











































Suspected ATF stains on exhaust





























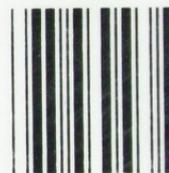
MFD BY **CHRYSLER LLC**

DATE OF MFR: 12-07

GAWR FRONT: 1203 KG 2650 LB  
16X7.0

GAWR REAR: 1361 KG 3000 LB  
16X7.0

GWR: 2450 KG 05400 LB  
WITH P245/75R16 TIRES  
RIMS AT 240 KPA ( 35 PSI) COLD  
WITH P245/75R16 TIRES  
RIMS AT 240 KPA ( 35 PSI) COLD



THIS VEHICLE  
THEFT PREVENTION  
VIN:  
VEHICLE

0 KG 05400 LB

5/75R16 TIRES

KPA ( 35 PSI) COLD

5/75R16 TIRES

KPA ( 35 PSI) COLD



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

VIN: 1J4GA39108L [REDACTED] TYPE: MPV MDH:120720 814AA  
VEHICLE MADE IN U.S.A. PAINT: PBM TRIM: A7DD 4648509

### TIRE AND LOADING INFORMATION

SEATING CAPACITY – TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED  
385 KG OR 850 LB



TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	P245/75R16	P245/75R16	P245/75R16
COLD TIRE INFLATION PRESSURE	240 kPa / 35 PSI	240 kPa / 35 PSI	240 kPa / 35 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



8L560968

0

7

14970









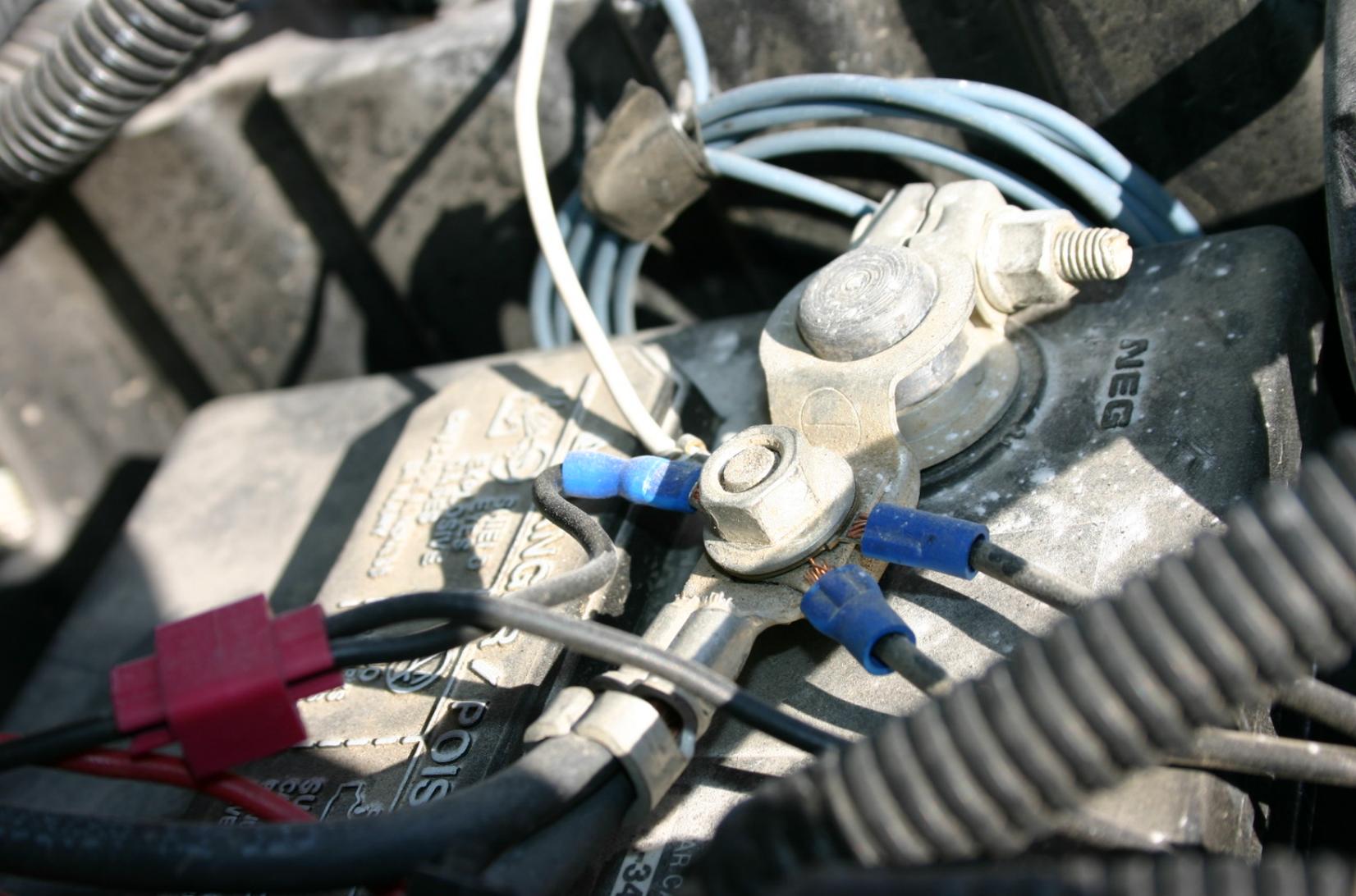
**WARNING - AIR FILTER CLEANING**  
Do not use water or other liquids to clean the air filter. Use only the recommended cleaning solution. Do not use a high-pressure hose to clean the air filter. Do not use a brush to clean the air filter. Do not use a sharp object to clean the air filter. Do not use a flame to clean the air filter. Do not use a solvent to clean the air filter. Do not use a high-temperature liquid to clean the air filter. Do not use a high-temperature gas to clean the air filter. Do not use a high-temperature solid to clean the air filter. Do not use a high-temperature liquid to clean the air filter. Do not use a high-temperature gas to clean the air filter. Do not use a high-temperature solid to clean the air filter.

