

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 08-OCT-2019 MAR 03 2020	
OWNER INFORMATION (Type or Print)				Repository ☐	
Name				Reference No. 11267099	
Address				Daytime Telephone Number	
City SNOWFLAKE State AZ Zip Code				Evening Telephone Number	
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 3C63RRJL0E		Make RAM		Model 3500	
Model Year 2014		Date Purchased		Dealer's Name and Telephone Number	
Engine: No: Cylinders		Fuel Type:		Original Owner ☐	
Dealer's City		State		Zip Code	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:	
Incident Date(s) 17-NOV-2015					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 27208	
				Failure Speed 35	
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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	
				Number of Deaths	
				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 A 2014 RAM 3500. THE CONTACT INITIALLY RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 15V541000 (STEERING). THE CONTACT TOOK THE VEHICLE TO ARIZONA MOTORS SNOWFLAKE DODGE (870 MAIN ST, SNOWFLAKE, AZ 85937, (928) 536-7234) FOR THE RECALL REPAIR. AFTERWARDS, WHILE DRIVING 35 MPH, THE STEERING COLUMN MADE A POPPING NOISE WITHOUT WARNING WHILE STEERING THE VEHICLE. THE CONTACT TOOK THE VEHICLE BACK TO THE DEALER WHERE THEY PERFORMED ANOTHER REPAIR. DESPITE THE MULTIPLE REMEDIES PERFORMED ON THE VEHICLE, THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND DID NOT ASSIST. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 27,208.					
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.					

On 4/26/16 (the 3rd) time in the Shop for R46 Recall mileage 27881

took the truck home, then drove to Globe, AZ parked it for the week of work while using my work truck.

On 5/3/16 while driving back home through the canyon the truck was making popping sounds going through the curves.

I went straight to the Dealership. They kept the truck from 5/3/16 to 5/9/16 the mileage was 28162

They provided a rental for me to go back to Globe AZ for that week of work while they consulted with the manufacturer

See attached e-mail notes between Agent & Dealer on dates
5/3/16 - 5/6/16

On 11/5/19 the truck was back in the Dealership for the recall V44

I spoke with CAROLINE Reidhead (Service Advisor) about the R46 recall to see if they had come up with a solution for the R46 Recall yet.

She said no, but she would talk to the NEW manager about it.

I asked her to have the Manager call me. (he was out of the office.)

As of today ~~11/6~~ (1/6/2020)

No one from the Dealership has contacted me.

This truck is used to pull a
~~25~~ 24 foot gooseneck (18000) lbs
AND A 32 foot 5th wheel trailers



FIAT CHRYSLER AUTOMOBILES

FRONT SUSPENSION**TRACK BAR****FRAME BRACKET****1st Recall Notice****IMPORTANT SAFETY RECALL** 23867**R46 / NHTSA 15V-541**

This notice applies to your vehicle (VIN: 3C63RRJL0EC[REDACTED]).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 and 2014 model year 2500/3500 series RAM trucks and 3500 series RAM cab chassis trucks.

The problem is...

Some of the above vehicles may have a front suspension track bar frame bracket that was improperly welded during the manufacturing process. The front suspension track bar frame bracket welds may break and allow the front suspension track bar frame bracket to separate from the frame rail. A separated front suspension track bar frame bracket will cause diminished steering response and could cause a crash without warning.

What your dealer will do...

FCA will repair your vehicle free of charge (parts and labor). Your vehicle must have the front suspension track bar bracket inspected for cracked welds. The inspection of the welds will take less than ½ hour:

- Track bar brackets found without cracked welds will have track bar reinforcement brackets installed. However, the track bar reinforcement brackets required to provide a permanent remedy are currently not available. FCA is making every effort to obtain reinforcement brackets as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the parts are available.
- Track bar brackets found with cracked welds will have new track bar brackets welded to the frame. The repair will take 8 hours to complete. The vehicle may need to be held for several days until the welding team can be dispatched to your dealer. A loaner vehicle will be provided until all repairs are complete. Welding new brackets to the frame will remedy the condition and you will not be contacted again by FCA regarding this issue.

What you must do to ensure your safety...

Please schedule a service appointment to have your front suspension track bar bracket inspected for cracked welds.

NOTE: If you experience any steering wheel misalignment, after your first inspection, please contact your dealer immediately to have your front suspension components inspected again.

Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep, Dodge, or RAM dealer right away to schedule a service appointment.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at 1-800-853-1403.



© 2015 FCA US LLC. All Rights Reserved. Chrysler, Dodge, Jeep, Ram, Mopar and SRT are registered trademarks of FCA US LLC. ALFA ROMEO and FIAT are registered trademarks of Fiat Group Marketing & Corporate Communications S.p.A., used with permission.

T



one if

win. winner's

name ged:



HATCH MOTOR COMPANY

870 South Main - Snowflake, AZ 85937
(928) 536-7234 - Fax: (928) 536-6002

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
11/17/15	
R/O Close Date	Status
11/17/15	Pre-Invoice
Mileage In	Mileage Out
23867	23867
Service Advisor / Tag #	
CHRIS PINO/*W*	

SNOWFLAKE, AZ

[REDACTED] [REDACTED] SNOWFLAKE, AZ			Work Phone		Vehicle Identification Number			
					3C63RRJL0EG [REDACTED]			
			Home Phone		Delivery Date		In-Service Date	
			[REDACTED]					
Year	Make	Model	Body		Color	License Number		
0014	RAM	3500	4WD CREW CAB 169"		GRANITE CR			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - 01CHZRC: RECALLS	
R46 FRONT SUSPENSION TRACK BAR	
Caused by	
WARRANTY UC FAILURE CODE	
Corrected by	
Work performed by THOMAS MAHON (TM)	Warranty
COMPLETE	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X



FIAT CHRYSLER AUTOMOBILES

**FRONT SUSPENSION TRACK BAR
FRAME BRACKET****2ND Recall Notice**
IMPORTANT SAFETY RECALL**R46 / NHTSA 15V-541**

This notice applies to your vehicle (VIN: 3C63RRJL0EC[REDACTED]).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 and 2014 model year 2500/3500 series RAM trucks and 3500 series RAM cab chassis trucks.

The problem is... Some of the above vehicles may have a front suspension track bar frame bracket that was improperly welded during the manufacturing process. The front suspension track bar frame bracket welds may break and allow the front suspension track bar frame bracket to separate from the frame rail. A separated front suspension track bar frame bracket will cause diminished steering response and could cause a crash without warning.

What your dealer will do... FCA intends to repair your vehicle free of charge (parts and labor). However, a permanent remedy for this condition is currently under development. FCA is making every effort to finalize a remedy and obtain parts as quickly as possible. FCA will contact you again within 30 days by mail with a follow-up recall notice containing instructions on how to get your truck inspected.

What you must do to ensure your safety... If you experience any steering wheel misalignment and/or diminished steering response before receiving your inspection instruction letter, please contact your dealer immediately to have your front suspension components inspected.

FCA will send you a follow-up notice in the mail when the inspection process is available. Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep, Dodge, or RAM dealer right away to schedule a service appointment.

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

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to recalls.mopar.com.

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

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

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): R36 R23

Customer Services / Field Operations
FCA US LLC

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



© 2015 FCA US LLC. All Rights Reserved. Chrysler, Dodge, Jeep, Ram, Mopar and SRT are registered trademarks of FCA US LLC. ALFA ROMEO and FIAT are registered trademarks of Fiat Group Marketing & Corporate Communications S.p.A., used with permission.



one if

wn.
mer'sname
ted:

| | | | |

HATCH MOTOR COMPANY

370 South Main - Snowflake, AZ 85937
(928) 536-7234 - Fax: (928) 536-6002

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
3/29/16	/1
R/O Close Date	Status
3/29/16	Pre-Invoice
Mileage In	Mileage Out
27208	27208
Service Advisor / Tag #	
KENNETH DUISTER/1710	

[REDACTED]				Work Phone	Vehicle Identification Number	
SNOWFLAKE, AZ				Home Phone	3C63RRJL0EG	
					Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number	
0014	RAM	3500	4WD CREW CAB 169"	GRANITE CR		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - 31CHZ01: ELECTRICAL BODY SOP AMBIENT AIR TEMPERATURE SENSOR IS IN, CUSTOMER WANTS TO KNOW WHY THEY ARE GOING BAD, SECOND ONE. Work performed by NORMAN GRUENBERG (NG) Installed 68138681AC :SENSOR: AMBIENT TEMPERATURE Qty: 1	Warranty Warranty
#2 - 01CHZRC: RECALLS PERFORM RECALL R46 FRONT SUSPENSION TRACK BAR FRAME BRACKET. Work performed by NORMAN GRUENBERG (NG) Unrealized CBNKR461AA :FRAME: FRT Qty: 1 Unrealized CBNKR464AA :FRAME: FRAME CB Qty: 1 Installed 4318031 :ADHESIVE: LOCK AND SEAL Qty: 1 Unrealized 4443633 :PAINT: PRIMER - SPRAY 44436 Qty: 1 Unrealized 4443609 :PAINT: SPRAY - DX8 44436 Qty: 1	Warranty Warranty Warranty Warranty Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



