



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

31-DEC-2007
AM 7:46

Reference No.
10213294

OWNER INFORMATION (Type or Print)

Name
Address
City WAYNE State NJ Zip Code 07470

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 1/11/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1D4HB48D14
Make DODGE Model DURANGO Model Year 2004
Date Purchased 11-JAN-05 Dealer's Name and Telephone Number WAYNE DODGE Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City WAYNE State NJ Zip Code 07470
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 111100 ELECTRICAL SYSTEM:BATTERY:CABLES Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-NOV-2007 Failure Mileage 49800 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Fire Number of Persons Injured Number of Deaths Reported to Police
Yes No Yes No 0 0 Y

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2004 DODGE DURANGO. THE CONTACT STATED THAT THERE WAS A FIRE UNDER THE HOOD CAUSED BY A BATTERY CABLE. THE FAILURE WAS IDENTICAL TO NHTSA CAMPAIGN ID NUMBER 04V578000 (ELECTRICAL SYSTEM:BATTERY:CABLES) AND SAFETY RECALL NUMBER D40 ISSUED BY DAIMLER CHRYSLER. THE VEHICLE WAS REPAIRED THROUGH AN INSURANCE CLAIM. DAIMLER CHRYSLER SENT AN INDEPENDENT CLAIMS ADJUSTER, WHO TOOK A REPORT OF THE INCIDENT. ON DECEMBER 17, 2007, THE MANUFACTURER SENT THE CONTACT A RESPONSE VIA MAIL THAT DENIED CLAIM FOR ANY SORT OF REPAIR REIMBURSEMENT FOR THE RECALL. THE TOTAL ESTIMATED COST IN DAMAGES WAS \$2,011. A POLICE REPORT WAS FILED. THE FAILURE MILEAGE WAS 49,800 AND CURRENT MILEAGE WAS 49,900.

\$1,870
plus towing.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



WAYNE POLICE DEPARTMENT INVESTIGATION REPORT

PRELIMINARY
DISPOSITION

PAGE 1 OF 1

REPORT DATE 11/22/07	REPORT TIME 0824	ZONE 078	WEATHER Clear & Cold	CASE NUMBER [REDACTED]
TYPE OF CRIME/INCIDENT Car Fire			ADDRESS OR LOCATION OF INCIDENT 26 VerKade Dr	

DATE and TIME Occurred	BETWEEN	HOUR	DAY	MONTH	DATE	YEAR	BUSINESS NAME OR TYPE OF PREMISES	
	AT							
							WEAPONS/TOOLS USED	VICTIM'S CONDITION

VICTIM/SUBJECT	AGE	DOB	SS#
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
STREET ADDRESS	CITY	STATE	ZIP
[REDACTED]	Wayne	MI	[REDACTED]

NAME OF PERSON	SEX	AGE	DOB	RACE	SS#
[REDACTED]					
STREET ADDRESS	CITY	STATE	ZIP	PHONE#	
[REDACTED]					

REPORTING PERSON (SAME AS VICTIM <input type="checkbox"/>)	PHONE#		
[REDACTED]			
STREET ADDRESS	CITY	STATE	ZIP
[REDACTED]			

NAME(S) OF WITNESSES	PHONE#		
[REDACTED]			
STREET ADDRESS	CITY	STATE	ZIP
[REDACTED]			

VALUE STOLEN	CURRENCY	JEWELRY	TOOLS	CLOTHING	AUTO	MISC	TOTAL VALUE STOLEN

VEHICLE MAKE	MODEL	YEAR	TYPE	VIN
Dodge	Stratus	2004	SUV	
REGISTRATION	STATE	COLOR	MISC	
[REDACTED]	MI	BK		

DAMAGE, IF ANY

OTHER OFFICERS AT SCENE

Fire Co's 3 and 5

NARRATIVE

Responded to above location on report of a car fire. Upon arrival [REDACTED] advised that the fire had been extinguished by himself. [REDACTED] advised that while attempting to start her vehicle she smelled what she believed was a possible electrical fire under the hood. Fire Company 3 and 5 arrived to check the vehicle and disconnect the battery.

ROUTE TO: Detective Bur. Youth Bur. Narc. Traffic Bur. OTHER AGENCY

Officer's Signature: *Bo Dho* ID #: 242 FOX Officer's Printed Name: Supervisor's Initials: *[Signature]* ID#: *157*

INITIAL INSURANCE CLAIM

DATE ASSIGNED 11/28/2007 POLICY NUMBER [REDACTED] POLICY DATE 10/04/2007 **IMPORTANT** CLAIM NUMBER [REDACTED]
PLEASE SHOW THIS NUMBER ON ALL CORRESPONDENCE *

UMBRELLA POLICY

DATE OF OCCURRENCE 11/28/2007

PLACE NJ WAYNE

VEHICLE 2004 DODGE 1D4HB48D14 [REDACTED]

DRIVER PARKED

CLAIMS REPRESENTATIVE

VALOVINA, ROBERT *R Valovina @ NJM, Com*
1599 LITTLETON ROAD
PARSIPPANY NJ 07054-3813
1-800-367-6564 EXT. 8169

SEND ALL MAIL TO

WAYNE NJ

NAME & ADDRESS OF INSURED

WAYNE NJ

LOSS PAYEE

CHASE MANHATTAN BANK
PO BOX 80015, ATLANTA GA 30366
T970

Regarding -		ADJ.				
E	01	VALOV				
STANDARD COMB SINGLE LMT BI/PD 1,000,000						
MED PAY 10,000						
UM / UIM BI/PD 300,000						
PIP OPT# 16 MED DED 250 - 20% COPAY						
THRESHOLD NO LIMIT						
PIPMED= \$1,000,000 NJM INS PRIMARY						
COMPREHENSIVE DED 500						
COLLISION DED 500						
RENTAL \$1200						
PRIOR CLAIMS	NUMBER	TYPE	DATE	NUMBER	TYPE	DATE
	[REDACTED]	E	09 04 06	5-338291	E	02 18 05
		D	09 06 94			

*12/4 11:15 Called JOT @ LINCOLN MORG
HOLD OFF UNTIL Dodge INVOICES.
11:30 spoke TO Adjuster & Brought Him up to Speed.*

CLAIM ACKNOWLEDGEMENT

DEAR POLICYHOLDER:

YOUR LOSS REPORT HAS BEEN RECEIVED AND IS BEING PROCESSED. THE CLAIM HAS BEEN REFERRED TO OUR CLAIMS REPRESENTATIVE NAMED ABOVE WHO WILL BE CONTACTING YOU TO OBTAIN ADDITIONAL NECESSARY INFORMATION.

THE CLAIM NUMBER APPEARS IN THE UPPER RIGHT-HAND CORNER. PLEASE USE THIS NUMBER ON ANY CORRESPONDENCE REGARDING THE CLAIM.

THE REVERSE SIDE OF THIS FORM CONTAINS PERTINENT INFORMATION REGARDING SPECIFIC INSURANCE COVERAGES, AND NOTICES REQUIRED BY INSURANCE REGULATIONS.

PLEASE NOTIFY US OF ANY CHANGE IN YOUR ADDRESS.

