

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11841197

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

December 22, 2003

[REDACTED]
Elmira, OR [REDACTED]

Re: 2001 Dodge Ram 2500 Quad Cab Vin# 3B7KF23671G741844

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group

Fax

Adams

To: PAM McDONALD

From: TOM GREEN EAA

Fax:

Pages: 9

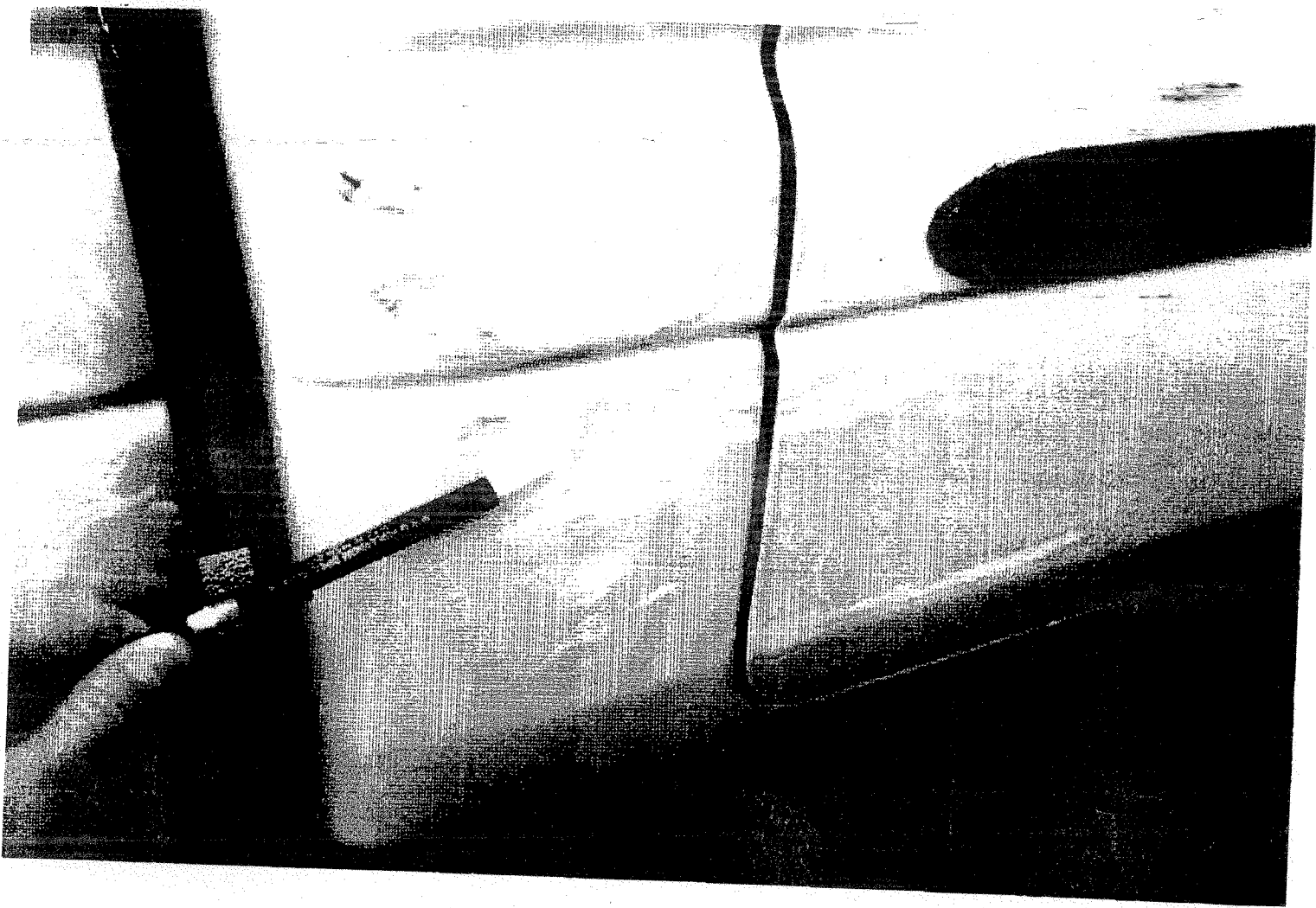
Phone:

Date: 12/21/2003

Re: 

CC:

Urgent For Review Please Comment Please Reply Please Recycle



OBC # [REDACTED]

OGC 1137777

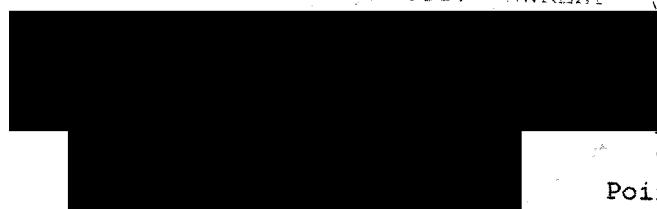
11/25/2003 10:23 AM

15381422007-001

SAFECO INSURANCE COMPANY OF OREGON
SAFECO CLAIMS-----Eugene
PMB 286 65 W-1 DIVISION AVE
EUGENE, OR 97401
(541) 684-6876

ESTIMATE OF RECORD

Written By: BRENT WRIGHT 11/25/2003 10:23 AM
Adjuster: RWREXP (541) 684-6876



Claim # [Redacted]
Policy # [Redacted]
Date of Loss: 11/25/2003 at 02:00 PM
Type of Loss: Collision
Point of Impact: 5 ft. at Rear

Loc: E BODY AND FENDER
DRIVE LN
Lic: [Redacted]

2000 BUICK 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE
VIN: 1G25671G741844 Lic: YSE987 OR Prod Date: Odometer: UNK
Wipers Dual Mirrors Clear Coat Paint
Power Brakes Antilock Brakes (4)
Passenger Air Bag Split Bench Seats
Trailer Package Styling Wheel

QTY	DESCRIPTION	EXT.	PRCT	LABOR	P.A.N.T.
	REAR BUMPER				
	O/H rear bumper			0.9	
Repl	RT Step pad	1	17.10		
Repl	Bumper all chrome	1	595.00		
	Deduct for Rear Bumper R&I				-0.5
	PICK UP BOX				
Repl	RT Outer panel single rear wheel 6 1/2 ft bezel	1	555.00	11.0	1.0
	Add for Clear Coat				1.1
R&I	Tail gate single rear wheel from 3-95 US, from 4-95 Mex			0.3	
R&I	Tail gate single rear wheel from 3-95 US, from 4-95 Mex				0.4
	Overlap Major Adj. Panel				-0.4
	Add for Clear Coat				0.4
R&I	Handle			0.4	
R&I	Bezel			0.3	
Repl	Decal w/o Sport Dodge, black	1	30.75	0.3	
Repl	Decal w/o Sport 4x4, black	1	14.30	0.3	
Repl	A/M LINE X BEDLINER	1	100.00		
R&I	R&I box assy			0.1	

