

Customer Assistance Inquiry Record (CAIR)#						24158859
VIN	1J4GL48K3	3W [REDACTED]	Open Date	11/05/2013	Built Date	09/30/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	02/08/2003	Mileage	115,696	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PGR	SHALE GREEN METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION				
Dealer	60215	RED WING CHRYSLER DODGE JEEP				
Dealer Address	3538 HIGHWAY 61 W					
Dealer City	RED WING	Dealer State	MN	Dealer Zip	55066	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	ELLSWORTH WI [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	airbag deployment
Recall - M35: ORC FILTER CIRCUIT - Other	airbag deployment

11/5/2013-Area Manger contacted by Service Manager regarding a vehicle where the air deployed on 11/2/2013 at a stop light. Dealer had completed recall M35 on 10/7/2013. While driving home from work on saturday the owner airbag deployed at the stoplight. The airbag light activated on the dash and then the airbag deployed. Owner was at a stand still and nothing had struck the vehicle. the owner then drove the vehicle back to the dealer and dropped off and got a different vehicle to use. jah
 _Area Manager requesting investigator to inspect. jah _

 VEHICLE IS LOCATED AT:
 RED WING CHRYSLER DODGE JEEP CJDTR
 3538 HIGHWAY 61 W RED WING MN 55066 651-388-1170

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 24158859 REQUEST EAA INSPECTION 11-05-2013 10:30
 CAIR NUMBER 24158859 E-MAIL SENT TO EAA 11-05-2013 10:30
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/07/13 AT 12:41:58 24158859
 POSTMARK DATE: 110713; DATE RECEIVED: 110813

Called dealer and left vm requesting vehciel be held and put owner in rental. PA may be sending someone else ou tto look at vehicle. _

 PA & VSO requests vehicle be bought back for further analysis. _
 Contacted owner and advised of ISG process. Template submitted.
 POSTMARK DATE: 111413; DATE RECEIVED: 111413

See next cair.
 POSTMARK DATE: 120313; DATE RECEIVED: 120313

 Received R.O. from dealer for charges related to Vehicle Safety Office engineers inspection vehicle. Technician time for testing and disassembly. \$231.79.

Customer Assistance Inquiry Record (CAIR)#**24472208**

VIN	1J4GL48K3 3W [REDACTED]	Open Date	01/21/2014	Built Date	09/30/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	02/08/2003	Mileage	115,697	Dealer Zone	74 DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PGR	SHALE GREEN METALLIC CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	60215	RED WING CHRYSLER DODGE JEEP			
Dealer Address	3538 HIGHWAY 61 W				
Dealer City	RED WING	Dealer State	MN	Dealer Zip	55066
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ELLSWORTH WI [REDACTED]	Country	UNITED STATES		

Corporate - Rental Vehicle - Default - Default - Default	airbag deployment
Dealer - By-Pass - Default - Default - Default	airbag deployment
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	airbag deployment
Recall - M35: ORC FILTER CIRCUIT - Other	airbag deployment

POSTMARK DATE: 012114; DATE RECEIVED: 012114

Reimbursement to dealer for rental car charges incurred during repurchase process. 55 days, \$1650.

Customer Assistance Inquiry Record (CAIR)#

24473924

VIN	1J4GK48K0 3W [REDACTED]	Open Date	01/21/2014	Built Date	08/02/2002
Model Year	2003	Body	KJTH74 JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR		
In Service Dt	01/16/2003	Mileage	99,834	Dealer Zone	E9 PUERTO RICO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PB7	PATRIOT BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	13833	CABRERA CHRYSLER DODGE JEEP			
Dealer Address	CARR. #2 KM. 82.2				
Dealer City	ARECIBO	Dealer State	EX	Dealer Zip	00614
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	PALVORIN #8	Home Phone	[REDACTED]	
	MANATI PR [REDACTED]	Country	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	

On January/21/2014 service manager at Cabrera Chrysler Dodge Jeep in Arecibo dealer code 13833 received a telephone call from claimant that after the dealer make the RECALL M25 two month ago both airbag in front deploy without any reason, Claimant is claim vehicle repair cover by manufactured and a loner vehicle in the time that the vehicle will be at the dealer for the repair.

 This vehicle is located in Puerto Rico. Contact [REDACTED]
 Phone [REDACTED] to set up inspection arrangements.

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 24473924 REQUEST EAA INSPECTION 01-22-2014 09:29
 CAIR NUMBER 24473924 E-MAIL SENT TO EAA 01-22-2014 09:30
 POSTMARK DATE: 012214; DATE RECEIVED: 012214
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/20/14 AT 13:11:59 24473924

[REDACTED], customer husband, is calling about the issue with the air bag and would like to speak to someone about the investigation and DLR treatment. Customer states that they were told by the DLR that they do not need to tell him anything about the investigation and received rude treatment. Customer asked if he should have received a report before getting the vehicle back. Agent advised customer that the agent is not qualified to answer that question and that he should save all questions for whoever will be contacting him back.
 Caller contacted CAC seeking an update on case.
 Advised customer that case is currently being handled by another department.
 Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.
 Writer verified customer contact information.
 Does customer s address match COIN (Y/N): yes
 If no, customer s current address: n/a

Customer s current phone number (Daytime): [REDACTED]
Customer s current phone number (Evening): [REDACTED]
Customer s email address: [REDACTED]

Any additional information: n/a

CAIR assigned to 82S for contact request.

Reviewed report and photos. Incident related to Recall M35. If cost effective, and parts are available, vehicle should be repaired at Chrysler expense. Otherwise alternative resolution may be required.

Claimant will be contact to be inform that the vehicle repair will be with no cost to claimant.

POSTMARK DATE: 030614; DATE RECEIVED: 030614

Customer Assistance Inquiry Record (CAIR)#

24657032

VIN	1J4GL48K1 3W [REDACTED]	Open Date	02/27/2014	Built Date	10/04/2002
Model Year	2003	Body	KJH74 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/22/2002	Mileage	121,000	Dealer Zone	51 CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	67416	WESTPORT AUTO SALES INC			
Dealer Address	RURAL ROUTE 2 BOX #39				
Dealer City	LAWRENCEVILLE	Dealer State	IL	Dealer Zip	62439
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	VINCENNES IN [REDACTED]	Country	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	Steering wheel airbag deployed
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	Steering wheel airbag deployed
Product - Unknown - Unknown - Accident - Default	Steering wheel airbag deployed

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Caller stated that he had the M35 recall performed on the vehicle on 10/16/2013 and caller stated that on February 24, 2014, his daughter was driving the vehicle and the steering wheel air bag deployed.

3. What is the current location of the vehicle?

99 E EMISON ST ,
 VINCENNES , IN- 47591-4043,
 UNITED STATES
 Reassign 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 24657032 REQUEST EAA INSPECTION 02-28-2014 07:37

CAIR NUMBER 24657032 E-MAIL SENT TO EAA 02-28-2014 07:37

POSTMARK DATE: 030614; DATE RECEIVED: 030614

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/10/14 AT 12:32:47 24657032

POSTMARK DATE: 031114; DATE RECEIVED: 031114

Per request from VSO, vehicle was towed from local dealer to Expressway Chrysler for 2nd inspection by Engineers that flew down. Vehicle will then be towed back to local dealer. Request check to reimburse Expressway for tow back, and technician time spent with Engineers doing testing and disassembly. (Expressway was closest dealer to airport) Check request for \$527.94

Customer Assistance Inquiry Record (CAIR)#

24686106

VIN	1J4GL48K1 3W [REDACTED]	Open Date	03/05/2014	Built Date	10/04/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	10/22/2002	Mileage	121,000	Dealer Zone	51 CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	67416	WESTPORT AUTO SALES INC			
Dealer Address	RURAL ROUTE 2 BOX #39				
Dealer City	LAWRENCEVILLE	Dealer State	IL	Dealer Zip	62439
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	VINCENNES IN [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	Steering wheel airbag deployed
Product - Unknown - Unknown - Accident - Default	Steering wheel airbag deployed
Corporate - Company Information Contact - Default - Default - Default	case update information

Briefly summarize why the customer is contacting Chrysler:
 Customer called referencing case [REDACTED] and stated they wanted and update agent advised that the case was being processed since the inspection and these cases take time.
 Customer wanted supervisor .
 Agent explain how that would not speed the process any faster and that a new case would need to be create for the supervisor call and they don t have any empowerment over the Special investigations case [REDACTED]
 Customer wants to sp3eak with supervisor to see if there is ANYTHING he/she can do
 Briefly summarize what the customer is expecting: to speak with supervisor about a separate [REDACTED]
 Customer has requested Supervisor callback
 Preferred daytime number: [REDACTED]
 Preferred evening number [REDACTED]
 Reason for request:
 CAIR assigned to: (SupeRo188)
 CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
 Do not call this customer, this is being handled bi S/I.
 CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
 Dealer - By-Pass

 Received bills from dealer for tow to Expressway Chrysler for VSO _ inspection, repair bill, and rental bill. _
 \$ 250.00 tow
 \$1288.46 repair _
 \$ 245.00 rental

 1783.46_ total
 Documents sent to imaging.
 POSTMARK DATE: 031914; DATE RECEIVED: 031914



Customer Assistance Inquiry Record (CAIR)#

24776398

VIN	1J4GX48S2 2C [REDACTED]	Open Date	03/24/2014	Built Date	06/08/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	08/17/2002	Mileage	60,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			

Dealer	67962	POTAMKIN'S PLANET DODGE			
Dealer Address	9975 N W 12TH STREET				
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33172

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

Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	air bag deployed while driving without impact
Corporate - Complaint Contact - Default - Default - Default	air bag deployment
Product - Unknown - Unknown - Accident - Default	air bag deployment-injury
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information? [REDACTED] (daughter)

Preferred [REDACTED]

Alternate [REDACTED]

2. What happened? Callers father was driving on a street and the air bags inadvertently deployed, both passenger and driver side air bags. Customer was able to get the vehicle home as he was close by his residence. Customer sustained minor burns on arm and passenger sustained burn on her abdomen

3. What is the current location of the vehicle? Planet Dodge dealership 67962

Customer requests a rental vehicle at this time as customer requires transportation

VEHICLE IS LOCATED AT:
PLANET DODGE CHRYSLER JEEP CJDTR
9975 N W 12TH STREET MIAMI FL [REDACTED]

Per OGC Matrix, reassigned to 82T.
3/24/14 ASSIGNED TO LSE6. PAG
CAIR NUMBER 24776398 REQUEST EAA INSPECTION 03-24-2014 13:51
CAIR NUMBER 24776398 E-MAIL SENT TO EAA 03-24-2014 13:51
CCRG Open Date: 03/24/2014 13:28:57
Letter Sent: Acknowledgement 03/25/2014 08:21:16
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/29/14 AT 13:03:10 24776398
Customer seeks a status of the case .
Customer seeks to find out if she is responsible for the rental
Customer has coverage from a third party service contract.
Customer seeks callback at [REDACTED]

Per OGC Matrix, reassigned to 82T.
3/31/14 UPDATED CCRG FILE.