NEW JERSEY MANUFACTURERS INSURANCE COMPANY

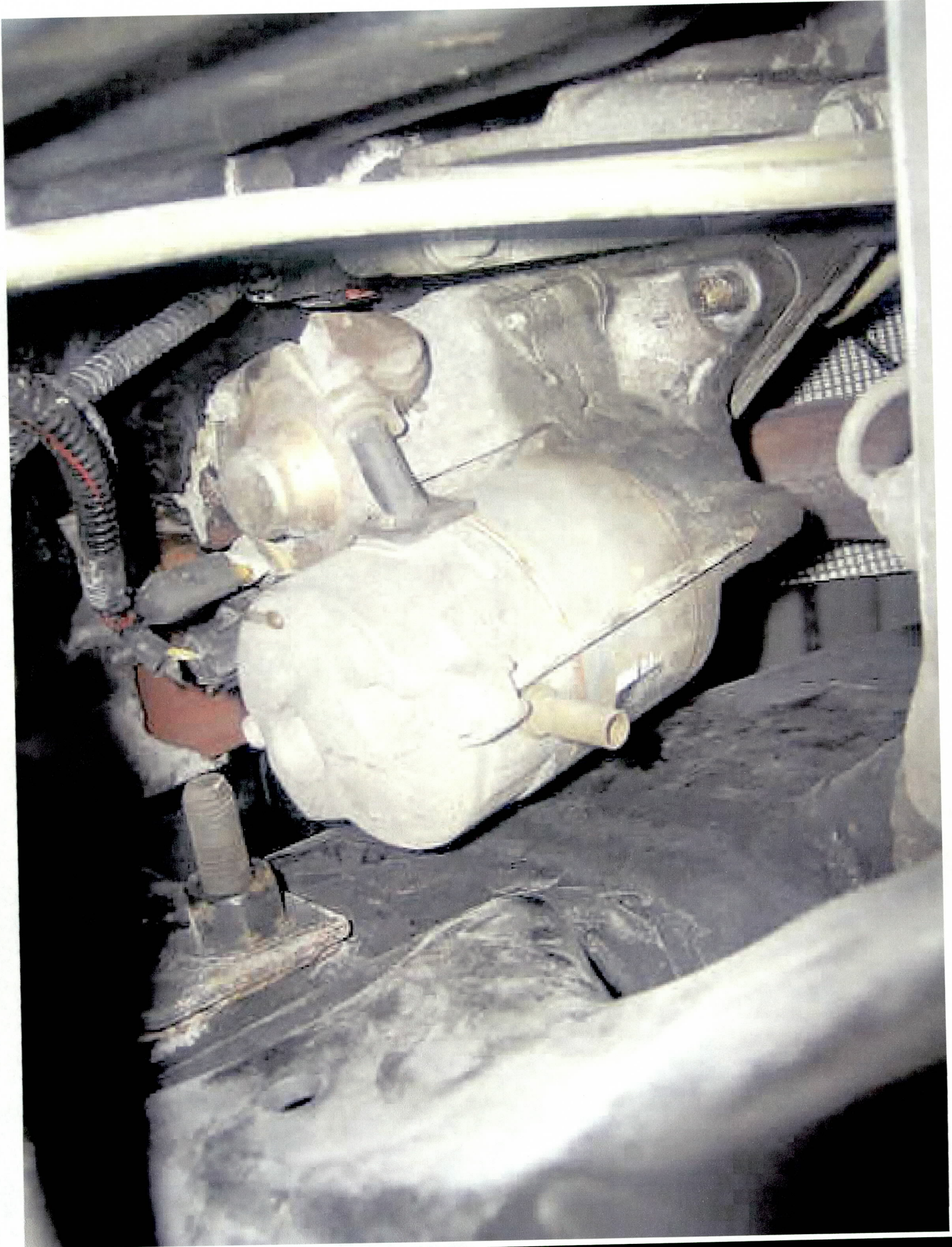
(SEE OVER)