WASHER FLUID ONLY









MEG

POIS

34  
AR C





























HOT

ADD COLD



HOT

ADD COLB



Back

2008 CR

ECU View

9.03

Show  
Shortcuts

3.8L 1J4GA39108L



Controller Name

Active

DTCs

Bus

PCM

Powertrain Control Module



4

CAN C

ABS

Anti Lock Brakes



2

CAN C

ORC

Occupant Restraint



0

CAN C

SAS

Steering Angle Sensor



0

CAN C

WCM

Wireless Control



1

CAN C

CCN

Instrument Cluster/Cabin Compartment



0

CAN IHS

RADIO

Radio



1

CAN IHS

TIPMCGW

Central Gateway



0

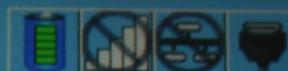
DIAG  
CAN C

Back

2008 JK  
3.8L 1J4GA39108L

ECU View

9.03

Show  
Shortcuts

	Controller Name	Active	DTCs	Bus
▲	ABS Anti Lock Brakes	<input checked="" type="checkbox"/>	2	CAN C
	ORC Occupant Restraint	<input checked="" type="checkbox"/>	0	CAN C
	SAS Steering Angle Sensor	<input checked="" type="checkbox"/>	0	CAN C
	WCM Wireless Control	<input checked="" type="checkbox"/>	1	CAN C
	CCN Instrument Cluster/Cabin Compartment	<input checked="" type="checkbox"/>	0	CAN IHS
	RADIO Radio	<input checked="" type="checkbox"/>	1	CAN IHS
	TIPMCGW Central Gateway	<input checked="" type="checkbox"/>	0	DIAG CAN C

Back

2008 JK

ECU Overview - PCM

9.03

Show  
Shortcuts

3.8L 1J4GA39108L [REDACTED]



Hardware Version: 0C.2F

Software Version: 03.11.00

Part Number: 05137487AE

Country Code: USA

Data Display

Actuators

Misc.  
Functions

More  
Options

← BACK

↑ SHIFT

View DTCs

Active: 0

Stored: 4

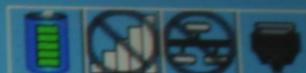
Pending: 0

Back

2008 JK  
3.8L 1J4GA39108L

DTCs - PCM

9.03



Code	Status	Description
P0944	Stored	Loss of Hydraulic Pump Prime
P0868	Stored	Line Pressure Low
P0218	Stored	Transmission High Temperature Operation Activated
P2181	Stored	Cooling System Performance