OBC 1137277

10:23 AM

ESTIMATE OF RECORD

2001 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D LONGHORN

QTY	DESCRIPTION	EXT. PRICE	LABOR	PAINT
REAR LAMPS				
1	Repl RT Tail lamp assy w/o Sport black CAB	59.25	1.1	
1	Rpr RT Corner panel Overlap Major Non-Adj. Panel Add for Clear Coat		1.3	1.5
1	Repl Nameplate [REDACTED]	14.00	0.2	0.3
1	R&I RT Body side mldg		1.3	
1	R&I RT Glass Chrysler		1.9	
1	R&I RT Door trim panel agent		0.6	
1	Repl RT RUNNINGBOARD END COVER CAR	20.00		
1	CORROSION PROTECTION	5.00	1.3	
1	UNDERCOATING	5.00	1.3	
1	TINT	5.00	1.3	
1	SEAM SEALER		1.3	
1	HAZARDOUS WASTE	6.00	1.3	
1	MANDATORY REINSPECTION	5.00		
Subtotals ==>		1531.45	20.7	3.3

NO A/M OR RECONDITIONED PER DATABASE SUBJECT TO INVOICE

OVER THE TOP OF THE BEDRAILS SUBJECT TO INVOICE

PLEASE ATTEMPT TO STAY ON ALL REPAIR PANELS FOR RT REAR DOOR FOR BLEND

MANDATORY REINSPECTION REQUIRED FOR SUPPLEMENTS PLEASE CALL BRENT @ 541-312-0134 FOR SUPPLEMENTS PLEASE CALL BRENT @

541-312-0134*****SUPPLEMENTS WILL NOT BE HONORED WITHOUT PRIOR APPROVAL

Parts		1531.45
Body Labor	20.7 hrs @ \$30/hr	621.00
Paint Labor	3.3 hrs @ \$30/hr	99.00
Paint Supplies	3.3 hrs @ \$30/hr	99.00
SUBTOTAL		\$ 2350.45
TOTAL COST OF REPAIRS		\$ 2350.45

ADJUSTMENTS:
Deductible 250.00

OGC 1137727

10:10:23 AM

11422007-001

ESTIMATE OF RECORD

4006-BR2500 4X4 QUAD CAB 6-5.9L-TD 4E LONG W/...

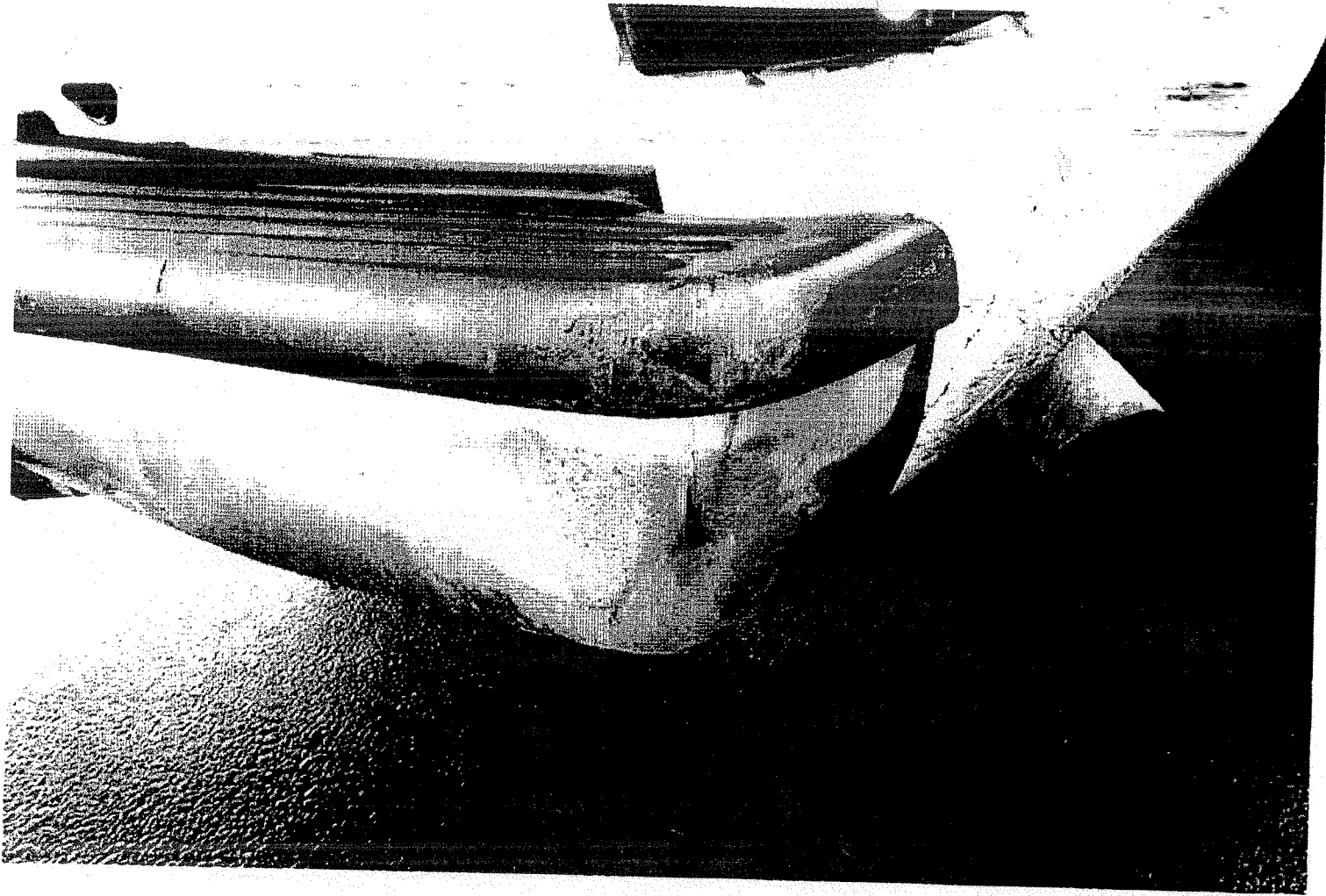
TOTAL ADJUSTMENTS	\$ 250.00
NET COST OF REPAIRS	\$ 2766.25

*****THIS IS NOT AN ORDER TO REPAIR*****
 *****THIS ORDER WILL BE HONORED WITHOUT PRIOR AUTHORIZATION. WE RESERVE THE
 *****RIGHT TO OBTAIN ALL INVOICES FOR PARTS USED TO REPAIR THIS VEHICLE. THE
 *****REPAIRER AGREES TO COMPLETE REPAIRS AT A TOTAL PRICE OF
 *****\$2,766.25, INCLUDING ALL TOWING AND STORAGE CHARGES. INCIDENTAL
 *****TAXES REGISTERED OWNER WILL PAY \$*****

*****PLEASE CALL BRENT WRIGHT FOR PRIOR AUTHORIZATION
 *****ON ALL ISSUES RELATED TO THE REPAIR OF THIS VEHICLE.

BASED ON MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all prices are derived from
 NAGE Database Date 10/2003 and the parts selected are OEM-parts manufactured by the
 Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the
 above information provided by MOTOR may have been modified or may have come from an
 alternate source. Non-Original Equipment Manufacturer aftermarket parts are described as AM,
 or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are
 described as RECY, Recl Recy Parts, RCY, or USED. Reconditioned parts are described as Recon.
 NAGE Part Numbers and Prices are derived from National
 Auto Specifications, Inc. Pound sign (#) items indicate manufacturer codes.