Owner seeking update.

Per OGC Matrix, reassigned to 82T.

4/3/14 UPDATED CCRG FILE & CASE MANGER. PAG

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): Y

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening): [REDACTED]

Customer s email address: [REDACTED]

Any additional information: Customer made 2 previous requests for a callback

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82T.

4/8/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): y

If no, customer s current address:

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening): [REDACTED]

Customer s email address: [REDACTED]

Any additional information: Customer has contacted CAC back 4 times requesting a callback which she has not received. Customer would like a callback as soon as possible.

CAIR assigned to 82S for contact request.

Per OGC Matrix, reassigned to 82T.

4/11/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Letter Sent: Offer 04/16/2014

Customer Assistance Inquiry Record (CAIR)#

24816065

VIN	1J4GL48KX 3W [REDACTED]	Open Date	04/01/2014	Built Date	08/26/2002
Model Year	2003	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	08/27/2002	Mileage	150,000	Dealer Zone	66 ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	68368	BENCHMARK CHRYSLER JEEP DODGE			
Dealer Address	1313 GRANTS MILL WAY				
Dealer City	BIRMINGHAM	Dealer State	AL	Dealer Zip	35210
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BIRMINGHAM AL [REDACTED]	Country	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	states his airbag went off while sitting in the driveway
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	states his airbag went off while sitting in the driveway
Recall - M35: ORC FILTER CIRCUIT - Reoccurrence or Related Problem	states his airbag went off while sitting in the driveway

Briefly summarize why the customer is contacting Chrysler: Customer states that he was in his drive way yesterday while speaking on the phone and all of a sudden the standard wheel air bag went off. Customer states that this is a re-occurring recall issue.

Briefly summarize what the customer is expecting: Customer seeking information as to what he can do to have this recall issue re-completed. Agent advised customer that agent will send in for special investigations so they can review the case. Agent advised customer that he will be contacted within 2-5 business days with further information. Customer understood.

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

Preferred [REDACTED]
 Alternate [REDACTED]

2. What happened? Customer states that he had a recall for M35 and had it completed on Sept. 30, 2013. Customer states that yesterday he was sitting in the vehicle on the phone parked in his driveway when all of a sudden his standard wheel airbag went off. Customer seeking information as to what he can and should do to have this repaired.

3. What is the current location of the vehicle? At his house.

BIRMINGHAM AL [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, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 24816065 REQUEST EAA INSPECTION 04-02-2014 10:53

CAIR NUMBER 24816065 E-MAIL SENT TO EAA 04-02-2014 10:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/08/14 AT 20:36:56 24816065

DEALER CONTACT:

[REDACTED]

DLR seeking to request to have customer called back in regards to an update and possible rental ASAP.

Agent advised DLR JSS15, [REDACTED] s phone number is as follows: [REDACTED]

Agent advised DLR of lines 28-30.

Customer seeking updates for his case. Agent informed that an inspection has been completed and is pending. Agent informed usually a letter is sent with a decision when all the information has been reviewed. Agent advised customer that there will not be a rental vehicle available at this time. Customer understands. As per lines 33 and 34 agent did contact the dealership for clarification. Agent spoke with Service Advisor Cliff Smith who informed that he had called in to Jeep this morning to find out what to do with the customer s vehicle as the inspector had already came last week and there is nothing more that the dealership can do at this time. SA states he never asked that the customer contact the dealership and advised that there would not be a rental vehicle available at the time as it is out of parameters and the vehicle does not need repairs. Agent advised customer that case will be sent for possible contact from an agent with the Special Investigation team. Customer understands. Customer would like to be contacted at [REDACTED]

Review report and photos. Owner has been driving vehicle with multiple ORC fault codes since recall was completed. However, in the interest of customer satisfaction, repairs to be covered as goodwill. authorization entered in GWA.

Left VM for Cliff advising of above.

Owner calls. Parts still not available. Will enter template for repurchase to ISG.

JD1293 transferred agent because customer is seeking repurchase information. Agent provided phone number from AC 17118.

Customer Assistance Inquiry Record (CAIR)#**24826395**

VIN	1J4GX48S2 2C [REDACTED]	Open Date	04/02/2014	Built Date	06/08/2002
Model Year	2002	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	08/17/2002	Mileage	60,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			

Dealer	67962	POTAMKIN'S PLANET DODGE			
Dealer Address	9975 N W 12TH STREET				
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33172

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

Product - Unknown - Unknown - Accident - Default	Air bag inadvertent deployment
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	air bag deployed while driving without impact
Corporate - Complaint Contact - Default - Default - Default	air bag deployment
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to speak with the case manager of CAIR 24776398 for an update.

Briefly summarize what the customer is expecting: Customer is expecting an update on CAIR 24776398. Agent advised the customer that the case manager will be notified and a contact will be made in 2-5 business days. Customer understood and verified the best number to contact.

Agent reassigned CAIR to 82S as advised by CR887; Please see CAIR 24776398 for details.

See prior Cair.

Customer Assistance Inquiry Record (CAIR)#**24867269**

VIN	1J4GW48S0 3C [REDACTED]	Open Date	04/10/2014	Built Date	08/23/2002
Model Year	2003	Body	WJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
In Service Dt	10/30/2002	Mileage	135,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			

Dealer	26341	MILTON RUBEN CHRYSLER JEEP			
Dealer Address	3518 WASHINGTON ROAD				
Dealer City	AUGUSTA	Dealer State	GA	Dealer Zip	30907

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	AUGUSTA GA [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Both front air bags deployed
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SM, [REDACTED], informed this writer that the customer brought this complaint to him.

Last 8 of VIN: 3C [REDACTED] Mileage: 135000

Date and time of incident: March 10, 2014

Customer Alleges: Customer was driving down the street and made a turn into his neighborhood and the air bags deployed.

Description of the incident (what, when, where, injuries, etc): Customer was driving down the street and made a turn into his neighborhood and the air bags deployed. No injuries were reported or other property damage.

Has the customer s insurance company been contacted? Yes

Name, policy number, and phone number for customer s insurance: State Farm Claim number is 11-3232-099

Where the vehicle is currently located (provide name/address/phone #): located at the customer s residence:

Augusta, GA [REDACTED]

Is there property damage or other vehicles involved in the accident?

None reported

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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 24867269 REQUEST EAA INSPECTION 04-10-2014 15:28

CAIR NUMBER 24867269 E-MAIL SENT TO EAA 04-10-2014 15:28

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/16/14 AT 18:37:36 24867269

Reviewed report and photos. AM checking on used parts availability for CNS1 dash. Otherwise, alternative solution may be necessary.

Authorization to cover repairs entered in GWA. Rental covered from 4-10-14.

6/14/14 - Repairs completed and the vehicle was returned to the customer.

djo1

Customer Assistance Inquiry Record (CAIR)#**24954354**

VIN	1J4GL48KX 3W [REDACTED]	Open Date	04/30/2014	Built Date	08/26/2002
Model Year	2003	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	08/27/2002	Mileage	150,000	Dealer Zone	66 ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	68368	BENCHMARK CHRYSLER JEEP DODGE			
Dealer Address	1313 GRANTS MILL WAY				
Dealer City	BIRMINGHAM	Dealer State	AL	Dealer Zip	35210
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BIRMINGHAM AL [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Dealer part unavailable/ backorder
Dealer - By-Pass - Default - Default - Default	

Please refer to case number [REDACTED] information.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to see if he can get the part for his vehicle expedite because he has been out of a vehicle for 3 weeks now and it will be another 3 weeks until he receives the part. Agent called dealership and got the parts information and they also stated they will not give the customer a rental. Agent stated to the customer that we cannot provide a rental for him. Customer stated that he will be seeking legal action if this is not taken care of soon.

Briefly summarize what the customer is expecting: Customer is expecting to have his part expedited.

Customer would like to be contacted at [REDACTED].

Writer contacted 68368 BENCHMARK CHRYSLER JEEP DODGE, and spoke with Parts Advisor Mark

stated part information for order is as follows:

Part #: 56010501AI

Part Description: Orc for airbag

Order #: 0S041

ETA: May 28th 2014

Is customer in rental? No

If yes, who authorized rental? NIL

Is the vehicle off road? Yes

Order type: VOR

Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.

If an update is received sooner, customer will be contacted sooner.

Assigned case to 96W for handling.

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITING for

Part#56010501AI,Order#0S041,OMC#89028781

on 2014-04-30 @ 12:35

*****96W TRIAGE TEAM*****

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITED ON: 04/30/14

PART NUMBER: 56010501AI
PART DESCRIPTION: MODULE
ORDER NUMBER: \$05041
NUMBER OF DEALERS WITH PART: 1
CUSTOMER IN RENTAL (Y OR N): N
ASSIGN TO: CS1287

*****END OF TRIAGE*****

***** START OF SUPPORT ESCALATION by T1095DG*****

**** Update from Expediting Team for ****

Part#56010501AI,Order#\$05041,OMC#89028781

upgraded to vor, supplier promises to ship 143 pieces on 06-06, eta mid June 2014.

***** END OF SUPPORT ESCALATION ***** by T1095DG

CONTACT UPDATE - 1st Contact attempt, phone number dialed

Left message my name is and I am the Parts Case Manager.