Arizona Motors Snowflake

870 South Main Snowflake, AZ 85937
Ph: (928)536-7234 • Fax: (928)536-6002

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
3/29/16	
R/O Close Date	Status
3/31/16	Reprint
Mileage In	Mileage Out
27208	27208
Service Advisor / Tag #	
/1710	

SNOWFLAKE, AZ

Work Phone

Vehicle Identification Number

3C63RRJL0EG

Home Phone

Delivery Date

In-Service Date

Year	Make	Model	Body	Color	License Number
0014	RAM	3500	4WD CREW CAB 169"	GRANITE CR	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell:	Email:	
#1 - MR 31CHZ01: SOP AMBIENT AIR TEMPERATURE SENSOR IS IN, CUSTOMER WANTS TO KNOW WHY THEY ARE GOING BAD, SECOND ONE. Caused by FOUND DTC CODE P0071 AAT SENSOR PERFORMANCE. TEST ED SENSOR FOUND THAT IS WAS OUT OF SPEC. Corrected by 081442701: Tech: (NG) Installed 68138681AC :SENSOR: AMBIENT TEMPERATURE REPLACED AAT SENSOR.		Warranty Warranty Qty: 1
#2 - MR 01CHZRC: PERFORM RECALL R46 FRONT SUSPENSION TRACK BAR FRAM E BRACKET. Tech: (NG) Ordered CBNKR461AA :FRAME: FRT Ordered CBNKR464AA :FRAME: FRAME Ordered 4443633 :PAINT: PRIMER - SPRAY Ordered 4443609 :PAINT: SPRAY - DX8 FOUND THAT THE TRUCK IS IN NEED OF THE RECALL AND THAT THE PARTS ARE ON ORDER.		Warranty Warranty Warranty Warranty Warranty Qty: 1 Qty: 1 Qty: 1 Qty: 1
#3 * MR 31CHZ01: ADDED OPERATION Caused by FOUND TWO ADDITIONAL DTC CODES P0072 AND U110E, TR ACED THE FAULT TO AN OPEN CIRCUIT C160 AND 631 AT		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

HATCH MOTOR COMPANY

870 South Main - Snowflake, AZ 85937
(928) 536-7234 - Fax: (928) 536-6002

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
4/26/16	
R/O Close Date	Status
4/26/16	Pre-Invoice
Mileage In	Mileage Out
27881	27886
Service Advisor / Tag #	
KENNETH DUISTER/1598	

SNOWFLAKE, AZ

Year	Make	Model	Body	Color	License Number
0014	RAM	3500	4WD CREW CAB 169"	GRANITE CR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - 01CHZRC: RECALLS	
PERFORM RECALL R46 FRONT SUSPENSION TRACK BAR BRACKET	
Corrected by	
Work performed by NORMAN GRUENBERG (NG)	Warranty
Installed CBNKR461AA :FRAME: FRT	Warranty
Installed CBNKR464AA :FRAME: FRAME	Warranty
Installed 4443609 :PAINT: SPRAY - DX8	Warranty
Installed 4443633 :PAINT: PRIMER - SPRAY	Warranty
COMPLETED RECALL R46 FRONT SUSPENSION TRACK BAR BRACKET.	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 or your employee 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for him any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

870 South Main - Snowflake, AZ 85937
(928) 536-7234 - Fax: (928) 536-6002

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
5/03/16	
R/O Close Date	Status
5/06/16	Pre-Invoice
Mileage In	Mileage Out
28162	28192
Service Advisor / Tag #	
KENNETH DUISTERMARS	