301 Sullivan Way
West Trenton, NJ 08628

ORIGINAL



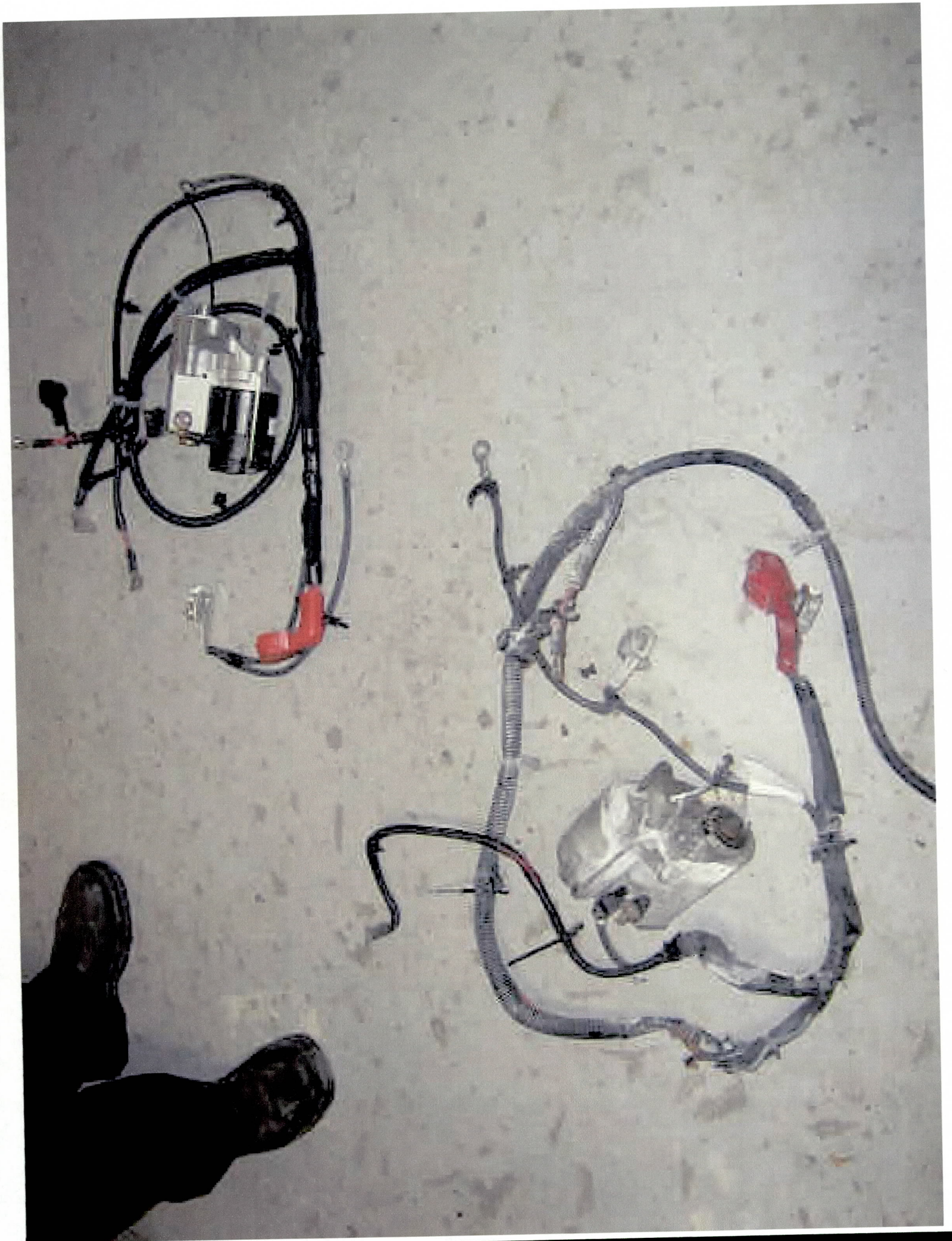
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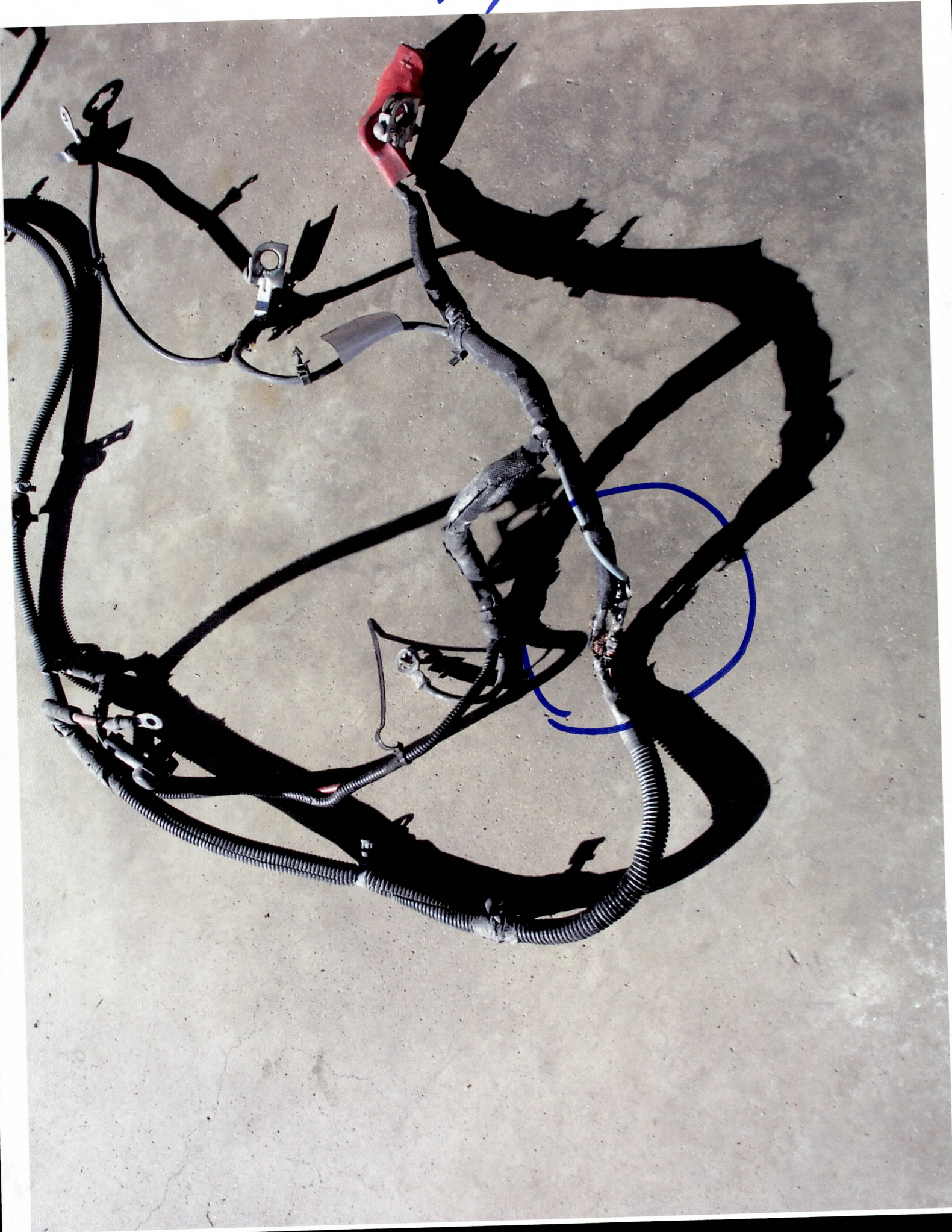
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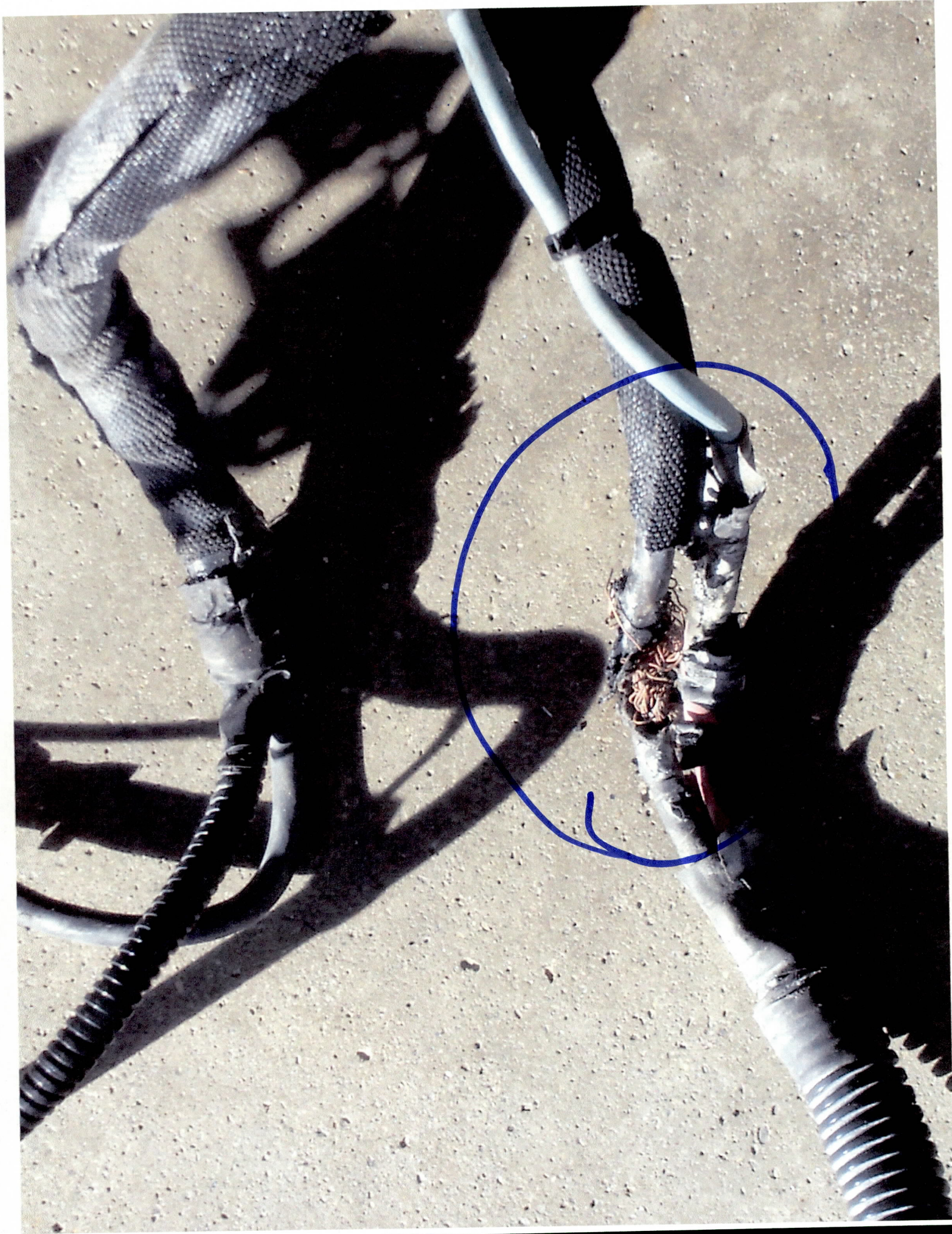
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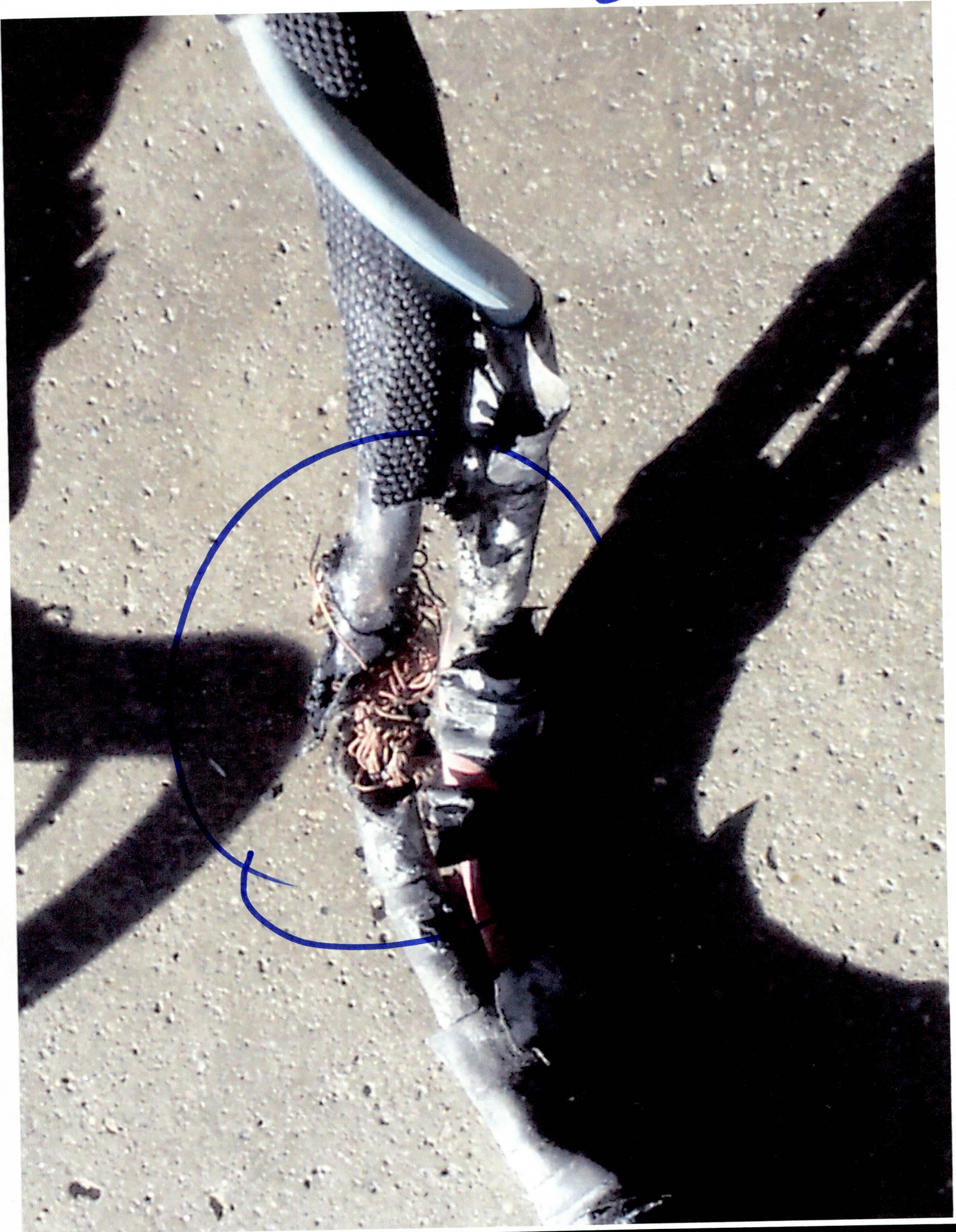
#4



