



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 **MAR 10 2011**  
10-JAN-2011  
Repository   
Reference No. 10375386

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City **GOLDONNA** State **LA** Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
**1B3HB48B18D [Redacted]** Make **DODGE** Model **CALIBER** Model Year **2008**  
Date Purchased **08/19/2008** Dealer's Name and Telephone Number **Brennan Dodge, LLC. 1-800-992-1997** Engine: **2.0 Liter** Fuel Type: **liquid Gas fuel**  
Original Owner  Dealer's City **Ruston** State **LA** Zip Code **71270** No: Cylinders **4**  
Transmission Type **Continuously Variable Transaxle II**  Antilock Brakes  Cruise Control Powertrain **? life time Powertrain limited warranty.** Multiple Failure: **2 X** Incident Date(s) **22-SEP-2008 2/15/2011 replaced**

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: **020000 SUSPENSION**  
**Arm Lower part # 5105040-AD milage 1,358 Passenger side** Failure Mileage **800** Failure Speed **Noticeable**  
**Arm Lower part # TLC607 5105041AC milage 57990 Pass side**  
**Arm Lower part # TLCB03 milage 57990 driver side** Failure Mileage **1,358** Failure Speed **5-60 mph**

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

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

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

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

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).) **Today's date 2-16-2011**

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

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 2008 DODGE CALIBER. THE CONTACT STATED THAT THE LOWER CONTROL ARM AND BALL JOINTS WERE CONTINUOUSLY FAILING AND BEING REPLACED. THE CONTACT STATED THAT HE BELIEVED THAT THE BULK OF THE STRESS WAS ON THE PASSENGER SIDE. THE FAILURE MILEAGE WAS 800 AND THE CURRENT MILEAGE WAS 60,000. **The Failure mileage 1,358 replaced at dealership, 57990 replaced driver and passenger lower arms under my personal supervision on date 2-15-2011. Please find the passenger lower arm FP number 5105040-AD dealership description Arm lower 17011015. Current milage 58088. This will be the third lower arm this vehicle has had on it, (1) new (2) dealer ship replced (3) my replacement.**

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 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.

2-23-2011

U.S. Department of Transportation National Highway  
Traffic Safety Administration  
1200 New Jersey Avenue SE.  
Washington, DC 20590

Re: 2008 Dodge Caliber SXT  
VIN: 1B3HB48B18D [REDACTED]

Dear Sirs,

Enclosed are information regarding the above vehicle in efforts to address the problems/concerns. I requested the Louisiana State Attorney General's office to forward my concerns, but Chrysler did not respond to request. At the mileage of ~~59990~~<sup>57990</sup> I replaced the lower arms on the above vehicle again with a product (lower arms) from another source. I choose to perform the replacement(s) my self because I have no trust or respect for Chrysler's dealerships or Chrysler it self. The past attempted repairs on the above vehicle by the dealership(s) the ball joints were always the cause regardless of all the other parts that were replaced. Personal note: ball joints on lower arms installed by dealership were completely dry of grease, The passenger lower arm ball joint completely worn out, I suspect its past its safety limits 20-25 Thousand miles. These joints on the passenger side appear to have a life of around 20-25 Thousand miles.

Sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED]  
Baldonna La, [REDACTED]

Phone: [REDACTED]

Goldonna, La

Phone:

e-mail:

Re: Chrysler motors L.L.C.

Dear Sir

As you are aware I filed a complaint on the Louisiana Attorney General web site regarding Chrysler motors L.L.C. / District manager. Over the course of trying to have this vehicle repaired 2008 Dodge Caliber SXT VIN:1B3-HB48B1D- [redacted] dates from

August 19-20 purchased vehicle

August 27-28-29 took to Varsity dealership

August 29-30-31 September 1-2 Took to Brennan Dodge where vehicle was purchased, Brennan kept vehicle these dates. Sept. 3 or 4 picked up from Brennan dealership.

Sept 10, went by dealership part not in.

September 16 or 17 took vehicle back to Brennan Dodge, kept vehicle Sept. 18-19-20-21, Sept 22 picked up vehicle.

Sept. 25 took vehicle back to Brennan Dodge, kept vehicle Sept. 25-26-27-28-29-30-Oct. 1-2-3-4-5 Oct. 6, 2008 picked up vehicle. As of this time 11-10-08 four more part were added to the vehicle in an effort to repair it, but the service invoice reflects R.O. date 11-03-08 invoice # CHCS92713.