ENTER

← BACK

↑ SHIFT

Back

2008 JK

ECU Overview - ABS

9.03

3.8L 1J4GA39108L [REDACTED]



Show  
Shortcuts

Hardware Version: 07.01

Software Version: 07.00.02

Part Number: 52126282AC

Country Code: USA

Data Display

Actuators

Misc.  
Functions

More  
Options

View DTCs

Active: 0

Stored: 2

Pending: 0

Back

2008 JK

DTCs - ABS

9.03

3.8L 1J4GA39108L [REDACTED]



Code	Status	Description
C123C	Stored	Dynamics Sensor Mounting/Installation Performance
C123F	Stored	Steering Angle Sensor Comparative Performance

BACK

SHIFT

Back

2008 JK ECU Overview - WCM  
3.8L 1J4GA39108L [REDACTED]

9.03

Show Shortcuts



Hardware Version: 50.30

Software Version: 19.00.01

Part Number: 05026071AP

Country Code: USA

Data Display

Actuators

Misc.  
Functions

More  
Options

View DTCs

Active: 1

Stored: 0

Pending: 0



FEB 23 2009

WRANGLER  
UNLIMITED



FEB 23 2009



FEB 23 2009



FEB 23 2009



FEB 23 2009



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Jeep

FEB 23 2009



FEB 23 2009



FEB 23 2009



EQUALITY

Challenger

FEB 23 2009



FRAGILE



FEB 23 2009



FEB 23 2009



FEB 23 2009



FEB 23 2009



142

TECHNIC

Jeep

FEB 23 2009

TIRE AND LOADING INFORMATION			
GVW (GROSS WEIGHT) - TOTAL: 6 FRONT 2 REAR 2			
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED			
	DRY	WET	MAX. LB.
FRONT	REAR	SPARE	
ORIGINAL TIRE SIZE	LT255/75R17 C	LT255/75R17 C	LT255/75R17 C
MAX. WGT. AT 30 PSI	200 WGT. AT 30 PSI	200 WGT. AT 30 PSI	200 WGT. AT 30 PSI
CALL TIRE RELATION			
NUMBERS			
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION			7L125646

MFD BY DAIMLERCHRYSLER CORPORATION  
 DATE OF MFG: 1-07  
 GVW: 2495 KG 5500 LB  
 GVW FRONT: 1280 KG 2850 LB WITH 1707.5  
 GVW REAR: 1452 KG 3200 LB WITH 1707.5  
 W/TH 2195 AT  
 W/TH 2195 AT  
 W/TH 2195 AT



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.  
 VIN: 1J8GAS137L [REDACTED] WGT: 7000  
 VEHICLE MADE IN U.S.A. FRONT: FEM TRN: 1303

FEB 23 2009



FEB 23 2009

**Customer Assistance Inquiry Record (CAIR)#****15527355**

<b>Vin</b>	1J4GA391X	7L [REDACTED]	<b>Open Date</b>	10/10/2006	<b>Build Date</b>	08/11/2006	
<b>Model Year</b>	07	<b>Body</b>	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
<b>In Service Dt</b>	08/16/2006	<b>Dealer</b>	41337	<b>Dealer Zone</b>	66	<b>Mileage</b>	25
<b>Name:</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	FOLEY AL [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - No Start - Default

dlr request for inspection

dlr contacted area tech advisor to report stock unit while being driven by dlr employees caught fire and was destroyed. vehicle had been driven off road and vehicle was parked on side of road while transfer case was being shifted from 4 wheel low to 2 wheel high when passenger saw white smoke coming from right front wheel area. advised dlr will set up future inspection and to have copy of fire report available. jal2  
chy. ins. contact [REDACTED] reviewed file with. jal2

**Customer Assistance Inquiry Record (CAIR)#****15885153**

<b>Vin</b>	1J4GA3912 7L [REDACTED]	<b>Open Date</b>	01/22/2007	<b>Build Date</b>	10/06/2006		
<b>Model Year</b>	07	<b>Body</b>	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
<b>In Service Dt</b>	11/11/2006	<b>Dealer</b>	42550	<b>Dealer Zone</b>	71	<b>Mileage</b>	2,500
<b>Name:</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	WAIALUA HI [REDACTED]				<b>Country</b>	UNITED STATES	

Referral - Tier Three - Default - Default - Default	Referred file for further review.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Customer s father calling in to state that his son s vehicle had a fire. Caller states that his son sent him pictures via email of the vehicle. Caller requested the phone numbers for Les Ozenkowski in Jeep Engineering and for Tom La Sorda. Agent advised customer that agent did not have those numbers available, but advised caller that an agent would be contacting his son for further information. Customer requested the mailing address for Tom La Sorda. Agent advised customer that agent could provide customer with the corporate address. Customer accepted address.

