATED CASE MANAGER.PAG45

Customers sister [REDACTED] stated she just got back in town and stated someone by the name of Caroon was going to call her back and has not called her back and Jeep corporation is in a world of trouble.

Per line 55 writer gave phone number for customers sister [REDACTED] to call Maggie - MG17 - 248-944-7084 (8:30 - 5:15 ET, M-F).

Caller, [REDACTED], vehicle owner s brother, calling in to find out what the status is.

Caller states that she has not spoken to anyone yet, is very angry, caller states that chrysler has their money and yet no one is calling her.

Caller states that if we don t get back to her, she will contact a lawyer.

\*\*\*\*\*

09.26.11

Customer Call Back Seeking update on 82T -

Per OGC Matrix, reassigned to 82T. MG17

9/26/11 UPDATED CASE MANAGER. PAG45

Customer [REDACTED] Richards calls to speak with their Case Manager.

Sister of customer [REDACTED] Richards

Per line 55 writer gave phone number for customers sister [REDACTED] to call Maggie - MG17 - 248-944-7084 (8:30 - 5:15 ET, M-F).

Caller [REDACTED], Sister of [REDACTED] requesting to speak with Case Manager. Customer very upset, states no one will contact her, no one will tell her why the airbag did not deploy, she has pictures of the vehicle, she gets to make the decision today of whether to disconnect her brother from life-support or not, if we do not want to left her know of our findings, she will find it necessary to investigate getting an attorney. Writer found the customer has been dialing phone number for MG17 incorrectly at 248-974-7084 - Writer correct that to 248-944-7084 as in line 77 and Answer Connect 18819 - writer also gave hours and days for MG17 and transferred customer to correct number.

As per MC1157 - reopening case and sending to MC1157 who will forward to MG17.

\*\*\*\*\*

10.13.11

Customer Call Back Seeking update on 82T -

Per OGC Matrix, reassigned to 82T. MG17

10.13.11 Forward to Product Liability (currently assigned to them). MJK

Per Maureen O Donnell, case is being handled by legal. Authorization to close secured.

**Customer Assistance Inquiry Record (CAIR)#****21380197**

|                      |                         |                                     |               |                                               |            |
|----------------------|-------------------------|-------------------------------------|---------------|-----------------------------------------------|------------|
| <b>VIN</b>           | 1J8HG58P4 7C [REDACTED] | <b>Open Date</b>                    | 09/23/2011    | <b>Built Date</b>                             | 08/22/2006 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR |            |
| <b>In Service Dt</b> | 03/23/2007              | <b>Mileage</b>                      | 4,116         | <b>Dealer Zone</b>                            | 51 CHICAGO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                             | US         |
| <b>Color</b>         | PDA                     | LIGHT GRAYSTONE PEARL COAT          |               |                                               |            |
| <b>Engine</b>        | EVD                     | 4.7L V8 FFV ENGINE                  |               |                                               |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                               |            |

|                       |                             |                        |               |                   |       |
|-----------------------|-----------------------------|------------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 58415                       | SISK MOTOR COMPANY INC |               |                   |       |
| <b>Dealer Address</b> | 4599 FORT CAMPBELL BLVD     |                        |               |                   |       |
| <b>Dealer City</b>    | HOPKINSVILLE                | <b>Dealer State</b>    | KY            | <b>Dealer Zip</b> | 42240 |
| <b>Owner</b>          | [REDACTED]                  | <b>Contact Type</b>    | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]                  | <b>Home Phone</b>      | [REDACTED]    |                   |       |
|                       | FORT CAMPBELL KY [REDACTED] | <b>Country</b>         | UNITED STATES |                   |       |

|                                                                                    |                                                             |
|------------------------------------------------------------------------------------|-------------------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver | customer had an accident and the airbag didn't deploy       |
| Product - Unknown - Unknown - Accident - Default                                   | went over cliff into a ravine and the airbags didn-t deploy |

Briefly summarize why the customer is contacting Chrysler: Customer s wife called because she had an accident and the airbag didn t deploy.

Briefly summarize what the customer is expecting: Caller is seeking compensation for her injuries because the air bag didn t deploy.

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

Preferred: Cell- [REDACTED]

Alternate:

2. What happened? Customer called because she had an accident on 9/20/11 Customer passed out at the wheel and when she came to she saw trees and then she went over cliff into a ravine and the airbags didn t deploy. Caller stated that the emergency crews couldn t believe that customer only had bruises on her legs. Customer stated that they think she passed out because of her low blood sugar. Customer stated that the vehicle is totaled and the Insurance will only be covering part of this. Caller is seeking compensation for her injuries because the air bag didn t deploy.

3. What is the current location of the vehicle? American Autobody-16524

Fort Cambell Boulivard, Oakgrov KY, Phone-270-439-1155

Escalated to 88S

Customer called in stating that she had spoken to an agent but the call disconnected and wasn t sure information was documented. Writer confirmed that the information provided in lines 1-18 were accurate. Caller confirmed. Writer advised that the issue has been escalated and that someone should be contacting her.

\*\*\*\*\*

VEHICLE IS LOCATED AT:

American Autobody  
16524 Fort Campbell Blvd  
Oak Grove, KY 42262-9245  
270-439-1155

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

Email to LZ40.

9/23/11 ASSIGNED TO LSE6.PAG45

CAIR NUMBER 21380197 REQUEST EAA INSPECTION 09-23-2011 15:27

CAIR NUMBER 21380197 E-MAIL SENT TO EAA 09-23-2011 15:27

CCRG Open Date: 09/23/2011 14:40:26

Letter Sent: Acknowledgement 09/26/2011 07:47:08

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/28/11 AT 18:07:24 21380197

The customer called back in to see what is going on with the investigation.

Writer advised of line 39.

Letter Sent: Denial 10/03/2011

Customer calling back to get an update on her case.

Writer informed the customer of line 43.

Writer also provided the customer with the phone number for the special investigation and her agent JSS15. And also transferred the call.

---

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

**21418438**

|                      |                         |                                     |               |                                               |            |
|----------------------|-------------------------|-------------------------------------|---------------|-----------------------------------------------|------------|
| <b>VIN</b>           | 1J8HG5823 7C [REDACTED] | <b>Open Date</b>                    | 10/04/2011    | <b>Built Date</b>                             | 08/10/2006 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR |            |
| <b>In Service Dt</b> | 01/28/2008              | <b>Mileage</b>                      | 1             | <b>Dealer Zone</b>                            | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                             | US         |
| <b>Color</b>         | PBM                     | STEEL BLUE METALLIC CLEAR COAT      |               |                                               |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                               |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                               |            |

|                       |                       |                                 |                            |
|-----------------------|-----------------------|---------------------------------|----------------------------|
| <b>Dealer</b>         | 66079                 | MCINERNEY'S WOODHAVEN CHRY-JEEP | INC                        |
| <b>Dealer Address</b> | 23940 ALLEN ROAD      |                                 |                            |
| <b>Dealer City</b>    | WOODHAVEN             | <b>Dealer State</b>             | MI <b>Dealer Zip</b> 48183 |
| <b>Owner</b>          | [REDACTED]            | <b>Contact Type</b>             | LETTER                     |
| <b>Address</b>        | [REDACTED]            | <b>Home Phone</b>               |                            |
|                       | SPENCER IN [REDACTED] | <b>Country</b>                  | UNITED STATES              |

|                                                                 |  |
|-----------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default       |  |
| Dealer - By-Pass - Default - Default - Default                  |  |
| Product - Unknown - Unknown - Accident - Default                |  |
| Product - Unknown - Unknown - Insurance / Subrogation - Default |  |

POSTMARK DATE: 092911; DATE RECEIVED: 100411  
 State Farm accident claim # [REDACTED] DOL 10-15-2010 \_  
 Not sure VIN found on COIN is correct, unknown allegation. Fatality involved. Dictated letter requesting more info. \_  
 LETTER MAILED.

POSTMARK DATE: 121911; DATE RECEIVED: 011012  
 \*\*\*\*\*

01.10.12  
 State Farm Ins / NOTICE OF SUBROGATION CLAIM  
 Claim Rep: Marylin Tombrello 866.927.8276 X9444841  
 Claim# 1 [REDACTED]  
 DOL: 10.15.10  
 Damages \$29343.75  
 VEHICLE LOCATED AT:  
 IAA  
 3302 S Harding St  
 Indianapolis, IN 46217-3140  
 (317) 800-6716  
 STK# 7421393  
 Per OGC Matrix, reassigned to 82T. MG17  
 1/10/12 FORWARD TO PRODUCT LIABILITY.  
 5/2/12 FORWARD TO PRODUCT LIABILITY. PAG  
 CCRG Open Date: 01/10/2012 13:55:45  
 5/7/12 ASSIGNED TO LSE6. PAG  
 Item previously held in document retention forwarded to CCRG via cims.

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

**21551214**

|                       |                         |                                  |               |                    |                |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------|----------------|
| <b>VIN</b>            | 1J8HH48K4 6C [REDACTED] | <b>Open Date</b>                 | 11/10/2011    | <b>Built Date</b>  | 04/27/2006     |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                      | XKTH74        | JEEP COMMANDER 4X2 |                |
| <b>In Service Dt</b>  | 05/27/2006              | <b>Mileage</b>                   | 117,153       | <b>Dealer Zone</b> | 71 LOS ANGELES |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                  | US             |
| <b>Color</b>          | PX8                     | BLACK CLEAR COAT                 |               |                    |                |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                   |               |                    |                |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                    |                |
| <b>Dealer</b>         | 24199                   | MY JEEP                          |               |                    |                |
| <b>Dealer Address</b> | 444 AUTO CENTER CIRCLE  |                                  |               |                    |                |
| <b>Dealer City</b>    | SALINAS                 | <b>Dealer State</b>              | CA            | <b>Dealer Zip</b>  | 93907          |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                    |                |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                    |                |
|                       | HAYWARD CA [REDACTED]   | <b>Country</b>                   | UNITED STATES |                    |                |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Dealer - By-Pass - Default - Default - Default                                    |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |

\*\*\*\*\*SPECIAL INVESTIGATIONS\*\*\*\*\* 88S

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

[REDACTED] is calling and her contact information is: [REDACTED]

2. What happened?

[REDACTED] states that her and her husband were hit from behind yesterday and pushed into the vehicle in front of them. Caller states that the air bags did not deploy, yet, the light on the dash shows they did, therefore, it will need to be reset. Caller also states that the front doors opened upon the impact of hitting the vehicle in front of them.

Caller states that they were able to drive away and no one was injured.

3. What is the current location of the vehicle - The vehicle is with the owner.

Agent advised the caller that the file requires reassignment to another department for further review and special handling and they will follow up within 2-5 business days, by phone or mail. (No promises on inspections, rental, or repairs were made.)

Reassign CAIR to 88S directly

Customer stated that the vehicle is located at:

363 BURKE DR ,  
HAYWARD , CA- 94544

\*\*\*\*\*

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, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 21551214 REQUEST EAA INSPECTION 11-10-2011 13:32

CAIR NUMBER 21551214 E-MAIL SENT TO EAA 11-10-2011 13:39

\*\*\*\*\*

11.11.11

Tom from EAA called and states local dlr only has 1 scan tool and will not release it - repair shop is 3 hours from dealer.

Tom will get a reading after vehicle is repaired on this one.  
inspection delayed by body shop repairs.  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/23/11 AT 04:19:45 21551214  
Reviewed report and photos. Deployment parameters not met. Dictated  
letter.

LETTER MAILED.

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

Customer requesting status of case. Agent advised that the case has been  
closed. Agent advised of line 39. Customer stated that the dealership  
still has the vehicle. Agent advised to speak to the dealership and allow  
time for the letter to be received

---

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

**21780192**

|                       |                             |                                     |               |                    |            |
|-----------------------|-----------------------------|-------------------------------------|---------------|--------------------|------------|
| <b>VIN</b>            | 1J8HH48NX 6C [REDACTED]     | <b>Open Date</b>                    | 01/17/2012    | <b>Built Date</b>  | 06/09/2006 |
| <b>Model Year</b>     | 2006                        | <b>Body</b>                         | XKTH74        | JEEP COMMANDER 4X2 |            |
| <b>In Service Dt</b>  | 07/03/2006                  | <b>Mileage</b>                      | 60,000        | <b>Dealer Zone</b> | 66 ORLANDO |
| <b>Plant</b>          | C                           | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                  | US         |
| <b>Color</b>          | PW1                         | STONE WHITE CLEAR COAT              |               |                    |            |
| <b>Engine</b>         | EVA                         | 4.7L V8 MPI ENGINE                  |               |                    |            |
| <b>Transmission</b>   | DGQ                         | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                    |            |
| <b>Dealer</b>         | 41408                       | MARIETTA DODGE INC                  |               |                    |            |
| <b>Dealer Address</b> | 701 COBB PKWY S             |                                     |               |                    |            |
| <b>Dealer City</b>    | MARIETTA                    | <b>Dealer State</b>                 | GA            | <b>Dealer Zip</b>  | 30060      |
| <b>Owner</b>          | [REDACTED]                  | <b>Contact Type</b>                 | TELEPHONE     |                    |            |
| <b>Address</b>        | [REDACTED]                  | <b>Home Phone</b>                   | [REDACTED]    |                    |            |
|                       | BENNETTSVILLE SC [REDACTED] | <b>Country</b>                      | UNITED STATES |                    |            |

|                                                                             |                                                       |
|-----------------------------------------------------------------------------|-------------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | Customer states that no airbags deployed in accident. |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover            | Vehicle was in an accident and rolled over            |
| Corporate - Property Damage - Default - Default - Default                   |                                                       |
| Dealer - By-Pass - Default - Default - Default                              |                                                       |
| Product - Unknown - Unknown - Accident - Default                            |                                                       |

Briefly summarize why the customer is contacting Chrysler: Customer called because his vehicle was in an accident. Customer stated that the vehicle s owner hit a lamppost and the vehicle rolled over. Customer stated that the vehicle s airbags did not deploy.

Briefly summarize what the customer is expecting: Customer seeking special investigations.

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

Who is calling and what is their contact information? [REDACTED], husband

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Caller states that the vehicle was in an accident.

Caller states that the vehicle flipped over and no airbags deployed.

Caller stated that the owner hit a light post and flipped over.

3. What is the current location of the vehicle?

Otuel Towing  
2753 Highway 38 N  
Bennetsville SC  
843-479-7640

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

Reassigned to 88S

OTS CM1243

Writer escalating case to 82S for further review. Please allow 2-5 business days in order for a decision to be made. Upon making a decision customer will be notified.

\*\*\*\*\*

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, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER  
PERTINENT INFORMATION. THANKS.

CAIR NUMBER 21780192 REQUEST EAA INSPECTION 01-18-2012 08:45

CAIR NUMBER 21780192 E-MAIL SENT TO EAA 01-18-2012 08:45

inspection appointment for subject vehicle as Tuesday 1-24-2012 @ Copart,  
Atlas Road, Columbia, SC

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/27/12 AT 13:38:30 21780192

Reviewed report and photos. Air bag deployment parameters not met.

Dictated letter.

LETTER MAILED.

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

**21793115**

|                       |                           |                                     |               |                                       |            |
|-----------------------|---------------------------|-------------------------------------|---------------|---------------------------------------|------------|
| <b>VIN</b>            | 1J8HG48P2 7C [REDACTED]   | <b>Open Date</b>                    | 01/20/2012    | <b>Built Date</b>                     | 04/12/2007 |
| <b>Model Year</b>     | 2007                      | <b>Body</b>                         | XKJH74        | JEEP COMMANDER 4X4 SPORT UTILITY 4-DR |            |
| <b>In Service Dt</b>  | 03/06/2008                | <b>Mileage</b>                      | 59,000        | <b>Dealer Zone</b>                    | 51 CHICAGO |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                     | US         |
| <b>Color</b>          | PEM                       | RED ROCK CRYSTAL PEARL COAT         |               |                                       |            |
| <b>Engine</b>         | EVD                       | 4.7L V8 FFV ENGINE                  |               |                                       |            |
| <b>Transmission</b>   | DGQ                       | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                       |            |
| <b>Dealer</b>         | 60321                     | LYNCH CHRYSLER DODGE JEEP, INC.     |               |                                       |            |
| <b>Dealer Address</b> | 2606 MAIN ST              |                                     |               |                                       |            |
| <b>Dealer City</b>    | EAST TROY                 | <b>Dealer State</b>                 | WI            | <b>Dealer Zip</b>                     | 53120      |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>                 | TELEPHONE     |                                       |            |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                   | [REDACTED]    |                                       |            |
|                       | UNION GROVE WI [REDACTED] | <b>Country</b>                      | UNITED STATES |                                       |            |

|                                                                             |                                 |
|-----------------------------------------------------------------------------|---------------------------------|
| Corporate - Product Information - Default - Default - Default               | Customer vehicle in an accident |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | Customer vehicle in an accident |
| Corporate - Property Damage - Default - Default - Default                   |                                 |
| Dealer - By-Pass - Default - Default - Default                              |                                 |
| Product - Unknown - Unknown - Accident - Default                            |                                 |

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

Briefly summarize why the customer is contacting Chrysler:  
 Customer is calling because she was in a rollover accident with her three children and the airbags did not deploy.

Briefly summarize what the customer is expecting:  
 Customer needs to know why this happened.

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

\*\*\*

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Customer was travelling on a rural highway and was in a rollover accident and the airbags did not deploy.

3. What is the current location of the vehicle? Coparts, Cudahy, WI.  
 Please gather address location of the vehicle prior to escalation. Also verify if any repairs have been started or completed. In the event that the repairs have begun refer to Insurance company for Subrogation process, otherwise send back to 88S for review.

Agent LM for customer to gather the full address of the vehicle as well as whether or not any repairs have begun on the vehicle. Agent advised customer to call to provide this information.

[REDACTED] called back with following address:

Coparts

[REDACTED]

Cudahy, WI. [REDACTED]

[REDACTED] also stated no repairs had been started and that State Farm Insurance has deemed the vehicle a total loss.

Writer sending case to 82S for further review. Please allow 2-5 business days in order for an investigation to be completed. Customer will be notified upon a decision being made.

\*\*\*\*\*

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, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 21793115 REQUEST EAA INSPECTION 01-23-2012 09:53

CAIR NUMBER 21793115 E-MAIL SENT TO EAA 01-23-2012 09:53

1/24/12 ASSIGNED TO LSE6. PAG

Letter Sent: Acknowledgement 01/25/2012 08:45:25

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/28/12 AT 13:01:26 21793115

Customer called seeking update on her case. Agent advised that a CM will call her back when an update is made.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/01/12 AT 17:37:35 21793115

Letter Sent: Denial 02/03/2012

Customer is calling to speak with her Case Manager. Customer would like to know the status of the case. Customer provided the case number

[REDACTED]; agent looked into the CAIR. Agent was currently looking for the extension for customer s case manager; agent put customer on hold. Customer was still on hold when the call was disconnected.

Customer stated that a letter was sent to them but they do not have it any more and need a copy of it again. Agent looked into the case but could not find a number for the case manager. Customer stated that she needs to speak with someone to get a copy of this letter. Agent transferred to Jay - JSS15 - 248-944-7149 for further assistance.

\*\*\*\*\*

Daughter of owner, [REDACTED], calls requesting another copy of letter. [REDACTED].