Partways - A product of CCC Information Services Inc.



OBC 113777



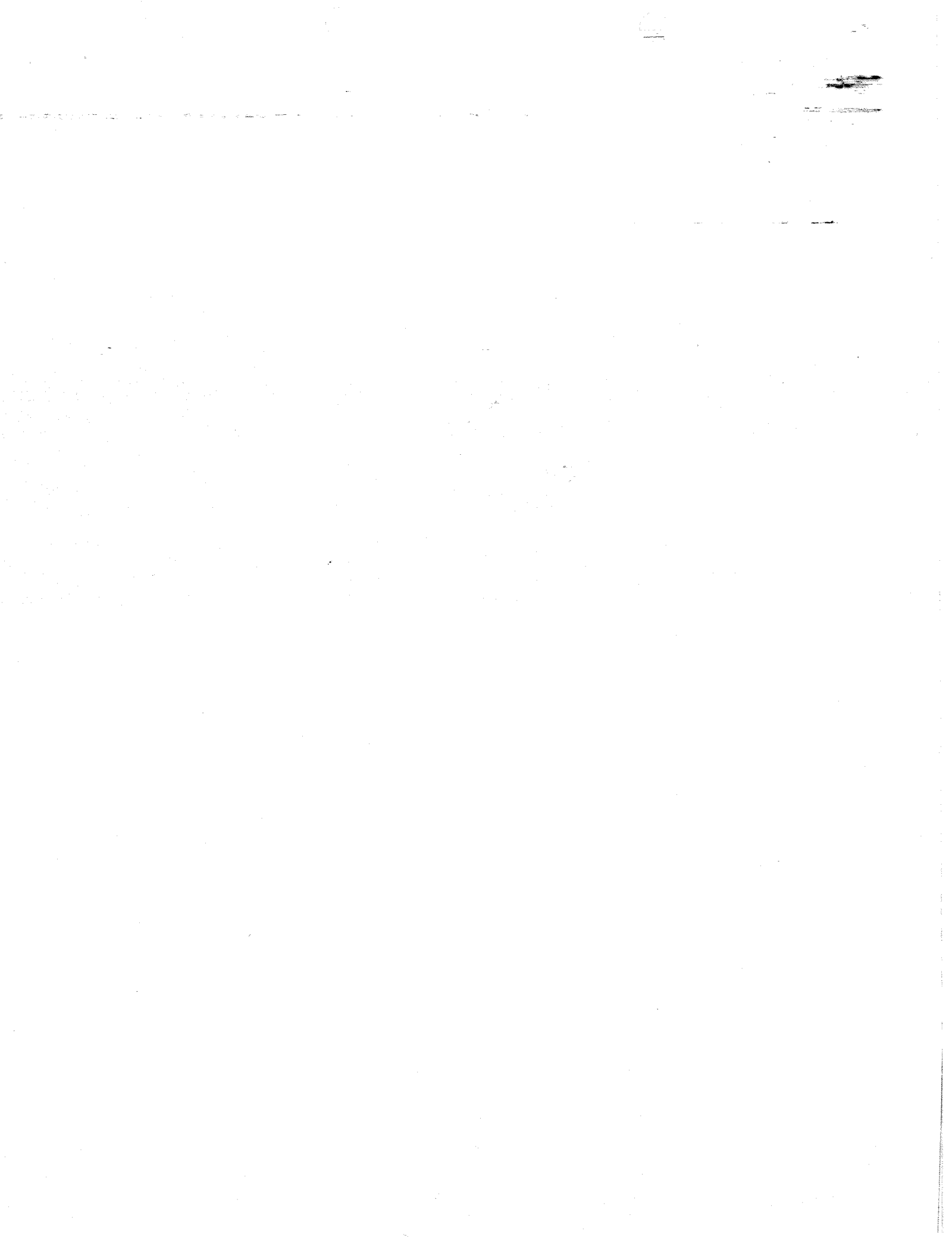
OBC # 1137777



OGC# 1137777



OGC # 1137727



PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11868306

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

December 19, 2003

[REDACTED]
Whippany, NJ [REDACTED]

Re: 2004 Dodge Ram Truck, VIN 3D3KU28C64G103617

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

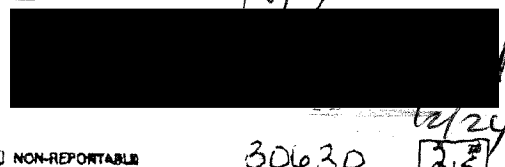
Karen Trickey
Customer Claims Resolution Group

06C 1137428

ATTN Ryan Pollock

Karen Truckey

10/7



12/24

PAGE 1 OF 2 NEW JERSEY POLICE ACCIDENT REPORT

REPORTABLE NON-REPORTABLE 30630 215

10 CASE NUMBER 03-1227 ACCIDENT OCCURRED ON: East Park Place 3018

44 POLICE DEPARTMENT OF MORRISTOWN 01

45 STATION ADDRESS PHOTO-NB

46 DATE OF COLLISION 11/21/03 47 DAY OF WEEK S M T W TH F 48 TIME 2024 49 MUNICIPALITY CODE 0424 50 TOTAL KILLED 0 51 TOTAL INJURED 0

52 ROAD NAME North Park Place 53 ROUTE NO. 54 MILEPOST

55 AT INTERSECTION WITH 56 FEET 57 MILES 58 METERS 59 Km 60 NORTH 61 SOUTH 62 EAST 63 WEST

64 ROAD NAME 65 ROUTE NO. 66 LANE NO. 67 LANE NO. 68 LANE NO. 69 LANE NO.

70 DRIVER'S LICENSE NUMBER 71 72 DOB 73 74 75 DRIVER'S FIRST NAME 76 DRIVER'S LAST NAME

76 NUMBER AND CITY South Orange NJ 07079 77 MAKE AND MODEL GMC 78 YEAR 2003 79 COLOR BLK 80 PLATE NO. PKP LAN NJ 81 STATE NJ 82 VIN NUMBER 1GKEK63U63J 83 VEHICLE REMOVED TO 84 TOWED 85 DRIVEN 86 AUTHORITY 87 DRIVER 88 POLICE 89 VEHICLE REMOVED TO 90 TOWED 91 DRIVEN 92 AUTHORITY 93 DRIVER 94 POLICE

95 OWNER'S FIRST NAME 96 OWNER'S LAST NAME 97 OWNER'S FIRST NAME 98 OWNER'S LAST NAME

99 NUMBER 100 CITY Whippany NJ 101 MAKE AND MODEL Dod 102 YEAR 2004 103 COLOR BL 104 PLATE NO. DBZ 62 NJ 105 STATE NJ 106 VIN NUMBER 3D3K028C67