I am calling about the part on order at Benchmark Chrysler. We have an ETA of mid or late June and this is subject to change. We are working on a resolution to improve the ETA to the dealership.

information that will be helpful. Your case number is the

Chrysler phone number is and my direct I will continue to track the part and contact you when there is more information.

96w owns the case

CM spoke with . The customer is seeking assistance with a rental. The customer stated it is not his fault the vehicle is down. The customer stated he needs a vehicle to get back and forth to work. The CM advised the customer due to age and miles of the vehicle we will not be able to provide a rental. The customer was advised there is not anyone else to direct him to. The customer was given the Auburn Hills address. CM thanked the customer and ended the call.

CM checked GPOP found ETA 05/29/14

CM checked 50 screen.

CM checked GPOP found ETA 05/29/14

CM checked GPOP found ETA 06/05/14

CM called Customer@ , CM stated that I was the CM calling on behalf of CM CS1287 and that the Tentative ETA is late 05/14 early 06/14.

CM stated that CM will follow up with any updated information. Customer ask for there CM ext. CM gave CM CS1287 ext 4720269.

CM left the customer a message at . My name is Chris and I am the Parts Case Manager. I am contacting you about the part on order. The ETA has not changed at this time. I will continue to monitor the part and contact you when there is more information. I will be out of the office the week of the 26th. Thank you and have a great day.

CM checked GPOP found ETA 06/05/14

CM checked GPOP found ETA 06/12/14

CM checked GPOP and found ETA 06/12/14

CM checked GPOP and found ETA 06/12/14

CM checked GPOP and found ETA 06/26/14

Hi this is Chris the Parts Case Manager. I am calling about the part on order. We have an ETA OF 06/26/14 and this is subject to change.

asked why is the date changing. CM advised the customer we are waiting on a date from the supplier. I will continue to monitor the part and contact you when there is more information. The customer is not asking for a call every week. CM thanked the customer and ended the call.

CM checked GPOP and found ETA 07/07/14

CM checked GPOP and found ETA 07/07/14

Customer called in to follow up with her case on where the part is at.

Agent advised customer that the ETA is 07/07/2014.

Customer wanted to confirm that with her CM Christine. Agent called over and left VM asking her to call Randie back.

CM called at . The customer was advised we have an ETA of 07/07/14. The customer asked the CM to call his mother f

CM spoke with the customer a . The CM advised we have an ETA of 07/14 and this could change. The customer asked what she will do if the ETA keeps changing. The customer stated she will never buy another Chrysler product. The customer stated Chrysler is not willing to provide a rental. The customer was asked if they have a relationship with the dealership. The customer stated they have never been to the

dealership before this. The customer stated she will tell everyone how Chrysler treated her in this situation. The customer stated she has no other choice in the matter but to sit and wait to hear the same thing over and over. The CM showed empathy and apologized to the customer for her frustration. The CM advised [REDACTED] we are working on a resolution and our intentions are to get the part to the dealership ASAP. The CM advised the customer she will receive a call when there is more information. CM thanked the customer and ended the call.

See prior Cair.

CM checked 50 screen.

CM checked GPOP and found ETA 07/10/14

Customer called asking for information on this case. Customer stated that he was contacted by someone regarding an offer on his vehicle. Customer stated that he would like to speak with the person that contacted him.

Agent advised the customer that the information will be documented and someone should be contacting him.

Customer calls asking who called him about Buy Back - CAIR # [REDACTED] talks about Buy Back. CSR transferred customer to Jeep CAC.

CM spoke with the SM Cliff. The SM stated because the air bag deployed and we are unable to get the part the customer should be talking to Special Investigations. The SM stated someone from SI has spoken to the customer about the incident. The SM stated Chrysler is willing to buy back the vehicle.

See case [REDACTED]. The SM Cliff did not have the name of the person from Chrysler. The CM thanked the SM and ended the call.

Customer requesting to speak to CM

Agent provided CM information

CM spoke with the customers mother [REDACTED]. The customer is asking if there is a new update on the part. The CM advised the customer there has been no change in the ETA. The customer was asked if she spoke with someone from Chrysler about a buy back. The customer stated she did last week. The customer did not have the name or number of the person. The CM will do some research and follow up with the customer. The customer thanked the CM for help.

CM is waiting to hear from JS115 from SI.

Vehicle is involved in a buy back. CM heard from JS115.

Hi [REDACTED] this is Chris the Parts Case Manager. [REDACTED] the vehicle is involved in a buy back. The customer should be contacted by ISG shortly. The customer was advised the case will be closed. The CM thanked the customer for bringing this to our attention so we could get her back in contact with SI. CM thanked the customer for choosing Jeep and closed the case.

CLOSED LOOP UPDATE - no need for additional follow-up.

***** START OF SUPPORT ESCALATION by T3755BF*****

**** Update from Expediting Team for ****

Part#56010501AI,Order#50S041,OMC#89028781

Order cancelled by dealer 6/26/14

***** END OF SUPPORT ESCALATION ***** by T3755BF

called dealer for surrender contact, left message for [REDACTED] about assisting with surrender.

Customer Assistance Inquiry Record (CAIR)#**24993105**

VIN	1J4GX48S2 3C [REDACTED]	Open Date	05/08/2014	Built Date	08/27/2002
Model Year	2003	Body	WJTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
In Service Dt	11/08/2002	Mileage	194,078	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PEL	INFERNO RED TINTED PEARL COAT			
Engine	ERH	4.0L I6 POWER TECH ENGINE			
Transmission	DGK	4-SPD. AUTOMATIC 42RE TRANSMISSION			

Dealer	58821	MASSEY YARDLEY INC			
Dealer Address	777 N STATE ROAD #7				
Dealer City	PLANTATION	Dealer State	FL	Dealer Zip	33317
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NORTH MIAMI FL [REDACTED]	Country	UNITED STATES		

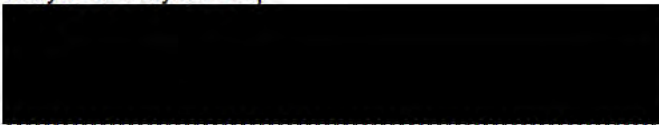
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	

Per dealer email:

We performed Recall M35 Orc Filter Circuit on this gentlemen's Jeep on April 30 2014 at Mileage 193,601. On Tuesday May 6 2014 mileage 194,078. The Owner and the new owner that JUST purchased his vehicle returned to our service drive with both dash air bags deployed and a broken windshield. He claims the vehicle was driving at approx 30mph and making a right turn and the bags just deployed by themselves?

On the first visit (when we performed the recall) we received the vehicle with the 'check engine light on' and the 'air bag light on'. He was informed that the recall would NOT turn the airbag light off. He declined to have us check the system because he said that the light has been on forever and that he was a technician and would address it himself.

VEHICLE IS LOCATED AT:
Hollywood Chrysler Jeep



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 24993105 REQUEST EAA INSPECTION 05-08-2014 15:29

CAIR NUMBER 24993105 E-MAIL SENT TO EAA 05-08-2014 15:29

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/17/14 AT 12:00:46 24993105

Customer [REDACTED] calling in for update on file. Agent stated that images have been posted and waiting for review.

Agent stated to [REDACTED] that notes would be added to file letting Chrysler no that he has called in looking for an update on his case. [REDACTED]

[REDACTED] can be reached at [REDACTED]

POSTMARK DATE: 052114; DATE RECEIVED: 052114

Reviewed report and photographs. Unable to determine a manufacturing _ responsibility in this incident. Owner appears to have purchased vehicle with Airbag warning light on. Car reassigned to AM for review with dealer.

Customer is calling in today to seek an update on this case. Agent advised customer that this case is being reviewed by the area manager and there are currently no updates.

Spoke with SM at hollywood and vehicle was sold with air bag light on, Customer is responsible for repair of airbag light.

Customer Assistance Inquiry Record (CAIR)#**24996657**

VIN	1J8GW68J1 3C [REDACTED]	Open Date	05/09/2014	Built Date	08/22/2002
Model Year	2003	Body	WJJS74	JEEP GR CHEROKEE OVERLAND 4X4 SPORT UTILITY	
In Service Dt	09/30/2002	Mileage	115,000	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PJR	ONYX GREEN PEARL COAT			
Engine	EVC	4.7L V8 POWER TECH HO ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	STUART FL [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	air bag deployed while driving, passenger side
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Passengers	air bag deployed while driving, passenger side
Recall - M35: ORC FILTER CIRCUIT - Reoccurrence or Related Problem	customer might have a possible reoccurring issue

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that he has a jeep grand Cherokee 03, and quite a while ago, sometime last year he received a recall notice for the vehicle, for the M35. Customer states he received the notice he contacted his dealer and they stated the parts not available, customer states he received a second recall notice. The customer took the vehicle in April 30th and got the work done, got the vehicle back, customer doesn't use the vehicle very often, it's a secondary vehicle, customer states the passenger side curtain goes forward and back and is making a noise, for the air bag deployment. Customer states wife went to the left to on coming traffic. Customer states when he called the SM and explained it to him, SM states to have the vehicle towed into the vehicle and see what the SM can do. Agent contacted WALLACE CHRYSLER [REDACTED] and spoke with SM Brian he advised the customer to come and get the vehicle towed because the air bag deployed. Customer states it was only 1 sided air bag went off. SM states that he is going to get his Tec to look into it further for the customer. Agent advised the customer that what can happen is that he can tow his vehicle to the dealership and possibly seek reimbursement for the tow, if the DLR states that it is a reoccurring issue for the recall. Agent also advised the customer that if it is not regarding the trailer hitch then we cannot reimburse. Customer states that he would like a supervisor; agent advised the customer that we are empowered to make this call and the supervisor will advise you of the same thing. Customer got upset, no further assistance. Briefly summarize what the customer is expecting: customer is expecting further assistance about the air bag deployment. Survey by-pass: No Diagnosis

Briefly summarize why the customer is contacting Chrysler: He states he is calling because the SM, Brian told him to call to find out if Chrysler is going to cover the cost of these repairs and states that he started a STAR case about this and the [REDACTED].