Per OGC Matrix, reassigned to 82T.

3/30/12 UPDATED CCRG FILE & CASE MANAGER. PAG

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**Customer Assistance Inquiry Record (CAIR)#****21809944**

|                       |                         |                                     |               |                                       |            |
|-----------------------|-------------------------|-------------------------------------|---------------|---------------------------------------|------------|
| <b>VIN</b>            | 1J8HG48P2 7C [REDACTED] | <b>Open Date</b>                    | 01/25/2012    | <b>Built Date</b>                     | 04/12/2007 |
| <b>Model Year</b>     | 2007                    | <b>Body</b>                         | XKJH74        | JEEP COMMANDER 4X4 SPORT UTILITY 4-DR |            |
| <b>In Service Dt</b>  | 03/06/2008              | <b>Mileage</b>                      | 59,000        | <b>Dealer Zone</b>                    | 51 CHICAGO |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                     | US         |
| <b>Color</b>          | PEM                     | RED ROCK CRYSTAL PEARL COAT         |               |                                       |            |
| <b>Engine</b>         | EVD                     | 4.7L V8 FFV ENGINE                  |               |                                       |            |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                       |            |
| <b>Dealer</b>         | 60321                   | LYNCH CHRYSLER DODGE JEEP, INC.     |               |                                       |            |
| <b>Dealer Address</b> | 2606 MAIN ST            |                                     |               |                                       |            |
| <b>Dealer City</b>    | EAST TROY               | <b>Dealer State</b>                 | WI            | <b>Dealer Zip</b>                     | 53120      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | LETTER        |                                       |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   |               |                                       |            |
|                       | EAST TROY WI [REDACTED] | <b>Country</b>                      | UNITED STATES |                                       |            |

Referral - Other - Default - Default - Default

BBB complaint

POSTMARK DATE: 012412; DATE RECEIVED: 012512

\*\*\*BBB Inquiry\*\*\*

Owner states she was in a rollover accident with her children and the airbags did not deploy. She is requesting that Jeep replace this vehicle without any cost to her. Writer notes that cair # 21793115 has been addressed by s.i. and forwarded to EAA for inspection and a determination. This an insurance issue and not one handled in the customer relations area. A reply will advise of that information.

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

**21816653**

|                       |                            |                                     |               |                                 |                |
|-----------------------|----------------------------|-------------------------------------|---------------|---------------------------------|----------------|
| <b>VIN</b>            | 1J8HR582X 6C [REDACTED]    | <b>Open Date</b>                    | 01/26/2012    | <b>Built Date</b>               | 07/05/2005     |
| <b>Model Year</b>     | 2006                       | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LIMITED 4X4 |                |
| <b>In Service Dt</b>  | 07/04/2006                 | <b>Mileage</b>                      | 75,000        | <b>Dealer Zone</b>              | 71 LOS ANGELES |
| <b>Plant</b>          | C                          | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                               | US             |
| <b>Color</b>          | PJC                        | LIGHT KHAKI METALLIC CLEAR COAT     |               |                                 |                |
| <b>Engine</b>         | EZB                        | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                 |                |
| <b>Transmission</b>   | DGQ                        | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                 |                |
| <b>Dealer</b>         | 43012                      | CERRITOS DODGE INC                  |               |                                 |                |
| <b>Dealer Address</b> | 18803 STUDEBAKER ROAD      |                                     |               |                                 |                |
| <b>Dealer City</b>    | CERRITOS                   | <b>Dealer State</b>                 | CA            | <b>Dealer Zip</b>               | 90703          |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>                 | TELEPHONE     |                                 |                |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>                   | [REDACTED]    |                                 |                |
|                       | BELL GARDENS CA [REDACTED] | <b>Country</b>                      | UNITED STATES |                                 |                |

|                                                                  |  |
|------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default        |  |
| Dealer - By-Pass - Default - Default - Default                   |  |
| Product - Suspension - Shock Absorbers / Struts - Broken - Front |  |
| Product - Unknown - Unknown - Accident - Default                 |  |

012312 recvd call from sm arman 43012 - customer contacting dealer claiming that shock tower on vehicle failed causing them to hit a pole, and also claiming airbag did not deploy  
 dealer noted that they previously worked on vehicle , and at one time customer was notified that airbag light was on, was given estimate, but declined repairs - sm stated this was not noted on RO, but his SA has written a statement / affidavit to this effect.  
 dealer notified customer that dealer cannot make decision on such claims and referred them to CAC 800#.  
 tmt

\*\*\*\*\*  
 VEHICLE IS LOCATED AT:  
 CERRITOS DODGE INC CJDT  
 18803 STUDEBAKER RD CERRITOS CA 90703 562-402-5335  
 \*\*\*\*\*

Per OGC Matrix, reassigned to 82T.  
 1/27/12 ASSIGNED TO LSE6. PAG  
 CAIR NUMBER 21816653 REQUEST EAA INSPECTION 01-27-2012 11:10  
 CAIR NUMBER 21816653 E-MAIL SENT TO EAA 01-27-2012 11:10  
 per dealer, customer has possession of vehicle

[REDACTED]  
 CCRG Open Date: 01/27/2012 07:42:18  
 email to eaa.  
 Letter Sent: Acknowledgement 01/30/2012 10:03:53  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/24/12 AT 13:35:16 21816653  
 Letter Sent: Denial 02/29/2012

**Customer Assistance Inquiry Record (CAIR)#****21945081**

|                       |                              |                                |                  |                                |                     |               |
|-----------------------|------------------------------|--------------------------------|------------------|--------------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J4GR48KX                    | 6C [REDACTED]                  | <b>Open Date</b> | 03/01/2012                     | <b>Built Date</b>   | 03/21/2006    |
| <b>Model Year</b>     | 2006                         | <b>Body</b>                    | WKJH74           | JEEP GRAND CHEROKEE LAREDO 4X4 |                     |               |
| <b>In Service Dt</b>  | 05/30/2006                   | <b>Mileage</b>                 | 50,624           | <b>Dealer Zone</b>             | 32                  | NEW YORK      |
| <b>Plant</b>          | C                            | JEFFERSON NORTH ASSEMBLY PLANT |                  | <b>Market</b>                  | U                   | US            |
| <b>Dealer</b>         | 66689                        | ROCKLAND CHRYSLER JEEP DODGE   |                  |                                |                     |               |
| <b>Dealer Address</b> | 60 ROUTE 304                 |                                |                  |                                |                     |               |
| <b>Dealer City</b>    | NANUET                       | <b>Dealer State</b>            | NY               | <b>Dealer Zip</b>              | 10954               |               |
| <b>Owner</b>          | [REDACTED]                   |                                |                  |                                | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                   |                                |                  |                                | <b>Home Phone</b>   | [REDACTED]    |
|                       | VALLEY COTTAGE NY [REDACTED] |                                |                  |                                | <b>Country</b>      | UNITED STATES |

|                                                                                   |                                                        |
|-----------------------------------------------------------------------------------|--------------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | Owner was in an accident and air bags failed to deploy |
| Corporate - Property Damage - Default - Default - Default                         |                                                        |
| Dealer - By-Pass - Default - Default - Default                                    |                                                        |
| Product - Unknown - Unknown - Accident - Default                                  |                                                        |

Briefly summarize why the customer is contacting Chrysler: Caller, [REDACTED], is calling on behalf of his sister-in-law, [REDACTED] states that his sister-in-law was in a low speed (30 MPH) accident and the air bags failed to deploy after the vehicle impacted with a brick wall. The caller is unsure if the wall was a building or a sound wall or anything of that nature. [REDACTED] was advised by the agent to obtain the location of the vehicle and to call back with the details of where the vehicle is and who someone from Chrysler can speak with at that location. Agent provided [REDACTED] with the CAIR number and the toll free number to reach us back to provide this information. [REDACTED] states that the owner (his sister-in-law) is currently in the hospital for observation and was taken from the scene of the accident by ambulance.

Briefly summarize what the customer is expecting: Caller is calling to report the vehicle was in an accident and the air bags failed to deploy.

---  
 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 is [REDACTED] Customer email address for case updates: Customer Declined Who has possession of the vehicle? Unknown Has the vehicle been diagnosed by a CDJ dealer? No If a CDJ dealer has diagnosed, what is the dealer name or code? N/A

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

What Happened? The vehicle owner was travelling about 30 MPH and had to swerve to avoid another vehicle and the owner impacted with a brick wall.

What is the Current location of the vehicle? Caller believes the vehicle is at the police impound yard but will call with the details.

Reassigned to 88S

Please provide address location of the vehicle prior to escalation.

Format is provided per answer connect 18819. Upon gathering information send back to 88S for review.

Agent contacted [REDACTED] at [REDACTED] to obtain the details

of where the vehicle is located. [REDACTED] stated that he did not have a chance at the time of this call to gather the information that Chrysler is looking for. [REDACTED] requested that the agent contact him back this afternoon to update the records. Agent advised would make a call out this afternoon to update the record to that Chrysler s investigation team can complete any necessary follow-up about the vehicle.

Agent attempted to contact [REDACTED] at [REDACTED] to request the information requested on lines 33 -35. Agent left a message requesting [REDACTED] please call CAC back at 800-992-1997 and provided CAIR number.

\*\*\*\* Next Agent please see lines 33 -35 for further instruction on this CAIR \*\*\*\*

Agent made attempt to contact [REDACTED] at [REDACTED] and was not able to reach [REDACTED]. Agent left a message via voice mail providing CAIR number and toll free number for CAC.

Writer is closing this CAIR at this time. Please re-open CAIR if someone calls to provide location of the vehicle and assign to 88S.

---

**Customer Assistance Inquiry Record (CAIR)#****22301930**

|                       |                         |                                     |               |                            |                |
|-----------------------|-------------------------|-------------------------------------|---------------|----------------------------|----------------|
| <b>VIN</b>            | 1J8HG5827 6C [REDACTED] | <b>Open Date</b>                    | 06/07/2012    | <b>Built Date</b>          | 09/30/2005     |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |                |
| <b>In Service Dt</b>  | 10/30/2005              | <b>Mileage</b>                      | 112,000       | <b>Dealer Zone</b>         | 71 LOS ANGELES |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US             |
| <b>Color</b>          | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT     |               |                            |                |
| <b>Engine</b>         | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |                |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |                |
| <b>Dealer</b>         | 60026                   | BAKERSFIELD CHRYSLER JEEP           |               |                            |                |
| <b>Dealer Address</b> | 3101 CATTLE DRIVE       |                                     |               |                            |                |
| <b>Dealer City</b>    | BAKERSFIELD             | <b>Dealer State</b>                 | CA            | <b>Dealer Zip</b>          | 93313          |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | TELEPHONE     |                            |                |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                            |                |
|                       | TULARE CA [REDACTED]    | <b>Country</b>                      | UNITED STATES |                            |                |

|                                                                        |                |
|------------------------------------------------------------------------|----------------|
| Corporate - Product Information - Default - Default - Default          | airbags        |
| Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags | non deployment |
| Corporate - Property Damage - Default - Default - Default              |                |
| Product - Unknown - Unknown - Accident - Default                       |                |

Briefly summarize why the customer is contacting Chrysler: Customer states that his wife and daughter were in an accident in April of 2012. Customer states they were taken by ambulance and released same day. Customer states the vehicle was towed away and written off by the insurance company. Customer states he does not know where they towed the vehicle to. Customer states that his wife has neck and back pain and that there has been no medical attention given to her since the day of the accident, (at the hospital.) Customer states the daughter has injuries to, but can't say what because she doesn't live at home.

Briefly summarize what the customer is expecting: Customer seeks why the air bags did not deploy.

Agent was not able to continue with this as the customer did not continue to converse. Agent advised the customer to call back.

Briefly summarize why the customer is contacting Chrysler: Customer's insurance was USAA and the contact name was Millie and the 1-800-531-8722. Customer states that his wife still needs attention. Customer states that the amount given by the insurance was not enough, and his wife is still in need as the time in the dark and the cold on the day of the accident.

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:

Who has possession of the vehicle?

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

Called owner to gather more information. Owner will call writer back with location of vehicle, claim number, etc.....

|

Customer calling wanting to speak to his CM who left a message for him.

Agent transferred customer to CM Michael MM1809 ext#4720254

Vehicle located at IAA, 409 W 56th Ave, Denver, CO 80221. Phone 303 428  
3024 Stk #9581788  
Insured by USAA, agent is Millie 800 531 8722 x 40431.  
Refer to 82S

\*\*\*\*\*

06.08.12

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

VEHICLE LOCATED AT:

Insurance Auto Auctions, Inc

409 West 66th Avenue

Denver, CO 80221

(303) 428-3024

Stk #9581788

Per OGC Matrix, reassigned to 82T. MG17

6/8/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22301930 REQUEST EAA INSPECTION 06-08-2012 13:33

CAIR NUMBER 22301930 E-MAIL SENT TO EAA 06-08-2012 13:33

CCRG Open Date: 06/08/2012 13:28:23

Letter Sent: Acknowledgement 06/11/2012 10:35:35

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/15/12 AT 12:39:12 22301930

Letter Sent: Denial 06/18/2012

Customer called in and states that he received a letter with the  
resolution on this case, but he disagrees with that answer and wants to  
talk to the CM. Writer transferred the customer to the phone #

248-944-7084 SI per ID 18819.

\*\*\*\*\*

07.05.12

Customer called back to discuss letter of denial.

Phone# [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

7/5/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer called to see if Chrysler can reconsider the decision that was  
made about the air bags not deploying because he is a loyal customer.

Agent advised customer that we would not be able to reopen the case and  
that we would stand behind the decision that was made.

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

**22308160**

|                      |                         |                                     |               |                                            |            |
|----------------------|-------------------------|-------------------------------------|---------------|--------------------------------------------|------------|
| <b>VIN</b>           | 1J8HR5820 5C [REDACTED] | <b>Open Date</b>                    | 06/09/2012    | <b>Built Date</b>                          | 12/10/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 12/20/2004              | <b>Mileage</b>                      | 60,000        | <b>Dealer Zone</b>                         | 51 CHICAGO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                          | US         |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                            |            |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                            |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                            |            |

|                       |                 |                               |    |                   |       |
|-----------------------|-----------------|-------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 06761           | HUB SOUTH CHRYSLER JEEP, INC. |    |                   |       |
| <b>Dealer Address</b> | 3035 S 108TH ST |                               |    |                   |       |
| <b>Dealer City</b>    | WEST ALLIS      | <b>Dealer State</b>           | WI | <b>Dealer Zip</b> | 53227 |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | BROOKFIELD WI [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Dealer - By-Pass - Default - Default - Default                                    |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |

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

Briefly summarize why the customer is contacting Chrysler:  
 Customer s son [REDACTED] is contacting Jeep because his Dad was in an accident with this vehicle. Customer states that his father drove off into a ditch and the air bags did not deploy. [REDACTED] states he isn t sure if his Dad pressed the gas or the brakes but his Dad is currently in the hospital and had to have back surgery.

Briefly summarize what the customer is expecting:  
 Customer is wanting to know why the air bags did not deploy.

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

1. Who is calling and what is their contact information? [REDACTED], customer s son

Preferred: [REDACTED]  
 Alternate: [REDACTED]

2. What happened? Air bag did not deploy  
 3. What is the current location of the vehicle? 262-642-4869 Rhode s Towing, 2489 East Main Stree East troy, Wisconsin 53120  
 Accident, airbag non-deployment, refer to 82S

\*\*\*\*\*

06.08.12

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

VEHICLE LOCATED AT:

Rhode s Towing & Repair  
 2489 East main Street  
 East Troy, WI 53120  
 262-642-4869

Per OGC Matrix, reassigned to 82T. MG17

[REDACTED] called to get an updated on the CAIR. The customer is seeking to know when an inspector or someone from Chrysler would be coming. The agent advised the customer that his case will be assigned to a case manager. The agent advised the customer that due to the nature of the call the case manager would need to do some research but that the customer will receive the name and contact information of the CM.

6/11/12 ASSIGNED TO LSE6. PAG  
CAIR NUMBER 22308160 REQUEST EAA INSPECTION 06-11-2012 14:56  
CAIR NUMBER 22308160 E-MAIL SENT TO EAA 06-11-2012 14:56  
CCRG Open Date: 06/11/2012 14:15:31  
Letter Sent: Acknowledgement 06/13/2012 07:47:26  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/16/12 AT 12:11:57 22308160

[REDACTED] s son) called for an update to the case. Agent said that a decision letter was sent June 13th.

Letter Sent: Denial 06/21/2012

Briefly summarize why the customer is contacting Chrysler: Customer states there was a report for the air bag.

Briefly summarize what the customer is expecting: Customer seeks a copy of the air bag report from the inspector.

Agent provided the number.

\*\*\*\*\*

Son, [REDACTED] requests copy of report. 414-745-9305.

Per OGC Matrix, reassigned to 82T.

7/3/12 UPDATED CCRG FILE & CASE MANAGER. PAG \_

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**Customer Assistance Inquiry Record (CAIR)#****22459565**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8GR48K3 7C [REDACTED] | <b>Open Date</b>                 | 07/25/2012    | <b>Built Date</b>                            | 03/16/2007 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 08/27/2007              | <b>Mileage</b>                   | 59,000        | <b>Dealer Zone</b>                           | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PDA                     | LIGHT GRAYSTONE PEARL COAT       |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | GURLEY AL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                  |                         |
|------------------------------------------------------------------|-------------------------|
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover | Air bags did not deploy |
| Corporate - CNA Change - Default - Default - Default             | CNA                     |
| Corporate - Property Damage - Default - Default - Default        |                         |
| Dealer - By-Pass - Default - Default - Default                   |                         |
| Product - Unknown - Unknown - Accident - Default                 |                         |
| Product - Unknown - Unknown - Fire - Unknown                     |                         |

Briefly summarize why the customer is contacting Chrysler: Customer called to notify vehicle was in a single vehicle roll over. Customer has notified her insurance company.

Briefly summarize what the customer is expecting: Customer wishes to have vehicle taken off road. Customer was the only person in vehicle at this time. Customer has bumps and bruises and was examined at the hospital at time of accident and released. Air bags did not deploy at the time of the accident.

Agent will be closing this file and putting in a disposal date as of 7/25/2012.

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened?

Customer went off the road and hit a culvert and the vehicle rolled at least two times.

Air bags did not deploy.

3. What is the current location of the vehicle?

1-800-854-6011 ask for Daniel at ext 8372

(Metlife insurance company)

Customer states accident happened February 21, 2012.