107 ALCOHOL DATA 108 HAZARDOUS MATERIAL ON BOARD SPILL 109 US DOT CARRIER NO. 110 IOC CARRIER NO. 111 IOC CARRIER NO. 112 VEHICLE WEIGHT (GVW) 113 CARRIER NAME 114 ACCIDENT DESCRIPTION

115 DAMAGE TO OTHER PROPERTY 116 CHARGE 117 CHARGE 118 CHARGE

119 OFFICER'S SIGNATURE 120 REVIEWED BY 121 STATUS 122 STATUS

123 NAMES & ADDRESSES OF OCCUPANTS - IF DECEASED DATE & TIME OF DEATH

17	18	19	20	21	22	23	24	25	26	27
1	1	-	1	18 M	T	-	09	04		
1	3	-	1	16 M	T	-	09	04		

123 Driver # 1
123 add. as Owner 1

NJTR-1 (R7/01)

RECORD BUREAU COPY

100 DEP CASE NUMBER (SAFETYNET ONLY)

DEC 15 '03 13:17

5704247574

PAGE 02

06C 1137428

ATTN RYAN POLKOWSKI

2/2

** TOTAL PAGE.02 **

PAGE 2 OF 2

03-30630

STATE OF NEW JERSEY

MOTOR VEHICLE ACCIDENT DESCRIPTION

Police Agency MORRISTOWN

Station PHOTO-NO

Case No. 03-1227

100 Accident Description

(Refer to vehicle by number)

A L L I N V O L V E D	17	18	19	20	21	22	23	24	25	26	27	NAMES-ADDRESSES OF OCCUPANTS IF DECEASED ALSO INCLUDE DATE & TIME OF DEATH
	A											
B												
C												
D												
E												

took place He states he put v2's transmission in "Park"
 Owner of v2 exited v2 and v2 then rolled backward.
 Owner of v2 advises he has had problems with the
 gear shifter in v2. He states he believed the gear lever
 popped out of gear from park to reverse.

Owner of v1:



Officer's Signature

124

Badge Number

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12217153

**To: Staff Counsel
Warranty Litigation
Kris W Krueger**

From: 

Mr. Krueger, upon returning home from the Body-Shop today, I spent whole FIVE minutes to duplicate what happened to the Truck when it went into REVERSE on its own. I was able to recreate what happened on 04-08-04 two times, and five times something very similar. I now believe that either your inspector lied about his discoveries or you are lying about what he found. Regardless, I now Know what happened and why. There is something wrong with this particular transmission mechanism or there is a dangerous flaw in the design.

I believe I am communicating with the wrong person. I should be communicating with someone in upper Management. I feel this situation requires a Business approach rather than Legal. I am not at all happy with the way your Resolution Group has handled my incident. Please advise me as to whom I can communicate with, outside of your department, as soon as possible because I am about ready to stop dealing with your Company all together.

Regards



PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11837740

ACORD AUTOMOBILE LOSS NOTICE

DATE (MM/DD/YYYY)

09/10/2003

PRODUCER MARVEL AGENCY, INC. PO BOX 358 MILFORD DE 19963-	COMPANY PENINSULA INS CO POLICY NUMBER CM-011065	NAIC CODE: CORP AUTO	MISCELLANEOUS INFO (Site & location code)
EFFEKTIVE DATE 04/01/2003	EXPIRATION DATE 04/01/2004	DATE OF ACCIDENT AND TIME 09/03/2003	PREVIOUSLY REPORTED YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

INSURED NAME AND ADDRESS MILFORD DE	SOC SEC # OR FEIN: -	CONTACT NAME AND ADDRESS 766	WHERE TO CONTACT
RESIDENCE PHONE (A/C, No) -	BUSINESS PHONE (A/C, No, Ext) -	RESIDENCE PHONE (A/C, No) -	BUSINESS PHONE (A/C, No, Ext) -

DESCRIPTION OF ACCIDENT
include city & state) MILFORD DE

INSURED GOT OUT OF VEHICLE. WENT INTO CHICKEN HOUSE. WHEN HE CAME OUT THE VEHICLE HAD BACKED DOWN THE LANE AND STRUCK CHICKEN HOUSE.

BODILY INJURY (Per Person)	BODILY INJURY (Per Accident)	PROPERTY DAMAGE	SINGLE LIMIT 500,000 <input checked="" type="checkbox"/>	MEDICAL PAYMENT	OTC DEDUCTIBLE 250 <input checked="" type="checkbox"/>	OTHER COVERAGE & DEDUCTIBLES (UM, no-fault, towing, etc)
LOSS PAYEE NONE						COLLISION DED 250 <input checked="" type="checkbox"/>

INSURED VEHICLE VEH # 2003 YEAR 2003 MAKE: DODGE MODEL: RAM TRUCK	VEH TYPE V.I.N.: 3D7KU28C230	PLATE NUMBER	STATE
---	---------------------------------	--------------	-------

OWNER'S NAME & ADDRESS MARK BENNETT	RELATION TO INSURED (Employee, family, etc.)	DATE OF BIRTH / /	DRIVER'S LICENSE NUMBER	STATE	PURPOSE OF USE	USED WITH PERMISSION? YES <input type="checkbox"/> NO <input type="checkbox"/>
--	---	----------------------	-------------------------	-------	----------------	---

DESCRIBE PROPERTY DAMAGE SEE ATTACHED ESTIMATE	ESTIMATE AMOUNT	WHERE CAN VEHICLE BE SEEN? IN USE	WHEN CAN VEH BE SEEN?	OTHER INSURANCE ON VEHICLE
---	-----------------	--------------------------------------	-----------------------	----------------------------

PROPERTY DAMAGED VEHICLE? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	DESCRIBE PROPERTY DAMAGE (if auto, year, make, model, plate #)	OTHER VEH/PROP INS? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	COMPANY OR AGENCY NAME: POLICY #
--	---	--	-------------------------------------

OWNERS NAME & ADDRESS	RESIDENCE PHONE (A/C, No)	BUSINESS PHONE (A/C, No, Ext)
OTHER DRIVER'S NAME & ADDRESS	RESIDENCE PHONE (A/C, No)	BUSINESS PHONE (A/C, No, Ext)

INJURED NAME & ADDRESS	PHONE (A/C, No)	PED	INS VEH	OTH VEH	AGE	EXTENT OF INJURY
WITNESSES OR PASSENGERS NAME & ADDRESS	PHONE (A/C, No)	INS VEH	OTH VEH	OTHER (Specify)		

REMARKS (Include adjuster assigned) WE MAILED THE ENDORSEMENT TO ADD THIS VEHICLE 9-2-03. THE INSURED HAD JUST PURCHASED IT THE DAY BEFORE THIS HAPPENED. - WHAT LUCK

REPORTED BY: MARK BENNETT
REPORTED TO: MARVEL AGENCY, INC.
SIGNATURE OF INSURED: [Signature]
SIGNATURE OF BROKER: [Signature]

110 N. RENOVATION BLVD
MILFORD, DE 19963
302-422-8514

CD LOG NO 998-1

DATE: 09/09/03

SHOP CONTACT:

INSP DATE: 09/03/03

OWNER: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE: ARGOS CORNER, DE
ZIP:

HOME PHONE:
WORK PHONE:
FAX PHONE:

INS CO:
CLAIM#:
POLICY#:
LOSS DATE:

CONTACT:
PHONE:
CLAIM REP:
FILE HANDLER:

DEDUCTIBLE: 0.00

START DATE:
PROMISE DATE:
VEH. DROP OFF DATE/TIME:
VEH. PICK UP DATE/TIME:
DRIVEABLE:

COMPLETION DATE:
RENTAL ASSISTED:
DAYS TO REPAIR:

2003 DODGE RAM 250 SBT 4DOOR EXT CAB ENGINE: 6CYL DIESEL TURBO 5.9

LIC#:
BODY COLOR:

VIN: 3D7KU28C23G785974
MILEAGE:

DAMAGE REPORT

LINE	REPAIR DESCRIPTION	ADJ%	B%	PARTSS	LABORS
1	REPAIR PANEL, BEDSIDE OUTER		LT		360.00
2	REFINISH PANEL, BEDSIDE OUTER		LT		169.20
3	NEW PART TAILLAMP ASSEMBLY		LT		
4	NEW PART BUMPER, REAR STEP			102.00	10.80
5	REFINISH CORROSION PROTECTION			522.00	50.40
6	REFINISH COVER CAR EXTERIOR				10.80
7	SUBLET REPAIR HAZARD. WSTE. REM.				10.80
				3.50*	

TOTALS

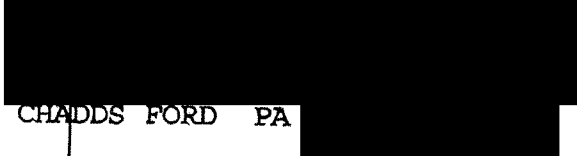
PARTS	624.00
PAINT MATERIAL	90.10
BODY LABOR-SM	421.20
MECH/ELEC LABOR-ME	0.00
FRAME-FR LABOR	0.00
REFINISH-RF LABOR	190.80
SUBLET	3.50
TOWING	0.00
STORAGE	0.00
TAX	0.00
ESTIMATE TOTAL	1,329.60

PO: 68725
 PAGE: 1 OF 1
 PO DATE: 04DEC2003
 PRINT DATE: 09JAN2004 12:36
 TELEPHONE: 6105585808
 REQUESTOR: LINDAH
 ISSUED BY: LINDAH
 SHIP VIA:
 COMMENT:

I. G. BURTON CHRYSLER
 605 Bay Rd
 MILFORD DE
 19963

 * MODIFIED MODIFIED *

 421



CHADDS FORD PA

AUTHORIZING SIGNATURE

ORDER AMOUNT: \$1,050.00

RO NO.	DESCRIPTION	AMOUNT
563247	RENTAL	1050.00

CUSTOMER#: 4224932A NAME: INCORPORATED, BENNETTS F

REASON FOR MODIFICATION
 AMT KNOWN

INVOICE: 144001 STATUS: APPROVED
 DATE: 09JAN2004 COMMENT:
 AMOUNT: 1050.00

CO	ACCOUNT DESCRIPTION	AMOUNT	CONTROL	CONTROL2
1	24600 INV-SUBLET REPAIRS	1050.00		

VENDOR COPY

FA# ADDRESS
0-8-512-4051

i.g. Burton Body Shop

Business Route 1
411 N. Rehoboth Blvd
Milford, Delaware 19963
(302) 422-1880 Ext. 118

MILFORD, DE

SERVICE ADVISOR **CAROL HEEESH**

DATE MADE	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	COST NO	TAG NO	PLATE	DATE	MILEAGE
11DEC03	09JAN04	23-1420	3D7KU28C23G	4932A		69237	09JAN04	65604
YEAR	MAKE & MODEL	VEHICLE IDENTIFICATION	PLATE	DATE	MILEAGE			
03	DODGE RAM 2500	302-422-4932	70.00	30AUG03	2354 4216			
3738	3738							

DESCRIPTION	UNIT	UNIT PRICE	TOTAL PRICE	LABOR	TOTAL
A BODY SHOP PAINT REPAIRS OR REFINISH					
900X BODY SHOP PAINT REPAIRS OR REFINISH					
5131 CBT	11.00	396.00	396.00	14300	39600
1 55276209A1 PENDER	238.43	238.43	238.43	15875	21200
1 55077331AB NAMEPLATE	33.84	30.10	30.10	2256	3010
1 55077332AA PANEL-FRONT	421.88	375.00	375.00	28125	37500
1 55275631AA HINGE	22.32	19.85	19.85	1488	1885
1 55275631AB HINGE	35.45	31.50	31.50	2363	3150
1 55077332AA NAMEPLATE	20.54	18.25	18.25	1369	1825
1 55275853AE DOOR	556.88	482.00	482.00	37125	48200
B BODY SHOP METAL REPAIR OR REPLACE					
900W BODY SHOP METAL REPAIR OR REPLACE					
5128CPINS	1.00	360.00	360.00	12500	36000
900W BODY SHOP METAL REPAIR OR REPLACE					
5128CPINS	7.60	273.60	273.60	9500	27360
900 WASH VEH AFTER BODY SHOP REPAIRS					
5100CPINS	8.40	14.40	14.40	0	1440
MISC PAINT SUPPLIES					
CPINS		213.85	213.85	0	21385
MISC HAZZARDOUS					
CPINS		3.70	3.70	0	370

** PRE-INVOICE **	DESCRIPTION	TOTAL	124901	243025	0
47100	LABOR AMOUNT	1044.00			
47800	PARTS AMOUNT	1168.70			
47000	GAS, OIL, LUBE	0.00			
47500	SUBLET AMOUNT	0.00			
22000	MISC. CHARGES	217.55			
22014	TOTAL CHARGES	2430.25			
	LESS INSURANCE	1930.25			
	SALES TAX	0.00			
	PLEASE PAY THIS AMOUNT	500.00			

STATEMENT OF DISCLAIMER:
The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty 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 said products. Dealer guarantees the labor performed in this repair shop has been competently performed, and that any defect which occurs will be corrected without charge by this repair shop for a period of 90 days or 4000 miles from the date of the repair, whichever occurs first.