Agent provided reference number.

Caller stated that vehicle went to dealer 42550, and stated that dealer advised customer to contact DCCAC.

Agent transferring file to 82H for further review per GWH29.

Vehicle located at

CUTTER DODGE-CHRY-JEEP DILLINGHAM CJDT  
735 DILLINGHAM BLVD HONOLULU HI 96817 808-564-9310

fire, refer to 82t

Customer states he is calling to get update. Agent advised customer that his file has been forward over to the correct department and once his file has been reviewed he will be contacted. Customer inquiring about recalls on vehicle. Agent advised customer that there are no recalls on his vehicle. Customer understood.

\_1/22/07 sending back to SI for F/I/P codes thanks jlg117

1-23-07 Assigned to RLG92/SSS8

CAIR NUMBER 15885153 REQUEST EAA INSPECTION 01-23-2007 08:33

CAIR NUMBER 15885153 E-MAIL SENT TO EAA 01-23-2007 08:33

CCRG Open Date: 01/22/2007 13:48:25

Letter Sent: Acknowledgement 01/24/2007 10:07:30

Customer called seeking an update on what is the out come for his Jeep Wrangler. Customer stated that an inspector has come out already to look at his Jeep. Agent provided customer the number to CCRG per ALS70. Customer stated that he had already called them and they told him that he would have to pay for his own towing and rental. Customer stated that he has a warranty that is suppose to cover rental and towing for him. Customer stated that he was told to call DCCAC to find out the warranty information. Agent informed customer that he is responsible for rental and towing currently.

Customer is not happy. Customer stated that he purchased the additional warranty to have the towing and rental regardless.

Customer stated the dealer set him up with the rental that he has and the towing. Customer stated that all the information was in the dealers name. Customer stated that Enterprise is calling him now telling him that he is going to have to pay for the rental that it was only suppose to be one day. Customer stated that he needs the rental. Agent informed customer that he needs to talk to the dealership because if they are not going to cover it then right now currently he is going to be responsible.

Customer stated the dealer set him up with the rental that he has and the towing. Customer stated that all the information was in the dealers name. Customer stated that Enterprise is calling him now telling him that he is going to have to pay for the rental that it was only suppose to be one

day. Customer stated that he needs the rental. Agent informed customer that he needs to talk to the dealership because if they are not going to cover it then right now currently he is going to be responsible.

Customer stated that he wants to be reimbursed for time off work and all the items in the Jeep covered. Customer stated that he wants something to be done. Customer stated that he has people are calling wanting money for the Jeep. Customer stated that he wants this to be resolved.

Customer stated that he did not pay for the towing company to release the Jeep to the dealer because he felt like he did not have to pay for it.

Customer stated that he is being charged \$200 per day that the Jeep is sitting in the tow yard.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/31/07 AT 13:41:00 15885153

Customer called seeking the number for CCRG, agent provided cusotmer with the number.

CCRG Close Date: 03/07/2007

---

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16298156</b>	
<b>Vin</b>	1J8GA6913	7L [REDACTED]	<b>Open Date</b>	05/14/2007	<b>Build Date</b>	02/12/2007	
<b>Model Year</b>	07	<b>Body</b>	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
<b>In Service Dt</b>	03/05/2007	<b>Dealer</b>	06347	<b>Dealer Zone</b>	32	<b>Mileage</b>	1,100
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	MONTGOMERY NY [REDACTED]					<b>Country</b>	UNITED STATES