#5



#6



#7



ONLINE RECALL INFO.

DAIMLERCHRYSLER

2004 ULC - 8 A 9 25

DEPARTMENT OF
DEFECTS INVESTIGATION

DaimlerChrysler Corporation
Stephan J. Speth
Director
Vehicle Compliance & Safety Affairs

December 7, 2004

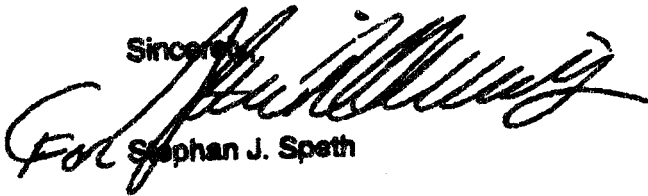
Mr. Kenneth N. Weinstein
Associate Administrator, Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

04V-578
(4 pages)

Dear Mr. Weinstein:

Attached is DaimlerChrysler Corporation's Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a potential safety related defect in some 2004 model year Dodge Durango vehicles. The positive battery cable may contact the front suspension upper control arm mounting bracket. Over time, this contact could abrade the battery cable and cause a short circuit, which may result in an underhood fire. DaimlerChrysler Corporation will conduct a voluntary safety recall to inspect the battery cable routing, reposition and secure the cable away from the control arm mounting bracket on the affected vehicles.

Sincerely,


For Stephan J. Speth

Enclosures: Defect Information Report for DaimlerChrysler Corporation Recall D40
Dealer and Owner Notification Letters - Recall D40

cc: K. C. DeMeter, NHTSA
Division of Occupational Safety & Health
California Department of Industrial Relations

DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL D40

Page 1

Submission date: December 7, 2004

Identifying classification of vehicles potentially affected:

Make	Model	Model Year	Inclusive Dates of Manufacture	Vehicle Volume	Other
Dodge	Durango	2004	7/21/2003 – 2/15/2004	71,763 total	w/ 5.7L engine
			7/21/2003 – 3/31/2004		w/ 4.7L engine
			7/21/2003 – 7/1/2004		w/ 3.7L engine

The involved Vehicle Identification Number (VIN) range is:

Low High
4F100001 4F241832

(VIN last eight characters) – 4 = 2004 model year; F = Newark Assembly Plant, Newark, Delaware; and the last six digits = sequential number.