SNOWFLAKE, AZ				Work Phone	Vehicle Identification Number	
					3C63RRJL0EG	
				Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number	
0014	RAM	3500	4WD CREW CAB 169"	GRANITE CR		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [REDACTED]		
#1 - 05CHZ01: STEERING CONCERNS C/S THAT WHEN COMING BACK UP FROM GLOBE THAT THERE WAS A POPPING NOISE IN THE FRONT END. VISUAL INSPECTION SHOWED THAT THE REINFORCEMENT HAD PULLED THE RIVET NUTS OUT OF THE FRAME. Caused by FOUND THAT AFTER PERFORMING RECALL THE TIME SERTS ARE PULLING OUT OF FRAME. TORE DOWN AND FOUND THAT THE THREE HOLES WERE VOLCANOED. REPAIRED THESE HOLES. INSTALLED NEW TIME SERTS FROM RECALL PARTS PACKAGE AND WHEN ATTEMPTING TO TORQUE DOWN THE BRAKE T BOLTS THEY PULLED OUT OF THE FRAME. PER STAR CASE ATTEMPTED TO INSTALL THEIR UPGRADED PARTS PACKAGE. FOLLOWED THE INSTRUCTIONS PER ENGINEER INSTRUCTIONS.		
Work performed by NORMAN GRUENBERG (NG)		Warranty
Installed CBNKR461AA :FRAME: FRT	Qty: 1	Warranty
Installed 6505704AA :RIVET: NONE	Qty: 2	Warranty
Installed 6508295AA :BOLT: HEX FLANGE HEAD	Qty: 5	Warranty
Installed 4318032 :ADHESIVE: STUD AND BEARING	Qty: 1	Warranty
INSTALLED ALL REQUIRED HARDWARE AND TEST DROVE 12 MILES. TOOK SEVERAL HARD CORNERS AND HEARD NO POPPING NOISES OF ANY KIND. REPAIR EFFECTIVE.		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.* DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		
LABOR		.00
PARTS		.00
DEDUCTIBLE		.00
SUBLET		.00
SHOP SUPPLIES		.00
HAZARDOUS MATERIALS		.00
SALES TAX OR TAX I.D.		.00
SPECIAL ORDER DEPOSIT		.00
DISCOUNTS		.00
TOTAL DUE		.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Technical Assistance Ticket Number [REDACTED]		Request Detail	
Contact Information ID: [REDACTED] Name: [REDACTED] Dealer Code: 66561 Phone Number: [REDACTED] Email Alerts: No Mobile Alerts: No Email Address: [REDACTED] Note: Requestor is responsible for mobile carrier text message charges.		Vehicle Information VIN: 3C63RRJL0EG [REDACTED] Vehicle: 2014 RAM 3500 LARAMIE 4X4 Engine: 6.7L I6 Cummins Turbo Diesel Engine Odometer: 28162 Days In Shop: days 3 Shop: RO [REDACTED] Number: [REDACTED] Vehicle No Off Road or Tow-In: Customer Yes Wait:	
Request Information Repair 1 Attempts: Primary 02 - Front System: Suspension Status: Technician Closure Requested Next Steps:			
Repair Information Customer Concern: perform recall r 46 Concern Duplicated: Yes - time serts are pulling out of frame Repairs, Parts and Tests: n/a Service Bulletins Performed: r 46 DTCs: Information Sent: Scan Tool Software Version: Last TechCONNECT Search: starcase Attachments: Optimized-STRAINR466.jpg Optimized-STRAINR465.jpg Optimized-STARINR464.jpg Optimized-STARINR463.jpg Optimized-STRAINR462.jpg Optimized-STRAINR461.jpg r461.jpg			
Ticket History			
Customer Concern	Status	ID	Date
Dealer States perform recall r 46 STAR Response	Submitted	S97467G	05/03/2016 03:36:02 PM
Agent States Hello Norman, What is pulling out of the frame? Please attach pictures to show what is going on. Update me when uploaded. Thanks, Matt S Additional Details	Response provided	T7485M0	05/03/2016 03:56:03 PM
Dealer States The Front bracket has pulled the "Rivet nuts" that Chrysler calls them, out of the frame. The recall was performed to the T. The rivet nuts have pulled out of the frame even though they were installed as the recall describes. The mushroomed out portion that you can see in the picture was on the inside of the frame. Is it possible that they were not crushed enough during installation, as there is no spec? Would reinstalling these rivet nuts correct the concern? Or now that they have been pulled out is this not possible? STAR Response	Resubmitted	S97467G	05/03/2016 04:46:31 PM
Agent States Lets try to reinstall and tighten that rivnut. If it works and feels solid then that would be good repair. Matt S Additional Details	Response provided	T7485M0	05/03/2016 04:57:24 PM
Dealer States Attempted to reinstall new rivet nuts in all			