Referral - Other - Default - Default - Default

Special Investigation related contact - Escalated to Tier 2 Internal  
COIN Updated & CAIR reassigned to 82S  
Contact: [REDACTED]  
Telephone # [REDACTED]  
Telephone #2 [REDACTED]  
LOCATION OF VEHICLE: Mahawah New Jersey. In the woods off of Stag Hill Road.  
What happened?: Customer states that Saturday, May 12,2007 he was off roading in the vehicle. Customer Claims that he was told by a person out side of the vehicle that there was fire dripping from the bottom of the vehicle. Customer stated that he jumped out of the vehicle and ran. Customer alleges that the vehicle exploded and burned to the ground. Writer advised customer this information will be sent to the appropriate department for review and he will be contacted. Customer inquired as to when he can expect contact. Writer informed customer that due to an unknown current case load no estimation to a contact time can be provided.  
5/17/07.....NO LOCATION PROVIDED.  
SI CALLED THE OWNER BECAUSE THE INFORMATION WASN T PROVIDED. HE SAID IT IS STILL IN THE WOODS.....ADVISED HIM TO HAVE IT TOWED OUT OF THE WOODS AND CALL US BACK WITH THE EXACT VEHICLE LOCATION.  
6/4/07.....RECEIVED INSURANCE SUBROGATION LETTER. THEY SAY TO CALL THEM FOR THE LOCATION WHICH THEY LIST AS 'STAG HILL RD IN MAHAWAH, NJ'. THE DATE OF THIER LETTER IS 5/16/07 BUT THE POST MARK IS 5/31/07 WHICH WAS ONLY 4 DAYS AGO.  
THEY SAY WE HAVE ONLY 10 DAYS FROM THE DATE OF THE LETTER (5/16/07) TO CONTACT THEM OR WE FORFIT THE RIGHT TO INSPECT. APPEARS NO ONE IS WILLING TO TELL US WHERE THE VEHICLE IS TO INSPECT IT.  
FORWARDED TO 82T.  
VEHICLE WAS BEING 'OFF ROADED' WHEN IT STARTED ON FIRE. IT WOULD HAVE BEEN TO OUR BENEFIT TO INSPECT IT IN IT S ORIGINAL SPOT BUT I COULD NOT FORWARD TO 82T BECAUSE OF THE NON-DESCRIPT LOCATION.  
\_6/5/07 spoke to insurance agent vehicle is not in a safe place, for someone to have access to, I advised her they need to make it avl in a safe place for us to access , agent will call me back jlg118  
agent will call me back jlg117  
\_6/5/07 assigned to rlg92/jlg117  
6/7/07 left a message for Aaron Redsicker at 201 489-8901 for vehicle location jlg117  
\_6/7/07 N-I-R rlg92/jlg117  
\_6/7/07 No Inspection required jlg117  
CCRG Open Date: 06/04/2007 16:52:26  
Letter Sent: Acknowledgement 06/08/2007 09:35:54  
6/11/07 spoke to insurance agent Adelle , they are moving the vehicel and will call with location as soon as it is there jlg117  
\_6/15/07 vehicle location:  
\_Car Tech Auction Incorporated  
\_87 Rudolph Ave  
\_Rahway, NJ 07001-1517  
\_(732) 680-0600  
Please call Dan Woto to arrange joint inspection thanks jlg117

CAIR NUMBER 16298156 REQUEST EAA INSPECTION 06-15-2007 13:16  
CAIR NUMBER 16298156 E-MAIL SENT TO EAA 06-15-2007 13:17  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/27/07 AT 14:04:04 16298156  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/28/07 AT 15:15:34 16298156

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**Customer Assistance Inquiry Record (CAIR)# 16570752**

<b>Vin</b>	1J4GA5915	7L	<b>Open Date</b>	07/31/2007	<b>Build Date</b>	12/09/2006	
<b>Model Year</b>	07	<b>Body</b>	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
<b>In Service Dt</b>	01/13/2007	<b>Dealer</b>	26492	<b>Dealer Zone</b>	63	<b>Mileage</b>	1
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OKLAHOMA CITY OK					<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Accident - Default	.
Product - Unknown - Unknown - Fire - Unknown	.
Referral - Legal - Default - Default - Default	.

\*\*\*\* CORRECTION: Tread Data should read 0/ 0/Y \*\*\*\*

\_CATHCART & DOOLEY

RE: CLAIM NUMBER: [REDACTED]

\_ DATE OF LOSS: 6-16-2007

\_ THEIR FILE NO : 173.07263

The law firm represents STATE FARM and CASUALTY CO. Vehicle sustained a fire and it is believed the fire was caused by a defect in the vehicle.

The damages exceed \$28,000.00. The vehicle is stored at SAPULPA AUTO POOL in Oklahoma City.

To inspect the vehicle contact Erin Clogston in writing by Aug.14,2007.