We caution that the above range represents only the lowest and highest VIN sequential numbers included in the recall. This range cannot be used to determine conclusively that a vehicle is involved in the recall because many vehicles with a VIN within the range are not affected by the recall.

Estimated percentage containing defect: Unknown

Description of defect:

The positive battery cable may be contact the front suspension upper control arm mounting bracket. Over time, this contact could abrade the cable and cause a short circuit, which may result in an underhood fire.

The name, address and telephone number of the supplier who manufactured the subject components:

Lear Corporation
2998 Waterview Drive
Rochester Hills, MI 48309
248-371-8400

DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL D40
Page 2

The following chronology of principal events occurred between July of 2004 and November of 2004 and led to the determination of a defect:

- On July 15, 2004, a report was received of an underhood fire on a 2004 model year 3.7L Dodge Durango corporate lease fleet vehicle. There were no injuries.
- Extensive investigation in July and early August determined the cause of the fire to be electrical in nature and indicated signs of unusual current flow.
- Tear down and Engineering evaluation of the vehicle revealed that the positive battery cable insulation had been abraded at the right front suspension upper control arm mounting bracket, resulting in a short circuit to ground.
- Investigation established that the short circuit caused current flow through ground point attachments between the body and the vehicle frame, instead of through the battery negative cable.
- A yard hold was initiated at DaimlerChrysler Corporation's Newark (Delaware) Assembly Plant and all vehicles contained.
- A thorough review of the battery cable and wire harness design history revealed that the supplier had made a mounting clip change during 2004 model year Durango pre-production to assist with harness processing. Engineering investigation revealed that the supplier had inadvertently rotated a take-out location in conjunction with this change, resulting in unpredictable battery cable routing and the potential for bracket contact.
- Additional review of the design history showed that a potential contact condition also existed on 2004 model year Durango vehicles equipped with the 4.7L and 5.7L engines, since the wire harness and front suspension are similar in this area.
- The investigation revealed that an unrelated change to the wire harnesses during the 2004 model year eliminated the potential for contact between the positive battery cable and the control arm mounting bracket. This change was introduced at different times during the model year depending upon the powertrain configuration.
- To assess the potential scope of this condition and confirm effectiveness of the harness change, multiple field surveys of 2004 model year Durango corporate lease fleet and contained vehicles were undertaken between August of 2004 and November of 2004. Over 1,200 total vehicles built before and after the wire harness change, and with all powertrain configurations, were evaluated.
- For vehicles built prior to the wire harness change, survey data showed that 26% (6 of 23) of the 3.7L vehicles exhibited hard contact between the cable and the bracket. 4% (9 of 202) of 4.7L and 43% (64 of 148) of 5.7L vehicles also exhibited contact.
- Over 900 vehicles built after the wire harness change was implemented were evaluated and all showed no routing or contact issues.
- The Dodge Durango was completely redesigned for the 2004 model year, thus prior model year vehicles are not affected.
- A review of all available data sources showed no additional complaints or field reports associated with this condition.

DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL D40
Page 3

- This data was presented on November 30, 2004 to the Vehicle Regulations Committee who decided to conduct a safety recall of the affected vehicles.

Statement of measures to be taken to correct defect:

DaimlerChrysler Corporation will conduct a safety recall to inspect the battery cable routing, reposition and secure the cable away from the control arm mounting bracket on the suspect vehicles. DaimlerChrysler has notified dealers on December 7, 2004 and expects to begin owner notification on December 14, 2004.

DaimlerChrysler Corporation has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, DaimlerChrysler Corporation, as part of the owner letter, will request that customers send original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

DAIMLER CHRYSLER

December 2004

Dealer Service Instructions for:

Safety Recall B49 – Reroute Battery Cable

Models

2004 (HB) Dodge Durango

NOTE: This recall applies only to the above vehicles equipped with a:

- *3.7L engine (“K” in the 8th VIN Position) built through July 1, 2004 (MDH 0701XX);*
- *4.7L engine (“N” in the 8th VIN Position) built through March 31, 2004 (MDH 0331XX); or*
- *5.7L engine (“D” in the 8th VIN Position) built through February 15, 2004 (MDH 0215XX).*

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to stop sale and complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The positive battery cable on about 71,500 of the above vehicles may short circuit due to contact with the upper control arm bracket. A short circuit in the positive battery cable can cause an underhood fire.

Repair

The positive battery cable must be rerouted and secured.

Parts Information

<u>Part Number</u>	<u>Quantity</u>	<u>Description</u>
05073039AA	1	Tie Strap

Each dealer to whom vehicles in the recall were invoiced will receive enough tie straps to service 10% of those vehicles.

Service Procedure

1. Open the hood.
2. Disconnect the PCV make-up air tube at the in-line connector (3.7L and 4.7L) or at the engine oil filler assembly (5.7L).
3. Disconnect the air intake tube from the engine intake resonator.
4. Disconnect the three (3) air cleaner cover clips and then remove the air cleaner cover, resonator and inlet tube as an assembly.

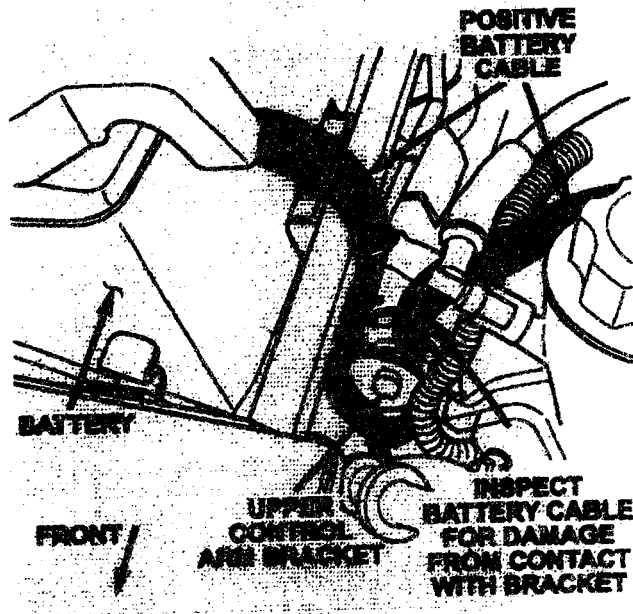


Figure 1 – 4.7L Shown

5. Inspect the positive battery cable where it passes the right upper control arm bracket (Figure 1). If the wiring insulation is damaged from contact with the bracket, wrap it with high quality electrical tape. If the battery cable copper wiring strands are visible, the battery cable must be replaced (P/N 56049174AI (4.7L), 56049175AI (5.7L) or 56049456AI (3.7L)).

NOTE: The positive battery cable must be secured with a tie strap even if the cable has been replaced.

Service Procedure (Continued)

6. Reposition the positive battery cable away from the upper control arm bracket and secure it to the main battery harness bundle with the provided tie strap (Figure 2). Locate the tie strap approximately 8" (200 mm) below the battery tray clip.