Apparently this vehicle has chronic structure problems concerning its suspension.

In the event(s) of trying to have the vehicle repaired, I requested of Rusty service manager to see about doing a buy-back. In the days/weeks after-wards Rusty told me that the district manager wanted to meet with me to explain my concern(s) and also where I could drive him around and let him hear the noise the vehicle is making. Please note I used him while referring to the district manager, really don't know if the district manager is he or she. When the meeting was apparently not going to happen I requested the Chrysler Rep at 1-800-992-1997 to perform a buy-back on the vehicle. On 10-30-08 the Chrysler Rep. told me the district manager rejected the buy-back, the reason was the (sound could not be duplicated). At this time I called Rusty at Brennan Dodge and told him why the buy-back was rejected, Rusty stated that my vehicle was not driven by anyone at the dealership. I then told Rusty that I know because my mileage was unchanged and the vehicle had not been moved on the 28 of Oct.

August 19-20 Bought car

August 27 Took to Varsity

28 "

29 "

29 Took to Brennan

30

Sept

31

1

2

3 or 4

Kept car

(drove blue  
caliber)

Picked up from Brennan

September 10 Went by dealership  
part not in

September 16 or 17 Took car back to  
Brennan

18

19

20

21

Kept car (drove  
Avenger)

September 22 Picked caliber up

September 25 Drop off @ Brennan

26

27

28

29

30

Oct

Kept car (drove  
PT Cruiser)

Oct

2, 3, 4, 5

Picked up at Brennan



1371 N. Service Road East  
RUSTON, LOUISIANA 71273-1838  
(318) 251-9874

**DISCLAIMER OF WARRANTIES**

WE warrant that the vehicle described herein is a new vehicle of the make, model and year described herein. We warrant that the vehicle is free from defects in workmanship and materials at the time of delivery. This warranty does not cover wear and tear, or damage caused by misuse, neglect, or accidents. This warranty is void where prohibited by law. This warranty is not transferable. This warranty is in full and no other warranties, express or implied, are made by us or our suppliers. This warranty is not intended to create a contract. This warranty is not intended to create a contract. This warranty is not intended to create a contract.

**TERMS STRICTLY CASH OR APPROVED CREDIT CARD. ESTIMATED ASP FOR PARTS AND LABOR ONLY. MATERIALS ARE EXTRA. WE ACCEPT MOST CREDIT CARDS.**  
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CUSTOMER NO. <b>24837</b>	ADVISOR <b>MARK</b>	TAG NO. <b>17887</b>	INVOICE DATE <b>11/10/08</b>	INVOICE NO. <b>CHCS92713</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>4,412</b>	COLOR <b>STONE WHITE</b>
<b>GOLDONNA, LA</b>	YEAR/MAKE/MODEL <b>08/DODGE/CALIBER/SXT</b>	DELIVERY DATE <b>08/19/08</b>	STOCK NO. <b>8890</b>	DELIVERY MILES <b>13</b>
	VEHICLE I.D. NO. <b>1 B 3 H B 4 8 B 1 8 D</b>	SELLING DEALER NO.	PRODUCTION DATE	
	P.O. NO.	P.O. DATE <b>11/03/08</b>		
BUSINESS PHONE	COMMENTS			

LABOR & PARTS  
**J# 1 02CHZ-MISC MISC. TECH(S):22028 WARRANTY**  
 CK FOR NOISE IN FRONTEND  
 FRT STRUT TURN PLATE POPPPING  
 REPLACED RT FRT UPPER TURN PLATE, BEARING AND BUSHINGS

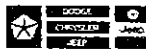
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5085458-AA	MOUNT STR 23043013		WARRANTY
JOB # 1	1	5085461-AB	MOUNT STR 17023008		WARRANTY
JOB # 1	1	5105822-AA	ISOLATOR 23043013		WARRANTY
JOB # 1	1	5085403-AD	SEAT SPRI 17023017		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS

WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO SEEING YOU AGAIN. IF YOU HAVE ANY QUESTIONS CALL 318-251-9874 AND WE WILL BE HAPPY TO HELP YOU.	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