Briefly summarize what the customer is expecting: To find out if Chrysler is going to assist him with the cost of this repair.

Agent advised the customer that based on the age and mileage of his vehicle Chrysler will not be participating in the cost of this repair and explained to him that the STAR case showing on this end is different than the one he had stated and advised the STAR case # [REDACTED] the one on

the file at this time.

Agent then called [REDACTED] Chrysler at [REDACTED] and asked to speak with SM,Brian to find out what the status of the STAR case is and whether or not they have been able to get the repair costs approved on their end but was advised that Brian was unavailable and was transferred to his voice mailbox. Agent left a detailed message asking SM,Brian to call back with an update.Agent advised the customer that she had left the SM,Brian a voice mail message and advised he should attempt to contact Brian himself.

The customer states he is not happy about how this is going and states he s without a vehicle then stated he doesn t want to be a nuisance and will just wait for a call from Brian.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis

SM Brian from Dealership called, spoke to STAR, advised this case needs to sent up to SI, in order ti have vehicle inspected.

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

Preferred [REDACTED]

Alternate:

2. What happened?Wife was driving vehicle and the right air bag went off, no one was sitting in passenger seat, scared wife.

3. What is the current location of the vehicle?WALLACE CHRYSLER JEEP
DODGE RAM 26797

Reassigned 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 24996657 REQUEST EAA INSPECTION 05-19-2014 08:33

CAIR NUMBER 24996657 E-MAIL SENT TO EAA 05-19-2014 08:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/20/14 AT 17:30:55 24996657

Called dealer left VM for SM advisng repairs are to be covered as goodwill. Authorization entered in GWA.

Customer Assistance Inquiry Record (CAIR)#

25105418

VIN	1J4GK48K0 3W [REDACTED]	Open Date	06/03/2014	Built Date	08/21/2002
Model Year	2003	Body	KJTH74	JEEP LIBERTY SPORT 4X2 SPORT UTILITY 4-DR	
In Service Dt	09/27/2002	Mileage	108,000	Dealer Zone	63 DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PB7	PATRIOT BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	65382	INGRAM PARK C-P-J-E			
Dealer Address	7000 N W LOOP 410				
Dealer City	SAN ANTONIO	Dealer State	TX	Dealer Zip	78238
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SAN ANTONIO TX [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	Customer's airbag deployed when started vehicle
Dealer - By-Pass - Default - Default - Default	injury, no accident deployed when started vehicle
Product - Unknown - Unknown - Accident - Default	injury, no accident deployed when started vehicle
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: [REDACTED] the service director from Ingram Park Chrysler was calling in to state that the customer went to start her vehicle and the airbag went off right in her face and ended up in the hospital with head injuries. It got towed to the dealer and is currently awaiting to get diagnosed but he was advised by his Area Manager [REDACTED] to call Chrysler first to see what they should do first before they look at it.

Briefly summarize what the customer is expecting: [REDACTED] is expecting to know what Chrysler can do about this or if the dealers should go ahead and inspect the vehicle to find out why the airbag went off after customer started her car.

Agent advised Robert that this can be sent up to our special investigations team for further investigation and agent advised to call us back after they have diagnosed the vehicle if they can figure out why the air bag went off.

1. Who is calling and what is their contact information? Service Director Robert

Preferred: [REDACTED]

Alternate:

2. What happened? Air bag went off just when customer started vehicle.

3. What is the current location of the vehicle? Dealer has vehicle at Ingram park Chrysler

Reassigned to 82S

 VEHICLE IS LOCATED AT:
 INGRAM PARK CHRYSLER JEEP DODGE CJDTR
 7000 N W LOOP 410 SAN ANTONIO TX 78238 [REDACTED]

Per OGC Matrix, reassigned to 82T.
 6/3/14 ASSIGNED TO LSE6.PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 06-03-2014 15:03

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 06-03-2014 15:03

CCRG Open Date: 06/03/2014 14:22:59

Letter Sent: Acknowledgement 06/04/2014 09:26:23

Ron from Ingram Chrysler Jeep called back stating that the inspector was in last night and filed a report. Customer is frustrated as daughter is in a rental and it is getting expensive.

Contact number for Ron 210-406-0106.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/06/14 AT 13:10:23 25105418

Ron (Ingrahm-65382) from service is contacting CAC seeking to resolve customer's issue. Ron stated that the customer is in a rental vehicle and has been incurring some expenses for a bit and is wondering if we can do anything/what we can do.

Agent advised caller that the case is being looked over and he will be receiving further instruction fairly soon, but agent will escalate case back up as Ron states he would like answer sooner than later as they are good people. Agent advised Ron that he will be called back.

Ron asked if we could make sure CM calls him and customer.

Agent said ok.

1. Who is calling and what is their contact information? Ron from service at 65382

Dealership: [REDACTED]

Customer: [REDACTED]

2. What happened? [REDACTED] wants to be called back with some information to make sure he knows what to do (agent explained he should be getting this very soon) and also that customer is incurring rental fees and would like to know what/if we can do anything for assistance.

3. What is the current location of the vehicle? Dealer-65382

Assigned to 82S

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Per OGC Matrix, reassigned to 82T.

6/10/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Steven called in regarding status of case. Agent contacted Ron from DLR 65382, who states he has been trying reach him all day. Agent contacted Steven to Ron.

Customer Assistance Inquiry Record (CAIR)#**25170615**

VIN	1J4GL58K2 3W [REDACTED]	Open Date	06/16/2014	Built Date	07/23/2002
Model Year	2003	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY	
In Service Dt	11/16/2002	Mileage	127,543	Dealer Zone	63 DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	67703	HUFFINES CHRYSLER JEEP DODGE			
Dealer Address	4500 W PLANO PKWY				
Dealer City	PLANO	Dealer State	TX	Dealer Zip	75093
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CARROLLTON TX [REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	M35 ORC FILTER CIRCUIT SAFETY 01/03/2013 09/30/2013 COMPLETE
Product - Electrical - Unknown - Other - Default	

Owner claims that the air bag deployed unexpectedly while driving. No accident took place. This happened on 6/4/14. The dealership performed recall M35 on 9/30/13. AM is requesting an inspection of the air bag system. Vehicle is located at Huffines CJD 67703 4500 West Plano Parkway, Plano TX. Contact is DJ Cabrera, service manager. _

06.17.14

VEHICLE LOCATED AT:

HUFFINES CHRYSLER JEEP DODGE RAM CJDTR
 4500 W PLANO PKWY PLANO TX 75093 972-867-6000
 Contact is DJ Cabrera, service manager.

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 25170615 REQUEST EAA INSPECTION 06-17-2014 08:24

CAIR NUMBER 25170615 E-MAIL SENT TO EAA 06-17-2014 08:24

>> ORC ??

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/27/14 AT 13:32:39 25170615

07.14.14

Reviewed EAA report and photos

No parts available to repair

Called customer and explained.

Called dealer and explained.

RQ14-001

CHRYSLER

8/7/2014

ENCLOSURE 2

FIELD DATA

CAIRS

24158859

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 9-02

GVWR 2541 KG (05600 LB)

GVWR FRONT WITH TIRES 1248 KG (2750 LB) P215/75R16

RIMS AT 16X7 COLD 227 KPA (33 PSI)

GVWR REAR WITH TIRES 1429 KG (3150 LB) R215/75R16

RIMS AT 16X7 COLD 227 KPA (33 PSI)