Forwarded to 82t mrp

\_7/31/07 sending back to SI to rescan letter thanks jlg117

8/1/07 assigned to rlg92/jlg117

8/1/07 sent letter to Erin Clogston requesting vehicle location jlg117

\_8/1/07 vehicle location :

Sapulpa Auto Pool West

\_Sapulpa Auto Pool West 7300 N I 35 Service Rd

Oklahoma City, OK 73121-3805

(405) 478-3542

8/1/07 please contact Erin Clogston at 405-524-1110 to arrange inspect on thanks jlg117

CAIR NUMBER 16570752 REQUEST EAA INSPECTION 08-01-2007 15:26

CAIR NUMBER 16570752 E-MAIL SENT TO EAA 08-01-2007 15:27

CCRG Open Date: 07/31/2007 14:29:55

Letter Sent: Acknowledgement 08/02/2007 10:52:29

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/14/07 AT 14:43:29 16570752

Letter Sent: Resolution 08/15/2007

\_8.29.2007

CATCHART & DOOLEY

RE: CLAIM NUMBER: [REDACTED]

\_ DATE OF LOSS: 6.16.2007

\_ FILE NUMBER : 173.07263

Forwarded to 82t mrp

8/29/07 forward to rlg92 for review. mjm169

\*\*\*\*\*

06.11.09

Received ARBITRATION FORUMS, INC HEARING NOTICE

Docket number: A086-00701-09-00

Hearing date 08.11.09

Per OGC Matrix, reassigned to 82T. MG17.

NOTE- Imaged on CAIR 18657016

6/12/09 Updated CCRG File. LSE6.

**Customer Assistance Inquiry Record (CAIR)#****16728187**

<b>Vin</b>	1J4GA3917 7L [REDACTED]	<b>Open Date</b>	09/12/2007	<b>Build Date</b>	10/18/2006
<b>Model Year</b>	07	<b>Body</b>	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR	
<b>In Service Dt</b>	02/16/2007	<b>Dealer</b>	24055	<b>Dealer Zone</b>	63
<b>Mileage</b>					3
<b>Name:</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE
<b>Address</b>	N/A			<b>Home Phone</b>	
	UNKNOWN AZ 00000000000			<b>Country</b>	UNITED STATES

Recall - G25: - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Referral - Tier Three - Default - Default - Default	Referral tier three.
Product - Unknown - Unknown - Fire - Engine Compartment	fire
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	
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 EMW20  
 Customer transferred to the internal Tier 2 escalation line for further review of concern.  
 COIN Updated & CAIR reassigned to 82S  
 Contact: Joann  
 Telephone #1 888 759 9034 ext25000  
 LOCATION OF VEHICLE - INCLUDING THE ADDRESS:Bradley s Garage 1545 W Picacho Las Crusas, MN 88005  
 LOCATION OF VEHICLE PHONE NUMBER 505-526-2488  
 What happened?: Customer states the engine caught fire 8/21/07 and the vehicle is being held for Chrysler inspection.  
 \*\*\*\*\*  
 fire, refer to 82t  
 9/13/07 Sending back to SI to update vehicle owner information from COIN \_BRUNDAGE, MARY K. \_Thank you. mjm169  
 Arb paperwork rec d, refer to 82t  
 \_9/13/07 assigned to rlg92/mjm169  
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 09-13-2007 15:34  
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 09-13-2007 15:34  
 CCRG Open Date: 09/13/2007 11:40:17  
 Letter Sent: Acknowledgement 09/14/2007 09:56:00  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/18/07 AT 14:08:29 16728187  
 Received another letter from SF advising they are going to start repairs.  
 Per OGC Matrix, reassigned to 82T. JSS15.  
 \_9/19/07 forward to rlg92 for review. mjm169  
 Letter Sent: Denial 10/08/2007

**Customer Assistance Inquiry Record (CAIR)#****16797401**

<b>Vin</b>	1J4GA391X 7L [REDACTED]	<b>Open Date</b>	10/02/2007	<b>Build Date</b>	05/12/2007
<b>Model Year</b>	07	<b>Body</b>	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR	
<b>In Service Dt</b>	06/02/2007	<b>Dealer</b>	45244	<b>Dealer Zone</b>	42
<b>Mileage</b>					8,200
<b>Name:</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]
	CLIO MI [REDACTED]	<b>Country</b>	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Referral tier three
Product - Unknown - Unknown - Fire - Engine Compartment	fire
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	
Referral - Other - Default - Default - Default	

**\*\*\*Recall Contact\*\*\*\***

Special Investigation related contact - Escalated to Tier 2 Internal per JAY18.