that had pulled out. During final install and tightening all bolts the newly installed rivet nuts all of the newly installed ones. The rivet nut mounting system will NOT work. please advise.	Resubmitted	S97467G	05/03/2016 09:17:35 PM
STAR Response			
Agent States Have you made the special rivet nut tool referred to in section C of the recall letter? Have you performed procedure in section C of the recall? Matt S	Response provided	T7485M0	05/04/2016 11:12:58 AM
Additional Details			
Dealer States Yes, and yes. I feel that the hole has been enlarged due to the original rivet being pulled out. Does Chrysler make a larger one? Also would it be possible to drill a hole to put a bolt through, through the back side of the bracket so that there would be a nut on the outside?	Resubmitted	S97467G	05/04/2016 11:34:26 AM
STAR Response			
Agent States I called Norman to discuss this concern. I am having him send in pictures of the holes in the frame and the rivet nuts that pulled through. I also need a measurement of the holes in the frame using an inside micrometer or another precision measuring tool. Update me when pictures are attached. Thanks, Matt S	Response provided	T7485M0	05/04/2016 12:00:10 PM
Additional Details			
Dealer States UPLOADED PICTURES THAT WERE REQUESTED, PLEASE REVIEW THEM AND ADVISE.	Resubmitted	S97467G	05/04/2016 06:56:55 PM
STAR Response			
Agent States Here is the message I got from engineering. Let me know if you have any questions. "The riv-nuts pulling out is most likely due to two things (not the oversized hole). Either the riv-nut head was not seated properly before the crimping procedure, or there was a gap between the reinforcement and the riv-nut head, or some combination of the two. To correct this issue follow the steps below: 1. Obtain a new set of fasteners. (2) Riv-Nuts, 06505704AA, (5) M10 Screws (06508295AA). 2. Take one of the old M10 screws and with a wire brush or wire wheel, clean the blue thread locking compound from the threads. 3. Install the two Riv-Nuts into the two engine crossmember holes drilled previously. 4. Place the reinforcement in position and loosely install the M18 and nut. It should be loose enough so that the reinforcement is able to contact the Riv-Nut heads. 5. Install the an M10 finger-tight into the Riv-Nut in the frame rail. 6. Using the M10 without the locking compound, crimp the two riv-nuts, one at a time by torqueing the M10 to 27 lb-ft. 7. After crimping is completed, set aside the M10 without locking compound and install the new M10A's finger tight in each location. 8. Follow the instructions for installing the rear reinforcement, torqueing the track bar bracket, and torqueing the M14 and M10 fasteners. 9. Confirm steering wheel is still on-center. If not, perform re-centering procedure."	Response provided	T7485M0	05/05/2016 04:17:19 PM
Additional Details			
Dealer States Got the new rivet nuts and installed per engineers instructions. Repair is effective. Thank you for all of your help.	Resubmitted	S97467G	05/06/2016 07:45:13 PM
 			

ARIZONA GROUP, 980 EAST DEUCE OF CLUBS, SHOW LOW, AZ 859014939 (928) 537-5144

RENTAL AGREEMENT REF#

RENTER

ADDITIONAL DRIVER

DATE & TIME OUT

05/05/2016 09:59 AM

DATE & TIME IN

05/09/2016 01:06 PM

BILLING CYCLE

24-HOUR

VEH #1 2016 RAM B150 BH4W

VIN# 1C6RR7GT4GS

LIC#

MILES DRIVEN 296

BILL TO ACCOUNT

HATCH MOTOR CO-SNOWFLAKE

ATTN: KENNY

PO BOX 540

SNOWFLAKE, AZ 85937

CLAIM INFO

RO#

TYPE CAR: RAM 3500

SHOP: HATCH MOTOR CO-

SNOWFLAKE

PHONE: (928) 536-7234

ATTN: KENNY

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	05/05 - 05/09	5	DAY	\$30.95 *	\$154.73
REFUELING CHARGE	05/05 - 05/09				\$0.00
Subtotal:					\$154.73