IMPORTANT: Do NOT locate the tie strap on the blue fusible link portion of the cable.

7. Rotate the lower end of the battery cable bundle counter-clockwise to position it perpendicular to the battery. Ensure that the battery harness bundle is at least 1" (25 mm) away from the control arm bracket.

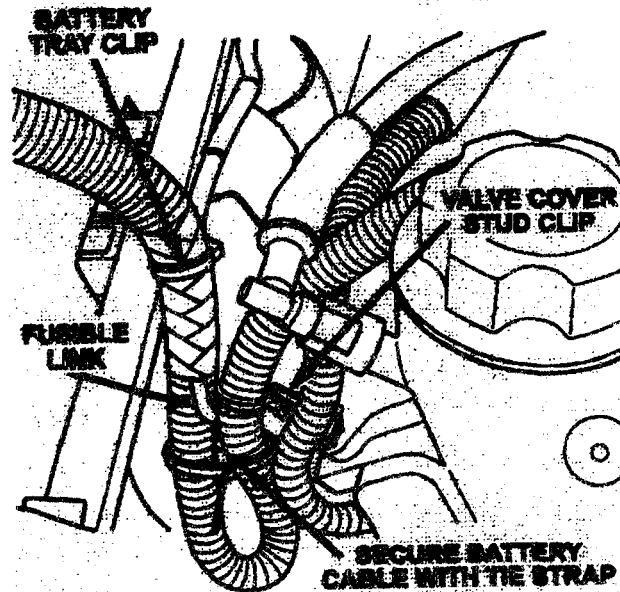


Figure 2 – 4.7L Shown

8. Inspect the battery cable routing to ensure all clips remain secure. If the battery cable to right front valve cover stud clip (4.7L/5.7L) is broken, replace it with a tie strap/clip P/N 55366863AA.
9. Install the air cleaner cover assembly. Secure the cover with the three (3) clips.
10. Connect the air intake tube to the engine intake resonator. Tighten the intake tube clamp to 33 in-lbs (3.7 N·m).
11. Connect the PCV make-up air tube at the in-line connector or at the oil filler assembly.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Reroute positive battery cable	08-D4-01-82	0.2 hours

Add the cost of the tie strap plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

All dealers will receive a copy of this dealer recall notification letter by mail. Two additional copies will be sent through the DCMMS. To view this recall on DealerCONNECT, select TechCONNECT on the Service tab, click on "Search Bulletins/Recalls", enter the recall code and then click on the "Search" button.

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a DaimlerChrysler Mobile Service approved repair.

Vehicle Lists, Global Recall System, VIP and Dealer Follow up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed. Involved dealers were also mailed a copy of their vehicle (VIN) list with the dealer recall notification letter.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services Field Operations
DaimlerChrysler Corporation

DAIMLERCHRYSLER

*Recalls are
for Safety!*

SAFETY RECALL - REROUTE BATTERY CABLE

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2004 model year Dodge Durango vehicles.

The problem is... The positive battery cable on your Durango (VIN: XXXXXXXXXXXXXXXXXXXX) may short circuit due to contact with the front suspension upper control arm bracket. A short circuit in the positive battery cable can cause an underhood fire.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reroute and secure the battery cable. The work will take less than ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code D40 on the postcard.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D40

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

12/31/07
BDI 3:00 PM

DODGE
DAIMLERCHRYSLER DENIAL
LETTER

10213294

745 - 430 EXTENDED
TIMES

DaimlerChrysler Corporation
Office of the General Counsel

December 05, 2007

[REDACTED]

WAYNE, NJ [REDACTED]

Dear [REDACTED]

Thank you for contacting Chrysler LLC regarding your 2004 DODGE DURANGO SLT 4X4 SPORT UTILITY 4-DOOR, VIN: 1D4HB48D14 [REDACTED]. We are currently in the process of reviewing your file. Our records, at this time, indicate the following information regarding your vehicle:

CAIR Number:	[REDACTED]
Current Owner:	[REDACTED]
Purchased Used:	NO
Date of Purchase:	01/25/2005
Incomplete Recalls:	None

If any of this information requires updating, please notify us at the following (toll free) number: 1-888-922-7329.

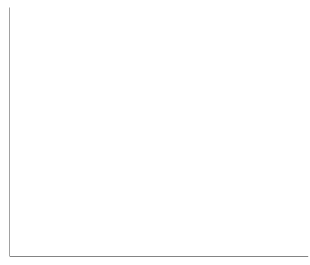
As we proceed with our review, one of our representatives may need to contact you for additional information about your vehicle.

For information, we expect to inform you of our decision within the next 12 business days. If you do not hear from us by then, please contact us (toll free) at: 1-888-922-7329.

Note: If you have already settled with your insurance company, please notify us immediately at our 1-888-922-7329 (toll free) number.

Thank you for your cooperation.

Customer Claims Resolution Group



DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

December 14, 2007

Via U.S. Mail

Butt
3/5/04
e 1300

Wayne, NJ

RE: 2004 Dodge Durango Slt 4x4, VIN: 1D4HB48D14

Dear

Thank you for contacting Chrysler LLC regarding your 2004 Dodge Durango. Chrysler LLC conducted an investigation into the incident of 11-28-07. It appears that the subject vehicle is a 2004 Dodge Durango with over 49,632 miles on the odometer. If this is the case, the vehicle is long past the manufacturer's warranty and has no related recalls.

Chrysler LLC respectfully denies your claim. Further inquires concerning compensation for the incident should be directed to your insurance carrier.

Thank you again for contacting Chrysler LLC.

Very truly yours,

Customer Claims Resolution Group

Subj: Claim
Date: 12/20/2007 12:04:41 P.M. Eastern Standard Time
From: [REDACTED]
To: [REDACTED]

Robert

Below are some links that we found about recalls for the same model and year vehicle. According to Joe at Lincoln Mercury of Wayne (973) 696-9777, it seems that the cause was similar to the recall notice. When Dodge came out to inspect, they declined the claim and said that our vehicle was not part of the recall, because the serial number did not match the list of affected vehicles.

I called Dodge today and they said, the insurance company can appeal the denial by faxing supporting information to them at (248) 512-0922, note their file [REDACTED] Their phone number is (888) 922-7329

Click here: <http://nhthqnwws111.odi.nhtsa.dot.gov/acms/docServlet/Artemis/Public/Recalls/2004/V/RCDNN-04V578-7621.PDF>

Click here: <http://nhthqnwws111.odi.nhtsa.dot.gov/acms/docServlet/Artemis/Public/Recalls/2004/V/RCRIT-04V578-4069.PDF>

Thank you
[REDACTED]

See AOL's top rated recipes and easy ways to stay in shape for winter.