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

VIN: 1J4GL48K33W [REDACTED] TYPE: MPV SINGLE X DUAL

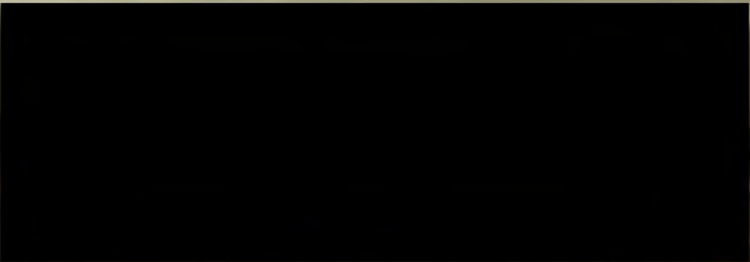


MDH: 093006 776AB PNT:PGR VEHICLE MADE IN U.S.A. TRM:MSL5 4848369

1J4GL48K33W

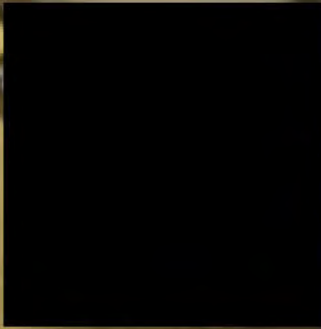


460





460





460

Jeep



Sport

215/65R16
P165R16





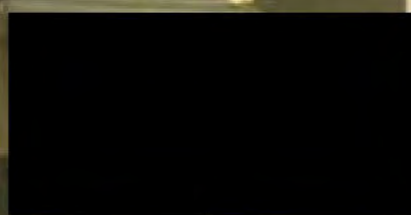


THERE'S ONLY ONE



Jeep
4x4
CHRYSLER

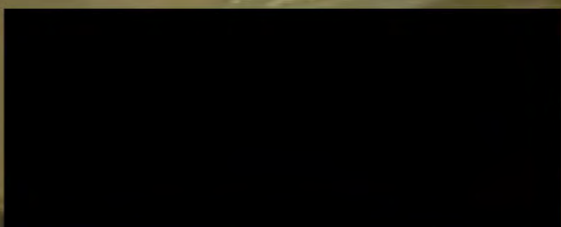
3.7L





THERE'S ONLY ONE

Jeep
4x4







LIBERTY 2004





460



























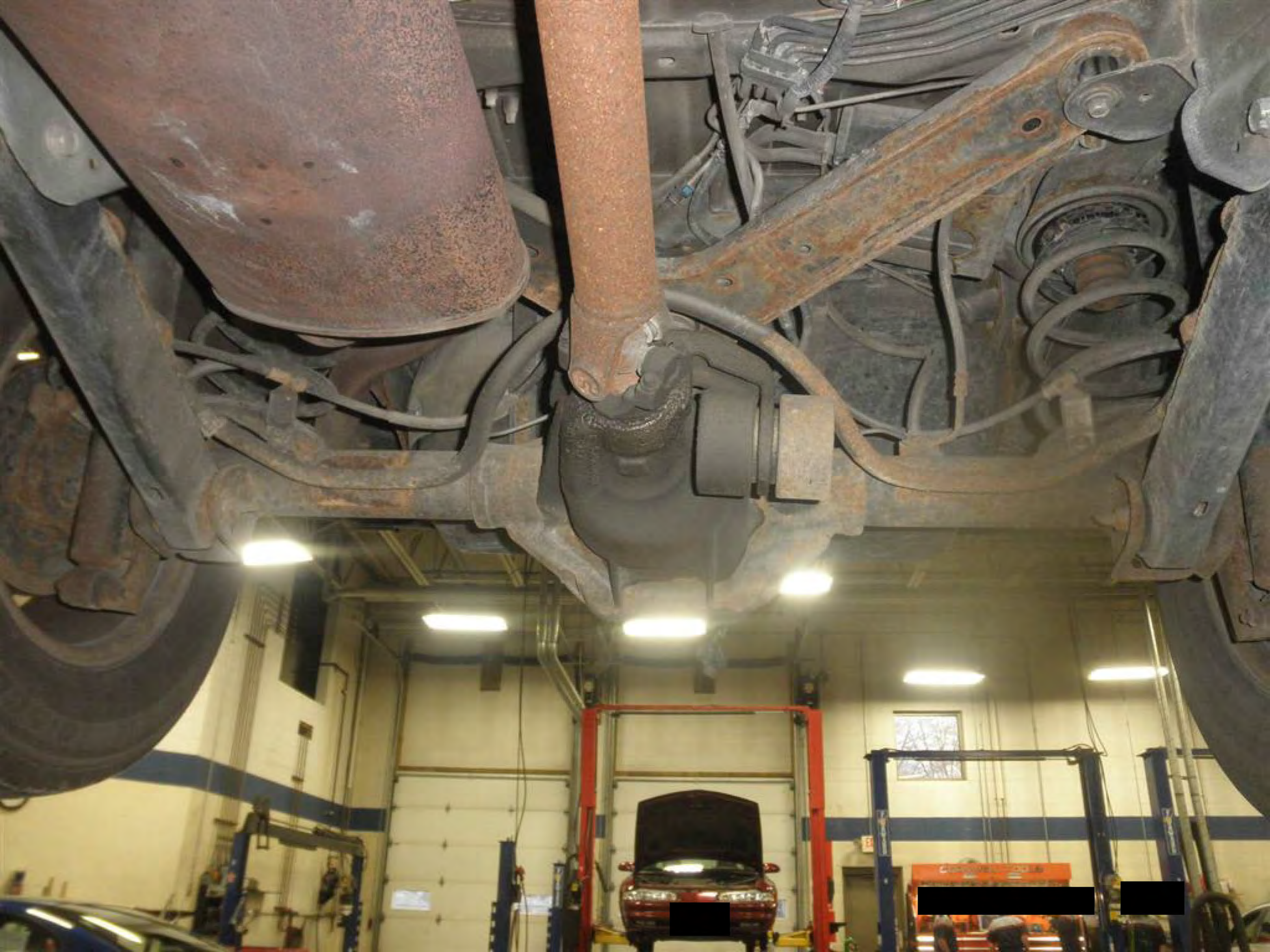
STUSSMAN
MOTOR OIL

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]









MEGA-TRON II
INTERSTATE BATTERIES

⚠ DANGER / POISON

DO NOT OPEN THE PLATE OF THIS BATTERY
DO NOT INHALE BATTERY VAPORS
DO NOT DRINK BATTERY ACID
DO NOT TOUCH BATTERY ACID
DO NOT SHORT CIRCUIT BATTERY TERMINALS

IF BATTERY ACID GETS ON YOUR SKIN OR CLOTHING, WASH IMMEDIATELY WITH WATER. GET MEDICAL HELP IF NECESSARY.

INTERSTATE
MEGA-TRON II

INTERSTATE

INTERSTATE BATTERIES
MADE IN U.S.A.

RELEASE LATCH
FOR ACCESS TO
FLUIDS AND BATTERY



CAUTION FAN

SEE YOUR LOCAL DISTRIBUTOR FOR
DETAILS ON WARRANTY. SEE YOUR LOCAL
MOPAR DEALER FOR MORE INFORMATION.



ATTENTION
DO NOT OVERFILL. SEE YOUR LOCAL DISTRIBUTOR FOR
DETAILS ON WARRANTY. SEE YOUR LOCAL MOPAR DEALER FOR
MORE INFORMATION.

WARNING
DO NOT OVERFILL. SEE YOUR LOCAL DISTRIBUTOR FOR
DETAILS ON WARRANTY. SEE YOUR LOCAL MOPAR DEALER FOR
MORE INFORMATION.

8776AB

DaimlerChrysler Corporation
IMPORTANT VEHICLE INFORMATION
THIS VEHICLE COMPLIES TO 50% OF THE U.S. EPA EMISSIONS REQUIREMENTS. IT IS RECOMMENDED THAT YOU
CHECK YOUR LOCAL EMISSIONS REGULATIONS AND REQUIREMENTS FOR YOUR AREA. EMISSIONS REGULATIONS AND
REQUIREMENTS VARY BY STATE AND LOCALITY. SEE YOUR LOCAL EMISSIONS REGULATIONS AND REQUIREMENTS
FOR YOUR AREA. EMISSIONS REGULATIONS AND REQUIREMENTS VARY BY STATE AND LOCALITY. SEE YOUR LOCAL
EMISSIONS REGULATIONS AND REQUIREMENTS FOR YOUR AREA. EMISSIONS REGULATIONS AND REQUIREMENTS
VARY BY STATE AND LOCALITY. SEE YOUR LOCAL EMISSIONS REGULATIONS AND REQUIREMENTS FOR YOUR AREA.

SEE YOUR LOCAL DISTRIBUTOR FOR
DETAILS ON WARRANTY. SEE YOUR LOCAL
MOPAR DEALER FOR MORE INFORMATION.

SEE YOUR LOCAL DISTRIBUTOR FOR
DETAILS ON WARRANTY. SEE YOUR LOCAL
MOPAR DEALER FOR MORE INFORMATION.



CATALYST



Jeep

POWER TECH
3.7L V6



ATTENTION
WARNING





INTERTEK

DANGER / POISON

Caution
EYES
Irritation
Causes
Severe
Irritation
On Skin

Caution
NO
Fumes
Hazardous
When
Ignited

SCALPING ACID
CAN CAUSE
BURNS OR
SEVERE IRRITATION





SMM DE4 3209 091502

SMM 6 2987 110

SMM 6 2987 110
12122F-1 1358

Red component



! WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

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

! WARNING: HIGHER ROLLOVER RISK



AVOID ABRUPT MANEUVERS
AND EXCESSIVE SPEED.

ALWAYS BUCKLE UP.

SEE OWNER'S MANUAL
FOR FURTHER INFORMATION.



WARNING

DEATH OR SERIOUS INJURY CAN OCCUR



- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
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- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.





AIR BAG



115696



AIR BAG





PROTECTION FOR YOU
WE SERVICE



400

460

PROTECTION FOR YOUR CAR
WE SERVICED YOUR CAR



Endeavor









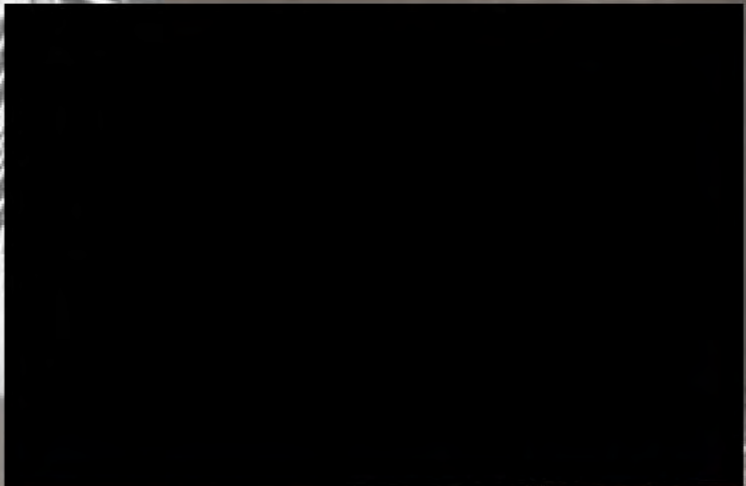
10120

INSTALL ONLY
WITH AN AIRBAG

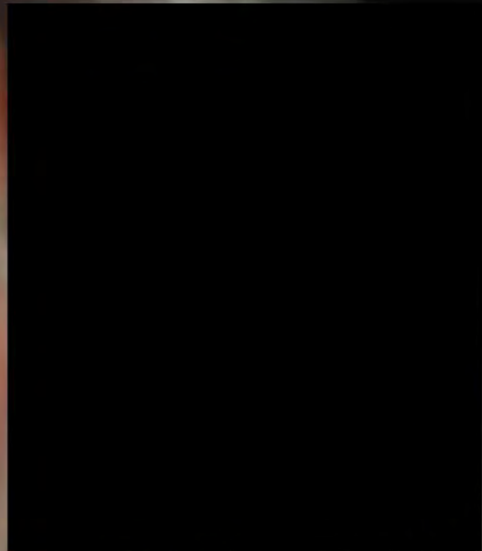
A INSTALLER
SEULEMENT AVEC
UN SAC GONFLABLE