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: Friends home 13469 Webster Rd  
Birchrun, MI 48415

LOCATION OF VEHICLE PHONE NUMBER 8106875453

What happened?: Customer states the vehicle caught fire and is still located at her Friends home now.

fire, refer to 82t

\_10/3/07 left message for customer to call jlg117

\_10/3/07 assigned to rlg92/jlg117

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 10-03-2007 14:13

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 10-03-2007 14:14

CCRG Open Date: 10/03/2007 10:20:20

Letter Sent: Acknowledgement 10/04/2007 10:35:15

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/05/07 AT 15:16:30 16797401

Letter Sent: Denial 10/08/2007

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)#****17693566**

<b>Vin</b>	1J4GA3916 7L [REDACTED]	<b>Open Date</b>	07/14/2008	<b>Build Date</b>	11/16/2006
<b>Model Year</b>	07	<b>Body</b>	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR	
<b>In Service Dt</b>	12/20/2006	<b>Dealer</b>	X7390	<b>Dealer Zone</b>	
<b>Mileage</b>					24,059
<b>Name:</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]		SUITE 100	<b>Home Phone</b>	
	TULSA OK [REDACTED]			<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier three referral.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

COIN Updated &amp; CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Ahukini Storage Lot

3276 Ho Olimalima street

Lahue, HI 96766

LOCATION OF VEHICLE PHONE NUMBER 808 246 0645

What happened?: Customer states vehicle caught on fire. The address listed for the vehicle is the physical of the office which owns the the storage lot. States that they will show where the vehicle is, there is no physical address.

fire, refer to 82t

7-15-08 I spoke to [REDACTED]

she stated she will have [REDACTED] call me back with more details regarding the Jeep fire.SSS8

7-15-08 Assigned to RLG92/SSS8

Open Recall G40-Reprogram EBC Module.

7-15-08 Assigned to RLG92/SSS8

7-15-08 Left detailed message for [REDACTED]

7-15-08 Received call from [REDACTED] he stated the vehicle caught on fire

5-2-08, not sure of the exact time. Rental customer states the vehicle was stuck in the sand and they were revving the engine and the sensor lights came on in the Jeep. The customer also smelled burning oil when the fire occurred. Customer that rented the vehicle is claiming a product defect and states they have been in several Jeeps prior and this has never occurred when driving in the sand. [REDACTED] stated they would like the vehicle inspected for a product defect. The vehicle is still at the Ahukini Storage Lot, in Lahue, HI.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 07-21-2008 09:22

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 07-21-2008 09:22

CCRG Open Date: 07/15/2008 11:21:49

Letter Sent: Acknowledgement 07/22/2008 12:22:09

Inspection Delayed: 07/24/2008

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/07/08 AT 03:19:10 17693566

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/07/08 AT 03:41:34 17693566

Letter Sent: Denial 08/08/2008

**Customer Assistance Inquiry Record (CAIR)#****17939046**

<b>Vin</b>	1J4FA241X	8L	<b>Open Date</b>	09/25/2008	<b>Build Date</b>	12/06/2007	
<b>Model Year</b>	08	<b>Body</b>	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
<b>In Service Dt</b>	01/24/2008	<b>Dealer</b>	49968	<b>Dealer Zone</b>	74	<b>Mileage</b>	13,250
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ST LOUIS MO					<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default	Wants information for claims and investigation.
Product - Unknown - Unknown - Fire - Unknown	

Customer wants information for claims and investigation. Agent consulted SF309 and transferred the call to T3.

Purchased New or Used? NEW

Agent received transfer.

COIN Updated & CAIR reassigned to 82S

Contact

Telephone #1

Telephone #2

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:

Overflow lot for Vanguard Car Rental

Ahukina Storage

3276 Ho Olimalima Loop

Lihue, HI 96766

LOCATION OF VEHICLE PHONE NUMBER

808-246-0645 ext 22

What happened?: Customer states the vehicle caught on fire.

Agent advised customer of the information needed when department calls them. Customer understood.