Accident, airbags did not deploy, refer to 82S

\*\*\*\*\*

08.27.12

MetLife

Anita Powell 800-854-6011X8229

Claim# [REDACTED]

DOL 07.21.12

Called Ins for location - left a VMM

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

**22464312**

|                       |                              |                                     |               |                            |                |
|-----------------------|------------------------------|-------------------------------------|---------------|----------------------------|----------------|
| <b>VIN</b>            | 1J8HG5829 6C [REDACTED]      | <b>Open Date</b>                    | 07/26/2012    | <b>Built Date</b>          | 04/20/2006     |
| <b>Model Year</b>     | 2006                         | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |                |
| <b>In Service Dt</b>  | 11/19/2006                   | <b>Mileage</b>                      | 63,000        | <b>Dealer Zone</b>         | 71 LOS ANGELES |
| <b>Plant</b>          | C                            | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US             |
| <b>Color</b>          | PX8                          | BLACK CLEAR COAT                    |               |                            |                |
| <b>Engine</b>         | EZB                          | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |                |
| <b>Transmission</b>   | DGQ                          | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |                |
| <b>Dealer</b>         | 65940                        | FRESNO CHRYSLER JEEP                |               |                            |                |
| <b>Dealer Address</b> | 4880 NORTH BLACKSTONE AVENUE |                                     |               |                            |                |
| <b>Dealer City</b>    | FRESNO                       | <b>Dealer State</b>                 | CA            | <b>Dealer Zip</b>          | 93726          |
| <b>Owner</b>          | [REDACTED]                   | <b>Contact Type</b>                 | TELEPHONE     |                            |                |
| <b>Address</b>        | [REDACTED]                   | <b>Home Phone</b>                   | [REDACTED]    |                            |                |
|                       | FRESNO CA [REDACTED]         | <b>Country</b>                      | UNITED STATES |                            |                |

|                                                                             |                                                      |
|-----------------------------------------------------------------------------|------------------------------------------------------|
| Corporate - Complaint Contact - Default - Default - Default                 | customer reports air bags did not deploy in accident |
| Dealer - By-Pass - Default - Default - Default                              | customer reports air bags did not deploy in accident |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | customer reports air bags did not deploy in accident |
| Product - Unknown - Unknown - Accident - Default                            | customer reports air bags did not deploy in accident |

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

Preferred: [REDACTED]  
 Alternate: [REDACTED]

2. What happened? Vehicle was t-boned in a residential area, was hit between the rear passenger side wheel and door, the vehicle went airborne and landed on the driver s side, went airborne again and came down on the driver s side front bumper and came to a stop. Injuries to driver and front passenger include herniated disc and leg injuries. Twin boys aged 3 in the back seat were not injured.

3. What is the current location of the vehicle?

Customer will call back with location. Customer s insurance company will be picking the vehicle up today from the tow company yard and customer does not yet know where it will be taken.

\*\*\*\*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

Customer is concerned because none of the air bags in the vehicle deployed.

Customer called back with the address of where the vehicle will be. The customer stated that the vehicle will be located at:

Co-Part  
 1255 East Central  
 Fresno, California, 73925  
 Phone: 559-266-6400  
 Lot Number: 21270962

airbag non deployment, with injury, reassign to 82s

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

7/27/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22464312 REQUEST EAA INSPECTION 07-27-2012 13:19

CAIR NUMBER 22464312 E-MAIL SENT TO EAA 07-27-2012 13:19

CCRG Open Date: 07/27/2012 09:48:03

Letter Sent: Acknowledgement 07/30/2012 11:05:51

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/03/12 AT 20:33:54 22464312

Letter Sent: Denial 08/06/2012

Customer called in wanting to know an update on their case. Agent informed customer that a letter had been sent out to him as per line 36.

Briefly summarize why the customer is contacting Chrysler: Customer states he got the letter from Chrysler.

Briefly summarize what the customer is expecting: Customer seeks to give it to the newspaper.

Agent advised the customer that the letter is his to do with what he wants. Agent also advised the customer that if there is fine print or if the letter has restrictions then it is up to the customer to follow that and the agent has no idea what that letter states.

---

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

**22550504**

|                       |                          |                                     |               |                                       |               |
|-----------------------|--------------------------|-------------------------------------|---------------|---------------------------------------|---------------|
| <b>VIN</b>            | 1J8HG48P2 7C [REDACTED]  | <b>Open Date</b>                    | 08/23/2012    | <b>Built Date</b>                     | 08/11/2006    |
| <b>Model Year</b>     | 2007                     | <b>Body</b>                         | XKJH74        | JEEP COMMANDER 4X4 SPORT UTILITY 4-DR |               |
| <b>In Service Dt</b>  | 04/25/2007               | <b>Mileage</b>                      | 80,000        | <b>Dealer Zone</b>                    | 35 WASHINGTON |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                     | US            |
| <b>Color</b>          | PSB                      | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                       |               |
| <b>Engine</b>         | EVD                      | 4.7L V8 FFV ENGINE                  |               |                                       |               |
| <b>Transmission</b>   | DGQ                      | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                       |               |
| <b>Dealer</b>         | 45158                    | OUTTEN COUNTY CHRYSLER, LLC         |               |                                       |               |
| <b>Dealer Address</b> | 16614 POTTSVILLE PIKE    |                                     |               |                                       |               |
| <b>Dealer City</b>    | HAMBURG                  | <b>Dealer State</b>                 | PA            | <b>Dealer Zip</b>                     | 19526         |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>                 | TELEPHONE     |                                       |               |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                   |               |                                       |               |
|                       | TOMS RIVER NJ [REDACTED] | <b>Country</b>                      | UNITED STATES |                                       |               |

|                                                                                   |                                                            |
|-----------------------------------------------------------------------------------|------------------------------------------------------------|
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover                  | Customer experienced head on collision with tree at 45mph. |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | Customer's air bag did not deploy in accident.             |
| Corporate - Property Damage - Default - Default - Default                         |                                                            |
| Dealer - By-Pass - Default - Default - Default                                    |                                                            |
| Product - Unknown - Unknown - Accident - Default                                  |                                                            |

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

Preferred: [REDACTED]

2. What happened? Customer states her husband was traveling at 45 mph when he experienced a head on collision with a tree. Customer states her husband suffers some back injuries from the accident. Customer states the vehicle did not slow down like it should and the air bags never deployed.

3. What is the current location of the vehicle? Customer states the vehicle is located untouched at a towing service. Customer states the address of the towing service is:  
1200 route 166, Toms River, New Jersey. Customer states their contact number is : 732-349-6439.

Reassigned to 96S.

Accident, airbags did not deploy, refer to 82S

\*\*\*\*\*

08.24.12

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

VEHICLE LOCATED AT:

Accurate Autoplex  
1200 New Jersey 166  
Toms River, NJ 08753  
(732) 349-6439

Per OGC Matrix, reassigned to 82T. MG17

8/24/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22550504 REQUEST EAA INSPECTION 08-24-2012 15:31

CAIR NUMBER 22550504 E-MAIL SENT TO EAA 08-24-2012 15:31

CCRG Open Date: 08/24/2012 11:16:38

Letter Sent: Acknowledgement 08/27/2012 10:02:44

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/29/12 AT 11:47:15 22550504

Customer called in seeking to speak with Case Manager. Customer was

informed of last update and was informed that we are only at business day 5 and that would be why she has not received a contact from anyone. Customer was advised by agent that if she is looking to speak with a Case Manager he would transfer to only available extension. Customer was transferred to MM1809s extension.

Owner calls looking for results of inspection. Advised owner of status.

Owner not thrilled, but understood

Briefly summarize why the customer is contacting Chrysler:Customer states she would like information, and the customer is extremely upset and finds this to be rude, and the agent should have called.

Briefly summarize what the customer is expecting:Customer seeks information.

Agent has advised the customer that there is a letter that was sent out .

Letter Sent: Denial 08/31/2012

---

**Customer Assistance Inquiry Record (CAIR)#****22711341**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8GR48K3 7C [REDACTED] | <b>Open Date</b>                 | 10/15/2012    | <b>Built Date</b>                            | 12/01/2006 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 05/18/2007              | <b>Mileage</b>                   | 50,000        | <b>Dealer Zone</b>                           | 74 DENVER  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PDM                     | MINERAL GRAY MET. CLEAR COAT     |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                  |                              |    |                   |       |
|-----------------------|------------------|------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 65639            | GESSWEIN MOTORS INCORPORATED |    |                   |       |
| <b>Dealer Address</b> | SOUTH HIGHWAY 15 |                              |    |                   |       |
| <b>Dealer City</b>    | MILBANK          | <b>Dealer State</b>          | SD | <b>Dealer Zip</b> | 57252 |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | CLARKFIELD MN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                      |                              |
|------------------------------------------------------|------------------------------|
| Product - Unknown - Unknown - Accident - Default     | Air Bag did not deploy       |
| Corporate - CNA Change - Default - Default - Default | Caller added a second number |
| Dealer - By-Pass - Default - Default - Default       | Caller added a second number |

Briefly summarize why the customer is contacting Chrysler:

Caller [REDACTED] is calling as her daughter [REDACTED] was in an accident and had to be air lifted.

Briefly summarize what the customer is expecting:

Caller said that she is calling as the air bags did not deploy.

Answer ID 18819

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

Caller [REDACTED] the mother of [REDACTED] is calling in as her daughter was in an accident on the weekend.

Caller said the airbags did not go off.

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened?

Caller said the daughter got in an accident and the air bags did not go off.

3. What is the current location of the vehicle?

Picht s Auto Body & Glass

1470 Highway 212 W

Granite Falls, MN 56241

(320) 564-3958

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

10/16/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22711341 REQUEST EAA INSPECTION 10-16-2012 10:17

CAIR NUMBER 22711341 E-MAIL SENT TO EAA 10-16-2012 10:17

CCRG Open Date: 10/16/2012 07:10:48

Letter Sent: Acknowledgement 10/17/2012 10:15:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/19/12 AT 15:13:52 22711341

Letter Sent: Denial 10/29/2012



**Customer Assistance Inquiry Record (CAIR)#****22712398**

|                      |                         |                                     |               |                                 |             |
|----------------------|-------------------------|-------------------------------------|---------------|---------------------------------|-------------|
| <b>VIN</b>           | 1J4HR5820 6C [REDACTED] | <b>Open Date</b>                    | 10/15/2012    | <b>Built Date</b>               | 11/05/2005  |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LIMITED 4X4 |             |
| <b>In Service Dt</b> | 02/18/2006              | <b>Mileage</b>                      | 70,000        | <b>Dealer Zone</b>              | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                               | US          |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                                 |             |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                 |             |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                 |             |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | BRAINTREE MA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                                               |
|-----------------------------------------------------------------------------|-----------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | none of the air bags did deployed upon impact |
| Product - Unknown - Unknown - Accident - Default                            | vehicle was in an accident                    |
| Corporate - Property Damage - Default - Default - Default                   |                                               |
| Dealer - By-Pass - Default - Default - Default                              |                                               |

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened?

Customer was driving down a side road at about 30 mph, and was hit by a vehicle going down the wrong side of the road. Customer turned to the right to try to avoid collision.

The air bags did not deploy but the gas/dust from inside the air bag came out, as the customer had the dust in her ears, and the paramedics said that they could smell it inside the vehicle when they took her out of the vehicle and put her in the ambulance.

3. What is the current location of the vehicle?

Express towing  
145 Howard st  
Braintree, MA  
781-843-6909

As per AC Answer ID 18819 reassigning to 82S

\*\*\*\*\*

10.16.12

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

VEHICLE LOCATED AT:

Express Towing  
145 Howard St  
Braintree, MA 02184  
781-843-6909

accident / no air bag deploy / injury

Per OGC Matrix, reassigned to 82T. MG17

10/16/12 ASSIGNED TO LSE6. PAG

CAIR NUMBER 22712398 REQUEST EAA INSPECTION 10-16-2012 09:25

CAIR NUMBER 22712398 E-MAIL SENT TO EAA 10-16-2012 09:25

CCRG Open Date: 10/16/2012 07:10:37

Letter Sent: Acknowledgement 10/17/2012 10:26:55

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/23/12 AT 09:09:27 22712398

Letter Sent: Denial 10/24/2012

**Customer Assistance Inquiry Record (CAIR)#****22723414**

|                      |                         |                                  |               |                                              |                |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|----------------|
| <b>VIN</b>           | 1J4GS48K5 50 [REDACTED] | <b>Open Date</b>                 | 10/18/2012    | <b>Built Date</b>                            | 11/18/2004     |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |                |
| <b>In Service Dt</b> | 12/26/2004              | <b>Mileage</b>                   | 88,500        | <b>Dealer Zone</b>                           | 71 LOS ANGELES |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US             |
| <b>Color</b>         | PW1                     | STONE WHITE CLEAR COAT           |               |                                              |                |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |                |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |                |

|                       |                     |                     |    |                   |       |
|-----------------------|---------------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 67870               | AUTOWORLD           |    |                   |       |
| <b>Dealer Address</b> | 1370 AUTO CENTER DR |                     |    |                   |       |
| <b>Dealer City</b>    | PETALUMA            | <b>Dealer State</b> | CA | <b>Dealer Zip</b> | 94952 |

|                |                            |                     |               |
|----------------|----------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                 | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                 | <b>Home Phone</b>   | [REDACTED]    |
|                | REDWOOD CITY CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                    |                                                        |
|------------------------------------------------------------------------------------|--------------------------------------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver | Customer stated that the drivers air bag didn't deploy |
| Corporate - Property Damage - Default - Default - Default                          |                                                        |
| Dealer - By-Pass - Default - Default - Default                                     |                                                        |
| Product - Unknown - Unknown - Accident - Default                                   |                                                        |
| Product - Unknown - Unknown - Fire - Unknown                                       |                                                        |
| Recall - E13: TRANSMISSION FILL TUBE OIL SEAL - Advise Owner/Incomplete Recall     |                                                        |

[REDACTED] stated that his daughter was driving the vehicle in the fast lane on the freeway and there was an injured deer in the road that his daughter swerved to miss the vehicle then went into the center median on freeway and went across lanes of traffic. Customer stated that another vehicle collided with his daughters and that car rolled over while his daughter s car went across freeway and driver s side went into a tree. Customer stated that his daughter s passenger air bag deployed but the driver s side air bag didn t deploy. Customer stated that then the vehicle caught fire under the hood. Customer mentioned that he knows there is a recall that has to do with fire that shows in the system was never completed. Writer informed of recall information:  
The transmission fill tube oil seal on about 99,000 of the above vehicles may allow  
Water to enter into the transmission. This can cause a torque converter related  
Shudder and increase transmission temperatures. If the vehicle continues to be  
Driven, transmission oil can spill onto the engine s exhaust manifold and cause an  
Under hood fire (dated 10/28/2005). Customer stated that the tow truck driver stated to the customer that the fire was caused by electrical issues. Customer stated that to him the car is totaled but the insurance company has not totaled out the car at this time.  
Customer stated that currently the vehicle is at:  
Avenue auto  
1600 industrial road  
San Carlos ca  
6505910381, but may be in possession of AAA soon and to speak to:

Max Molina  
888-582-3008  
Ext. 7169

Claim number: [REDACTED] [REDACTED]

Writer followed answer connect # 18819 and reassigned to 82 s for further handling. Customer was notified that he would be contacted as soon as possible.

Customers email address: [REDACTED]

\*\*\*\*\*

10.19.12

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

VEHICLE LOCATED AT:

Avenue Auto Service  
1600 Industrial Road  
San Carlos, CA 94070  
(650) 591-0381

accident/ air bag/ injury

Per OGC Matrix, reassigned to 82T. MG17

E13 TRANSMISSION FILL TUBE OIL SEAL SAFETY 10/28/2005 INCOMPLETE

10/19/12 ASSIGNED TO RLG92. PAG

CAIR NUMBER 22723414 REQUEST EAA INSPECTION 10-19-2012 10:59

CAIR NUMBER 22723414 E-MAIL SENT TO EAA 10-19-2012 10:59

Customers wife called and advised they do not want the vehicle inspected without their permission.

The customer would like a letter prior to inspection as to why and the scope.

CCRG Open Date: 10/19/2012 07:31:06

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

10/22/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Letter Sent: Acknowledgement 10/22/2012 10:08:43

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/21/12 AT 18:38:27 22723414

---

**Customer Assistance Inquiry Record (CAIR)#****22727184**

|                       |                          |                                 |                  |                            |                     |               |
|-----------------------|--------------------------|---------------------------------|------------------|----------------------------|---------------------|---------------|
| <b>VIN</b>            | 1J8HG5828                | 6C [REDACTED]                   | <b>Open Date</b> | 10/19/2012                 | <b>Built Date</b>   | 02/17/2006    |
| <b>Model Year</b>     | 2006                     | <b>Body</b>                     | XKJP74           | JEEP COMMANDER LIMITED 4X4 |                     |               |
| <b>In Service Dt</b>  | 07/08/2006               | <b>Mileage</b>                  | 56,461           | <b>Dealer Zone</b>         | 42                  | DETROIT       |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT  | <b>Market</b>    | U                          | US                  |               |
| <b>Dealer</b>         | 64777                    | BOB & CHUCK EDDY CHRYSLER DODGE | JEEP             |                            |                     |               |
| <b>Dealer Address</b> | 4850 MAHONING AVENUE     |                                 |                  |                            |                     |               |
| <b>Dealer City</b>    | AUSTINTOWN               | <b>Dealer State</b>             | OH               | <b>Dealer Zip</b>          | 44515               |               |
| <b>Owner</b>          | [REDACTED]               |                                 |                  |                            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                                 |                  |                            | <b>Home Phone</b>   |               |
|                       | SHREVEPORT LA [REDACTED] |                                 |                  |                            | <b>Country</b>      | UNITED STATES |

|                                                                           |                                                          |
|---------------------------------------------------------------------------|----------------------------------------------------------|
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | Unable to resolve issue                                  |
| Product - Unknown - Unknown - Stalling - Default                          | Vehicle shuts off and does not allow steering or braking |

Briefly summarize why the customer is contacting Chrysler: Customer states she is calling because she has an intermittent problem with her vehicle where the entire vehicle will shut down and she is not able to steer or brake and the lights don't work. Customer states after she puts it in park everything restarts and works again properly. Customer states this has happened 3 times over the past few weeks. Customer states she has brought it to 2 different dealerships and had the vehicle diagnosed, but they are unable to find the problem.

Briefly summarize what the customer is expecting: Customer seeking assistance in getting this issue resolved.

Customer advised a call back is required and will take place within one business day.

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? Customer

Has the vehicle been diagnosed by a CDJ dealer? Yes

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

Chuck Eddy Chrysler Dodge Jeep

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District V \*\*\*\*\*

Original Owner: No - 3rd

Vehicles Owned: 1 Used

Household: 0

Service Contract: No

Status update provided via email to the following email address:

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

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66221

My work hours: 10AM-6:30PM Eastern Time Monday-Friday

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

End of Status Update

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

[REDACTED]. Left Message.

Customer left message advising a call back.

Customer left message advising a call back.  
Customer left message advising a call back.  
Writer called customer. Customer advised the dealership has the vehicle currently. Customer advised that she is having an issue with the vehicle stalling intermittently and would like the issue resolved.  
Writer reviewed email from AM. Vehicle has a complete restriction and at this point no assistance will be provided.

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

Chrysler will not participate in the repair.  
The vehicle has complete restriction.  
Unless the customer offers new information, decision remains unchanged.  
\*\*\*\*\*

Writer called customer and she stated that the dealership is unable to diagnose her vehicle stalling issues. Writer stated that the AnswerCONNECT article that was referenced to provide the answer to the customer was # [REDACTED] customer stated that she does not care that her vehicle was in a accident and the air bags did not deploy she just wants her vehicle fixed due to the recall concern. Writer stated that a diagnosis would need to determine if its a recall concern or not. Customer stated that she will be having her attorney callback. Customer called to speak with their Case Manager s supervisor. Transferred to ND181.