DAIMLER

P5HG33



|



LD
PS17K
TA120

TRW

H01-07

385021R

SS FMVSS 209
MEXICO



DAIMLER



P5HG331L8A



TR100











FOR YOUR CARPET WHILE
SERVICED YOUR CAR



Pennzoil
10W-30 FULL SYNTHETIC MOTOR OIL WITH FILTER CLEANER ADDITIVE



KEEP THE ENGINE

460

460



PROTECTION FOR YOUR
WE SERVICED TO



Kenmore
POWER





460

PROTECTION FOR YOUR CAR
THE SERVICE YOU
Kenda
PLUG AND DRIVE
1-800-333-3333





38402

L













INSTALL OVER
RIPPER AND AIRBAG

BY INSTALLER
INSTALLMENT MUST
BE DONE CORRECTLY

ALL THE
THE
A
WILL
SOME

DAVIDSON CLOTHING
PSH03&TLEBAF



INSTALL ONLY
THE AIR FILTER

INSTALL ONLY
THE AIR FILTER





DANIEL CHRYSLER

P5HG341L8AF

R2256271485

FALL ONLY
IN AIRBAG

INSTRUMENT
CLUSTER
ELEMENT ALSO
AVAILABLE

DAIMLER CHRYSLER

P5HG341L8AF

15









TOMMY
HILFISER



460





480

CONTENTS:

LARGE MOVING BOX

- Address
- Business
- Kitchen
- Bathing Room
- Living Room
- Bedroom
- Closets
- Other













Jeep

ON FOR SERVICE



FRONT
ROBBI







SEE AHEAD

Jeep



460





460

460



Jeep















460







460

460

Jeep





460



Unable to ID Module for
ORC

press any key to continue

F1

F2

F3

F4

ALL FOUR SIDE VIEWS
IF CRASH DAMAGED:
✓ PERSPECTIVE PHOTO
CORNER OF VEHICLE
BOTH ORIGINAL
SIGHT LINES IS TO
ANY RECENT VEHICLE
 YES NO
 UNKNOWN
IF YES ENCLOSE COPY
OF REPAIR ORDERS

PART B - EXTERIOR

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

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

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS
 STEERING WHEEL
 AIRBAG(S)
 KNEE BLOCKERS
 ALL POSSIBLE LOCATION
OF CONTACT

AECM INFORMATION
SOFTWARE VERSION

SERIAL NUMBER

PART NUMBER

DOES AIRBAG WARNING
LIGHT CYCLE ON?
 YES NO N/A

ARE WARNING LABELS
PRESENT (PHOTO)?

YES NO N/A

RECORD LABEL PART NUMBER

None

COMPLETE PART D

WAS AIRBAG DEPLOYED?
DRIVER: YES NO

PASSENGER: YES NO



CONSUL

IDRENT

Unable to ID Module for
ORC
press any key to continue

F1 F2 F3 F4

ENTER



REPAIR OR

PART B - EXTERIOR

REQUIRED PHOTOGRAPHS

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

INFORMATION:

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

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

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

PHOTOGRAPHS - WERE THEY TAKEN? YES NO DO NOT EXPLAIN

RECORD STORED

AECM INFORMATION

SOFTWARE VERSION

SERIAL NUMBER

PART NUMBER

RECALL AIRBAG WARNING LIGHT CYCLE CRT

IF YES NO N/A

RECALL AIRBAG LABELS

IF YES NO N/A

RECALL AIRBAG LIGHT NUMBER

IF YES NO N/A

RECALL AIRBAG LIGHT NUMBER

IF YES NO N/A

RECALL AIRBAG LIGHT NUMBER

IF YES NO N/A

RECALL AIRBAG LIGHT NUMBER

IF YES NO N/A



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

Page 1 of 1

F1 F2 F3 F4

ENTER ENTER



REQUIRED PHOTOGRAPHS

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

INFORMATION:

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

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS:

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

AECM INFORMATION:

- SOFTWARE VERSION
- SERIAL NUMBER
- PART NUMBER
- DATE AIRBAG WARNING LIGHT CYCLED ONT
- YES NO N/A
- PREVIOUS DAMAGE
- YES NO N/A
- RECORD PART NUMBER
- SEE #
- COMPLETE PART #

WAS AIRBAG DEPLOYED?

IF NO, EXPLAIN

IF NO, EXPLAIN

HLDSIG DIAGNOSTICS

Determining Controller
Type

Please Wait...

F1
HELP

F2
SYS
64.1

F3
MAIN

F1

F2

F3

F4

2
DODGE
CHRYSLER

DRB III™

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

HELP

SYS

64.1

MAIN

W/STANDARD

DRB III™

NO RESPONSE from ORC
Please make certain of the
following items:

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

HELP

SYS

FO

64.1

CHRYSLER
CORPORATION

DRB III

NO RESPONSE FROM ORC
Please make certain of the
following items:

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

F1
HELP

F2
SYS

64.1

F3
MAIN

F1

F2

F3

F4

ENTER

ENTER



DRIVEN

Vehicle Scan Tool

1.	3.7 & 4.7 JTEC+ 99
2.	TCH_45RFE_J1850
3.	- BCM_KJ
4.	- MIC_KJ
5.	RBK Audio

Page 1 of 1

Scanning 36 of 36

F1 F2 F3 F4

 CHEVROLET
CORPORATION

DRBIII[®]

MIG DICS 1 of 1

NO ORC BUS
MESSAGES RECEIVED



THE NEW HIGH KAMPET VEHICLE
FOR THE NEW HIGH KAMPET VEHICLE
Mall
CHECKERBOARD







PROTECTION FOR YOUR CARPET
WE SERVICED YOUR CAR



ndaw
SERVICE







T WHIL







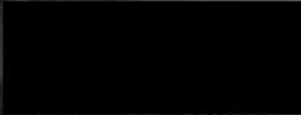








CHRYSLER P/N P56010501AK
WARNING, REFER TO SERVICE MANUAL BEFORE SERVICE
IMPROPER SERVICING CAN RESULT IN AIR RELEASE
FAILURE AND POSSIBLE DRIVER AND PASSENGER INJURY
CHRYSLER SN TSMF26625008









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

CAIR# 24158859

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	1J4GL48K33W [REDACTED]		09-30 06	115696	02/08/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		ELLSWORTH	WI	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Shale Green Metallic Clear Coat	KJJ	[REDACTED]	[REDACTED]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
VAN BURKLEO MOTORS INC		63	23861	MC ALLEN	TX	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Kelley Monroe D		EAA		612-508-3740		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: **11/06/2013** DATE OF INCIDENT: **11/01/2013** TIME OF INCIDENT: **06:05** AM PM INSPECTION DATE: **11/07/2013**

1. DRIVER'S DESCRIPTION OF EVENT: [REDACTED] stated: He had been driving about 5 minutes and no dash warning lights were on while going about 25 MPH. Then the airbag warning light came on. About 5 seconds later the airbag deployed out of the steering wheel and the seat-belt got tight and then would not retract. He did not hit anything. He had a recall done about a month ago for the airbags. He wants to know why the airbag deployed.

Insurance Company Name: **Unknown**
 Personal Injury: Were there Personal Injuries? Yes No If Yes, complete section "B"
 Any Indicator/Warning Lights on Prior? Yes No If Yes, What light: **AIRBAG**

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

Help Key

PART A- GENERAL

<p>REQUIRED PHOTOGRAPHS: <input checked="" type="checkbox"/> ALL FOUR SIDE VIEWS IF CRASH DAMAGED: PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL) - ANY RECENT VEHICLE SERVICE <input checked="" type="radio"/> YES <input type="radio"/> NO</p>	<p>INFORMATION: <input checked="" type="checkbox"/> POLICE/AGENCY REPORT #: N/A <input checked="" type="checkbox"/> ALL REPORTS/PHOTOS BY OTHERS - ADDRESS OF INSPECTION Address Red Wing CDJ 1 [REDACTED] Address [REDACTED] 2 [REDACTED] City Red Wing</p>	<p>- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY <input type="radio"/> YES <input checked="" type="radio"/> NO - IF YES, DESCRIBE AND PHOTOGRAPH</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

UNKNOWN
IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

State **MN**
Zip **55066**
Pho [REDACTED]

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS: **The windshield, interior, exterior and underbody had no impact damage. The driver had no passengers and he was not injured.**

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

INFORMATION:

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

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

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

AECM INFORMATION

- SOFTWARE VERSION:

N/A

- SERIAL NUMBER :

N/A

- PART NUMBER :

N/A

- DOES AIRBAG WARNING LIGHT CYCLE ON?

YES NO N/A

- ARE WARNING LABELS PRESENT (PHOTO)

YES NO N/A

- RECORD LABEL PART NUMBER

None

COMPLETE PART D

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

YES NO IF NO, EXPLAIN

No response from the ORC with the DRBIII.

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT

- WAS AIRBAG DEPLOYED?

DRIVER YES NO

IF NO, EXPLAIN

PASSENGER YES NO

IF NO, EXPLAIN

Unknown

SIDE AIRBAG YES NO N/A

IF NO, EXPLAIN

- WHICH SIDE DEPLOYED?

LEFT RIGHT N/A BOTH

- TYPE OF SIDE AIRBAG

SEAT CURTAIN N/A

- TYPE OF STEERING WHEEL

TILT STANDARD

- ANY DAMAGE TO STEERING WHEEL

YES NO

IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?

YES NO

IF YES,

NOTE POSITION OF PASSENGER A/B SWITCH

ON OFF N/A

- EVIDENCE OF TAMPERING OR DISASSEMBLY?

YES NO N/A

IF YES, EXPLAIN

CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS

- UNDERBODY DAMAGED?

YES NO

IF YES, EXPLAIN

PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

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

INFORMATION:

- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):

D web:P5HG331L8AH D: IB:384021 P web:P5HG341L8AF P IB:384021

- RECORD ALL INFORMATION STAMPED ON LATCHPLATE

D:TD125 P:TD125

- PRETENSION DEPLOYED?

YES NO UNKNOWN

- EXISTING LOCATION OF RECLINER -

DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING

D:70 degrees P:72 degrees

EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):

None

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

NOTE RESULTS

- DOES THE BUCKLE LATCH?

YES NO

IF NO, EXPLAIN

- DO THEY RELEASE?

YES NO

IF NO, EXPLAIN

- DO THEY RETRACT?

YES NO

IF NO, EXPLAIN

D will not retract

- ANY LOOSENESS OR BROKEN PARTS

YES NO

IF YES, EXPLAIN?