QUOTESER INC. FORM PC-118



**DISCLAIMER OF WARRANTIES** - THE INFORMATION CONTAINED HEREIN IS FOR YOUR INFORMATION ONLY. IT IS NOT A CONTRACT. THE INFORMATION CONTAINED HEREIN IS SUBJECT TO CHANGE WITHOUT NOTICE. THE INFORMATION CONTAINED HEREIN IS NOT A WARRANTY. THE INFORMATION CONTAINED HEREIN IS NOT A GUARANTEE. THE INFORMATION CONTAINED HEREIN IS NOT A REPRESENTATION. THE INFORMATION CONTAINED HEREIN IS NOT A STATEMENT OF FACT. THE INFORMATION CONTAINED HEREIN IS NOT A STATEMENT OF OPINION. THE INFORMATION CONTAINED HEREIN IS NOT A STATEMENT OF INTENT. THE INFORMATION CONTAINED HEREIN IS NOT A STATEMENT OF VALUE. THE INFORMATION CONTAINED HEREIN IS NOT A STATEMENT OF MERCHANTABILITY. THE INFORMATION CONTAINED HEREIN IS NOT A STATEMENT OF FITNESS FOR A PARTICULAR PURPOSE. THE INFORMATION CONTAINED HEREIN IS NOT A STATEMENT OF TITLE. THE INFORMATION CONTAINED HEREIN IS NOT A STATEMENT OF AUTHORITY. THE INFORMATION CONTAINED HEREIN IS NOT A STATEMENT OF BINDING. 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1371 N. Service Road East  
RUSTON, LOUISIANA 71273-1838  
(318) 251-9874

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PURCHASER ID: <b>24837</b>		ADVISOR: <b>MARK</b>	TAG NO.: <b>17887</b>	INVOICE DATE: <b>11/10/08</b>	INVOICE NO.: <b>CHCS92713</b>
[REDACTED]		LABOR RATE:	LICENSE NO.:	MILEAGE: <b>4,412</b>	COLOR: <b>STONE WHITE</b>
GOLDONNA, LA [REDACTED]		YEAR / MAKE / MODEL: <b>08/DODGE/CALIBER/SXT</b>	DELIVERY DATE: <b>08/19/08</b>	STOCK NO.: <b>8890</b>	DELIVERY MILES: <b>13</b>
		VEHICLE I.D. NO.: <b>1 B 3 H B 4 8 B 1 8 D</b>	SELLING DEALER NO.:	PRODUCTION DATE:	
RESIDENTIAL PHONE: [REDACTED]		B.T.E. NO.:	P.C. NO.:	R.O. DATE: <b>11/03/08</b>	
BUSINESS PHONE: [REDACTED]		COMMENTS:			

**LABOR & PARTS**  
 J# 1 02CHZ-MISC MISC. TECH(S): 22028 WARRANTY  
 CK FOR NOISE IN FRONTEND  
 FRT STRUT TURN PLATE POPPING  
 REPLACED RT FRT UPPER TURN PLATE, BEARING AND BUSHINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	5085458-AA	MOUNT STR 23043013		WARRANTY
JOB # 1	1	5085461-AB	MOUNT STR 17023008		WARRANTY
JOB # 1	1	5105822-AA	ISOLATOR 23043013		WARRANTY
JOB # 1	1	5085403-AD	SEAT SPRI 17023017		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

**TOTALS**

WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO SEEING YOU AGAIN. IF YOU HAVE ANY QUESTIONS CALL 318-251-9874 AND WE WILL BE HAPPY TO HELP YOU.	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
<b>BOBBY SHOEMAKER--SERVICE MANAGER</b>	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

LA QUAYSER INC. FORM HC-118

Dec. 05, 2008

Chrysler L.L.C. Customer Assistance Center

P.O. Box 21-8004

Auburn Hills, MI 48321-8004

Re: 2008 Dodge Caliber VIN: 1B3HB48B18D [REDACTED]

Case# 18004350

Dear Sirs,

As you are aware I've made many attempts to have problems with the above vehicle addressed, fixed, repaired. In every concern that was put forth toward the dealership, problems were found and attempts for repair were made. I/we have driven over 1000 (one thousand) miles to the dealership(s). As of now the above vehicle does NOT sound, react, drive as a new vehicle is expected.

Further I've found design flaw(s) with this vehicles rack-pinion brace design.

Regarding noise issues from suspension front and rear, I was told by the dealership after they talked to a Chrysler tech that they believed this was normal break-in noise and should stop at around 7000 (seven thousand) miles. Its a great surprise to me due to the lack of no equipment for the testing of suspension noise, frame etc. At any rate I/we have obtained repair records and other information related to the above vehicle, hopefully there will be no need to apply this information in a court of law.