Updates by rls15 - Mark Stein is contact at vehicle location - Information above is correct for inspection. Contact at Enterprise / Vanguard Corp. to complete document exchange is Deborah Levalds at Phone / Address listed on primary screen.

\_10/7/08 Assigned to rlg92/mjm169

\_10/7/08 Please contact Ron Leach prior to inspection @ 248 880-3307

Thanks, mjm169

CAIR NUMBER REQUEST EAA INSPECTION 10-07-2008 12:44

CAIR NUMBER E-MAIL SENT TO EAA 10-07-2008 12:45

Inspection Delayed: 10/08/2008

Letter Sent: Acknowledgement 10/08/2008 09:18:29

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/16/08 AT 03:49:05 17939046

CCRG Close Date: 10/29/2008

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

**17981950**

<b>Vin</b>	1J4GA3910 8L [REDACTED]	<b>Open Date</b>	10/09/2008	<b>Build Date</b>	12/07/2007
<b>Model Year</b>	08	<b>Body</b>	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR	
<b>In Service Dt</b>	12/23/2007	<b>Dealer</b>	60313	<b>Dealer Zone</b>	71
<b>Mileage</b>					15,000
<b>Name:</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]
	PIONEERTOWN CA [REDACTED]			<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default	Fire on transmission.
Product - Unknown - Unknown - Fire - Underbody Fire	flames
Referral - Tier Three - Default - Default - Default	vehicle caught fire.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Customer states that vehicle had transmission problem but the dealership was not able to duplicate the problem and the transmission caught fire last Friday and he is calling to notify Chrysler so that Rep can come to the dealership to inspect the vehicle. Agent suggested to call back as the T3 was closed.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

yes

How far out of warranty is the vehicle/repair by time and/or mileage?

15000

Service contract (Chrysler or 3rd party) that would cover the repair?

Original owner? (yes/no) If no, purchased when?

yes

How many Chrysler vehicles has the customer owned including this vehicle?

Is there any repair history related to the current concern?

no

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

Customer wants to speak with senior staff. Agent transferred to tier 3 as

vehicle has caught fire after consulting with AM1106

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

Telephone #1 [REDACTED]

Telephone #2 [REDACTED]

LOCATION OF VEHICLE - crystal chrysler 36444 auto park dr cathedral city,ca 760-324-4557

What happened?: Customer states oil leaked on the catalytic converter and started a fire

##### DIRECT-TO-DEALER 60313 #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR.

The vehicle has had 0 repair attempts and has been out of service for a total of 0 days for ?describe condition?.

Agent called dealer and spoke to john crandall, informed that CAIR was being sent. Please update this CAIR with resolution.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

approve by jh1191

Lines 39 and 40 was not done writer did not contact dealer or send cair. fire, refer to 82t

10-13-08 I spoke with John Crandall (Service Advisor) 760-324-4557 ext.206 at Crystal Chrysler-Jeep and he stated the fire took place in early October , not sure of exact date. John stated the customer brought the Jeep into

the dealership prior to to fire and John stated they could not find anything wrong with the vehicle. After the vehicle inspection done by the dealership the customer drove the vehicle home and the vehicle caught on fire. John stated the vehicle has minor fire damage.

10-13-08 Assigned to RLG92/SSS8

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 10-13-2008 11:09

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 10-13-2008 11:09

CCRG Open Date: 10/10/2008 16:26:27

Letter Sent: Acknowledgement 10/14/2008 09:43:46

The Customer called in and informed that he wanted to know what was going on with his vehicle. The Customer stated that he had received a call from Richard who had asked few questions to him related to the vehicle. The Customer stated that Richard informed him that he was going to inspect the vehicle. The Customer stated that the vehicle is sitting at the dealership since a week and a half. The Customer wanted to speak with the senior staff management. The Agent transferred the call to Tier 3. (JA917).

Customer calling in for the same issue, wants to speak with the senior staff, agent consulted the supervisor LL679 and transferred the call to tier 3

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/22/08 AT 15:12:21 17981950

The customer wanted the update we advised that he will be notified by letter, also he can speak to the dealership to see if they have any additional information.

CCRG Reopen Date: 10/23/2008

Customer called in regards to same. Transferred to tier 3 for further assistance after consulting with LL679.

Customer wanting status on inspection of vehicle. Writer advised customer to contact dealer for we have no new information.

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