

APR 24 2012

NVS-200

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CI-10457274-8463

April 13-12

Dear Sirs.

I am the owner of
2007 Dodge Ram Truck.

I was going 30-35
miles per hour when I lost
my steering. If I was going
50 to 60 I believe the truck
would have turned over. I thank
God I was not injured.

The loss of steering rod
breaking is not my fault.

I hope no one gets injured
or dies. This is very serious.
I hope you can bring this to
the Chrysler Co. attention.

Thank you for taking your
time to read this.

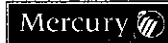
I put my papers in
with this letter.

E. H. H. J.

MC
042512
RW

ROYAL CHRYSLER
ROUTE 17C WEST
OWEGO, NY 13827

Kevin's ROYAL AUTOMOTIVE



"You are only a smile
and handshake away
from a great deal."



TERMINAL ID:
MERCHANT #:

007368822
451506735997

Royal Chrysler Motors, Inc.

Rt. 17C West, P.O. Box 118, Owego, NY 13827
(607) 687-3412 Endicott (607) 754-2191

Visit our website www.RoyalAutomotive.Biz

MC
#XXXXXXXXXX
SALE
BATCH: 001549
DATE: FEB 08, 11
SQ: 005
INVOICE: 064607
TIME: 13:27
AUTH NO: R5381Z

CUS

BE

TOTAL

\$726.80

RESID

6

TOT

CUSTOMER COPY

ADVISOR TAMMY SHOULTES	88870	TAG NO. 143	INVOICE DATE 02/08/11	INVOICE NO. CHCS64607
LABOR RATE	LICENSE NO.	MILEAGE 54,229	COLOR /	STOCK NO.
YEAR / MAKE / MODEL 07/DODGE TRUCK/			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 3 D 6 W H 4 6 A 0 7 G			SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO. 4		P.O. NO.	R.O. DATE 02/07/11	
COMMENTS				

MO: 54232

THANK YOU FOR LETTING US SERVICE
YOUR VEHICLE. IF WE DID NOT MEET
OR EXCEED YOUR EXPECTATIONS PLEASE
CONTACT OUR SERVICE MANAGER
BRETT NICHOLS

(607) 687-3412
(607) 754-2191

VISIT US ON THE WEB @ WWW.ROYALAUTOMOTIVE.BIZ

TOTAL LABOR..... 259.95
TOTAL PARTS..... 396.85
TOTAL SUBLET... 70.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 726.80

**N.Y. STATE
REPAIR SHOP #
4540115**

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DIS-
CLAIMS ALL WARRANTIES EITHER EX-
PRESS OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF MERCHANT-
ABILITY OR FITNESS FOR A PARTICU-
LAR PURPOSE, AND SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.

THANK YOU!

CUSTOMER SIGNATURE

TAMMY SHOULTES

PAID FEB 08 2011



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CUSTOMER NO. 25551		ADVISOR TAMMY SHOULTES	88870	TAG NO. 143	INVOICE DATE 02/08/11	INVOICE NO. CHCS64607	
BERKSHIRE, NY		LABOR RATE	LICENSE NO.	MILEAGE 54,229	COLOR /	STOCK NO.	
		YEAR / MAKE / MODEL 07/DODGE TRUCK/				DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 3 D 6 W H 4 6 A 0 7 G				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		F.T.E. NO. 4	P.O. NO.	R.O. DATE 02/07/11	
COMMENTS		MO: 54232					

LABOR & PARTS
J# 1 03CHZ
STEERINGS AND SUSP.
CUST STATES TIE ROD BROKE??
REPLACED ALL STEERING ROD ENDS AND STEERING DAMPER
PERFORMED FRONT END ALIGNMENT
TECH(S): 504 RD00 259.95

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	52122362-AF	STEERING S 19027003	225.50	225.50
JOB # 1	1	52122370-AB	DAMPER STE 19030006	171.35	171.35
JOB # 1 TOTAL PARTS					396.85
JOB # 1 TOTAL LABOR & PARTS					656.80

J# 2 60CHZ
K01
K01
REPROGRAM ECM
RECALLS/CAMPAIGNS
TECH(S): 504 RD00
WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	PRICE
JOB # 1	81871	6847		02/08/11	SUBLET TOWING	70.00
TOTAL - SUBLET						70.00

TECHNICIAN CERTIFICATION

RD00	504	MICHAEL THOMPSON	YH21
RD00	88867	ALAN BRAINARD	3423
RD00	216	STEVEN ROGERS	M097
RD00	237	RANDY BAUMAN	QL67
RD00	888927	ZACCORY GUILLES	8DS7

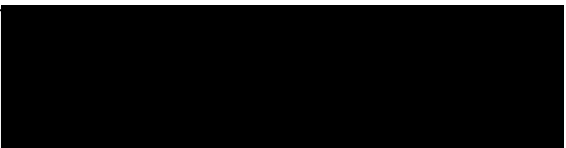
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REPAIR SHOP #
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UNLESS OTHERWISE SPECIFIED.

THANK YOU!



E.H. N.Y.



Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave.
S.E., Washington, D.C. 20590.

20590