- CHECK FOR SEAT RETAINING BOLTS

NORMAL

BROKEN

LOOSE

MISSING

- NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

D:4" aft at front P:3" aft at front

PART - E TRANSMISSION NOT APPLICABLE

[Previous](#)

[Next](#)

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

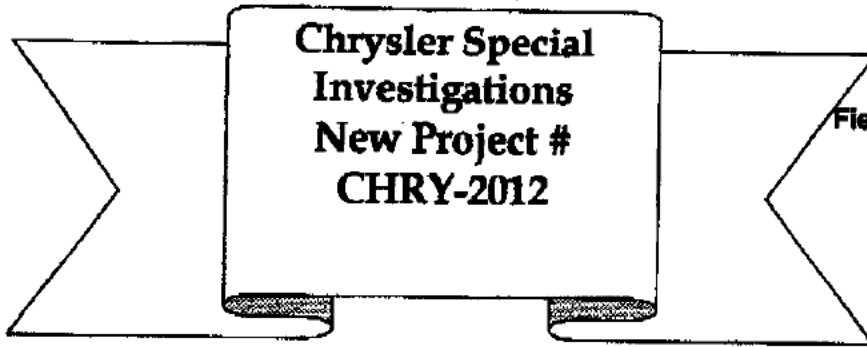
PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)

The front passenger seat-belt webbing was pulled swiftly and the emergency lock engaged. The driver`s seat-belt would not retract or extend.

Previous

Form Approved

Returned for corrections



SPX
Field Services, Service Solutions, LLC
5800 Enterprise Drive
Warren, MI 48092

Owner: [Redacted]

CAIR#: 24158859

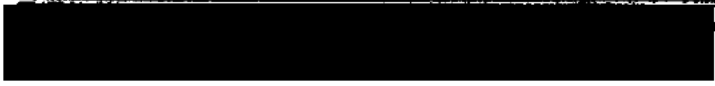
Assigned To: [Redacted]

FROM: EAAFC

Region: DN

Date Sent: 11/5/13

DUE DATE: 11/12/13



MAILING YOUR RESPONSE TO:

*Receipt of CAIR and Accepting case for investigation? Yes No

Date: _____

*Closure Date: _____

~~Always send CAIR closure date to EAAFC and upon completion of case, the date~~

Chrysler Special Investigations New Fax No.: 586-497-2112

- Please email all case acceptances, closures, delay notices and updates to: eaafc@service-solutions.com
- Please upload photos and report to the Special Investigations website at: <https://www.eSupplierConnect.com>
- Email Closure to eaafc@service-solutions.com upon uploading your report and photos to Covisint.

For technical assistance, please call one of the following Chrysler Special Investigations contacts:



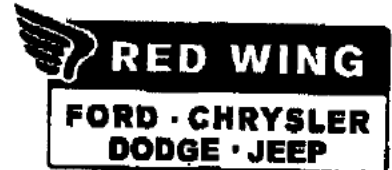
ew P
hone



Comments: _____

CUSTOMER #: 30982

252216



INVOICE

3538 West Highway 61 · Red Wing, MN 55066
Phone (651) 388-1170 · Fax (651) 287-7825

PAGE 1

ELLSWORTH WY
HOME
BUS:

CONT
CELL:

SERVICE ADVISOR

COLOR	YEAR	MAKE/MODEL	VIN	PRICE	FINANCE	TAX	TITLE	REG	TAG
GREEN	03	JEEP LIBERTY	1J4GL48K33W						
DEL DATE	PROD DATE	WARR EXP	PROMISED	FO NO	RATE	PAYMENT	INV DATE		
15MAY13 DD			17:00 07OCT13			CASH	07OCT13		
R.O. OPENED	READY	OPTIONS:	STK:4163A 1)SOLD 5/15/13						

08:23 07OCT13 14:12 07OCT13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A PERFORM LUBE OIL & FILTER. SET TIRE PRESSURE TO CHRYSLER SPECIFICATIONS. TOP OFF FLUIDS AD NEEDED.							
L03C PERFORM LUBE OIL & FILTER. SET TIRE PRESSURE TO CHRYSLER SPECIFICATIONS. TOP OFF FLUIDS AD NEEDED.							
				1908 CE		2.00	2.00
1	47814s2BB			FILTER ENGINE OIL	6.00	5.28	5.28
5	68055891AA			*OIL-5W30	2.50	2.32	11.60
B REPLACE REAR WIPER BLADE							
WIFE REPLACE WIPER BLADES							
				1908 CE		0.00	0.00
115073				ORDERED BLADE			
C PERFORM BATTERY TERMINAL SERVICE. CLEAN TERMINALS AND CABLE ENDS. APPLY PROTECTANT							
BTS PERFORM BATTERY TERMINAL SERVICE. CLEAN TERMINALS AND CABLE ENDS. APPLY PROTECTANT							
				1908 CE		10.00	10.00
D VEHICLE INSPECTION							
77 VEHICLE INSPECTION							
				1908 CE		0.00	0.00
GBATT TESTED CHARGING SYSTEM AND ALL CHECKS OUT							
				OK		0.00	0.00
				1908 CE		0.00	0.00
GTIRE CHECKED TIRES AND TREAD AND WEAR IS OK							
				1908 CE		0.00	0.00
115073				DIRTY P/S AND BRAKE FLUID REC FLUSH, HOOD STRUTS DO NOT HOLD HOOD OPEN REC REPLACE, REAR PINION SEAL LEAKING REC REPLACE			

E RECALL M35
CAUSE:

08M35192 ORC FILTER CIRCUIT HARNESS REPLACEMENT

SERVICE HOURS

Monday-Friday
7:30 am - 5:00 pm
Saturday 7:30 am - 4:00 pm

PARTS HOURS

Monday-Friday
7:00 am - 5:00 pm
Saturday 7:30 am - 4:00 pm

STATEMENT OF DISCLAIMER

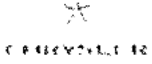
The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms.

CUSTOMER SIGNATURE

DESCRIPTION TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS MISC.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

24158859



BUY BACK REQUEST FORM

VIN: 1J4GL48K33W [REDACTED]

DATE: November 13, 2013

Engineering has requested this buy back vehicle to evaluate. We will take the responsibility for tracking this vehicle up to the time of disposal. Vehicle Control Services will coordinate with you to dispose of the vehicle. Please have the vehicle delivered the location checked below.

[REDACTED]	<input checked="" type="checkbox"/>
------------	-------------------------------------

[REDACTED]	<input type="checkbox"/>
------------	--------------------------

REASON FOR BUYBACK:
 Investigate root cause of reported inadvertent airbag deployment in
 2003 KJ for Campaign M35.

DURATION OF TEST: 6 Months	LOC/DEPT: 1250/3080
--------------------------------------	-------------------------------

A [REDACTED]

Vehicle Services Approval:

Charges to be billed to:
 [REDACTED] C-Customer Buyback
 Charge : 0311836
 See loc/dept above



RED WING

Ford · Chrysler
Dodge · Jeep

3538 West Highway 61
Red Wing, MN 55066

Phone (651) 388-1170 · Fax (651) 267-7625
800-295-9568 · www.redwingcars.com

CUSTOMER #: 30982

253084

ACCOUNTING

DUPLICATE 1
PAGE 1

** PRE-INVOICE **
SERVICE ADVISOR:

325 SCOTT A CRANE

ELLSWORTH, WI

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
GREEN	03	JEEP LIBERTY	1J4GL48K33W		115696/115696	T460					
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE				
15MAY13 DD			17:00 22NOV13			CASH	03DEC13				
R.O. OPENED	READY	OPTIONS: STK:4163A 1)SOLD 5/15/13									
11:00 02NOV13	13:35 03DEC13										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSOTMER STATES AIR BAGS DEPLOYED- VEHICLE NOT IN AN ACCIDENT.
CUSTOMER HAS INSURANCE CLAIM STARTED

CAUSE:

CONCERN CODE:

69 GENERAL REPAIR

805	WP	2.30	2.30	6210	23179					231.79	231.79
				0				0	TPARTS		
				6210					23179 TLABOR		

115696 TIME SPENT WITH ORIGINAL ADJUSTER FOR AIR BAG DEPLOYMENT.
ALSO ADDITIONAL TIME SPENT WITH ENGINEERS FROM CHRYSLER CORPORATION.
REPAIR ORDER TO BE SENT TO JAY SUSALLA FOR DISBURSEMENT OF PAYMENT FOR
TECHNICIAN'S ASSISTANCE.

B CORPORTATION STATES TO REPAIR CAR FOR AIR BAG DEPLOYMENT.

CAUSE:

CONCERN CODE:

08450901 Module, occupant restraint controller -
Test and replace (2 - Skilled)

805	WP	2.19	0.40	1080	4031					40.31	40.31
1	5HR021X9AG										
	*AIRBAG-DRIVER			40600	56840	0	677.00			568.40	568.40
1	56010501AI										
	MODULE-OCCUPANT RESTRAINT			12900	18060	0	215.00			180.60	180.60
23130203	Seatbelt, front retractor - Replace Left										
	(1 - Semi-Skilled)										
805	WP	0.40	0.40	1080	4031					40.31	40.31
1	5HG331L8AH SEAT										
	BELT-FRONT OUTER			11700	16380	0	195.00			163.80	163.80
19862502	REPLACE CLOCK SPRING										
805	WP	0.00	0.40	1080	4031					40.31	40.31
1	56010688AA CLKSPRING			15200	21280	0	254.00			212.80	212.80

80400 112560 TPARTS
3240 12093 TLABOR

REPLACED DRIVERS AIRBAG, CLOCKS PRING, DRIVERS SEATBELT
ASSEMBLY, AIRBAG MODULE AND RECALL JUMPER HARNESS RECONFIGURED ORC

SERVICE HOURS

Monday-Friday
7:30 am - 5:00 pm
Saturday 7:30 am - 4:00 pm

PARTS HOURS

Monday-Friday
7:00 am - 5:00 pm
Saturday 7:30 am - 4:00 pm

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT
PARTS AMOUNT
GAS, OIL, LUBE
SUBLET AMOUNT
MISC. CHARGES
TOTAL CHARGES
LESS MISC.
SALES TAX

TOTALS

PLEASE PAY
THIS AMOUNT

CUSTOMER #: 30982

253084

RED WING

Ford · Chrysler
Dodge · Jeep

3538 West Highway 61
Red Wing, MN 55066

ACCOUNTING

DUPLICATE 1
PAGE 2

Phone (651) 388-1170 · Fax (651) 267-7625

ELLSWORTH, WI

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

** PRE-INVOICE **

800-295-9568 · www.redwingcars.com

SERVICE ADVISOR: 325 SCOTT A CRANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	03	JEEP LIBERTY	1J4GL48K33W [REDACTED]		115696/115696	T460	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
15MAY13 DE			17:00 22NOV13			CASH	03DEC13
R.O. OPENED		READY	OPTIONS: STK:4163A 1)SOLD 5/15/13				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

MODULE AND CHECKED OPERATION OK, CHECKED FOR CODES OK.