Taxes & Surcharges

TRANS PRIVILEGE TAX	05/05 - 05/09			8.1%	\$12.53
VEHICLE LICENSE SURCHARGE	05/05 - 05/09			5%	\$7.74
Total Charges:					\$175.00

Bill-To / Deposits

HATCH MOTOR CO-SNOWFLAKE

TIME & DISTANCE	05/05 - 05/09	5	DAY		
REFUELING CHARGE	05/05 - 05/09				
TRANS PRIVILEGE TAX	05/05 - 05/09	1	PERCENT	8.1%	
VEHICLE LICENSE SURCHARGE	05/05 - 05/09	1	PERCENT	5%	
Subtotal:					(\$175.00)

Total Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE

CREDIT CARD NUMBER

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".



Arizona Motors Snowflake
870 South Main Snowflake, AZ 85937
Ph: (928)536-7234 • Fax: (928)536-6002

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
6/01/19	/1
R/O Close Date	Status
6/01/19	Pre-Invoice
Mileage In	Mileage Out
62377	62378
Service Advisor / Tag #	
CAROLINE REIDHE/1742	

SNOWFLAKE, AZ

Work Phone

Vehicle Identification Number

3C63RRJL0EG

Home Phone

Delivery Date

In-Service Date

Year	Make	Model	Body	Color	License Number
0014	RAM	3500	4WD CREW CAB 169"	GRANITE CR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: Email:	
#1 - RECALL: PERFORM RECALL PLEASE PERFORM RECALL V06 Tech: CONRAD KIRT FUENTES (CKF) CONTACTING CHRYSLER TO DETERMINE ISSUES	Warranty
#2 - RECALL: PERFORM RECALL PLEASE CHECK TRUCK FOR RECALL U40 Tech: CONRAD KIRT FUENTES (CKF) CUSTOMER DECLINED RECALL ON GOOSENECK BALL	Warranty
#3 * RECALL: PERFORM RECALL ADDED OPERATION PLEASE CHECK PREVIOUS N46 RECALL Tech: CONRAD KIRT FUENTES (CKF) CONTACTING CHRYSLER ON PREVIOUS RECALL REPAIR	Warranty
#4 * ALIGN: ADJUST WHEEL ALIGNMENT TO SPEC ADDED OPERATION Tech: CONRAD KIRT FUENTES (CKF) ALIGNMENT COMPLETED Sub Total: 85.00	85.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	85.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	8.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.69
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	94.19

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

CHRYSLER

Arizona Motors Snowflake

1670 South Main Snowflake, AZ 85937
Ph: (928)536-7234 • Fax: (928)536-6002

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
6/03/19	
R/O Close Date	Status
6/03/19	Pre-Invoice
Mileage In	Mileage Out
62395	62395
Service Advisor / Tag #	
CAROLINE REIDHEAD	

SNOWFLAKE, AZ		Work Phone		Vehicle Identification Number	
		Home Phone		3C63RRJL0EG	
				Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
0014	RAM	3500	4WD CREW CAB 169"	GRANITE CR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - RECALL: PERFORM RECALL PLEASE PERFORM RECALL U40 Installed 68441546AA :BALL KIT: TRAILER TOW Qty: 1	Warranty
#2 * MISC: MISC ADDED OPERATION R46 RECALL N46 AND V06 BEING DISCUSSED WITH CHRYSLER Tech: CONRAD KIRT FUENTES (CKP) SEEKING RESOLUTION FOR V06 AND N54 Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

HATCH MOTOR COMPANY

870 South Main - Snowflake, AZ 85937
(928) 536-7234 - Fax: (928) 536-6002

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
6/04/18	/1
R/O Close Date	Status
6/09/18	Pre-Invoice
Mileage In	Mileage Out
52037	52038
Service Advisor / Tag #	

CAROLINE REIDHEAD

[REDACTED] SNOWFLAKE, AZ [REDACTED]			Work Phone		Vehicle Identification Number	
					3C63RRJL0EG [REDACTED]	
			Home Phone		Delivery Date	
			[REDACTED]		In-Service Date	
Year	Make	Model	Body	Color	License Number	
0014	RAM	3500	4WD CREW CAB 169"	GRANITE CR	[REDACTED]	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 01CHZRC: RECALLS R46 RECALL--ISSUES Tech: CRAIG BROWN (CB) BOLT IS PROPERLY INSTALLED	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