CUSTOMER SIGNATURE

Pa 69237 Bill TO
I.G. Burton CHRYSLER
FOR DEDUCTIBLE

THANK YOU FOR VISITING I.G. BURTON FOR QUICK CONVENIENT SERVICE. CONTRACT MARK MCFARLIN OR SHEILA SCHROCK. TAKE ADVANTAGE OF OUR NEW CONVENIENT HRS MON, WED & FRI 7:30AM TO 5:30PM TUES & THURS 7:30 TO 6:00 PM. WE NOW OFFER SOME LIFETIME WAR PARTS-INCLUDIN G BRAKES-SEE SERVICE ADVISOR FOR DETAILS

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DISCLOSED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECTORS SUBJECTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

FILE COPY

I. G. BURTON CHRYSLER
605 Bay Rd
MILFORD DE
19953

PO: 69237
PAGE: 1 OF 1
PO DATE: 09JAN2004
PRINT DATE: 09JAN2004 13:25
TELEPHONE:
REQUESTOR: LINDAH
ISSUED BY: LINDAH
SHIP VIA:
COMMENT:

816
BODY SHOP SUBLET

AUTHORIZING SIGNATURE

ORDER AMOUNT: \$500.00

RO NO.	DESCRIPTION	AMOUNT
563247	DEDUCT AMT CUSTOMER#: 4224932A NAME: XXXXXXXXXX	500.00

VENDOR COPY

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

 - 11782622

From [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Thu Oct 30 19:53:17 EST 2003
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Truck jumping out of park into reverse
Comments:

My truck when running jumps out of park and into reverse. It did this twice. The first time I was able to catch it. The second time it went through a board fence dented my tailgate and almost hit my house before I was able to stop it. My grandson was playing in the yard at the time but was not hurt. I contacted the local dealer (Ryland Moters,I did not buy the truck from him) he said he as far as he knew no one else had reportrd a problem. I would like to know if anyone else is having trouble and what should I do.

Thanks
Ronald Brouillette

Sender Information:

Title [REDACTED]
First Name [REDACTED]
Middle Initial [REDACTED]
Last Name [REDACTED]

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

November 10, 2003

[REDACTED]
Cottonport, LA [REDACTED]

Re: 2003 Dodge Ram 2500, VIN 3D7KU28C03G784127

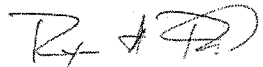
Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,



Ryan A. Polkowski

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11616311

10: KAREN CICEY
06 # 123971



CHRYSLER • JEEP • DODGE

2020 N. Detroit St.
XENIA, OHIO 45385
XENIA (937) 372-4451



Jeep



CUSTOMER NO. 60272		ADVISOR TODD PLUGER	AG NO 319	INVOICE DATE 09/02/03	INVOICE NO CHCS279110
[REDACTED]		LABOR RATE	MILEAGE 527	COLOR ATLANTIC BL	STOCK NO 329201
RESIDENCE PHONE 937-885-0815		BUSINESS PHONE	YEAR/MAKE/MODEL 9,384	DELIVERY DATE 06/19/03	DELIVERY MILES
[REDACTED]		VEHICLE ID NO 03/DODGE TRUCK/RAM/RAM 2500 SLT QUAD	SELLING DEALER NO.	PRODUCTION DATE 05/07/03	
E# S. 9L		COMMENTS	R.O. DATE 09/02/03		

LABOR & PARTS
 # 1 22CHZ1 AUTOMATIC TRANS. HOURS: 0.90 TECH(S): 203
 CUST STATES GEAR SHIFTER CAME OUT OF PARK ROLLED BACK AND
 HIT ANOTHER VEHICLE. PER MB CHECK AND ADVISE
 INSPECTED SHIFTER AND PARKING MECH. WORKING OK INSPECTED
 TRANSFER CASE SHIFTER OK TESTED IN PARK SEVERAL TIMES
 COULD NOT DUPLICATE ANY CONCERNS
 CONTACTED CHRYSLER THEY ARE GOING TO HAVE AN INSPECTOR
 CONTACT CUSTOMER DIRECTLY.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS:

CASH CHECK CHARGE NO CHARGE

VISA M/C DISCOVER

THANK YOU FOR CHOOSING US
FOR YOUR SERVICE NEEDS

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
 TOTAL INVOICE \$ 0.00

MO: 9389

DISCLAIMER OF WARRANTIES

Any warranties on products sold are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and this company neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products or services.

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

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

September 26, 2003

[REDACTED]
Springboro, OH [REDACTED]

Re: Vehicle: 2003 Dodge Ram 2500
Vin: 3D7KU28C53G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Karen Trickey
Customer Claims Resolution Group
(248) 512-4026
(248) 512-4051 (fax)
kt124@dcx.com

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11553611

[REDACTED] VIN 3G [REDACTED]

PM

Great Falls, MT [REDACTED]

Ph [REDACTED]

Accident Statement
Aug. 6th, 2003

[REDACTED]

Great Falls, MT [REDACTED]

Police Report #E03-09377
Officer-Brian Chance
Department-Ellensburg, Wa.

Safeco Claim number [REDACTED]

Statement

We were at the Goodwill parking lot in Ellensburg, Washington beginning to unload a few things that [REDACTED] (my Stepson) had wanted to bring to town and drop off at Goodwill.

We had just arrives at the lot just south of the Goodwill store, and being very hot I had put the vehicle in park and left it run with the a/c on to stay cool. Those present were my wife [REDACTED] and her son [REDACTED]

We had exited the pickup and were beginning to unload the things when the pickup started to roll backwards. No one was in the cab at the time of starting to roll. We were at the rear of the pickup bringing things to a pile along side of the Goodwill store. There was a Goodwill trailer parked right next to the building, so we had parked next to it.

When the truck started to move backwards, I tried to get to the drivers side and get in to stop the truck but was unable because of the trailer's proximity to the truck. [REDACTED] had tried to physically stop the vehicle on the right side but was unable, his mother (my wife) then told him to just get out of the way.

The truck veered to the right and struck first a Chevy Tahoe and then the Pontiac, before striking the fence and coming to a stop.

I tried unsuccessfully to find the owner of the Pontiac in the Goodwill store so went to the Police station to report the accident. When we returned with the

06 [REDACTED] [REDACTED] VIN 3G [REDACTED] Pm
police the owner of the Pontiac was there and had discovered the damage to her car.

She then called the girl that owned the Chevy Tahoe [REDACTED] and had her come to look. The police reported the fence to the City office.

In summary, I believe that there is a defect in the vehicle that would make it jump into reverse from Park. It had done this to me one time before in Great Falls on Central Avenue, near the Hobbyland Store. At that time (the day before leaving to Ellensburg) I had called the dealer in Cut Bank and had told him about it.

[REDACTED]
Reported to Dodge Division on August 12th, 2003

Conversation with representative 'Natalie' and the file # is [REDACTED]

VIN number is

VIN

Number

3D7-

KU28CX3G-
[REDACTED]

1-800-853-1403 is the telephone number that I used for Dodge as above

Report has been made to Northern Chrysler, Bill Newman
Information was given to a girl at Northern Chrysler on the day of the accident as Bill was on vacation.

On August 21 I gave a Statement (Recorded) to terava@safeco.com. I also attached pictures of the accident and gave her a copy of the email I had received from Chrysler.