\*\*\*\*\* Immediate Supervisor Call \*\*\*\*\*

Customer is seeking resolution on concern. No cost but wanting to know how to repair. Writer informed customer we can have case manager look into other resources through Chrysler. Supervisor call completed.  
Writer called Dealer 64777 to speak with Service Manager Mike. Left Message. Writer advised we are sending the case over as an unresolved concern.

Writer called customer. Writer advised customer that the case is being sent over as an unresolved concern. Customer advised she was pleased that some action was taken. Customer advised that she would like it noted to let the dealership now that their may be a TSB 18-049-07 for her concern. Writer advised customer that it will be noted. Customer advised she would also like her issue noted to review further in the company.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is a stalling issue while driving.

Action requested: STAR case to open.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 42 64777 10/24/12 14:59 O 22727184

ATTN Mike Cassidy. Please call me on this case. TAS13 \_

Writer attempted to contact customer, left message. Follow-up 11/7

\*Contact Date:11/07/2012

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 11/07/2012 AT 09:06:964 R 22727184

Writer called Dealer 64777 to speak with Service Manager Mike. Left Message.

Status update provided via email to the following email address:

[REDACTED]

This is Dustin your case manager from Jeep. I wanted to let you know that we are in the process of getting an update from the Dealership for you. If you need please give me a call at 800-763-8422 EX. 66221  
End of Status Update

SM Mike advised that they were unable to duplicate the issue and that the vehicle had a salvaged title as well.

Writer called customer. Left Message.

Writer called customer. Customer advised that the issue has acted up twice since she got the vehicle back. Customer advised she does not want to take the vehicle back unless the issue happens again. Writer advised at this point we will close the case.

CLOSED LOOP UPDATE - no need for additional follow-up.

---

**Customer Assistance Inquiry Record (CAIR)#****22785770**

|                      |                         |                                |                |                    |                |
|----------------------|-------------------------|--------------------------------|----------------|--------------------|----------------|
| <b>VIN</b>           | 1J8HH48K2 6C [REDACTED] | <b>Open Date</b>               | 11/07/2012     | <b>Built Date</b>  | 03/01/2006     |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                    | XKTH74         | JEEP COMMANDER 4X2 |                |
| <b>In Service Dt</b> | 05/24/2006              | <b>Mileage</b>                 | 79,000         | <b>Dealer Zone</b> | 71 LOS ANGELES |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b>  | U                  | US             |
| <b>Owner</b>         | [REDACTED]              | <b>Contact Type</b>            | TELEPHONE      |                    |                |
| <b>Address</b>       | [REDACTED]              | <b>Home Phone</b>              | (559) 341-6060 |                    |                |
|                      | LEMOORE CA [REDACTED]   | <b>Country</b>                 | UNITED STATES  |                    |                |

Product - Unknown - Unknown - Hesitation/No Power - Default

Vehicle lost all power

Briefly summarize why the customer is contacting Chrysler: Customer states that today as she was driving down the road going about 70 miles an hour when she lost all power in her vehicle. Customer states that she was able to get to the side of the highway. Customer states that she was able to start the vehicle and she drove the vehicle to the dealership to have a diagnosed completed. Customer states that she does have an extended warranty for cost assistance and the warranty has provided her with a rental vehicle for two days. Customer states that the dealership has diagnosed the vehicle and can not find the reason why the vehicle would loose power. Customer states that the dealership still has the vehicle to do a few minor repairs. Customer states before to day he did notice that at times the traction control light came on and she would have some issue with the steering not feeling right as well as the idling of the vehicle was not quite right. Customer was not too concern about it until she lost total power today. Customer states that the vehicle was rear ended and was pushed into a different vehicle in front of hers. Customer states that the air bag did not deploy at the time of the accident. Customer states that she is very scared to drive her vehicle. Customer states that she can not trust her vehicle.

Briefly summarize what the customer is expecting: Customer seeks to have her vehicle diagnosed and repaired for she feels safe in her vehicle. Agent advised customer that this case will be escalated to be reviewed by case management.

\*\*\*\*\*

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? Dealership  
 Has the vehicle been diagnosed by a CDJ dealer? Y  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 60485  
 Reassigned to 88F

\* \* \* Case Manager Team District O \* \* \* \*

Service dealer: HANFORD CHRYSLER DODGE JEEP RAM

Ownership: Original

Owned: 1

New: 1

Used: 0

Currently owns: 1

Service contract: none

OOW: 3 years and 43,000 miles

Status update provided via email to the following email address:

[REDACTED]  
 My name is [REDACTED], I have been assigned as your case manager. Here is some information that will be helpful for you to have.

Your case number is [REDACTED]

Chrysler case management telephone number is 1-800-763-8422

My direct extension 66284

My work hours are 9:30am-5:30pm MST Monday Friday

I will contact you by telephone to review your case with you.

End of Status Update

Writer contacted dealership, writer was transferred to parts manager and parts manager advised there is no active service manager and transferred writer to Lead Service Writer Pat. SW stated the wife brought in vehicle yesterday for diagnostic. SW stated they could not replicate the problem for loss of power issue and they are going to test drive the vehicle to replicate the problem. SW stated the customer is also having an issue with the ac/heater. SW is checking this out as well. Writer advised to callback on 11/12/12 for an update on diagnosis.

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

Writer spoke with customer. Customer stated that she has had this issue before and wants it fixed. She is worried that the vehicle is not going to be repaired properly and wants something done. writer advised she is waiting for an update on the diagnosis and will do further research as soon as that is done.

Caller requesting to speak with Case Manager.

Case manager not available nic DV248

66156

took the call

Writer states customer called and stated she is suppose to pick up vehicle and drop off rental this morning. Customer states she does not feel safe in the vehicle. Customer states the dealer fixed the a/c issue but when the vehicle shuts down its intermitten and dealer cannot duplicate issue. Customer states she does not know if SM Pat took vehicle to another dealer for a diagnosis. Customer states she will call SM Pat and contact CM. Customer is seeking rental assistance.

SA Pat is requesting to speak with Case Manager. Customer transferred to extension # 66284 with CM KV166. Pat states that they drove the vehicle on the freeway 50 miles and they couldn t duplicate the issue.

Writer states SA Pat called and stated he is taking the vehicle on one more test drive before customer picks up vehicle. SA states the vehicle has shut down one time on customer. SA states he drove the car to ghis home but not to another dealer. SA states if customer wants a second opinion she will have to take vehicle to another dealer on her own. SA states customer is the second owner and purchased vehicle from Carmax. Writer called customer who states she is highly disappointed in the fact the dealership could not diagnose the issue. The customer states she thought the dealership was supposed to take the vehicle for a second opinion. Customer feels it is not her responsibility to be out of pocket for a rental vehicle and for diagnosis fees. Writer advised with intermittant problems it can be difficult to find. Customer states she has read all over the internet that there is a problem with the same vehicles with the V8 engine. Writer advised it is a different size engine and we cannot diagnose based off of information on the internet, and we need to be able to get some sort of codes or duplicate the problem in order to know what to fix. Customer states she would be willing to go to another dealership for diagnosis but does not want to be out of pocket for the fees involved because she feels she already paid them to be done once. Customer also states she cannot be without a vehicle. Writer advised cannot authorize a rental vehicle for diagnosis, that repairs need to be in progress and a problem found in order to authorize any sort of assistance for rental. Customer disconnected the call.

Customer calling as she is fearfull for her and her kids to be in the vehicle. Customer is hoping to have help with a rental as she doesnt feel safe to pick her vehicle and put her kids in to stall and something serious happen to her and her family. Customer is hoping to get technical help in getting a diagnostic. Customer states she cannot afford to have a second diagnostic. Customer is requesting to have any kind of assistance with this.

Writer called customer who states she found some information on the internet that customer states could have helped in diagnosing the problem. Customer states the vehicle stalled out right after she washed her vehicle and feels the dealer disregarded the information and didn t take the time to properly diagnose the problem. Customer put writer on hold for 3 minutes. Writer disconnected call.

Writer dialed left message for customer to further discuss the customer s option of a second opinion at another dealership.



Writer dialed [REDACTED] left message for customer

Writer called customer at [REDACTED] to see what direction she wishes to go in having 2nd opinion completed on this vehicle. Writer apologized for the frustration and provided callback number, case number, extension 66305 and next f/up call will be placed on Monday, Nov. 19th 2012 and if no decision is made by that date, the case will be closed.

Writer called customer at [REDACTED] to verify what is going on with the vehicle and what their intentions would be in having the 2nd opinion diagnosis on the no power concern. Writer apologized for the frustration and provided callback number, case number, extension 66305 and if no contact is made by Monday Nov. 19th 2012 the case will be closed.

Customer called in and spoke with SC1267 regarding concern. Writer inquired if customer will be having 2nd opinion performed, customer reiterated entire situation and reiterated that she does not want to have 2nd opinion performed without compensation. Customer then informed writer that the vehicle was traded in earlier this week. Writer advised customer that since they no longer own the vehicle the case will be closed and her concerns will be documented and internally reviewed. Customer expressed that she wants concerns documented and remedied by Chrysler. Advised concerns are documented. Customer thanked writer and ended call.  
CLOSED LOOP UPDATE - no need for additional follow-up.

---

**Customer Assistance Inquiry Record (CAIR)#****22799868**

|                      |                         |                                |                |                    |            |
|----------------------|-------------------------|--------------------------------|----------------|--------------------|------------|
| <b>VIN</b>           | 1J8HH48K2 6C [REDACTED] | <b>Open Date</b>               | 11/13/2012     | <b>Built Date</b>  | 03/01/2006 |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                    | XKTH74         | JEEP COMMANDER 4X2 |            |
| <b>In Service Dt</b> | 05/24/2006              | <b>Mileage</b>                 | 79,067         | <b>Dealer Zone</b> |            |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b>  | U                  | US         |
| <b>Owner</b>         | [REDACTED]              | <b>Contact Type</b>            | E-MAIL         |                    |            |
| <b>Address</b>       | [REDACTED]              | <b>Home Phone</b>              | (559) 341-6060 |                    |            |
|                      | LEMOORE CA [REDACTED]   | <b>Country</b>                 | UNITED STATES  |                    |            |

Product - Unknown - Unknown - Hesitation/No Power - Default

Vehicle lost all power

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

My beloved Jeep shut down while driving on the highway. No one is helping and it is undiagnosable.

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Dealer had vehicle for over 5 days. Unable to duplicate my concerns. Drove 52 miles, did not compensate for gas. Did not offer to loan a vehicle to help in continued diagnostics. No concern for safety and welfare of my family. I was lucky this time but nothing works, lights go out, brakes didn't work, no acceleration. I have filed a report with NHTSA. I have called Jeep customer care and have an open case. No one is prepared to compensate me for my time or vehicle but suggest for me to try another Chrysler Jeep dealer. We are being forced to try to sell this vehicle in order to buy something safe.

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Jeep Commander.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

Please contact your Case Manager Jessica at 1-800-763-8422 ext 66305 for any updates regarding your open case file.

Thanks again for your email.

Sincerely,

Amanda

Customer Service Representative

Chrysler Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****23086424**

|                      |                         |                                |               |                                              |            |
|----------------------|-------------------------|--------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K2 5C [REDACTED] | <b>Open Date</b>               | 02/11/2013    | <b>Built Date</b>                            | 01/10/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                    | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 02/23/2005              | <b>Mileage</b>                 | 101,000       | <b>Dealer Zone</b>                           |            |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b> | U                                            | US         |

|                |                            |                     |               |
|----------------|----------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                 | <b>Contact Type</b> | E-MAIL        |
| <b>Address</b> | [REDACTED]                 | <b>Home Phone</b>   | [REDACTED]    |
|                | CAVE SPRINGS AR [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                  |                                  |
|------------------------------------------------------------------|----------------------------------|
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover | Customer states air bag deployed |
| Corporate - Property Damage - Default - Default - Default        |                                  |
| Product - Unknown - Unknown - Accident - Default                 |                                  |

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

Airbags did not deploy during accident and drivers seatbelt become unlatched during crash

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Log truck coming from opposite direction was in half of our lane running the vehicle off the road causing it to spin and flip off the road. The seat belt became unlatched from the receptacle and the airbags did not deploy.

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

No answer needed, agent will contact customer by phone.

## \*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

CONTACT UPDATE - Contact attempt to customer, phone number dialed [REDACTED]. Agent left message for customer advising agent was just calling in regards to the email they sent about the recent accident they were in. Agent requested for the customer to contact us back at 1-77-426-5337 to provide more information regarding the incident. Agent also provided their reference number 23086424.

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

Preferred:

Alternate:

2. What happened?

3. What is the current location of the vehicle?

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We had attempted to contact you by phone at the number provided in your email, [REDACTED], but we were unsuccessful at reaching you.

Please provide the following information reagrdng the incident:

1. Your contact information? (Name, address)

Preferred Phone Number:

Alternate Phone Number:

2. What happened?

3. What is the current location of the vehicle? (Please be as specific as possible, including addresses and phone numbers of the location the vehicle is at.)

If it would be more convenient for you to provide the information over the phone, please call Jeep Customer Care at 1-877-426-5337.

Thanks again for your email.

Sincerely,

Sam

Customer Service Representative

Jeep Customer Assistance Center

## \*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Customer stated that the vehicle had been in an accident where the vehicle had swerved off the road but none fo the airbags deployed and a

seatbelt unlatched on the passenger side. Customer stated that the vehicle was in Conway, AR, go parts, 703 main st but the insurance company had made out the payment already and had possession of it. Agent advised customer that he would have to go through the subrogation process and to recontact his insurance company to begin it. Customer understood and stated he would contact his insurance company to begin it. Agent advised customer that everything would be documented and he could call back for any further questions.

---

**Customer Assistance Inquiry Record (CAIR)#****23144303**

|                      |                         |                                  |               |                                              |               |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|---------------|
| <b>VIN</b>           | 1J8GR48K7 7C [REDACTED] | <b>Open Date</b>                 | 02/26/2013    | <b>Built Date</b>                            | 07/27/2006    |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b> | 11/22/2006              | <b>Mileage</b>                   | 57,000        | <b>Dealer Zone</b>                           | 35 WASHINGTON |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US            |
| <b>Color</b>         | PBM                     | STEEL BLUE METALLIC CLEAR COAT   |               |                                              |               |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |               |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |               |

|                       |                         |                                    |               |                   |       |
|-----------------------|-------------------------|------------------------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 43640                   | ANTHONY D'AMBROSIO DODGE-CHRY-JEEP |               |                   |       |
| <b>Dealer Address</b> | ROUTE 23 AT 345         |                                    |               |                   |       |
| <b>Dealer City</b>    | ELVERSON                | <b>Dealer State</b>                | PA            | <b>Dealer Zip</b> | 19520 |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                | LETTER        |                   |       |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                  | [REDACTED]    |                   |       |
|                       | LANCASTER PA [REDACTED] | <b>Country</b>                     | UNITED STATES |                   |       |

|                                                                                   |                       |
|-----------------------------------------------------------------------------------|-----------------------|
| Corporate - CNA Change - Default - Default - Default                              | added the owners name |
| Corporate - Property Damage - Default - Default - Default                         |                       |
| Dealer - By-Pass - Default - Default - Default                                    |                       |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                       |
| Product - Unknown - Unknown - Accident - Default                                  |                       |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover                  |                       |

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

Preferred [REDACTED]

Alternate: NA

2. What happened? The customer blacked out and she hit mailboxes, a telephone pole and then she rolled the vehicle. The customer and her passenger were not seriously injured. The airbags did not deploy.

3. What is the current location of the vehicle? Customer will call back with the location and then it needed to be sent to special investigations.

Customer states that Tracy informed her that they need the address where her vehicle is at

5515 Susquehanna Trail

Manchester PA 17345

7172668701

Stock number 11010109

REassign To: 82S

\*\*\*\*\*

03.04.13

VEHICLE LOCATED AT:

Insurance Auto Auctions, Inc

5515 Susquehanna Trail

Manchester, PA 17345

717-266-8701

STK# 11010109

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

CAIR NUMBER 23144303 REQUEST EAA INSPECTION 03-04-2013 08:32

CAIR NUMBER 23144303 E-MAIL SENT TO EAA 03-04-2013 08:32  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/20/13 AT 12:46:35 23144303  
\*\*\*\*\*

03.25.13

Reviewed EAA report and photos  
Did not meet parameters of air bag deployment  
Sending dictated letter explaining rollover  
POSTMARK DATE: 032513; DATE RECEIVED: 032513  
LETTER MAILED. MG17

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**Customer Assistance Inquiry Record (CAIR)#****23262393**

|                      |                         |                                |               |                                              |            |
|----------------------|-------------------------|--------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GR48K1 5C [REDACTED] | <b>Open Date</b>               | 04/01/2013    | <b>Built Date</b>                            | 03/03/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                    | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 03/03/2005              | <b>Mileage</b>                 | 61,100        | <b>Dealer Zone</b>                           |            |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b> | U                                            | US         |

|                |                           |                     |               |
|----------------|---------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                | <b>Contact Type</b> | E-MAIL        |
| <b>Address</b> | [REDACTED]                | <b>Home Phone</b>   | [REDACTED]    |
|                | LOS ANGELES CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                        |                                                     |
|------------------------------------------------------------------------|-----------------------------------------------------|
| Corporate - Company Information Contact - Default - Default - Default  | Customer seeking further review of airbag concerns. |
| Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags |                                                     |
| Referral - Other - Default - Default - Default                         |                                                     |

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

Hi. I own a 2005 Jeep Laredo. I recently got into a car accident and my airbags didn't deploy. One of my passengers had to go under surgery. Contact me ASAP

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

Please contact me ASAP regarding this issue. I will also be calling during your business hours. Thanks

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2005 Grand Cherokee.

I am sorry to learn of the events experienced with your vehicle's airbag non-deployment. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention. A case has been opened for you and the number is at the bottom of this page.

Given the situation, I would like to gather some additional information so we may better review this matter with you. To do so, could you please respond using the link provided below to provide us some additional information. We will require:

- Could you please provide any further specific information related to the accident if available.
- The current location of the vehicle (we will require an address and contact information if available)
- Has the vehicle already been repaired through a Dealership
- Has the vehicle been totaled/written off

Thanks again for your email [REDACTED]. I appreciate the time taken to bring this matter to our attention and look forward to reviewing it further with you.

Thanks again for your email.

Sincerely,

Jeff

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Here is the additional information you have requested. 1. The vehicle has not been repaired through any dealership or repair center. Furthermore, the vehicle has been declared a total loss by my insurance company.

(Farmers) 2. The current location of the vehicle is in insurance possession, in the process of being relocated to my home. If any additional information is required, please feel free to contact me at

323-336-2765. Thank you.

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

Dear [REDACTED]

Thank you for your response.

I appreciate the time taken to share this information with us. I have updated your file to reflect the information provided in your response.

As the vehicle has been declared 'totaled' from the Insurance Company, we must at this time direct you back to the Insurance Company for further review and resolution. Your insurance company holds all rights of recovery through a process called subrogation.

Going forward, if there is any additional information you would like noted on your file, you are always welcome to recontact us going forward.

We feel this referral action will provide the best resource for your concerns.