HATCH MOTOR COMPANY SHOW LOW/SNOWFLAKE

260 W DEUCE OF CLUBS - SHOW LOW AZ 85901

870 S MAIN ST - SNOWFLAKE AZ 85937

PHONE 928-537-8887/FAX 928-537-8711

PHONE 928-536-7234/FAX 928-536-6001

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION			
Name	Hatch Motor Co		
Address	870 S. Main St		
City	State	Zip	
Snowflake	AZ	85937	
Phone	928 536 7234		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	3C63RRJL0EG
Year/Make/Model/Color	2014 Ram 3500

RENTAL VEHICLE INFORMATION			
Date and Time OUT	6/4/18	A.M.	P.M.
Date and Time IN	/ /	A.M.	P.M.
Date and Time DUE IN	/ /	A.M.	P.M.
Vehicle VIN			
Vehicle Description	2016 Dodge Dart Silver		
License No.	State		
Mileage IN	FUEL		
Mileage OUT	OUT IN		
Miles Driven	F F		
Miles Allowed	3/4 3/4		
Chargeable Miles	1/2 1/2		
	1/4 1/4		
	E E		

RO#	Unit#	RA#
CUSTOMER INFORMATION		
Customer		
Home Address		
City	State	Zip
Snowflake	AZ	
Driver's License No.	State	
Birth Date	Telephone	
Additional Driver's Name	Birth Date	
Driver's License No.	State	
Additional Driver's Name	Birth Date	
Driver's License No.	State	
	Expires	

CUSTOMER INSURANCE INFORMATION			
Insurer	Az Liability Ins.		Agent
Policy No	Expiration Date	Telephone	
	8-3-18		

DAMAGE DESCRIPTION	
Condition Out:	Initials
Front of car - Scratch	
Condition In:	

RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
MILES: _____ @ _____ c			
DAYS: _____ @ \$ 35.00			
TOTAL TIME AND MILEAGE CHARGES			
TAXABLE FUEL GAL. @ \$			
X 5%			
TAXABLE SUB-TOTAL			
TAX @ 8.1%			
NON-TAXABLE FUEL GAL. @ \$			
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER			
SUB-TOTAL			
TOTAL CHARGE			
METHOD OF PAYMENT		REFUNDED	
\$ _____		\$ _____	
☐ CHECK	☐ AMEX		
____ / ____ EXPIRES	☐ MC		
	☐ VISA		
	☐ OTHER		
# _____		CUSTOMER INITIALS	
☐ CARD VERIFIED		X _____	

You will be in violation of A.R.S. § 13-1806 if the Vehicle is not returned within 72 hours of the date and time the Vehicle is due back. If you fail to return the Vehicle within 72 hours of the date and time due in, you may be found guilty of a Class 5 felony that could result in a fine of up to \$150,000 per charge and/or imprisonment of up to 7.5 years.

NOTICE: Our liability insurance does not cover injuries to passengers in the Vehicle.

THE OWNER DOES NOT EXTEND ANY OF ITS MOTOR VEHICLE FINANCIAL RESPONSIBILITY OR PROVIDE PUBLIC LIABILITY INSURANCE COVERAGE TO THE RENTER, AUTHORIZED DRIVERS OR ANY OTHER DRIVER.

Customer

Warranty

By signing below, you agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT



Arizona Motors Snowflake
870 South Main Snowflake, AZ 85937
Ph: (928)536-7234 • Fax: (928)536-6002

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Saturday

R/O Open Date	R/O Number
11/05/19	
R/O Close Date	Status
11/05/19	Pre-Invoice
Mileage In	Mileage Out
64823	64823
Service Advisor / Tag #	
CAROLINE REIDHE/2922	

[REDACTED]				Work Phone	Vehicle Identification Number	
SNOWFLAKE, AZ				Home Phone	3C63RRJL0EG	
					Delivery Date	In-Service Date
Year	Make	Model		Body	Color	License Number
0014	RAM	3500		4WD CREW CAB 169"	GRANITE CR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - RECALL: PERFORM RECALL PLEASE PERFORM RECALL V44 Corrected by Safety Recall V44 Tailgate Latch Inspect and Install Tailgate Actuator Stop Block Tech: CONRAD KIRT FUENTES (CKF) Installed 68448027AA :ACTUATOR: STOP BLOCK stop block inserted. recall completed	Qty: 1 Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X