Soon I will be returning the above vehicle to the dealership where purchased, At this time I pray and ask that Chrysler will extend in good moral faith to wave our contract as to relieve me of the debt and burdens on the above vehicle.

Thank you,

Sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED]  
Goldonna, La [REDACTED]

Phone: [REDACTED]

Notes

Copy sent to Chrysler Financial  
on 12-8-08.

[REDACTED]  
Goldonna, La [REDACTED]

Re: Chrysler Motors L.L.C.

At this time I requested of Rusty to inform the district manager of no one having driven the (my) vehicle, he said he would.

Some time later I called the 1-800 # to Chrysler to see if the vehicle was placed back on the buy-back list as Brian a Chrysler rep had told me it was back on the buy-back list, but later I find this was untrue, and further I am told that once the district manager rejects a buy-back it can not be over turned.

During the mix of things the Brennan dealership (Rusty) tells me they have nothing to do with the buy-back its between Chrysler and me, while Chrysler reps, through the 1-800 # tells me the dealership has rejected the buy-back. While both Chrysler and the dealership have blamed the district manager for the buy-back rejection.

I have driven well over 1000 miles in attempts to have the vehicle repaired, In every case / concern I've had regarding the vehicle, I have proved my self honest and trust-worthy, problems were found and efforts for repairs were made. I have proven myself to be trust-worthy while on the other hand Chrysler the dealership and this (district manager ?) methods of doing business border-lines and possibly crosses over to entrapment and slavery, as I have expressed this concern to Chrysler regarding their Arbitration methods being bias in favor for their behalf on their behalf. At the time of purchase I did not read the Arbitration disclosure, but I am aware that every legal contract should have protection for all parties involved. If you review the Copy of the Retail installment contract I mailed you earlier and review the (Important Arbitration Disclosures) section 22, I think you will agree the contract holds little protection for the Citizens of Louisiana or customers.

This is and the other reasons listed in this Complaint is why I request Chrysler motors L.L.C. to perform a complete buy-back where I can take my business elsewhere.

Sincerely,

[REDACTED]  
Goldonna, La [REDACTED]

Jan 10, 2011

Chrysler Customer Asst., Center  
P.O. Box 21-8004  
Barr Hills Michigan, 48321-8004

Re: 2008 Dodge Caliber

VIN: 1B3HB48B18 [REDACTED]

Owner: [REDACTED]

Dear Chrysler Customer asst. Center

I am requesting copies of all information in written or recorded form including tape or electronic recordings. Also all such information between Chrysler and the Dealership regarding the above vehicle, and all information from the Finance Department.

I believe Chrysler/Chrysler Financial has made continued phone/electronic recordings against my consent. Also I believe Chrysler Corp. has been and is aware of default of design in lower arm that have built-in ball joint design. At this time as well as in the past, I believe the metal material surrounding the ball itself is substandard for use at this location causing a shortening life of the complete arm assembly. There by is a danger to all drivers and passengers as well as others that share road & Hways.

Sincerely,

[REDACTED]

Goldonna La, [REDACTED]

Phone: [REDACTED]

**BRENNAN DODGE LLC.**

1371 North Service Rd. East

P.O. Box 1838

Ruston, Louisiana 71273



0101ICHCS91241

**CHCS91241**

**CHCS91241**

**DISCLAIMER OF WARRANTIES** - The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

**TERMS STRICTLY CASH OR APPROVED CREDIT CARD. ESTIMATES ARE FOR PARTS AND LABOR ONLY, MATERIALS ARE EXTRA. WE ACCEPT MOST CREDIT CARDS.**

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

The owner of the above described vehicle agrees to pay any reasonable attorney's fees and court costs incurred in the collection of this account, or the perfection of any lien. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

CUSTOMER NO. <b>24837</b>	ADVISOR <b>MARK</b>	17887	TAG NO.	INVOICE DATE <b>09/03/08</b>	INVOICE NO. <b>CHCS91241</b>
[REDACTED] <b>GOLDONNA, LA</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>974</b>	COLOR <b>STONE WHITE</b>	STOCK NO. <b>8890</b>
	YEAR / MAKE / MODEL <b>08/DODGE/CALIBER/SXT</b>			DELIVERY DATE <b>08/19/08</b>	DELIVERY MILES <b>13</b>
	VEHICLE I.D. NO. <b>1 B 3 H B 4 8 B 1 8 D</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>08/29/08</b>	
[REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS  
 J# 1 19CHZ-MISC MISC. TECH(S):10 WARRANTY  
 MAKING A POPPING NOISE WHEN TURNING  
 RT FRT STRUT POPPING  
 REPLACED RT FRT STRUT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		5105170-AH	STRUT FRO 17023004		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS

WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO SEEING YOU AGAIN. IF YOU HAVE ANY QUESTIONS CALL 318-251-9874 AND WE WILL BE HAPPY TO HELP YOU.	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

# BRENNAN DODGE LLC.

1371 North Service Rd. East

P.O. Box 1838

Ruston, Louisiana 71273



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CHWS91241

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CUSTOMER NO. <b>24837</b>	ADVISOR <b>MARK</b>	TAG NO. <b>17887</b>	INVOICE DATE <b>09/03/08</b>	INVOICE NO. <b>CHWS91241</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>974</b>	COLOR <b>STONE WHITE</b>
	YEAR / MAKE / MODEL <b>08 / DODGE / CALIBER / SXT</b>		DELIVERY DATE <b>08/19/08</b>	STOCK NO. <b>8890</b>
GOLDONNA, LA	VEHICLE ID. NO. <b>1 B 3 H B 4 8 B 1 8 D</b>		DELIVERY MILES <b>13</b>	
	P.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			DATE <b>08/29/08</b>	
	BUSINESS PHONE	COMMENTS		

LABOR & PARTS		HOURS: 1.80 TECH(S):10		127.80
J# 1	19CHZ-MISC	MISC.	MAKING A POPPING NOISE WHEN TURNING	
			RT FRT STRUT POPPING	
			REPLACED RT FRT STRUT	
PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST - E/COST - U/PRICE
JOB # 1	1	5105170-AH	STRUT FRO 17023004	41.30 41.30 57.82
			JOB # 1 COST TOTAL	41.30
			JOB # 1 TOTAL PARTS	57.82
			JOB # 1 TOTAL LABOR & PARTS	185.62
			R/O TAX	0.00
			R/O TOTALS	185.62

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
91241	185.62
CLAIM TOTALS	185.62

APPROVED BY SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**BRENNAN DODGE LLC.**

1371 North Service Rd. East

P.O. Box 1838

Ruston, Louisiana 71273



0101CHWS91364

**CHWS91364**

**CHWS91364**

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CUSTOMER NO. <b>24837</b>	ADVISOR <b>MARK</b>	TAG NO. <b>17887</b>	INVOICE DATE <b>10/02/08</b>	INVOICE NO. <b>CHWS91364</b>
GOLDONNA, LA	LABOR RATE	LICENSE NO.	MILEAGE <b>1,358</b>	COLOR <b>STONE WHITE</b>
	YEAR / MAKE / MODEL <b>08/DODGE/CALIBER/SXT</b>	DELIVERY DATE <b>08/19/08</b>		STOCK NO. <b>8890</b>
	VEHICLE I.D. NO. <b>1 B 3 H B 4 8 B 1 8 D</b>	SELLING DEALER NO.		DELIVERY MILES <b>13</b>
	F.T.E. NO.	P.O. NO.	PRODUCTION DATE	
	R.O. DATE <b>09/08/08</b>			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

**LABOR & PARTS**  
**J# 1 02CHZ-MISC MISC. HOURS: 1.10 TECH(S):10 78.10**  
 MAKING A TAPPING SOUND WHEN HITTING BUMPS ON RIGHT FRONT SIDE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	2		6509096-AA	BOLT HEX 17015003	1.35	2.70	1.89
JOB # 1	1		5105040-AD	ARM LOWER 17011015	126.00	126.00	176.40
JOB # 1 COST TOTAL					128.70		
JOB # 1 TOTAL PARTS							180.18
JOB # 1 TOTAL LABOR & PARTS							258.28

**J# 2 09CHZ-ENG ENGINE HOURS: TECH(S):10**  
 CK FOR POOR FUEL MILEAGE  
**JOB # 2 TOTAL LABOR & PARTS 0.00**

R/O TAX 0.00  
 R/O TOTALS 258.28

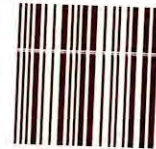
**WARRANTY CLAIM DETAIL TOTALS**

CLAIM#	TOTAL
91364	258.42
CLAIM TOTALS	258.42

APPROVED BY SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

[REDACTED]  
Goldonna La, [REDACTED]



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20077

U.S. POSTAGE  
PAID  
NATCHITOCHES, LA  
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U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382