Thanks again for your email [REDACTED]

Sincerely,

Jeff

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

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

**23301558**

|                       |                           |                                  |               |                    |            |
|-----------------------|---------------------------|----------------------------------|---------------|--------------------|------------|
| <b>VIN</b>            | 1J8HH48K1 6C [REDACTED]   | <b>Open Date</b>                 | 04/10/2013    | <b>Built Date</b>  | 09/15/2005 |
| <b>Model Year</b>     | 2006                      | <b>Body</b>                      | XKTH74        | JEEP COMMANDER 4X2 |            |
| <b>In Service Dt</b>  | 03/04/2006                | <b>Mileage</b>                   | 93,000        | <b>Dealer Zone</b> | 66 ORLANDO |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                  | US         |
| <b>Color</b>          | PW1                       | STONE WHITE CLEAR COAT           |               |                    |            |
| <b>Engine</b>         | EKG                       | 3.7L V6 ENGINE                   |               |                    |            |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |               |                    |            |
| <b>Dealer</b>         | 23825                     | JASPER JEEP-DODGE-CHRY-PLYM      |               |                    |            |
| <b>Dealer Address</b> | 1050 HIGHWAY 515 SOUTH    |                                  |               |                    |            |
| <b>Dealer City</b>    | JASPER                    | <b>Dealer State</b>              | GA            | <b>Dealer Zip</b>  | 30143      |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>              | E-MAIL        |                    |            |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                |               |                    |            |
|                       | GAINESVILLE GA [REDACTED] | <b>Country</b>                   | UNITED STATES |                    |            |

|                                                                             |                               |
|-----------------------------------------------------------------------------|-------------------------------|
| Product - Unknown - Unknown - Accident - Default                            | Accident/No Airbag Deployment |
| Corporate - Property Damage - Default - Default - Default                   |                               |
| Dealer - By-Pass - Default - Default - Default                              |                               |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |                               |

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

airbags did not deploy during a wreck

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

I was in a wreck yesterday in my 2006 Jeep Commander that had front and halo airbags. I went into a culvert and hit the front end VERY hard (tearing the engine compartment loose from the frame), hit my head on - and bent - the steering wheel and NONE of the car s airbags deployed. I am VERY concerned because my 13 year old son in the passenger seat could have been VERY severely injured as could I. I would like someone to contact me regarding what I feel is a faulty system at your earliest convenience please. Thank-you for your time.

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we ll need to know the name of the facility where it s located, the complete address, a telephone number and a contact if at all possible.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

\*\*\*\*\*Agent closing case. No customer response\*\*\*\*\*

I have a call into Progressive insurance (who is handling my claim) to find out the exact location of the car. It was towed to A1 in

Gainesville, GA but Progressive then had it moved to their facility in order to inspect it and file the claim.

As for what happened, I had swerved to the right to avoid a car that had stopped in front of me and hit a culvert on the right hand side of the road going between 25 and 30 miles per hour. The front, passenger side dropped and hit the culvert first and my 13 year old son was sitting in the front passenger seat when we hit. He could have EASILY hit the frame and the dash had he not been wearing his seat belt and I was concerned that the airbags were not deployed to keep him from doing so.

Fortunately for him he did not strike the frame, the windshield, or the dash. When we hit, my head came down and struck the steering wheel so hard that it bent the top part of the steering wheel back at an angle. Again, due to the impact of our wreck and the fact we hit the front of the vehicle on such a solid, unforgiving surface, I am very surprised the airbags were not deployed.

Upon hearing of the current location of the Jeep, I will be back in touch with you to provide you that information. Thank-you for your response.

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center. Thank you for the information you have provided. Once we obtain the address where the vehicle is located, we will be able to escalate your case.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative  
Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Once address where vehicle is located is obtained. Agent will reopen case for escalation to 82S.

I received the address late yesterday afternoon. It is being stored at:  
6089 Hwy 20

Loganville, GA 30052

The phone number is: 770-554-6366

Lot # is: [REDACTED]

Thanks for your rapid response.

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

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Customer states that he was trying to avoid a car that had stopped in front of him and hit a culvert. Customer states the airbags did not deploy

3. What is the current location of the vehicle?

Copart

6089 Hwy 20

Loganville, GA 30052

Lot # [REDACTED]

Contact Number 770-554-6366

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for your quick response. Your case has been forwarded to a more appropriate area for their attention and response. Someone will be in contact with you by phone.

This referral action will provide the best opportunity for your concerns.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative  
Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

4/18/13 ASSIGNED TO LSE6. PAG

CAIR NUMBER 23301558 REQUEST DEKRA INSPECTION 04-18-2013 13:12

CAIR NUMBER 23301558 E-MAIL SENT TO DEKRA 04-18-2013 13:12

Kerri,

I was doing some research on the internet last night and found where there have been many instances/reports of airbag failure with

Chrysler/Jeep airbags. I really did like my Jeep Commander and was very interested in purchasing another Jeep but am now somewhat wary of doing so as my son could have really been hurt in this accident. I know that you are probably not in charge of investigating this, but I wanted to share my concerns with you. Airbag issues seem to be a recurring problem with Jeeps dating back to about 2005. I didn't see where any recalls were made on the 2006 Jeep Commander in relation to airbag issues, but there were a number of reported cases where airbags inadvertently deployed or did not deploy when they should have. Since I'm sure that Jeep/Chrysler has been made aware of this, what steps have they taken to try and help correct it? Even as recently as 2012, there were reports filed claiming faulty airbags. I realize that, upon completing investigations, some of these issues were not the fault of the airbags due to sensor specifications, car speeds, and what not, but it is still a very serious issue that is causing me to re-consider whether I can trust purchasing another Jeep vehicle.

Thank-you for your time and attention to my case. I truly do appreciate all you are doing to help work this out.

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

CCRG Open Date: 04/18/2013 12:53:04

Letter Sent: Acknowledgement 04/19/2013 09:55:21

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

I have noted your recent email on file. Your case has been referred to a department more suited to the issues your vehicle has experienced, someone will be in contact with you regarding this situation.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/24/13 AT 18:32:37 23301558

Letter Sent: Denial 04/26/2013

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/14/14 AT 06:09:51 23301558

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

**23322743**

|                       |                            |                                     |               |                                 |            |
|-----------------------|----------------------------|-------------------------------------|---------------|---------------------------------|------------|
| <b>VIN</b>            | 1J4HS58N6 6C [REDACTED]    | <b>Open Date</b>                    | 04/15/2013    | <b>Built Date</b>               | 11/18/2005 |
| <b>Model Year</b>     | 2006                       | <b>Body</b>                         | WKTP74        | JEEP GRAND CHEROKEE LIMITED 4X2 |            |
| <b>In Service Dt</b>  | 02/24/2006                 | <b>Mileage</b>                      | 83,394        | <b>Dealer Zone</b>              | 63 DALLAS  |
| <b>Plant</b>          | C                          | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                               | US         |
| <b>Color</b>          | PRJ                        | INFERNO RED CRYSTAL PEARL COAT      |               |                                 |            |
| <b>Engine</b>         | EVA                        | 4.7L V8 MPI ENGINE                  |               |                                 |            |
| <b>Transmission</b>   | DGQ                        | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                 |            |
| <b>Dealer</b>         | 26556                      | TEMPLE CHRY-JEEP                    |               |                                 |            |
| <b>Dealer Address</b> | 520 NORTH GENERAL BRUCE DR |                                     |               |                                 |            |
| <b>Dealer City</b>    | TEMPLE                     | <b>Dealer State</b>                 | TX            | <b>Dealer Zip</b>               | 76504      |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>                 | TELEPHONE     |                                 |            |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>                   |               |                                 |            |
|                       | BROKEN ARROW OK [REDACTED] | <b>Country</b>                      | UNITED STATES |                                 |            |

|                                                                             |                                                |
|-----------------------------------------------------------------------------|------------------------------------------------|
| Product - Unknown - Unknown - Accident - Default                            | Customer had a front end collision with a tree |
| Corporate - Property Damage - Default - Default - Default                   |                                                |
| Dealer - By-Pass - Default - Default - Default                              |                                                |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown |                                                |

Customer called seeking information on what conditions need to be met for the airbags to deploy in her 2006 Jeep Grand Cherokee. Agent advised the customer that it is hard to tell which conditions need to be met to have the airbags deploy. Agent advised the customer that some are situational and others need specific parameters to deploy. Customer states that she had a head on collision with a tree and the airbags did not deploy. Customer states that she is in the Hospital with a broken back and both ankles. Customer states that the airbags did not deploy. Advised the customer that he will get a case started and forward this to our special investigations team. Agent attempted to gather the vehicle information but she did not have the VIN. Customer called CarMax and acquired the VIN number. Agent updated the owner information and created a case. Agent inquired where the vehicle currently is. Customer states that it is at her Fianc s car shop he builds customer cars and stereos. Agent inquired if she has the physical address. Customer states that she does not. Agent advised the customer that she will receive a call within two to five business days. Customer understood. Customer states that CarMax does not want to step up with this issue and they have not provided any support.

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

Preferred [REDACTED]

Alternate: No

2. What happened?

Customer had a front end collision with a tree and the airbags did not deploy.

3. What is the current location of the vehicle?

Fianc s car shop no address at the moment.

Reassigned to 82S

\*\*\*\*\*

04.23.13

We need the exact location - complete address - It can NOT be a P.O. BOX  
If at customer s residence- it must be updated in CAIR & COIN and stated so

If it is a Company - we need, company name, physical address, city, state, zip and phone (unsure of spelling? Ask customer)  
NOTE: If the customer does not know location full address & phone number then they need to call back with information before it is sent to 82S  
Agent dialed 918-607-0427 and left a message for the customer regarding the needed information about the address for the vehicle. Agent provided the call back and case number and requested the customer call ua back aso soon as possible.

Customer stated accident happened on April,17, 2013. Address where vehicle is located 7686 East 46th Street, Tulsa, OK. 74145

Contact Information - [REDACTED] Eric (Southeast Auto Trim)

Customer seeking callback from CM: MG17 as Eric at Southeast Auto Trim has advised the customer that no one from Chrysler has been out to investigate the vehicle yet.

\*\*Customer requesting call back to her cell anytime: [REDACTED] or please call her father: [REDACTED] at: [REDACTED].

\*\*\*\*\*

05.07.13

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

VEHICLE LOCATED AT:

South East Auto Trim Inc

7686 East 46th Street

Tulsa, OK 74145

(918) 664-7328

Per OGC Matrix, reassigned to 82T. MG17

5/7/13 ASSIGNED TO LSE6. PAG

CAIR NUMBER 23322743 REQUEST EAA INSPECTION 05-07-2013 15:33

CAIR NUMBER 23322743 E-MAIL SENT TO EAA 05-07-2013 15:33

CCRG Open Date: 05/07/2013 15:07:16

Letter Sent: Acknowledgement 05/08/2013 09:49:19

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/24/13 AT 04:17:22 23322743

Letter Sent: Denial 05/29/2013

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

**23324026**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GS48K8 5C [REDACTED] | <b>Open Date</b>                 | 04/15/2013    | <b>Built Date</b>                            | 06/06/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 06/16/2005              | <b>Mileage</b>                   | 15,717        | <b>Dealer Zone</b>                           | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT  |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                     |                      |    |                   |       |
|-----------------------|---------------------|----------------------|----|-------------------|-------|
| <b>Dealer</b>         | 42622               | CROWN CHRYSLER DODGE |    |                   |       |
| <b>Dealer Address</b> | 3710 W WENDOVER AVE |                      |    |                   |       |
| <b>Dealer City</b>    | GREENSBORO          | <b>Dealer State</b>  | NC | <b>Dealer Zip</b> | 27407 |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | SLATER SC [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                   |                          |
|-----------------------------------------------------------------------------------|--------------------------|
| Corporate - CNA Change - Default - Default - Default                              | added a phone number     |
| Dealer - By-Pass - Default - Default - Default                                    | added a phone number     |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags | the airbag didn't deploy |
| Product - Unknown - Unknown - Accident - Default                                  |                          |

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

Preferred [REDACTED]  
 Alternate [REDACTED]

2. What happened? The customers daughter and her a friend were going down the road and ran of the side of the road then went in a ditch and hit a culver. The vehicle flipped on it side and then its top and the airbags never deployed.

3. What is the current location of the vehicle? Hawkins Towing, 22 Cooper St., Travellers Rest, SC 29690 and the phone number is 864-834-1978.

\*\*\*\*\*

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, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 23324026 REQUEST EAA INSPECTION 04-16-2013 07:45

CAIR NUMBER 23324026 E-MAIL SENT TO EAA 04-16-2013 07:45

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/29/13 AT 04:18:47 23324026

Reviewed report and photos. Vehicle has frontal air bags only. Deployment parameters not met. Dictated letter.

POSTMARK DATE: 043013; DATE RECEIVED: 043013

LETTER MAILED.

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

**23591609**

|                      |                         |                                  |               |                                              |             |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J8GR48K9 7C [REDACTED] | <b>Open Date</b>                 | 06/22/2013    | <b>Built Date</b>                            | 04/10/2007  |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 06/15/2007              | <b>Mileage</b>                   | 70,350        | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PX8                     | BLACK CLEAR COAT                 |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |                         |                           |    |                   |       |
|-----------------------|-------------------------|---------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 68046                   | CONCORD CHRYSLER-JEEP INC |    |                   |       |
| <b>Dealer Address</b> | 119 COMMONWEALTH AVENUE |                           |    |                   |       |
| <b>Dealer City</b>    | CONCORD                 | <b>Dealer State</b>       | MA | <b>Dealer Zip</b> | 01742 |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | E-MAIL        |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | DEER LODGE TN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                    |                       |
|------------------------------------------------------------------------------------|-----------------------|
| Product - Electrical - Occupant Classification System - Unknown - Default          | AirBag did not deploy |
| Dealer - By-Pass - Default - Default - Default                                     | Vehicle in Accident   |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver | Vehicle in Accident   |
| Product - Unknown - Unknown - Accident - Default                                   | Vehicle in Accident   |
| Corporate - Property Damage - Default - Default - Default                          |                       |

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

Collision with no front airbag deployment

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

Hi, All other airbags deployed but neither front bag did. Jeep is a 2007 and is probably totaled. The driver had a severely bruised sternum from hitting the steering wheel. What should I do from here?? I am sure you must have another area to report faulty equipment?? Thx, [REDACTED]

VIN:

7C [REDACTED]

Mileage:

70350

Servicing Dealer:

Title:

Ms.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Deer Lodge

State:

TN

Zip:

[REDACTED]

Email:

[REDACTED]

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we ll need to know the name of the facility where it s located, the complete address, a telephone number and a contact if at all possible.

If we can be of any assistance in the future, please email or contact Customer Care Center by telephone at 1-800-Chrysler (800-247-9753)

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Hi Kerri

The Jeep is at Shannon s towing service. 6462 Morgan County Highway Lancing, Tennessee 37770. 423-628-2575. Its a family business so whoever answers the phone is the contact. We are very rural out here.

My boyfriend was driving the Jeep on Genesis Road in Morgan county, TN.

A hay truck was coming the other way and he moved over to give it more room. It was raining very hard as well. He went off the road, hit a phone pole on the passenger side and went down a 70 ditch.

I am attaching pictures I took at the tow yard.

Thank you for your time and help,

[REDACTED]

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for providing me with that information.

Your email was reviewed and has been forwarded to a more appropriate area for their attention and response. Someone will be in contact with in three to five business days.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? The vehicle was in an accident and the airbags did not deploy

3. What is the current location of the vehicle?

Shannon s Towing Service  
6462 Morgan County Highway  
Lancing, TN 37770  
423-628-2575

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

6/25/13 ASSIGNED TO LSE6. PAG

CAIR NUMBER 23591609 REQUEST EAA INSPECTION 06-25-2013 09:23

CAIR NUMBER 23591609 E-MAIL SENT TO EAA 06-25-2013 09:24

CCRG Open Date: 06/24/2013 13:46:42

Letter Sent: Acknowledgement 06/26/2013 08:47:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/02/13 AT 04:20:51 23591609

Letter Sent: Denial 07/03/2013



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

**23789001**

|                      |                         |                                  |               |                                              |             |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|-------------|
| <b>VIN</b>           | 1J8GR48KX 7C [REDACTED] | <b>Open Date</b>                 | 08/07/2013    | <b>Built Date</b>                            | 02/21/2007  |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |             |
| <b>In Service Dt</b> | 03/08/2007              | <b>Mileage</b>                   | 1             | <b>Dealer Zone</b>                           | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US          |
| <b>Color</b>         | PX8                     | BLACK CLEAR COAT                 |               |                                              |             |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |             |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |             |

|                       |                    |                                |    |                   |       |
|-----------------------|--------------------|--------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 65674              | EAST HILLS CHRYSLER JEEP DODGE |    |                   |       |
| <b>Dealer Address</b> | 2300 NORTHERN BLVD |                                |    |                   |       |
| <b>Dealer City</b>    | GREENVALE          | <b>Dealer State</b>            | NY | <b>Dealer Zip</b> | 11548 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | BELDING MI [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                  |                                  |
|------------------------------------------------------------------|----------------------------------|
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover | Jeep rolled over at a 4way stop. |
| Dealer - By-Pass - Default - Default - Default                   |                                  |
| Product - Unknown - Unknown - Accident - Default                 |                                  |

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Daughter was heading N on M13 and for whatever reason did not notice it was a \$-way stop and went through the stop sign.

Another car was going E and hit her. It appears to be . Police officer stated vehicle hit the curb while turnign which caused roll over. Durring the roll over none of the air bags did not deploy.

3. What is the current location of the vehicle? Currnelty at a tow lot - Leonard s towing on corner of M57 & M13 in Montrose, MI. The insurance is picking the vehicle up today to tow it to Flint. Here the vehicle will be looked over to determine if it will be totaled or if salvagable.

Reassigned to 82S

\*\*\*\*\*

08.12.13

> What is the current location of the vehicle?

We need the exact location - complete address - It can NOT be a P.O. BOX  
If at customer s residence- it must be updated in CAIR & COIN and stated so  
If it is a Company - we need, company name, physical address, city, state, zip and phone (unsure of spelling? Ask customer)

NOTE: If the customer does not know location full address & phone number then they need to call back with information before it is sent to 82S

Briefly summarize why the customer is contacting Chrysler:

Customer, [REDACTED], called for an update

Agent explained that the file was returned to the original agent that she spoke to as they need the exact location of the vehicle.

Customer advised that the vehicle has been moved by the insurance company as it has been 'totalled'.

As per AC Answer ID 18819 'If the vehicle has already been repaired, totaled, or is not otherwise available to inspect, refer the customer to their insurance company for resolution, and document in the CAIR narrative using the standard paragraph 'T2 - Insurance Contact/SI Related' and the reason code 'Product / Unknown / Unknown /

Insurance\_Subrogation / Default.' The customer s insurance company holds all rights of recovery through a process called subrogation.' Customer is extremely upset as she wants to know why her airbags did not deploy.

Agent explained that since her insurance company has totalled her vehicle she has to contact her insurance company answers to any questions regarding the vehicle.

-

Agent MM2073 can now close the file.

