



**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 # 6-26-06 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>	IRVING, MISTY S	<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

[REDACTED]  
Indy, In.

[REDACTED]  
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 alledges 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 [REDACTED]

Where is the vehicle exactly located (provide name/address/phone #)

Valley Cadillac

Roanke, 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 50 [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 sthat 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 [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 [REDACTED] before any inspection at: [REDACTED]

\*\*\*\*\*

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 5C [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 212 465-2233

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 [REDACTED].

[REDACTED]

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 [REDACTED] 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 [REDACTED] phone is [REDACTED] 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>	[REDACTED]	<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 5C [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, Antoinette Rubino

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 606/864-9303

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 606/546-3181

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: [REDACTED]

Telephone # [REDACTED]

Telephone #2 No secondary number U

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 vehicle 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: Billy Perry

Telephone #1 903-784-2223

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 didnt restrain his wife and the air bags didnt go off. The vehilce 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 JPH48 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 [REDACTED]

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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>	[REDACTED]
	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 [REDACTED]

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: Adam Aguirre

Telephone # [REDACTED]

Telephone # [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 [REDACTED]

Telephone # [REDACTED]

Telephone [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 [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:

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

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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: [REDACTED]

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: [REDACTED]

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.

\*\*\*\*\*

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 16423281

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>	1J8HH48K0 7C [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 # [REDACTED]

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 #1 [REDACTED]

Telephone #2 [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] 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 #1 [REDACTED]

Telephone #2 [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 50 [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 [REDACTED] 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]

- Mary Alice Hounshell

- (859) 608 8845

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 (901)412-5247. zip code for Covington TN is 38019

\*\*\*\*\*  
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 #1 [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]  
advises of contact information for vehicle loc: INSURANCE AUTO AUCTION  
66 Peconic Ave  
Medford, NY 11763  
631-207-3477

Customer also provided stock number, [REDACTED].

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 #1 [REDACTED]

Telephone #2 [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

314-581-1859. 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 # [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: 865-429-5236

\*\*\*\*\*

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  
 Jamaca 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]

[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 vehicle is equipped with RPS. Seat belt pretensioners deployed, but  
event did not merit side curtain airbag deployment. dictated letter. jss15.  
LETTER MAILED. JSS15.

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**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: [REDACTED]

Telephone #1 [REDACTED]

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. Nicole, Lawrence claim number: [REDACTED] 5.

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: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Carey Algonquin, Cary, IL

(vehicle may have been transferred somewhere else)

LOCATION OF VEHICLE PHONE NUMBER XXX-XXX-XXXXU

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) 769-7665Type:

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 3 [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 transferred 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.

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**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]  
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.

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**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 manouvered 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 #1 [REDACTED]  
 Telephone #2 [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.Û  
 \*\*\*\*\*

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 #1 [REDACTED] U

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

1913 SB OGLE LN,  
SEVIERVILLE, TN- 37876-7283,  
UNITED STATES

LOCATION OF VEHICLE PHONE NUMBER 865-654-9559U

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 #1 [REDACTED] U

Telephone #2 NA U

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Down east Auto body, 640 Wilson ST. Brewer Me.

LOCATION OF VEHICLE PHONE NUMBER 207-989-7515 U

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 #1 2 [REDACTED] U

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 #1 [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] U

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



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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.

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**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 [REDACTED]

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. [REDACTED] 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

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**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] [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	

1. Contact information is same as in file name is [REDACTED]  
 Preferred: [REDACTED]  
 Alternate: [REDACTED]  
 2. What happened? Customer alleges ran into a tree and the air bag did not deploy  
 3. 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 # [REDACTED] (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]

[REDACTED]-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], no [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 Ted (phone number:949-241-2402). 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.

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**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], [REDACTED], 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 [REDACTED], 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  
 513 Aiken St.  
 Springfield , SC- 29146

\*\*\*\*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

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**Customer Assistance Inquiry Record (CAIR)#****20155711**

<b>VIN</b>	1J8HR5824 50 [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 [REDACTED] 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

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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

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**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#

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 Mrs. [REDACTED] calls to speak with their Case Manager.

Sister of customer [REDACTED]

Per line 55 writer gave phone number for customers sister [REDACTED] to call [REDACTED] (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]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] BEERS ST APT A	<b>Home Phone</b>	[REDACTED]
[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.

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**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# [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

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**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.

Shelley Alvarado called back with following address:

Coparts  
 4825 South Whitnall Avenue  
 Cudahy, WI. 53110  
 414-769-7665

Ms [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 (#21793115); 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  
Mrs 323-945-0189  
Mr 858-688-1859  
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.

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**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# 559.358.0833

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 50 [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 W [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  
████ (████ 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, Kelly Poole 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] Y

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.

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**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

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**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 5C [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

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**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 # 18872, 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.

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**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>	[REDACTED]		
	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 Katie, I have been assigned as your case manager. Here is some information that will be helpful for you to have.  
 Your case number is 22785770  
 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,

0 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.

CallerMr. 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 559-341-6060 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.

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**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, 479.381.1726, 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.

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**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 - 918-664-7328 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, Sue

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]

[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 89519-6047	<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: [REDACTED]

Preferred contact number [REDACTED]

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? [REDACTED] 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 Jay Susalla at 586-274-8171. Agent left  
a VM for Jay 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 Jay 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 Jay's number. Customer did not have a pen.

Briefly summarize why the customer is contacting:

Customer wanting to speak with Jay 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 Jay's (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 Jay 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 Maggie Gentry MG17 @

586-274-8160 as well as Jay Susalla JSS15 @ 586-274-8171 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 [REDACTED]

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 [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

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**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

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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 MI [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

[REDACTED]

\*\*\*\*\*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. [REDACTED]

\*\*\*\*\*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.

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**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

>> 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 totaled / 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 Melanie 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!

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

## \*\*\*\*\*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\*\*\*\*\*

Re: [REDACTED] 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: 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.

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

\*\*\*\*\*NAN\*\*\*\*\*  
POSTMARK DATE: 041814; DATE RECEIVED: 042914  
Checking the status of ref# [REDACTED] 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>	[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
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]

[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 [REDACTED] 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

\*\*

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