1st
NOTE TO
INSURANCE COMPANY

2ND NOTE TO INSURANCE COMPANY

Subj: Fwd: Claim
Date: 12/20/2007 Eastern Standard Time
From: [REDACTED]
To: rvalovina@njm.com

Robert

In reviewing the Dodge reports from the links below, our VIN number does fall into the affected range of the last 8 digits of the affected vehicles, even though they contend it is not one of the listed recalls

Low 4F100001 to High 4F241832, our last 8 digits are 1D4HB48D [REDACTED]

Also our engine class fits the recall criteria, which was any 5.7L engine with the letter "D" in the VIN 8th position 1D4HB48D4F [REDACTED]

From: [REDACTED]
To: rvalovina@njm.com
Sent: 12/20/2007 12:04:41 P.M. Eastern Standard Time
Subj: Claim

Robert

Below are some links that we found about recalls for the same model and year vehicle. According to Joe at Lincoln Mercury of Wayne (973) 696-9777, it seems that the cause was similar to the recall notice. When Dodge came out to inspect, they declined the claim and said that our vehicle was not part of the recall, because the serial number did not match the list of affected vehicles.

I called Dodge today and they said, the insurance company can appeal the denial by faxing supporting information to them at (248) 512-0922, note their file # [REDACTED] Their phone number is (888) 922-7329

Click here:
<http://nhthqnwws111.odn.htsa.dot.gov/acms/docServlet/Artemis/Public/Recalls/2004/V/RCDNN-04V578-7621.PDF>

Click here:
<http://nhthqnwws111.odn.htsa.dot.gov/acms/docServlet/Artemis/Public/Recalls/2004/V/RCRIT-04V578-4069.PDF>

Thank you
[REDACTED]

See AOL's [top rated recipes](#) and [easy ways to stay in shape for winter](#).

See AOL's [top rated recipes](#) and [easy ways to stay in shape for winter](#).

Friday, January 11, 2008 AOL: [REDACTED]

Subj: **Chrysler Customer Assistance Center (KMM5381603125261L0KM)**
Date: 12/31/2007 3:34:19 P.M. Eastern Standard Time
From: customerassistre@chrysler.com
To:

*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Chrysler Customer Assistance Center. We appreciate your contact with us and look forward to getting back with you soon.

Should this matter be urgent, or you desire a quicker response, please contact us at 800.992.1997 (8:00am to 5:00pm; Monday thru Friday), to discuss the issue with one of our Representatives.

Additionally, while waiting for our response, feel free to visit our brand web sites at <http://www.chrysler.com>, <http://www.dodge.com> or <http://www.jeep.com>. The Search function on the top of the navigation bar may help provide the information you have requested.

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

REFERENCE NUMBER: 17074578

To view the Chrysler Privacy Policy click on:

<http://www.chrysler.com/universal/privacy.html>

1st ONLINE TO DODGE

Subj: **Re: Chrysler LLC Customer Assistance (KMM5391596I25261L0KM)**
Date: 1/3/2008 3:23:16 P.M. Eastern Standard Time
From: customerassistre@chrysler.com
To: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding a recall issue with your vehicle.

I need to gather some additional information prior to addressing your issues. I will contact you back once I can get that information.

Thank you again for your email.

Sincerely,

Vivian

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5391596I25261L0KM&

ZND

*RESPONSE FROM DODGE
ONLINE*

Friday, January 11, 2008 [REDACTED]

Subj: **Re: Chrysler LLC Customer Assistance (KMM5391596125261L0KM)**
Date: 1/8/2008 11:12:32 A.M. Eastern Standard Time
From: [REDACTED]
To: customerassistre@chrysler.com

Do you need any more information from me?

In a message dated 1/3/2008 3:23:16 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding a recall issue with your vehicle.

I need to gather some additional information prior to addressing your issues. I will contact you back once I can get that information.

Thank you again for your email.

Sincerely,

Vivian

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5391596125261L0KM&

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3rd note to
Dodge on line

4th Response from Dodge
ONLINE

Subj: Re: Chrysler LLC Customer Assistance (KMM5412533I25261L0KM)
Date: 1/8/2008 12:37:40 P.M. Eastern Standard Time
From: customerassistre@chrysler.com
To: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding a possible recall issue with your 2004 Dodge Durango.

I have researched the matter and our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. A letter was mailed to you on 12/14/2007, which you should have received by now.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Sincerely,

Vivian

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5412533I25261L0KM&

Original Message Follows:

Do you need any more information from me?

In a message dated 1/3/2008 3:23:16 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding a recall issue with your vehicle.

I need to gather some additional information prior to addressing your issues. I will contact you back once I can get that information.

Thank you again for your email.

Sincerely,

Vivian

Friday, January 11, 2008 AOL: [REDACTED]

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: |

EMAIL CASE NUMBER: |

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5391596I25261L0KM&

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5th NOTE TO DODGE ONLINE

Subj: Re: Chrysler LLC Customer Assistance (KMM5412533125261L0KM)
 Date: 1/8/2008 1:06:34 P.M. Eastern Standard Time
 From: [REDACTED]
 To: customerassistre@chrysler.com

Vivian

Thank you for the response. It is beyond me on how Chrysler can deny this claim based on the facts. The manufacturer recall (D-40) and the damaged parts clearly coincide. In researching the recall notice, I learned that nearly 50% of Durangos tested similar to ours (2004 with V-8), had the exact same batter cable failure. Why should a consumer bear the expense of a proven manufacturer defect?

I understand that your team is located out of state, is there a way I can meet with a Dodge representative in NJ to show them the damaged parts?

I prefer to settle the claim directly with Dodge and I am only seeking my insurance reimbursement of \$500, but if need be, I will take the necessary legal action to recover the money.

Thank you
 [REDACTED]

In a message dated 1/8/2008 12:37:40 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding a possible recall issue with your 2004 Dodge Durango.

I have researched the matter and our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. A letter was mailed to you on 12/14/2007, which you should have received by now.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Sincerely,

Vivian

Customer Service Representative
 Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

Friday, January 11, 2008 AOL [REDACTED]

trk_ID=KMM5412533125261L0KM&

Original Message Follows:

Do you need any more information from me?

In a message dated 1/3/2008 3:23:16 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding a recall issue with your vehicle.

I need to gather some additional information prior to addressing your issues. I will contact you back once I can get that information.

Thank you again for your email.

Sincerely,

Vivian

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5391596125261L0KM&

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Start the year off right. [Easy ways to stay in shape in the new year.](#)

Friday, January 11, 2008 AOI [REDACTED]

6th NOTE FROM Dodge ONLINE

Subj: Re: Chrysler LLC Customer Assistance (KMM5412980125261L0KM)
Date: 1/8/2008 2:24:10 P.M. Eastern Standard Time
From: customerassistre@chrysler.com
To: [REDACTED]

De [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

I do understand your frustration in this matter. However, the decision was based on an inspection of the vehicle in question.

Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Sincerely,

Vivian

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5412980125261L0KM&

Original Message Follows:

Vivian

Thank you for the response. It is beyond me on how Chrysler can deny this claim based on the facts. The manufacturer recall (D-40) and the damaged parts clearly coincide. In researching the recall notice, I learned that nearly 50% of Durangos tested similar to ours (2004 with V-8), had the exact same batter cable failure. Why should a consumer bear the expense of a proven manufacturer defect?

I understand that your team is located out of state, is there a way I can meet with a Dodge representative in NJ to show them the damaged parts?