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

**23790725**

|                      |                         |                                     |               |                            |                |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------|----------------|
| <b>VIN</b>           | 1J8HG5821 6C [REDACTED] | <b>Open Date</b>                    | 08/07/2013    | <b>Built Date</b>          | 10/21/2005     |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |                |
| <b>In Service Dt</b> | 11/09/2005              | <b>Mileage</b>                      | 160,000       | <b>Dealer Zone</b>         | 71 LOS ANGELES |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US             |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT   |               |                            |                |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |                |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |                |

|                       |                   |                          |    |                   |       |
|-----------------------|-------------------|--------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 68574             | NAPA CHRYSLER JEEP DODGE |    |                   |       |
| <b>Dealer Address</b> | 333 SOSCOL AVENUE |                          |    |                   |       |
| <b>Dealer City</b>    | NAPA              | <b>Dealer State</b>      | CA | <b>Dealer Zip</b> | 94558 |

|                |                    |                     |               |
|----------------|--------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]         | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]         | <b>Home Phone</b>   | [REDACTED]    |
|                | RENO NV [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                         |
|-----------------------------------------------------------------------------|-------------------------|
| Dealer - By-Pass - Default - Default - Default                              | accident single vehicle |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | accident single vehicle |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover            | accident single vehicle |
| Product - Unknown - Unknown - Accident - Default                            |                         |

Briefly summarize why the customer is contacting Chrysler: Caller Trevor Newbury from CASE insurance states there was a single vehicle accident and the Vehicle owner has passed. Caller states that he has removed the air bag module and has it with him in Seattle.

Briefly summarize what the customer is expecting: Vehicle accident

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Single vehicle accident

3. What is the current location of the vehicle? Vehicle is at Co Part in Reno Nevada 9915 north Virginia st Reno NV 89506 -9148 (775) 322-4377

\*\*\*\*\*

Insurance company is trying to get data from EDR. Bosch CDR tool indicates data may exist but is not CDR retrievable (Per insurance company download) Possible allegation of non-airbag deployment resulting in fatality.

Insurance company is seeking procedure for obtaining EDR data. \_

Per OGC Matrix, reassigned to 82T.

Contact Trevor Newbury @ 425-775-5550 \_

8/8/13 ASSIGNED TO LSE6.PAG

CAIR NUMBER 23790725 REQUEST EAA INSPECTION 08-08-2013 14:29

CAIR NUMBER 23790725 E-MAIL SENT TO EAA 08-08-2013 14:29

CAIR NUMBER 23790725 REQUEST EAA INSPECTION 08-09-2013 10:33

CAIR NUMBER 23790725 E-MAIL SENT TO EAA 08-09-2013 11:26

CCRG Open Date: 08/07/2013 15:56:13

CAIR NUMBER 23790725 REQUEST EAA INSPECTION 08-12-2013 09:47

CAIR NUMBER 23790725 E-MAIL SENT TO EAA 08-12-2013 11:05

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/07/13 AT 04:20:32 23790725

\*\*\*\*\*

Contact name: Adam Iveson

Preferred contact number: 775-722-7144

Calling for status update.

Left vm advising that since he is not shown as owner of vehicle, we cannot provide any info. He returned msg claiming to be owner of vehicle.

Reviewed with LSE6

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

10/23/13 UPDATED CCRG FILE & CASE MANAGER. PAG

Insurance co calling again. Steve Graham 415-633-5561 claim [REDACTED]

Reviewed with lse6, returned msg, left vm providing CCRG #. \_

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**Customer Assistance Inquiry Record (CAIR)#****23835444**

|                       |                           |                                     |               |                            |            |
|-----------------------|---------------------------|-------------------------------------|---------------|----------------------------|------------|
| <b>VIN</b>            | 1J8HG5820 6C [REDACTED]   | <b>Open Date</b>                    | 08/19/2013    | <b>Built Date</b>          | 10/20/2005 |
| <b>Model Year</b>     | 2006                      | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |            |
| <b>In Service Dt</b>  | 10/16/2006                | <b>Mileage</b>                      | 60,000        | <b>Dealer Zone</b>         | 63 DALLAS  |
| <b>Plant</b>          | C                         | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US         |
| <b>Color</b>          | PX8                       | BLACK CLEAR COAT                    |               |                            |            |
| <b>Engine</b>         | EZB                       | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |            |
| <b>Transmission</b>   | DGQ                       | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |            |
| <b>Dealer</b>         | 44527                     | FRONTIER DODGE                      |               |                            |            |
| <b>Dealer Address</b> | 5801 SPUR 327             |                                     |               |                            |            |
| <b>Dealer City</b>    | LUBBOCK                   | <b>Dealer State</b>                 | TX            | <b>Dealer Zip</b>          | 79424      |
| <b>Owner</b>          | [REDACTED]                | <b>Contact Type</b>                 | FAX           |                            |            |
| <b>Address</b>        | [REDACTED]                | <b>Home Phone</b>                   | [REDACTED]    |                            |            |
|                       | SHALLOWATER TX [REDACTED] | <b>Country</b>                      | UNITED STATES |                            |            |

|                                                                                       |                         |
|---------------------------------------------------------------------------------------|-------------------------|
| Dealer - By-Pass - Default - Default - Default                                        | air bags did not deploy |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover                      | air bags did not deploy |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags     |                         |
| Product - Body / Trim / Paint Finish - Seat Belts - Not Retracting Properly - Default |                         |

Briefly summarize why the customer is contacting Chrysler: Customer called stating she was in an accident and the airbags did not deploy. Customer stated the vehicle was t-boned and the vehicle rolled over. Customer stated the vehicle was totaled and can't be repaired. Customer stated the vehicle is currently at a salvage yard but she does not have the address. Agent advised customer if she could obtain the address, she can callback and we can submit her case to special investigations. Customer understood and stated she would callback once she has the address.

Briefly summarize what the customer is expecting: Customer was in an accident and air bags did not deploy. Agent advised customer her case would be temporarily closed until she calls back. Customer understood.

1. Who is calling and what is their contact information? Shawnda Dolle called and stated she was driving the vehicle with her two children.

Preferred:

Alternate:

2. What happened? - Customer states that she was T-boned in the side of the vehicle by another car. The caller states the vehicle was hit on the drivers side of the vehicle. Caller states her sons seat belt came unbuckled when they were hit. The vehicle spun a couple of times and flipped upside down in the ditch. The front seat belts were locked in the front as her and her other son were in the front of the vehicle. The caller states that none of the air bags deployed. Customer had just pulled out from a stop sign when she was T-boned. Caller states that the other vehicle she feels was going at a much greater speed. The customer states no one has looked at the vehicle or touched the vehicle.

Customer states the mileage is 69,378.

This happened August fourth and the it was originally in another area and they moved it to where it is now. No one has touched the vehicle and it is a total loss.

3. What is the current location of the vehicle?

Insurance Auto Auction,

5311 North County Road 2000,  
Lubbock TX 79415  
1-806-747-5458

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 1-806-441-8239  
Preferred Afternoon/Evening call back number is 1-806-441-8239  
Customer email address for case updates: [REDACTED] - prefer  
contact by phone  
Re-assign 82S

\*\*\*\*\*

08.20.13

VEHICLE LOCATED AT:

Insurance Auto Auction,  
5311 North County Road 2000  
Lubbock TX 79415  
1-806-747-5458

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

CAIR NUMBER 23835444 REQUEST EAA INSPECTION 08-20-2013 08:22

CAIR NUMBER 23835444 E-MAIL SENT TO EAA 08-20-2013 08:22

customer states she received a message regarding setting up time for an  
investigator to come out and look at the vehicle

agent transferred to MG17

586-274-8160

Customer called to speak with MG17

Agent provided customer with the case number and transferred customer to  
MG17.

Customer seeking to speak with her case manager. Agent advised customer  
that she can transfer her to her case manager. Agent transferred customer  
to case managers voice mail.

\*\*\*\*\*

08.29.13

Sent an email to EAA for update on case so I can call customer back

Hi Maggie,

I spoke with Tom Jones. He is waiting on a wiTECH. I told him to call the c  
ustomer immediately.

Sue

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/13/13 AT 17:39:10 23835444

POSTMARK DATE: 091313; DATE RECEIVED: 091613

Customer called in wanting an update on the case.

Customer is wondering if the reports had been submitted.

Agent advised Customer that it looked like pictures were submitted.

Customer understood.

Agent offered to connect Customer to CM. Customer agreed

Agent asked if VM is reached if she would like to leave message. Customer  
agreed

Agent transferred Customer to CM.

Customer calling in to soeak with CM. Agent put customer in contact with  
CM voicemail to leave message. Customer agreed.

Customer is calling to speak with her CM. Agent transferred the customer  
to CM voicemail.

Customer called in seeking to speak with MG17. Customer states she has  
been trying to contact Maggie for over a week now and has left 3-4 voice  
mails. Customer states she needs to know what is going on and what is  
going to be done. Customer states she does not want to involve a lawyer  
but will if she has to. Customer states she is having some health issues  
from the collision. Customer states she has a contusion on her shoulder  
and on her rib cage. Customer states she also has a hair-line fracture on  
her rib cage. Customer states her right shoulder has started to go numb  
followed by her whole left arm going numb.

As per AC ID# 17067, agent can see that Maggie was out of the office, but  
that was last month. Agent called [REDACTED] at [REDACTED]. Agent left  
a VM for [REDACTED] asking him if he can give any sort of update to the customer  
or explain what is going on.

Briefly summarize why the customer is contacting Chrysler:

Customer is contacting Chrysler to find out what is happening with her

case.

Briefly summarize what the customer is expecting:

The customer is expecting to get someone to call her back.

Writer advised that we left a voicemail with [REDACTED] today to all her back.

Writer advised that if she doesn't hear anything tomorrow she can call us back. Writer offered to give the customer [REDACTED]'s number. Customer did not have a pen.

Briefly summarize why the customer is contacting:

Customer wanting to speak with [REDACTED] in Special Investigation.

Customer stated vehicle is totaled and did not want to be put off any longer.

Briefly summarize what the customer is expecting:

Customer is expecting Chrysler to provide updated information.

Agent:

Agent verified and updated customer's contact information.

Agent gave the customer contact information and transferred to [REDACTED] (Special Investigations) line.

\*\*\*\*\*

09.26.13

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

Inspection report and photos rec'd - Noted on report are injuries to all three occupants of vehicle.

Due to this - I am sending to 82T for their review and handling

Per OGC Matrix, reassigned to 82T. MG17

9/26/13 ASSIGNED TO LSE6.PAG \_

Customer is calling and is wanting some answers from MG17, or JSS15 in regards to her case. Customer is stating that she has been trying to contact [REDACTED] or Maggie and has left several messages and neither have got back to her. Customer is very frustrated and is really wanting someone to contact her in regards to her case. Customer is stating that she is wanting a call from someone by 5:00 pm today or she will have no choice to take legal action of her own.

Customer contacted CAC to get update on her case and for agent to document phone call. Agent advised her of line 123 and stated that someone would get back to her in 2-5 business days. Customer wanted noted in her file that she has been in contact with a lawyer and her lawyer will be contacting us. Agent stated that all her concerns would be documented today.

Customer states that she has a case open with special investigations team. Customer states that they have reassigned the case to the Chrysler legal department. Agent advised customer that it is a 2-5 business day callback. Customer understood.

Letter Sent: Denial 09/30/2013

Customer called back for an update, agent advised that a letter had been sent. Customer wanted to know what the letter said. Agent advised we have no idea on this end, it was sent via Special Investigations.

Customer wanted to speak to Maggie, agent transferred the customer.

Customer called back to speak to case manager. Writer advised the customer that it is a 2-5 business day call back and that the agent did put in notes to have the case manager contact her back. Writer asked when the letter was sent out and agent advised the letter was sent 09/30/2013.

Writer advised the customer that she should wait for her case manager's call and customer understood.

Customer states she has a legal case and was advised a letter had gone out on the 09/30/2013 and is trying to get information of what this letter is about.

Customer states she tried to speak to her CM Maggie and has only been able to get voicemail.

Customer wants to know how long the letter will take and if it does contain the information she is seeking she will be seeking legal council.

Writer advised customer that standard US Postal is 7-10 business days and that it is showing a letter was sent on 09/30/2013 as per line 146 and she that the writer would not be able to provide the details of the letter as it has gone to special investigation and do not have access to this information and she would need to wait for her letter as it is only 10/02/2013 and has only been 2 days.

Customer understood and stated if the letter does not contain the information she wants it too then she is seeking legal council.

Customer is seeking to speak to a SI representative to follow up with information on the case. Agent tried to contact [REDACTED] MG17 @

██████████ as well as ██████████ JSS15 @ ██████████ and neither of the representatives was available. Agent stated that it would be best to contact the SI representatives and speak with them directly as there is no information provided to follow up with the customer

Customer calling in regarding the letter that was sent out. Agent advised the information that she is looking for is in that letter and this department does not have access to that letter. Agent advised to allow a few more days for this to be received on their end.

Owner leaves msg requesting call back @ 806-441-8239

Per OGC Matrix, reassigned to 82T.

10/4/13 UPDATED CCRG FILE & CASE MANAGER. PAG

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

**23908610**

|                       |                         |                                     |                                   |                    |                |
|-----------------------|-------------------------|-------------------------------------|-----------------------------------|--------------------|----------------|
| <b>VIN</b>            | 1J8HG5827 6C [REDACTED] | <b>Open Date</b>                    | 09/05/2013                        | <b>Built Date</b>  | 09/30/2005     |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | XKJP74 JEEP COMMANDER LIMITED 4X4 |                    |                |
| <b>In Service Dt</b>  | 10/30/2005              | <b>Mileage</b>                      | 112,000                           | <b>Dealer Zone</b> | 71 LOS ANGELES |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b>                     | U                  | US             |
| <b>Color</b>          | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT     |                                   |                    |                |
| <b>Engine</b>         | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |                                   |                    |                |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |                                   |                    |                |
| <b>Dealer</b>         | 60026                   | BAKERSFIELD CHRYSLER JEEP           |                                   |                    |                |
| <b>Dealer Address</b> | 3101 CATTLE DRIVE       |                                     |                                   |                    |                |
| <b>Dealer City</b>    | BAKERSFIELD             | <b>Dealer State</b>                 | CA                                | <b>Dealer Zip</b>  | 93313          |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | LETTER                            |                    |                |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]                        |                    |                |
|                       | TULARE CA [REDACTED]    | <b>Country</b>                      | UNITED STATES                     |                    |                |

|                                                                        |                |
|------------------------------------------------------------------------|----------------|
| Corporate - Product Information - Default - Default - Default          | airbags        |
| Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags | non deployment |
| Corporate - Property Damage - Default - Default - Default              |                |
| Dealer - By-Pass - Default - Default - Default                         |                |
| Product - Unknown - Unknown - Accident - Default                       |                |
| Product - Unknown - Unknown - Insurance / Subrogation - Default        |                |

POSTMARK DATE: 082913; DATE RECEIVED: 090513  
 Attorney letter claiming injury due to non-airbag deployment in an accident. No info provided, no VIN provided. 2006 Jeep Commander. No VIN found in Coin. Dictated letter. \_  
 POSTMARK DATE: 090613; DATE RECEIVED: 090613  
 LETTER MAILED.  
 \*\*\*\*\*  
 Attorney responds with VIN, found prior Cair 22301930 with CCRG \_ involvement.  
 Per OGC Matrix, reassigned to 82T.  
 9.20.13 Updated Law Manager and Case Manager. MJK \_

**Customer Assistance Inquiry Record (CAIR)#****23966417**

|                       |                         |                                     |               |                            |                |
|-----------------------|-------------------------|-------------------------------------|---------------|----------------------------|----------------|
| <b>VIN</b>            | 1J8HG5827 6C [REDACTED] | <b>Open Date</b>                    | 09/19/2013    | <b>Built Date</b>          | 09/30/2005     |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | XKJP74        | JEEP COMMANDER LIMITED 4X4 |                |
| <b>In Service Dt</b>  | 10/30/2005              | <b>Mileage</b>                      | 1             | <b>Dealer Zone</b>         | 71 LOS ANGELES |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                          | US             |
| <b>Color</b>          | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT     |               |                            |                |
| <b>Engine</b>         | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                            |                |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                            |                |
| <b>Dealer</b>         | 60026                   | BAKERSFIELD CHRYSLER JEEP           |               |                            |                |
| <b>Dealer Address</b> | 3101 CATTLE DRIVE       |                                     |               |                            |                |
| <b>Dealer City</b>    | BAKERSFIELD             | <b>Dealer State</b>                 | CA            | <b>Dealer Zip</b>          | 93313          |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | LETTER        |                            |                |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                            |                |
|                       | TULARE CA [REDACTED]    | <b>Country</b>                      | UNITED STATES |                            |                |

|                                                                        |                |
|------------------------------------------------------------------------|----------------|
| Corporate - Product Information - Default - Default - Default          | airbags        |
| Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags | non deployment |
| Corporate - Property Damage - Default - Default - Default              |                |
| Dealer - By-Pass - Default - Default - Default                         |                |
| Product - Unknown - Unknown - Accident - Default                       |                |

POSTMARK DATE: 091613; DATE RECEIVED: 091913  
 See Cair 22301930. More documents from Attorney.  
 Per OGC Matrix, reassigned to 82T.  
 9/23/13 UPDATED CCRG FILE & CASE MANAGER. PAG \_

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

**24085036**

|                       |                          |                                |                  |                                       |                     |                         |
|-----------------------|--------------------------|--------------------------------|------------------|---------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 1J8HG48P9                | 7C [REDACTED]                  | <b>Open Date</b> | 10/17/2013                            | <b>Built Date</b>   | 03/26/2007              |
| <b>Model Year</b>     | 2007                     | <b>Body</b>                    | XKJH74           | JEEP COMMANDER 4X4 SPORT UTILITY 4-DR |                     |                         |
| <b>In Service Dt</b>  | 09/20/2007               | <b>Mileage</b>                 | 80,000           | <b>Dealer Zone</b>                    | 42                  | DETROIT                 |
| <b>Plant</b>          | C                        | JEFFERSON NORTH ASSEMBLY PLANT |                  | <b>Market</b>                         | U                   | US                      |
| <b>Dealer</b>         | 23355                    | CROSS MOTORS CORPORATION       |                  |                                       |                     |                         |
| <b>Dealer Address</b> | 1501 GARDINER LANE       |                                |                  |                                       |                     |                         |
| <b>Dealer City</b>    | LOUISVILLE               |                                |                  | <b>Dealer State</b>                   | KY                  | <b>Dealer Zip</b> 40232 |
| <b>Owner</b>          | [REDACTED]               |                                |                  |                                       | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]               |                                |                  |                                       | <b>Home Phone</b>   | [REDACTED]              |
|                       | LOUISVILLE KY [REDACTED] |                                |                  |                                       | <b>Country</b>      | UNITED STATES           |

|                                                                  |                             |
|------------------------------------------------------------------|-----------------------------|
| Product - Unknown - Unknown - Insurance / Subrogation - Default  | Airbag nondeployment matter |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover | No Air Bags Deployed        |
| Dealer - By-Pass - Default - Default - Default                   |                             |
| Product - Unknown - Unknown - Accident - Default                 |                             |

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

2. What happened? Customer was driving up to train tracks late night and did not see any train warning lights. A train hit the side of vehicle and dragged vehicle 100FT down track and at that point tossed the vehicle onto the street where the vehicle rolled over and landed in the roof. Customer driving was the Husband and he was taken to the hospital with injuries. Glass in eyes, embedded in face and head area, cuts and abrasions.  
 The Air bags did not deploy.  
 Insurance company took the vehicle to investigate and close.