This incident has been reported to NHTSA on August 19th and that ODI number is 10033108

PIERCE'S SUPERSTORES

Great Falls, Montana 59405

Dodge~Hyundai~Kswagen
2720 10th Ave. South (406) 761-3305
Nissan~Jeep~Isuzu
4025 10th Ave. South (406) 452-5337
Honda~Lincoln~Mercury
4900 10th Ave. South (406) 727-1991

VIN 3E [REDACTED]

CUSTOMER NO. 53544		ADVISOR ANNETTE WATTS 37465		TAG NO.	INVOICE DATE 09/03/03	INVOICE NO. DOCS52190
R 1 GREAT FALLS, MT	LABOR RATE		LICENSE NO.	MILEAGE 12854	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 03/DODGE TRUCK/RAM 2500				DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3D7KU28CX		F.T.E. NO.		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			R.O. DATE 09/03/03	

MO: 12854

JOB# 1 CHARGES

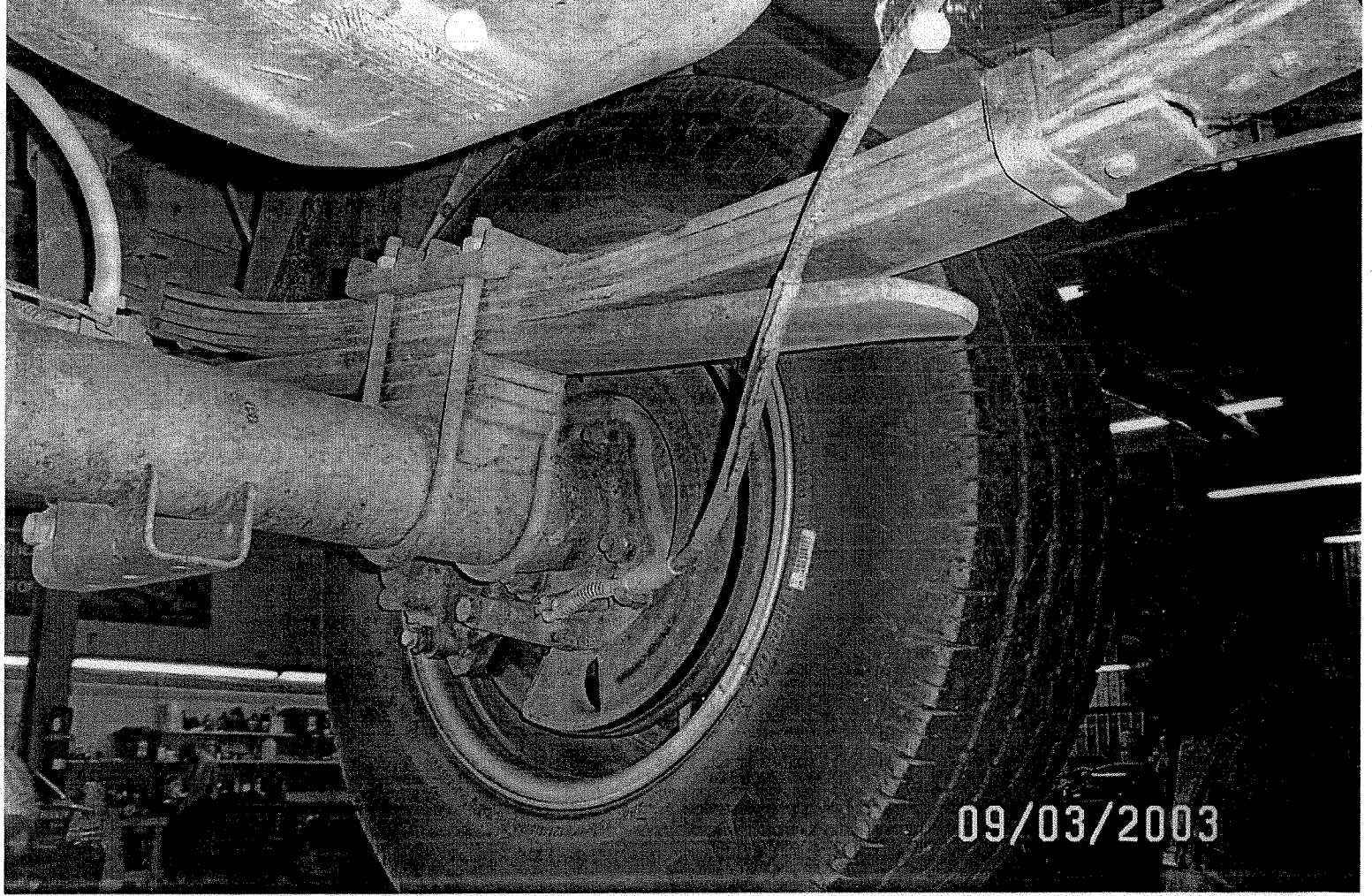
LABOR # 1 30CHZ	AUTO TRANSMISSION HOURS: 0.80 TECH(S): 615 OWNER STATES VEH. ROLLED BACK AND STRUCK 2 VEH. - INSPECT SHIFT LINKAGE AND PARK BRAKE LINKAGE PLACE VEH. ON RACK - TURN DRIVESHAFT FOR EAA INSPECTOR. ASSIST EAA IN INSPECTIN OF TRANSMISSION, PARK PAWL ENGAGEMENT. ROTATE DRIVE SHAFT TO DETERMINE PARK PAWL ENGAGEMENT. INSPECT PARK BRAKE AND CABLE FOR PROPER ROUTING AND OPERATION	49.60
JOB# 1 TOTALS		LABOR 49.60
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # A	SS SHOP CHARGES	49.60
TOTALS		TOTAL - MISC 2.48

* [] CASH [] CHK CHK # [] [] CHARGE	TOTAL LABOR....	49.60
* [] VISA [] MC [] DISC [] AX [] OTHER	TOTAL PARTS....	0.00
* [] ORIGINAL EQUIPMENT PARTS WERE USED FOR REPAIR.	TOTAL SUBLET....	0.00
* [] AFTERMARKET PARTS WERE USED FOR REPAIR, ORIGINAL EQUIPMENT PARTS WERE UNAVAILABLE AT REPAIR TIME.	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	2.48
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	52.08

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. It is understood that purchaser is buying any used part (or parts) as listed in its present condition, "AS IS" including latent defects, without any representation or warranties, express or implied unless they are expressly set forth herein:

CUSTOMER SIGNATURE

SEP 3 2003



DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

September 15, 2003

[REDACTED]
Great Falls, MN [REDACTED]

Re: Vehicle: 2003 Dodge Ram 2500
Vin: 3D7KU28CX3G [REDACTED]
Date of Incident: 8/06/03

Dear [REDACTED]