C** PERFORM RECALL M35

CAUSE: .

CONCERN CODE:

08M35182 ORC FILTER CIRCUIT HARNESS REPLACEMENT

1			00	0.80	2160	8062				80.62	80.62
1					2720	3808	0	45.35		38.08	38.08
					2720		3808	TPARTS			
					2160		8062	TLABOR			

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-20-13	14:37	16:16	1.65	W	805	B	
11-21-13	08:05	08:37	0.54	W	805	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	39303	10530		[REDACTED]	4031	1080	08450901
[REDACTED]	116368	83120		[REDACTED]	159702	*****	

COST, SALE, & COMP TOTALS 94730 159702 0

SERVICE HOURS Monday-Friday 7:30 am - 5:00 pm Saturday 7:30 am - 4:00 pm PARTS HOURS Monday-Friday 7:00 am - 5:00 pm Saturday 7:30 am - 4:00 pm	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS MISC.	0.00
		SALES TAX	0.00
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

RQ14-001

CHRYSLER

8/7/2014

ENCLOSURE 2

FIELD DATA

CAIRS

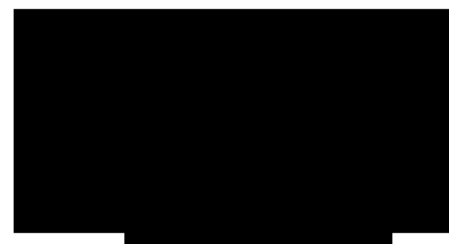
24472208

2014-01-07 00:27



1217 VERMILLION ST
HASTINGS, MN 55033-2842

Rental Agreement #: >>
Bill Ref #:
Invoice Date:
Account #:



BILLING DETAIL			
Description	Qty/Per	Rate	Amount
TIME & DISTANCE	55 DAY	30.00	1,650.00
Subtotal			1,650.00
Total Charges (USD)			1,650.00

BILL TO



RENTAL INFORMATION

Date/Time Out: 11/03/2013 03:19 PM
Date/Time In: 01/02/2014 02:40 PM

Renter: RED WING, CHRYSLER

PAYMENTS		
Payment	Master Card	50.00
Refunds	Master Card	50.00
Total Payments (USD)		0.00
Amount Due (USD)		1,650.00

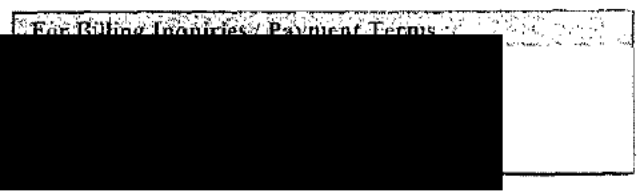
RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms	
				Out	In
BLUE		AVEN	7GPV35	32,200	32,547
VIN: 1G3CC2A82DN					

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g., sales taxes and fees or surcharges) and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

CLAIM INFORMATION

Claim# / PO# / RO# Insured
Date of Loss Type of Loss Type of Vehicle
Repair Shop



Thank You For Choosing Enterprise

Please Return This Portion With Remittance	Amount Due (USD)		1650.00
Fed Tax Id: 26-4548555	Account #	Rental Agreement	Amount
		69Z57R	1650.00
			GPBR
			1920

ENTERPRISE LEASING COMPANY, 1217 VERMILLION ST, HASTINGS, MN 550332842 (651) 480-1110

RENTAL AGREEMENT REF#
557415 69257R

SUMMARY OF CHARGES

RENTED
[REDACTED]

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	11/08 - 01/02	55	DAY	\$30.00	\$1,650.00
REFUELING CHARGE	11/08 - 01/02				\$0.00
				Subtotal:	\$1,650.00
				Total Charges:	\$1,650.00

DATE & TIME OUT
11/08/2013 03:19 PM
DATE & TIME IN
01/02/2014 02:40 PM

Bill-To / Deposits

CHRYSLER RED WING

BILLING CYCLE
24-HOUR

11/08 - 01/02	1	RENTAL	
			Subtotal: (\$1,650.00)

VEH #1 2013 DODG AVEN 1SE
VIN# 1C3CD7AB20W [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 347

Total Amount Due

\$0.00

PAYMENT INFORMATION
AMOUNT PAID TYPE

CREDIT CARD NUMBER

RQ14-001

CHRYSLER

8/7/2014

ENCLOSURE 2

FIELD DATA

CAIRS

24473924



01/28/2014



01/28/2014



01/28/2014





01/28/2014



LIBERTY Sport

01/28/2014



01/28/2014



01/28/2014



01/28/2014



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01/28/2014



01/28/2014



01/28/2014



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01/28/2014



MITSUBISHI
E58 DISC

01/28/2014



01/28/2014



01/28/2014



01/28/2014



01/28/2014



01/28/2014



01/28/2014



01/28/2014

...T VALVE WITH ORIFICE
...ULATION
...EVAP CANISTER



BELT ROUTING



BELT
REMOVAL

53030 960

01/28/2014



01/28/2014

DaimlerChrysler Corporation
IMPORTANT VEHICLE INFORMATION

THIS VEHICLE CONFORMS TO DIV 3 OF THE U.S. EPA HEAVY-DUTY 8 REGULATIONS APPLICABLE TO 2002 MODEL YEAR NEW LIGHT-DUTY TRUCKS AND QUALIFIES AS LEV UNDER ELEV REGULATIONS AND 7.1 UNDER CALIFORNIA CLEANEST VEHICLE REGULATIONS. VEHICLE CONFORMS TO U.S. EPA REGULATIONS APPLICABLE TO 2002 MODEL YEAR NEW LEV LIGHT-DUTY TRUCKS, CLEAN FUEL PLAN 1 - 2LE REGULATIONS, CERTIFICATION GASOLINE FUEL PER 30.113-0A6-1, SFTP COMPLIANT.

IGNITION TIMING AND IDLE FUEL/AIR MIXTURE HAVE BEEN PRESET AT THE FACTORY. SEE THE SERVICE MANUAL FOR PROPER PROCEDURES AND OTHER ADDITIONAL INFORMATION. ADJUSTMENTS MADE BY OTHER THAN APPROVED SERVICE MANUAL PROCEDURES MAY VIOLATE FEDERAL AND STATE LAWS.
CAUTION: APPLY PARKING BRAKE WHEN SERVICING VEHICLE.

2H0C5121, 0008 CERTIFIED, SFI, TVC, SVAUC		SPARK PLUGS ZFR6F-110 2 Q-40 In. GAP	
3 LITER	NO ADJUSTMENTS NEEDED	3CRX703 7280 3CRKRO1595CM	CATALYST

01/28/2014

ATTENTION

**R-134a A/C REFRIGERANT
FACTORY CHARGE:**

0.737 kg (1.63 lbs.) PART No. 82300101

COMPRESSOR OIL:

2.4/3.7L SP-15 240cc PART No. 04886129AA
2.5 TO ND-8 180cc PART No. 82300102

⚠ WARNING

**HIGH-PRESSURE REFRIGERANT SYSTEM
TO BE SERVICED BY QUALIFIED PERSONNEL ONLY.**

CONSULT SERVICE MANUAL.

IMPROPER SERVICE METHODS MAY CAUSE PERSONAL INJURY.
SYSTEM MEETS SAFETY REQUIREMENTS OF SAE STANDARD J639.

DaimlerChrysler
Corporation

55037 464AC

01/28/2014

REPLACEMENTS MADE BY OTHER THAN APPROVED SERVICE PERSONNEL MAY
VOID WARRANTY AND STATE LAWS.
CAUTION: APPLY PRESSURE WASH WHEN WASHING VEHICLE.

CHRYSLER, RAM
CORVET, GTR, TRAC, TRAC

SPARE PLUG ZFRW-110
0.640 in. GAP

3.7 LTR

NO ALUMINUM
PARTS

3000000000
3000000000

CATALYST

OR COVER



01/28/2014



01/28/2014



PC NO. 0000000000

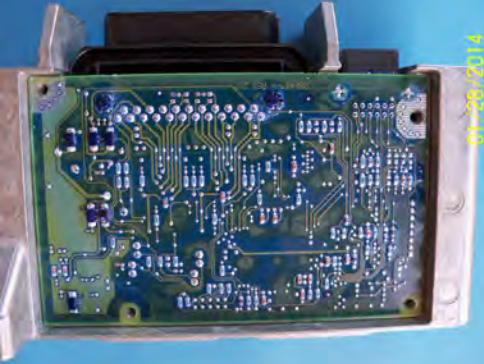
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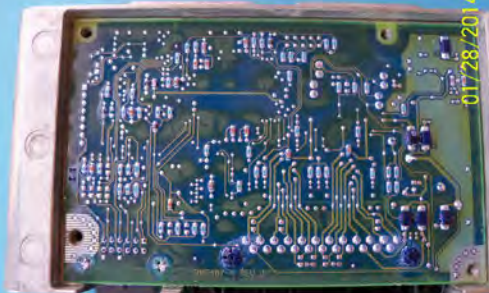
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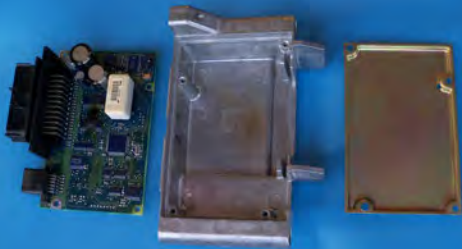
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