3. What is the current location of the vehicle? Customer states GEICO Insurance has the vehicle and has not know where the vehicle has gone to now as accident was March 08/13. Insurance contact number 1-800-861-8380 Agent assign to 82S

\*\*\*\*\*  
 10.21.13  
 If the vehicle has already been repaired, refer the customer to their insurance company for resolution, and document in the CAIR narrative using the standard paragraph 'T2 - Insurance Contact/SI Related' and the reason code 'Product / Unknown / Unknown / Insurance\_Subrogation / Default.' The customer s insurance company holds all rights of recovery through a process called subrogation. Returned to agent  
 Agent contacted customer and spoke to [REDACTED] . Agent advised lines 20 to 21.  
 Insurance company made no contact to CAC. Customer inquiry call. Agent close case.

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

**24239764**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GS48K7 5C [REDACTED] | <b>Open Date</b>                 | 11/24/2013    | <b>Built Date</b>                            | 06/24/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 09/17/2005              | <b>Mileage</b>                   | 139,000       | <b>Dealer Zone</b>                           | 63 DALLAS  |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PB8                     | MIDNIGHT BLUE PEARL COAT         |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                     |                              |    |                   |       |
|-----------------------|---------------------|------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 44851               | DRIVEWAY DODGE CHRYSLER JEEP |    |                   |       |
| <b>Dealer Address</b> | 8434 GATEWAY BLVD E |                              |    |                   |       |
| <b>Dealer City</b>    | EL PASO             | <b>Dealer State</b>          | TX | <b>Dealer Zip</b> | 79907 |

|                |                           |                     |               |
|----------------|---------------------------|---------------------|---------------|
| <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 |

|                                                                                   |  |
|-----------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                         |  |
| Dealer - By-Pass - Default - Default - Default                                    |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |  |
| Product - Unknown - Unknown - Accident - Default                                  |  |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover                  |  |

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

Preferred: [REDACTED]  
 Alternate: [REDACTED]

2. What happened? Vehicle drove over ice and rolled 3 times. Customer states the airbags did not deploy and customers wife hit her head off the steering wheel.

3. What is the current location of the vehicle? Sheffield Texas 79781, 900 garrett St

\*\*\*\*\*

11.25.13

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

VEHICLE LOCATED AT:

Sheffield Towing  
 900 Garrett St.  
 Sheffield, TX 79781  
 432-661-7737

Per OGC Matrix, reassigned to 82T. MG17

11/25/13 ASSIGNED TO LSE6. PAG

CAIR NUMBER 24239764 REQUEST DEKRA INSPECTION 11-25-2013 11:51

CAIR NUMBER 24239764 E-MAIL SENT TO DEKRA 11-25-2013 11:52

CCRG Open Date: 11/25/2013 10:54:08

Letter Sent: Acknowledgement 11/26/2013 10:12:56

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/18/13 AT 19:18:22 24239764

Letter Sent: Denial 12/19/2013

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

**24260733**

|                       |                         |                                    |               |                                       |                |
|-----------------------|-------------------------|------------------------------------|---------------|---------------------------------------|----------------|
| <b>VIN</b>            | 1J8HG48K8 7C [REDACTED] | <b>Open Date</b>                   | 11/30/2013    | <b>Built Date</b>                     | 06/15/2007     |
| <b>Model Year</b>     | 2007                    | <b>Body</b>                        | XKJH74        | JEEP COMMANDER 4X4 SPORT UTILITY 4-DR |                |
| <b>In Service Dt</b>  | 06/19/2007              | <b>Mileage</b>                     | 70,000        | <b>Dealer Zone</b>                    | 71 LOS ANGELES |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT     | <b>Market</b> | U                                     | US             |
| <b>Color</b>          | PDA                     | LIGHT GRAYSTONE PEARL COAT         |               |                                       |                |
| <b>Engine</b>         | EKG                     | 3.7L V6 ENGINE                     |               |                                       |                |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                       |                |
| <b>Dealer</b>         | 49921                   | MARTY FRANICH CDJ INC/DOLLAR THRIF | TY OUTSTATE   |                                       |                |
| <b>Dealer Address</b> | 5310 E 31ST STREET      |                                    |               |                                       |                |
| <b>Dealer City</b>    | TULSA                   | <b>Dealer State</b>                | OK            | <b>Dealer Zip</b>                     | 74153          |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                | LETTER        |                                       |                |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                  | [REDACTED]    |                                       |                |
|                       | BROCKPORT PA [REDACTED] | <b>Country</b>                     | UNITED STATES |                                       |                |

|                                                                                   |                                                 |
|-----------------------------------------------------------------------------------|-------------------------------------------------|
| Product - Unknown - Unknown - Accident - Default                                  | Air Bags did not deploy during front end impact |
| Corporate - Property Damage - Default - Default - Default                         |                                                 |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags |                                                 |

1. Who is calling and what is their contact information? [REDACTED], owners wife.

Preferred: [REDACTED]  
 Alternate: [REDACTED]

2. What happened? Vehicle hit a tree  
 3. What is the current location of the vehicle?

EP Designs  
 148 Preston Way  
 Falls Creek, PA  
 15840

\*\*\*\*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  
 Briefly summarize why the customer is contacting Chrysler:  
 Caller wanted to know where the sensors are for the air bag system as she was in a front end collision and the air bags did not deploy  
 Briefly summarize what the customer is expecting:  
 Caller was seeking additional air bag information.  
 Writer advised that we are sending this case to our Special Investigations team who will follow up within 2-5 business days.  
 Reassigned to 82S

\*\*\*\*\*  
 12.02.13  
 VEHICLE LOCATED AT:  
 EP Designs Collision  
 148 Preston Way  
 Falls Creek, PA 15840  
 814.371.2930

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

CAIR NUMBER 24260733 REQUEST EAA INSPECTION 12-02-2013 11:45

CAIR NUMBER 24260733 E-MAIL SENT TO EAA 12-02-2013 11:45

FYI

Case [REDACTED]

Status Update

I called EP Design Collision Owner Eric

Vehicle is not drivable and body shop advised he is in process of the repairs.

My previous update stated I would pick up vehicle tomorrow Friday and get it to local Chrysler dealer to complete mPVIR Airbag for DTC s and ABS inspection is now void!

[REDACTED] originally stated to Chrysler that they were calling because airbags did not deploy When I talked to Mr [REDACTED] for first person statement he then stated;

(1) Brakes ABS did not work properly and caused him to go off road and hit into a tree and

(2) He was also questioning why air bags did not deploy.

Service manager and I thought we could get to vehicle before body shop started to work on vehicle, But To check ABS brakes requires vehicle to be street drivable for required test to activate ABS As well as required brake pads and rotors dis-assemble inspection and photos as per last weeks Chrysler Conference call in.

Therefore PVIR will be delayed until vehicle is repaired which body shop owner advised will be at least a week and possibly two weeks ? I will follow up regularly and keep you advised accordingly.

Jim Zumbo

FYI

Case [REDACTED]

Status Update

I phone call followed up with EP Collision Body Shop Owner this morning to confirm status of [REDACTED] s vehicle for inspection Wed or Thursday.

Eric owner of EP Body Shop advised he was delayed in getting all the parts last week as well as being sick Saturday and Monday this past weekend ! There fore he is behind on completing vehicle early this week as previously advised.

I will followup with phone call to him on Thursday Dec/19/2013 to determine if PVIR can be completed on Friday Dec/20/2013 at Stoltz CDJR DuBois PA to possibly complete case before year end. ?????

If not vehicle owner [REDACTED] will be advised that AirBags and ABS PVIR will be completed after Jan/01/2014. I am scheduled to be out of travel out of Pittsburgh PA area between Christmas and New Years.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/11/14 AT 17:16:41 24260733

\*\*\*\*\*

01.30.14

Reviewed EAA report and photos

Did not meet parameters of air bag deployment

Sending dictated letter explaining crush zone , NPF with ABS system

POSTMARK DATE: 013014; DATE RECEIVED: 013014

LETTER MAILED. MG17

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

**24314514**

|                       |                         |                                     |               |                                 |            |
|-----------------------|-------------------------|-------------------------------------|---------------|---------------------------------|------------|
| <b>VIN</b>            | 1J8HR5827 6C [REDACTED] | <b>Open Date</b>                    | 12/13/2013    | <b>Built Date</b>               | 08/04/2005 |
| <b>Model Year</b>     | 2006                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LIMITED 4X4 |            |
| <b>In Service Dt</b>  | 01/31/2006              | <b>Mileage</b>                      | 110,000       | <b>Dealer Zone</b>              |            |
| <b>Plant</b>          | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                               | US         |
| <b>Color</b>          | PX8                     | BLACK CLEAR COAT                    |               |                                 |            |
| <b>Engine</b>         | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                 |            |
| <b>Transmission</b>   | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                 |            |
| <b>Dealer</b>         | 93002                   | CHRYSLER LLC                        |               |                                 |            |
| <b>Dealer Address</b> | 4300 SOUTH LAPEER ROAD  |                                     |               |                                 |            |
| <b>Dealer City</b>    | ORION TWP.              | <b>Dealer State</b>                 | MI            | <b>Dealer Zip</b>               | 48359      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                 | LETTER        |                                 |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                   | [REDACTED]    |                                 |            |
|                       | SAN DIEGO CA [REDACTED] | <b>Country</b>                      | UNITED STATES |                                 |            |

|                                                                                    |                        |
|------------------------------------------------------------------------------------|------------------------|
| Product - Unknown - Unknown - Accident - Default                                   | air bag did not deploy |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |                        |

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Customer states she was driving in the carpool lane and it was raining. Customer states the vehicle in front of her lost control and started fishtailing. Customer states she stepped on the brakes and rear ended the car in front of her. Customer states she lost control and hit the wall. Customer states the air bags did not deploy.

3. What is the current location of the vehicle? 2380 Britannia blvd San Diego CA 92154  
Reassigned to 82s

\*\*\*\*\*

12.16.13

VEHICLE LOCATED AT:

IAA

2380 Britannia Boulevard

San Diego, CA 92154

(619) 710-2866

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

CAIR NUMBER 24314514 REQUEST EAA INSPECTION 12-16-2013 08:55

CAIR NUMBER 24314514 E-MAIL SENT TO EAA 12-16-2013 08:55

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/09/14 AT 11:05:37 24314514

\*\*\*\*\*

01.16.14

Reviewed EAA report and photos

Did not meet parameters of air bag deployment

Sending dictated letter explaining crush zone

POSTMARK DATE: 011614; DATE RECEIVED: 011614

LETTER MAILED. MG17

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

**24389580**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8GR48KX 7C [REDACTED] | <b>Open Date</b>                 | 01/04/2014    | <b>Built Date</b>                            | 10/17/2006 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 12/28/2006              | <b>Mileage</b>                   | 65,000        | <b>Dealer Zone</b>                           | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PX8                     | BLACK CLEAR COAT                 |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                   |                             |    |                   |       |
|-----------------------|-------------------|-----------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 64077             | ROSEVILLE CHRYSLER JEEP INC |    |                   |       |
| <b>Dealer Address</b> | 25800 GRATIOT AVE |                             |    |                   |       |
| <b>Dealer City</b>    | ROSEVILLE         | <b>Dealer State</b>         | MI | <b>Dealer Zip</b> | 48066 |

|                |                     |                     |               |
|----------------|---------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]          | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | BURTON M [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                                                |
|-----------------------------------------------------------------------------|------------------------------------------------|
| Dealer - By-Pass - Default - Default - Default                              | Air bags failed to deploy                      |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | Air bags failed to deploy                      |
| Corporate - Product Information - Default - Default - Default               | Waiting for more information to escalate to SI |
| Corporate - Property Damage - Default - Default - Default                   |                                                |
| Product - Unknown - Unknown - Accident - Default                            |                                                |

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

Jeep Airbags

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

I am at a loss. I was in an accident on Christmas day the officer said I was going 35 mph when i swiped a PT cruiser and then went head on into the side of a conversion van. When I came to i realized that none of the airbags deployed. I love my Jeep but this was disheartening.

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we ll need to know the name of the facility where it s located, the complete address, a telephone number and a contact if at all possible.

Thanks again for your email.

Sincerely,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Dear [REDACTED]



Thank you for contacting the Jeep Customer Assistance Center.

This is a follow up to case # [REDACTED]

We are following up on this matter to see if you have been able provide the requested information in order to assist you further. We will be closing the file January 10, 2014 if you have not provided the requested information. We apologize for the inconvenience; this is just a follow up to your case file.

Thanks again for your email.

Sincerely,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Brief Description- On December 25, 2013 I was involved in a car accident in Daytona Florida on A1A. I discovered that day that I can blackout while driving. I went in to head on traffic, clipped a PT cruiser and jumped the curb into a full size Chevy van. The officer said I was going 35 mph. The vehicle is located at Daytona Wrecker, 628 Railway Street Daytona FL but will be moving to a Jeep dealership soon. Automall- 1450 N Tomoka Farms Rd, Daytona Beach, FL 32124 If you needs to speak to me (810)515-5811

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for providing us with that information. I have escalated your case to a more appropriate department for further review and a case manager will be in contact with you within 2-5 business days to discuss matters further.

Thanks again for your email.

Sincerely,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Customer was driving vehicle and blacked out. Customer clipped a PT cruiser then jumped the curb and went into the side of a full size Chevy van. Customer was told by the officer who was reporting to the accident that they were going approximately 35mph when this took place.

3. What is the current location of the vehicle?

Current location of the vehicle is:

Daytona Wrecker  
628 Railway Street  
Daytona, FL,

However customer states that vehicle is going to be moved soon to a dealership:

Daytona Dodge  
1450 N Tomoka Farms Rd  
Daytona Beach, FL 32124  
(386) 274-0571

Reassigned to 82S

\*\*\*\*\*

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, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 24389580 REQUEST EAA INSPECTION 01-07-2014 10:41

CAIR NUMBER 24389580 E-MAIL SENT TO EAA 01-07-2014 10:41

I just spoke to the body shop in Daytona Florida and he informed me that he is waiting on Chrysler to inspect the air bags. I appreciate how you have been on top of this matter and look forward to hearing from you, so the car can be repaired. Mark Smith

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

Currently I see that your case has been escalated to a more appropriate department to assist with your concerns. I have updated your file to reflect the information you provided in your email.

Thanks again for your email.

Sincerely,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/22/14 AT 16:11:12 24389580

Reviewed report and photos. Deployment parameters not met. Dictated letter.

POSTMARK DATE: 012714; DATE RECEIVED: 012714

LETTER MAILED.

I am curious is there a number that I can call to receive an update on the results from your inspection. I have been waiting to hear how Chrysler is handling the issue. Sincerely, [REDACTED]

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

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I have updated your file with your most recent email. Our records indicate that a letter was issued out to you yesterday (01/27/2014) in regards to your concerns. Once you receive the letter it will have more details outlined in it and will also include contact information if you require further assistance.

Thanks again for your email.

Sincerely,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

returned owners call, advised of findings.

---

**Customer Assistance Inquiry Record (CAIR)#****24401021**

|                      |                         |                                     |               |                                 |             |
|----------------------|-------------------------|-------------------------------------|---------------|---------------------------------|-------------|
| <b>VIN</b>           | 1J4HR5828 6C [REDACTED] | <b>Open Date</b>                    | 01/07/2014    | <b>Built Date</b>               | 06/21/2006  |
| <b>Model Year</b>    | 2006                    | <b>Body</b>                         | WKJP74        | JEEP GRAND CHEROKEE LIMITED 4X4 |             |
| <b>In Service Dt</b> | 08/30/2006              | <b>Mileage</b>                      | 1             | <b>Dealer Zone</b>              | 32 NEW YORK |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                               | US          |
| <b>Color</b>         | PJT                     | DK. KHAKI PEARL COAT                |               |                                 |             |
| <b>Engine</b>        | EZB                     | 5.7L HEMI MULTI DISPLACEMENT ENGINE |               |                                 |             |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                 |             |

|                       |                        |                         |    |                   |       |
|-----------------------|------------------------|-------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 68392                  | PORT JEFF CHRY JEEP INC |    |                   |       |
| <b>Dealer Address</b> | 5130 NESCONSET HWY     |                         |    |                   |       |
| <b>Dealer City</b>    | PORT JEFFERSON STATION | <b>Dealer State</b>     | NY | <b>Dealer Zip</b> | 11776 |

|                |                           |                     |               |
|----------------|---------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | [REDACTED]                | <b>Home Phone</b>   | [REDACTED]    |
|                | STONY BROOK NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                    |  |
|------------------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                          |  |
| Dealer - By-Pass - Default - Default - Default                                     |  |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver |  |
| Product - Unknown - Unknown - Accident - Default                                   |  |

POSTMARK DATE: 123013; DATE RECEIVED: 010714

\*\*\*\*\*

01.16.14

&gt;&gt; case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

Bi County Auto Body Inc  
400 East Main Street  
Smithtown, NY 11787  
(631) 360-0500

Customer in head on collision, has injuries, no air bag deployed

Per OGC Matrix, reassigned to 82T. MG17

1/16/14 ASSIGNED TO LSE6. PAG

CAIR NUMBER 24401021 REQUEST EAA INSPECTION 01-16-2014 10:28

CAIR NUMBER 24401021 E-MAIL SENT TO EAA 01-16-2014 11:21

CCRG Open Date: 01/16/2014 10:20:36

Letter Sent: Acknowledgement 01/17/2014 08:29:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/08/14 AT 09:32:40 24401021

Letter Sent: Denial 03/12/2014

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

**24806297**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J8GR48K9 7C [REDACTED] | <b>Open Date</b>                 | 03/31/2014    | <b>Built Date</b>                            | 05/07/2007 |
| <b>Model Year</b>    | 2007                    | <b>Body</b>                      | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 08/10/2007              | <b>Mileage</b>                   | 1             | <b>Dealer Zone</b>                           | 42 DETROIT |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PEM                     | RED ROCK CRYSTAL PEARL COAT      |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                  |                         |    |                   |       |
|-----------------------|------------------|-------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 60255            | ADVENTURE CHRYSLER JEEP |    |                   |       |
| <b>Dealer Address</b> | 36845 EUCLID AVE |                         |    |                   |       |
| <b>Dealer City</b>    | WILLOUGHBY       | <b>Dealer State</b>     | OH | <b>Dealer Zip</b> | 44094 |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | CHARDON OH [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                           |
|-----------------------------------------------------------------------------|---------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | Air bag failed to deploy. |
| Corporate - Property Damage - Default - Default                             |                           |
| Product - Unknown - Unknown - Accident - Default                            |                           |

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

2007 grand Cherokee

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

Thank you so much for building a safe vehicle, one of the reasons my wife is still alive today after Wednesday s crash. I did want to inform Jeep though that the airbags in the vehicle did not deploy. Ohio crash report [REDACTED]. Vehicle is being held by Safeco insurance. Thank you again and I look forward to the day when we are passed this mess and are able to purchase another new Jeep Grand Cherokee.

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

Writer attempted to contact customer at [REDACTED]. Writer left message requesting a call back from customer. Writer also advised an email would be sent.

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Grand Cherokee.

Given your concerns, I would like to further discuss this matter with you. I have attempted to contact you at the phone number provided in your email, [REDACTED]. If you wish to be reached at an alternative number, please respond so we may update your file appropriately.