I prefer to settle the claim directly with Dodge and I am only seeking my insurance reimbursement of \$500, but if need be, I will take the necessary legal action to recover the money.

Thank you
[REDACTED]

Friday, January 11, 2008 AOI [REDACTED]

In a message dated 1/8/2008 12:37:40 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding a possible recall issue with your 2004 Dodge Durango.

I have researched the matter and our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. A letter was mailed to you on 12/14/2007, which you should have received by now.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Sincerely,

Vivian

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5412533125261L0KM&

Original Message Follows:

Do you need any more information from me?

In a message dated 1/3/2008 3:23:16 P.M. Eastern Standard Time, customerassistre@chrysler.com writes:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding a recall issue with your vehicle.

I need to gather some additional information prior to addressing your issues. I will contact you back once I can get that information.

Thank you again for your email.

Sincerely,

Vivian

Customer Service Representative
Chrysler Customer Assistance Center

Friday, January 11, 2008 AOL [REDACTED]

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

REFERENCE NUMBER:

EMAIL CASE NUMBER:

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5391596125261L0KM&

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NEW JERSEY MANUFACTURERS INSURANCE COMPANY

1599 Littleton Road
Parsippany, New Jersey 07054-3813
(973) 455-7200

**INSURANCE
Settlement**

January 4, 2008

[REDACTED]
Wayne NJ [REDACTED]

Dear [REDACTED]:

Re: File No. : [REDACTED]

Your vehicle has been inspected and a copy of the repair estimate is enclosed.

The Repairable Vehicle Settlement column below indicates the agreed price that has been obtained with your repair shop.

Repairable Vehicle Settlement (Appraisal attached)

Agreed Price with shop of choice	\$ 799.85
(Subject to re-appraisal if unseen damage is found)	
Less Betterment	\$ -
	\$ -
Less Policy Deductible	\$ 500.00
(Where Applicable)	
Sub-Total	\$ -
Other	\$ -
	\$ -
Net Settlement	\$ 299.85 (Check to Shop)

If your vehicle is financed and the lienholder appears as loss payee on your policy, our settlement check will be made payable to both you and the lienholder.

Very truly yours,
NEW JERSEY MANUFACTURERS INSURANCE COMPANY

Robert Valovina
Claims Representative

8927
AC-153 (6/97)

WAYNE LINCOLN-MERCURY
LICENSE #:00643A
COMMITTED TO EXCELLENCE
1910 RTE 23 NORTH
WAYNE, NJ 07470
(973)696-9777 FAX: (973)696-4404

Vclovina

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: WALTER PIVKO #00643A 12/28/2007 02:13 PM
ADJUSTER: ASSIGNING ADJUSTER (609)883-1300

INSURED: [REDACTED] CLAIM: [REDACTED]
OWNER: [REDACTED] POLICY: [REDACTED]
ADDRESS: 24 VERKADE DR DEDUCTIBLE: \$500.00
WAYNE, NJ DATE OF LOSS: 11/28/2007
OTHER: [REDACTED] TYPE OF LOSS: COMPREHENSIVE
DAY: [REDACTED] POINT OF IMPACT: 24. ENGINE BURN

INSPECT WAYNE LINCOLN-MERCURY BUSINESS: (973)696-9777
LOCATION: 1910 RTE 23 NORTH
WAYNE, NJ 07470

INSURANCE NEW JERSEY MANUFACTURERS BUSINESS: (609)883-1300
COMPANY: 301 SULLIVAN WAY DAYS TO REPAIR
WEST TRENTON, NJ 08626-3496

2004 DODG DURANGO 4X4 SLT 8-5.7L-FI 4D UTV BLACK INT:
VIN: 1D4HB48D14F179814 LIC: WP638N NJ PROD DATE: ODOMETER: 49796
AIR CONDITIONING REAR DEFOGGER TILT WHEEL
CRUISE CONTROL INTERMITTENT WIPERS KEYLESS ENTRY
DUAL AIR CONDITION REAR WIPER BODY SIDE MOLDINGS
DUAL MIRRORS PRIVACY GLASS CONSOLE/STORAGE
FOG LAMPS CLEAR COAT PAINT POWER STEERING
POWER BRAKES POWER WINDOWS POWER LOCKS
POWER DRIVER SEAT POWER MIRRORS AM RADIO
FM RADIO STEREO CD PLAYER
ANTI-LOCK BRAKES (4) DRIVER AIR BAG PASSENGER AIR BAG
4 WHEEL DISC BRAKES CLOTH SEATS BUCKET SEATS
AUTOMATIC TRANSMISSION 4 WHEEL DRIVE STYLED STEEL WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		ELECTRICAL					
2*	REPL	BATTERY	1	109.95*	M	0.3	M 0.0
3#	REPL	BATTERY AND STARTER WIRE HARNES	1	121.00		3.0	M 0.0
4* S01	REPL	STARTER 4.7 & 5.7 LITER	1	258.57*	M	1.1	M 0.0
5#	REPL	CLEAN FOR DELIVERY	1	15.00	T	0.0	0.0
6#	REPL	ELECTRONIC RESET	1	0.00	T	0.5	0.0
SUBTOTALS ==>				504.52		4.9	0.0

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 DODG DURANGO 4X4 SLT 8-5.7L-FI 4D UTV BLACK INT:

PARTS			489.52
BODY LABOR	0.5 HRS	@ \$ 46.00/HR	23.00
MECHANICAL LABOR	4.4 HRS	@ \$ 50.00/HR	220.00
SUBLET/MISC.			15.00

SUBTOTAL			\$ 747.52
SALES TAX	\$ 747.52	@ 7.0000%	52.33

GRAND TOTAL			\$ 799.85
ADJUSTMENTS:			
DEDUCTIBLE			500.00

CUSTOMER PAY			\$ 500.00
INSURANCE PAY			\$ 299.85

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR3TG04, CCC DATA DATE 12/01/2007, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (-) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2006 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 DODG DURANGO 4X4 SLT 8-5.7L-FI 4D UTV BLACK INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- CHANGED ITEMS -----						
3		REPL STARTER 4.7 & 5.7 LITER	1	-112.00	M -1.1	M 0.0
4* S01		REPL STARTER 4.7 & 5.7 LITER	1	258.57*	M 1.1	M 0.0
SUBTOTALS ==>				146.57	0.0	0.0

PARTS		146.57
SUBTOTAL		\$ 146.57
SALES TAX	\$ 146.57 @ 7.0000%	10.26
TOTAL SUPPLEMENT AMOUNT		\$ 156.83
NET COST OF SUPPLEMENT		\$ 156.83

ESTIMATE 643.02 WALTER PIVKO
 SUPPLEMENT S01 156.83 WALTER PIVKO

JOB TOTAL \$ 799.85

CUSTOMER PAY \$ 500.00
 INSURANCE PAY \$ 299.85

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

[Faint, illegible stamp or signature]

25869

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 DODG DURANGO 4X4 SLT 8-5.7L-FI 4D UTV BLACK INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR3TG04, CCC DATA DATE 12/01/2007, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (-) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2006 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 DODG DURANGO 4X4 SLT 8-5.7L-FI 4D UTV BLACK INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 0

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).