We would like to look into your concerns further however; we would require further information. Please provide details on the incident, the address where the vehicle is currently located and your preferred contact number.

I will attempt to contact you again, by phone, on April 3rd. For immediate assistance, please contact us at please contact us directly at 1-877-426-5337 and make reference to case number [REDACTED].

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL\*\*\*\*\*

CSR contacted customer @ [REDACTED] CSR left voicemail advising them that more information would be required. CSR advised if the vehicle has been totalled / written off by the insurance company, they will then need to proceed with subrogation with Chrysler. CSR provided contact number (877-426-5337) and CAIR # 24806297 for any customer follow up.

-  
Customer called in seeking update on case because they keep missing previous calls.

Agent placed customer on hold to review case and customer disconnected.

-  
Customer states that someone from this department has been trying to get in contact with customer in regards to an issue with the air bags in the vehicle not deploying after an accident. Customer advised agent that his wife was traveling west bound and a white Volvo was going east bound and swerved into the west bound lane and caused customers wife to go off road and lose control of the vehicle and smash into the guard rail and vehicle ended up going over the guard rail into the trees, and that his wife had to climb out the passenger side of the vehicle. Agent did inquire if customer has been working with the insurance company, customer advised that the insurance company has stated that the vehicle is a total loss however customer states he has not signed anything with the insurance company yet and that the title of the vehicle is still in his possession. Agent advised customer if vehicle has been totaled then agent would have to request that customer continue working with the insurance company at this time, customer understood.

Jennifer,

Here is the info you wanted from your e-mail below.

Accident Details:

[REDACTED] Jeep was traveling West on Wilson Mills Rd. in Chardon OH, at approximately 11:50 AM on 3/26/14. On the other side of the road there was a mail truck delivering the mail. The other vehicle (a white Volvo) involved was traveling East and in the opposite direction of [REDACTED]. The white Volvo that she was driving swerved to avoid the mail truck, crossing into the opposing lane and colliding with [REDACTED] in her 2007 Jeep Grand Cherokee. The impact [REDACTED] off the road and crashing into a guard rail and then crashing into some trees. (see attached picture #1, Jeep Landing). [REDACTED] was then able to climb out of the rear passenger side door. The airbags never deployed.

The second photo is of the crashed Jeep s front end after it was boom hauled out of the trees and taken to Geauga Unibody, a local repair shop. (see attached photo #2 Jeep Front)

The vehicle is currently located at:

Copart Salvage  
286 East Twinsburg Rd.  
Northfield Ohio  
330-468-1500

The vehicle has been released to the care of Safeco but we have not signed over the title as of yet.

My preferred phone number is, [REDACTED] ([REDACTED] Cell)

Thanks,

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

Dear [REDACTED]

We appreciate the time you have taken to contact us back with the requested information and have forwarded your file to the appropriate department. You will receive a call back within 1-2 business days to go over your concerns further.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL\*\*\*\*\*

Jennifer,

Sorry, I was away from my desk. I received your message and attempted to call you back at the number below. I had no luck reaching a live person

so I hung up, feel free to call me back at that same number and I will be sure to pick up this time.

Thanks,

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

No answer needed, writer has already sent a reply.

\*\*\*\*\*END OF CAC RATIONALE\*\*\*\*\*

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

Preferred [REDACTED]

Alternate [REDACTED]

2. What happened?

Customer was in an accident (See above lines 64-75) and air bags did not deploy.

3. What is the current location of the vehicle?

Copart Salvage  
286 East Twinsburg Rd.  
Northfield Ohio  
330-468-1500

Reassigned to 82S

\*\*\*\*\*

04.08.14

VEHICLE LOCATED AT:

Copart  
286 East Twinsburg Rd.  
Northfield OH 44067  
330-468-1500

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

CAIR NUMBER 24806297 REQUEST EAA INSPECTION 04-08-2014 08:08

CAIR NUMBER 24806297 E-MAIL SENT TO EAA 04-08-2014 08:08

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/14/14 AT 13:38:16 24806297

POSTMARK DATE: 041714; DATE RECEIVED: 041714

\*\*\*\*\*

04.17.14

Reviewed EAA report and photos

Did not meet parameters of air bag deployment

Sending dictated letter explaining crush zone

POSTMARK DATE: 041714; DATE RECEIVED: 041714

LETTER MAILED. MG17

**Customer Assistance Inquiry Record (CAIR)#****24862280**

|                      |                         |                                |               |                                              |            |
|----------------------|-------------------------|--------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4HR48N5 5C [REDACTED] | <b>Open Date</b>               | 04/10/2014    | <b>Built Date</b>                            | 01/26/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                    | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 01/27/2005              | <b>Mileage</b>                 | 100,000       | <b>Dealer Zone</b>                           |            |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b> | U                                            | US         |
| <b>Owner</b>         | [REDACTED]              | <b>Contact Type</b>            | LETTER        |                                              |            |
| <b>Address</b>       | [REDACTED]              | <b>Home Phone</b>              |               |                                              |            |
|                      | CLOVIS NM [REDACTED]    | <b>Country</b>                 | UNITED STATES |                                              |            |

|                                                                             |                        |
|-----------------------------------------------------------------------------|------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | air bag did not deploy |
| Corporate - Product Information - Default - Default - Default               | seeking compensation   |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover            | vehicle rollover       |
| Dealer - By-Pass - Default - Default - Default                              |                        |
| Product - Unknown - Unknown - Accident - Default                            |                        |

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

Claim on Air Bags

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

vehicle was in roll over, and air bags did not deploy. Loss State: New Mexico Loss Date 11/16/2013 Geico Policy [REDACTED] Claim # [REDACTED]

[REDACTED]. I have settled with Geico for \$50,000 and I would like settle with Jeep for the same amount. You can feel free to contact Geico for their file on the claim.

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

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center regarding your 2005 Jeep Grand Cherokee Laredo.

We apologize that your vehicle was involved in a rollover and the air bags did not deploy.

Being we are unable to inspect the vehicle and you no longer own the vehicle, we cannot accommodate your request.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

## \*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

I have photos of the vehicle, and registration and copy of title at time of crash, it was noted on the police report and medical records that the air bags did not deploy. I believe that is enough to file a formal complaint against Jeep and wish to do so at this time.

Thank you!

David W. Bryant, NMPC

Purchasing Agent/Risk Manager

City of Clovis, New Mexico 88101

321 Connelly Street

(575)763-9633

dwbryant@cityofclovis.org

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

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center regarding your 2005 Jeep Grand Cherokee Laredo.

We apologize that your vehicle was involved in a rollover and the air bags did not deploy.

Unfortunately, we are unable to retrieve files as email attachments.

Please forward your information to:

Chrysler Customer Care  
P. O. Box 21-8004  
Auburn Hills, MI 48321-8004

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

IMG\_05301U.JPG

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

\*\*\*\*\*NAN\*\*\*\*\*

Ref#24862280 Case [REDACTED] Air bags did not deploy in wreck on 11/16/2013. Demand of settlement is \$50,000. Lose State: New Mexico, Insurance Policy# [REDACTED], Insurance claim # [REDACTED] I have settled with the insurance, and now need to open this claim with the dealer on the air bags not going off in this wreck. Please let me know where I may send information such as pictures, police reports, medical and Insurance files for this claim?

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

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center regarding your 2005 Jeep Grand Cherokee.

We apologize you no longer have your vehicle.

You can send the correspondence to the following address:

Chrysler Customer Care  
P. O. Box 21-8004  
Auburn Hills, MI 48321-8004

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Kristine

Customer Service Representative

Jeep Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

REFERENCE NUMBER: 24862280 EMAIL CASE NUMBER: [REDACTED] I am mailing out information today on my claim on faulty air bags, along with pictures, medical billing and medical records, settlement demand letter, as well as the insurance claim information on the incident. I look forward to your response.

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

\*\*\*\*\*NAN\*\*\*\*\*

POSTMARK DATE: 041814; DATE RECEIVED: 042914

Checking the status of ref#24862280 case#2955407

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

\*\*\*\*\*NAN\*\*\*\*\*

Contacted the customer and advised him that because he already settled this with his insurance company and money has exchanged hands there is nothing further we can do. Advised the customer that this vehicle cannot be inspected so we cannot persue his claim. Case to be closed.

Customer no longer owns vehicle - SI inquiry.

Survey by pass required.

Reassigned to EB460.

\*\*\*\*\*

04.30.14

Sending subro letter

GEICO

Arlene Cojulun 972-701-1834 \_

Claim# [REDACTED]

DOL 11.16.2013

Customer rec d monies from His Ins company for medical

Seeking Chrysler to match when his Jeep rolled and he rec d injuries

POSTMARK DATE: 043014; DATE RECEIVED: 043014

POSTMARK DATE: 043014; DATE RECEIVED: 043014

LETTER MAILED. MG17



**Customer Assistance Inquiry Record (CAIR)#****24945987**

|                      |                         |                                |               |                                              |               |
|----------------------|-------------------------|--------------------------------|---------------|----------------------------------------------|---------------|
| <b>VIN</b>           | 1J4HR48N5 5C [REDACTED] | <b>Open Date</b>               | 04/28/2014    | <b>Built Date</b>                            | 01/26/2005    |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                    | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |               |
| <b>In Service Dt</b> | 01/27/2005              | <b>Mileage</b>                 | 0             | <b>Dealer Zone</b>                           |               |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT | <b>Market</b> | U                                            | US            |
| <b>Owner</b>         | BRYANT, DAVID W         |                                |               | <b>Contact Type</b>                          | LETTER        |
| <b>Address</b>       | 509 EAST BRADY AVE.     |                                |               | <b>Home Phone</b>                            |               |
|                      | CLOVIS NM 88101         |                                |               | <b>Country</b>                               | UNITED STATES |

|                                                                             |                        |
|-----------------------------------------------------------------------------|------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | air bag did not deploy |
| Corporate - Product Information - Default - Default - Default               | seeking compensation   |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover            | vehicle rollover       |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default             |                        |
| Product - Unknown - Unknown - Accident - Default                            |                        |

POSTMARK DATE: 041814; DATE RECEIVED: 042314

Relates to CAIR 24862280.

Reassigned to KB711 for further processing. Please see TL for feedback.

Survey by pass required.

Reassigned to EB460.

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

**24976582**

|                      |                         |                                  |               |                                              |            |
|----------------------|-------------------------|----------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4GS48K4 5C [REDACTED] | <b>Open Date</b>                 | 05/05/2014    | <b>Built Date</b>                            | 11/03/2004 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                      | WKTH74        | JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY |            |
| <b>In Service Dt</b> | 05/31/2005              | <b>Mileage</b>                   | 117,500       | <b>Dealer Zone</b>                           | 51 CHICAGO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT   | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PGV                     | DEEP BERYL GREEN PEARL COAT      |               |                                              |            |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                   |               |                                              |            |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                              |            |

|                       |                 |                                    |    |                   |       |
|-----------------------|-----------------|------------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 68428           | DEMPSEY DODGE CHRYSLER JEEP II INC |    |                   |       |
| <b>Dealer Address</b> | 1000 E ROUTE 34 |                                    |    |                   |       |
| <b>Dealer City</b>    | PLANO           | <b>Dealer State</b>                | IL | <b>Dealer Zip</b> | 60545 |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | LETTER        |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   | [REDACTED]    |
|                | WAUCONDA IL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                  |                                       |
|------------------------------------------------------------------|---------------------------------------|
| Dealer - By-Pass - Default - Default - Default                   | Customer states he was in an accident |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover | Customer states he was in an accident |
| Corporate - Property Damage - Default - Default - Default        |                                       |
| Product - Unknown - Unknown - Accident - Default                 |                                       |

Briefly summarize why the customer is contacting Chrysler: Customer wants to know what we are going to do for him.

Briefly summarize what the customer is expecting: Customer wants to know what we can do for him.

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

Preferred [REDACTED]

Alternate:

2. What happened? Customer states he was driving and was going over a hill hit something and lost control vehicle rolled over and hit a tree on the side kind of and the air bags did not deploy

Customer states he does not know the location of the vehicle.

Agent advised customer to contact the towing company and see where the vehicle was towed to and contact us back.

Customer stated the vehicle is probably crushed now and that he would be contacting a lawyer.

3. What is the current location of the vehicle? Unknown

Customer contacted with location of vehicle. Customer states that he does not know the name of the towing company nor the zip code. Customer provided 2513 South Artesian Rd, Chicago IL. Phone number is 773-544-5296.

VEHICLE IS LOCATED AT:

Pilsen Recycling Inc  
2513 S Artesian Ave, Chicago, IL 60608  
773-544-5296

\*\*\*\*\*

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, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 24976582 REQUEST EAA INSPECTION 05-06-2014 14:03

CAIR NUMBER 24976582 E-MAIL SENT TO EAA 05-06-2014 14:03

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/09/14 AT 13:13:01 24976582

Customer contacting to get an update on the case. Agent advised customer that his case is currently being investigated into and he will be contacted back when there is an update for him on there findings.

Reviewed report and photos. Deployment parameters not met. (not equipped with rollover airbags) Dictated letter.

POSTMARK DATE: 051314; DATE RECEIVED: 051314  
LETTER MAILED.

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

**24998717**

|                      |                         |                                     |               |                                              |            |
|----------------------|-------------------------|-------------------------------------|---------------|----------------------------------------------|------------|
| <b>VIN</b>           | 1J4HR48NX 5C [REDACTED] | <b>Open Date</b>                    | 05/09/2014    | <b>Built Date</b>                            | 01/05/2005 |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                         | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |            |
| <b>In Service Dt</b> | 02/26/2005              | <b>Mileage</b>                      | 163,812       | <b>Dealer Zone</b>                           | 66 ORLANDO |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT      | <b>Market</b> | U                                            | US         |
| <b>Color</b>         | PJC                     | LIGHT KHAKI METALLIC CLEAR COAT     |               |                                              |            |
| <b>Engine</b>        | EVA                     | 4.7L V8 MPI ENGINE                  |               |                                              |            |
| <b>Transmission</b>  | DGQ                     | 5-SPD AUTOMATIC 545RFE TRANSMISSION |               |                                              |            |

|                       |                     |                              |    |                   |       |
|-----------------------|---------------------|------------------------------|----|-------------------|-------|
| <b>Dealer</b>         | 60089               | SAWGRASS CHRYSLER JEEP DODGE |    |                   |       |
| <b>Dealer Address</b> | 5901 MADISON AVENUE |                              |    |                   |       |
| <b>Dealer City</b>    | TAMARAC             | <b>Dealer State</b>          | FL | <b>Dealer Zip</b> | 33321 |

|                |                                |                     |               |
|----------------|--------------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                     | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                     | <b>Home Phone</b>   | [REDACTED]    |
|                | SAINT CLAIRSVILL OH [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                            |
|-----------------------------------------------------------------------------|----------------------------|
| Dealer - By-Pass - Default - Default - Default                              | vehicle was in an accident |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | vehicle was in an accident |
| Product - Brakes - Unknown - Complete Failure - Default                     | vehicle was in an accident |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover            | vehicle was in an accident |
| Product - Steering - Unknown - Other - Default                              |                            |
| Product - Unknown - Unknown - Accident - Default                            |                            |
| Product - Wheels and Tires - Wheels - Other - Unknown                       |                            |

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

Preferred: [REDACTED]  
 Alternate: [REDACTED]

2. What happened? Customer called stating they were going down the road and heard a snapping sound. Then they had no steering and no brakes. Customer states they went off the road and hit a tree and the air bags did not go off. Customer states the tire rolled over the hill and she had to go back and get it later. Customer states she has this tire in her possession.

3. What is the current location of the vehicle? Copart 526 Thompson Run Road West Misslin Pa 15122  
 Reassigned to 82s

VEHICLE IS LOCATED AT:  
 Copart  
 526 THOMPSON RUN RD  
 WEST MIFFLIN, PA 15122  
 Phone: (412) 464-4340

\*\*\*\*\*  
 Per OGC Matrix, reassigned to 82T.  
 5/13/14 ASSIGNED TO LSE6. PAG  
 CAIR NUMBER 24998717 REQUEST EAA INSPECTION 05-13-2014 10:31  
 CAIR NUMBER 24998717 E-MAIL SENT TO EAA 05-13-2014 10:31  
 CCRG Open Date: 05/13/2014 09:52:25  
 Letter Sent: Acknowledgement 05/14/2014 10:49:11  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/30/14 AT 21:42:14 24998717  
 Letter Sent: Denial 06/04/2014

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

**25009128**

|                      |                         |                                   |               |                                              |                |
|----------------------|-------------------------|-----------------------------------|---------------|----------------------------------------------|----------------|
| <b>VIN</b>           | 1J4GR48K7 5C [REDACTED] | <b>Open Date</b>                  | 05/12/2014    | <b>Built Date</b>                            | 03/19/2005     |
| <b>Model Year</b>    | 2005                    | <b>Body</b>                       | WKJH74        | JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY |                |
| <b>In Service Dt</b> | 04/10/2005              | <b>Mileage</b>                    | 200,000       | <b>Dealer Zone</b>                           | 71 LOS ANGELES |
| <b>Plant</b>         | C                       | JEFFERSON NORTH ASSEMBLY PLANT    | <b>Market</b> | U                                            | US             |
| <b>Color</b>         | PSB                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                              |                |
| <b>Engine</b>        | EKG                     | 3.7L V6 ENGINE                    |               |                                              |                |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                              |                |

|                       |                       |                                 |                            |
|-----------------------|-----------------------|---------------------------------|----------------------------|
| <b>Dealer</b>         | 66757                 | THOMASON CHRYSLER JEEP DODGE OF | VALLEJO                    |
| <b>Dealer Address</b> | 4325 SONOMA BOULEVARD |                                 |                            |
| <b>Dealer City</b>    | VALLEJO               | <b>Dealer State</b>             | CA <b>Dealer Zip</b> 94589 |

|                |                     |                     |               |
|----------------|---------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]          | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | TRACY CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                             |                         |
|-----------------------------------------------------------------------------|-------------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown | air bags did not deploy |
| Corporate - Property Damage - Default - Default - Default                   |                         |
| Dealer - By-Pass - Default - Default - Default                              |                         |
| Product - Unknown - Unknown - Accident - Default                            |                         |

Briefly summarize why the customer is contacting Chrysler: Customer called because her 7 year old son was involved in a roll over accident and the air bags did not deploy. Customer s son was ejected from the vehicle and required brain surgery. Customer wanted to know if there was a recall on the vehicle for the air bags. Customer stated that the vehicle hit a mud patch and lost control and rolled over 5 times. Customer stated that she does not have the information required to send case up. Agent requested customer get the information so we can send case to be investigated. Customer understood.

Briefly summarize what the customer is expecting: help with air bags not deploying from accident.

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Vehicle has been deemed totaled.

3. What is the current location of the vehicle?

Walt Mission Pass Towing  
5530 Boscell Common  
Freemont, CA  
510 650 6110

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Vehicle has been deemed totaled.

\*\*\*\*\*

(vehicle has front airbags only)

Per OGC Matrix, reassigned to 82T.

5/14/14 ASSIGNED TO LSE6.PAG

INSPECTION REQUESTED

CCRG Open Date: 05/13/2014 14:15:32

Letter Sent: Acknowledgement 05/15/2014 10:24:01