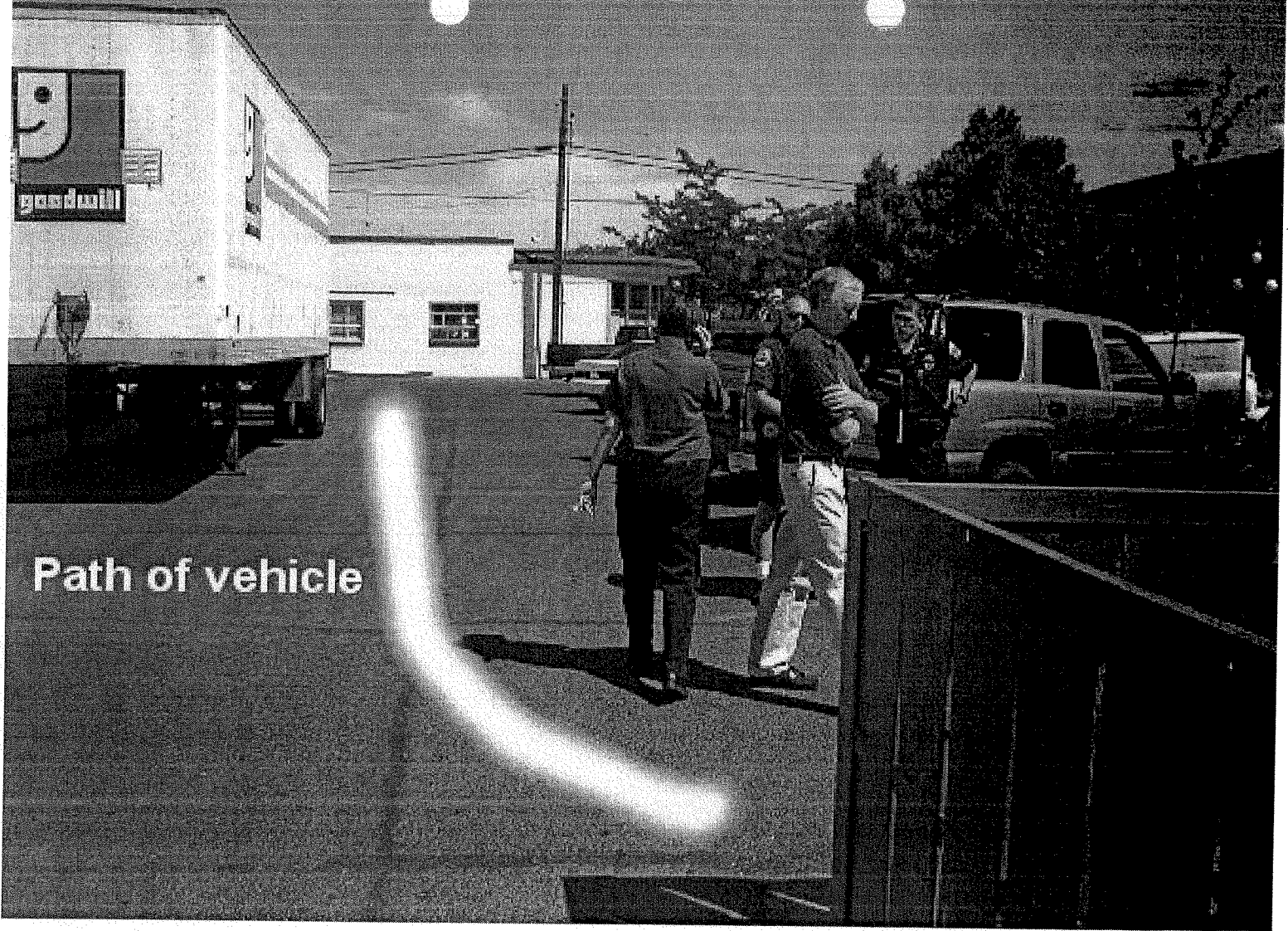
This is in response to your request to investigate the above referenced incident.

After a thorough investigation of this matter, we have determined that the cause of the incident that occurred on 8/06/03 is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

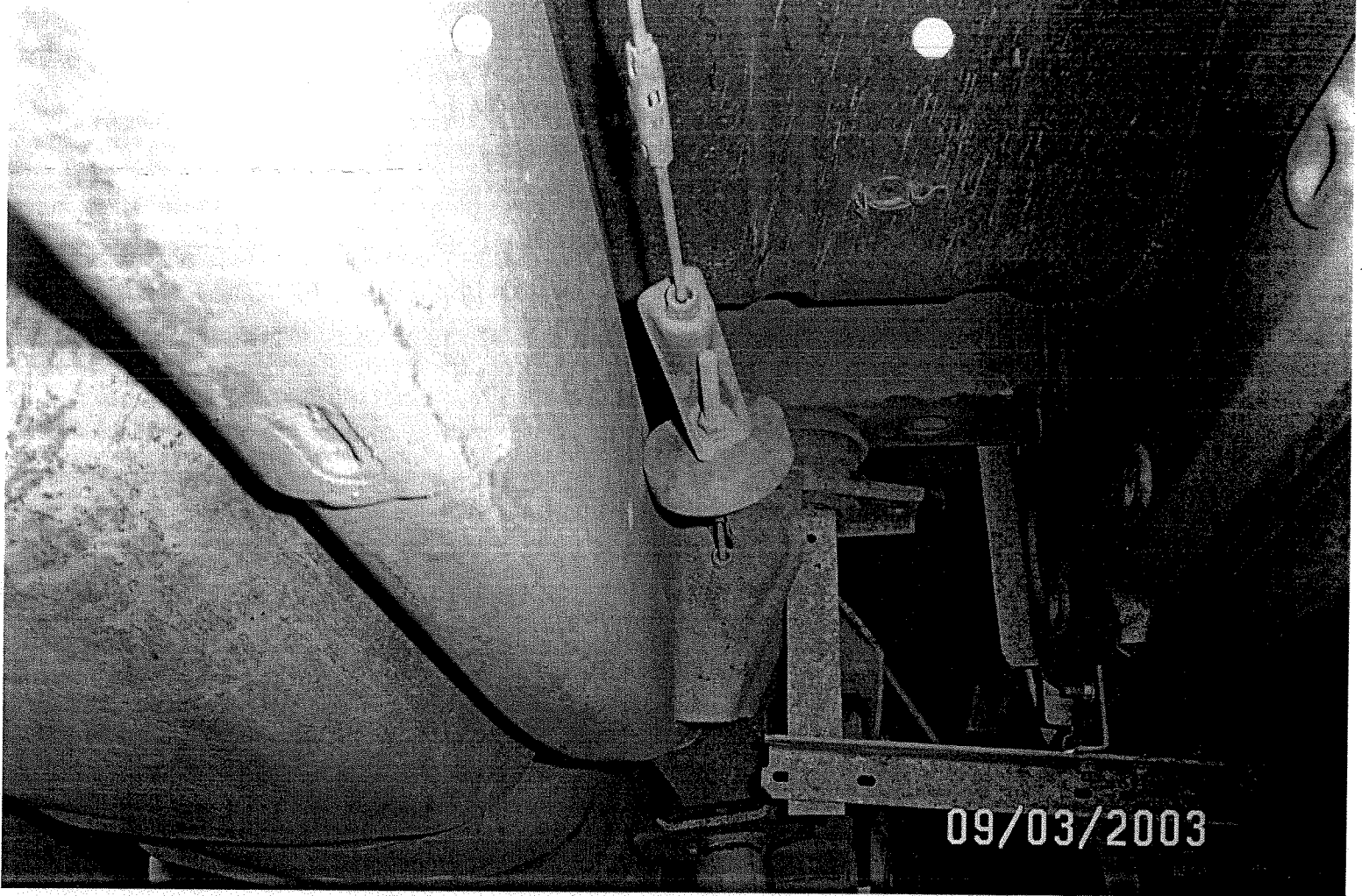
We are sorry we cannot be more helpful.

Very truly yours,

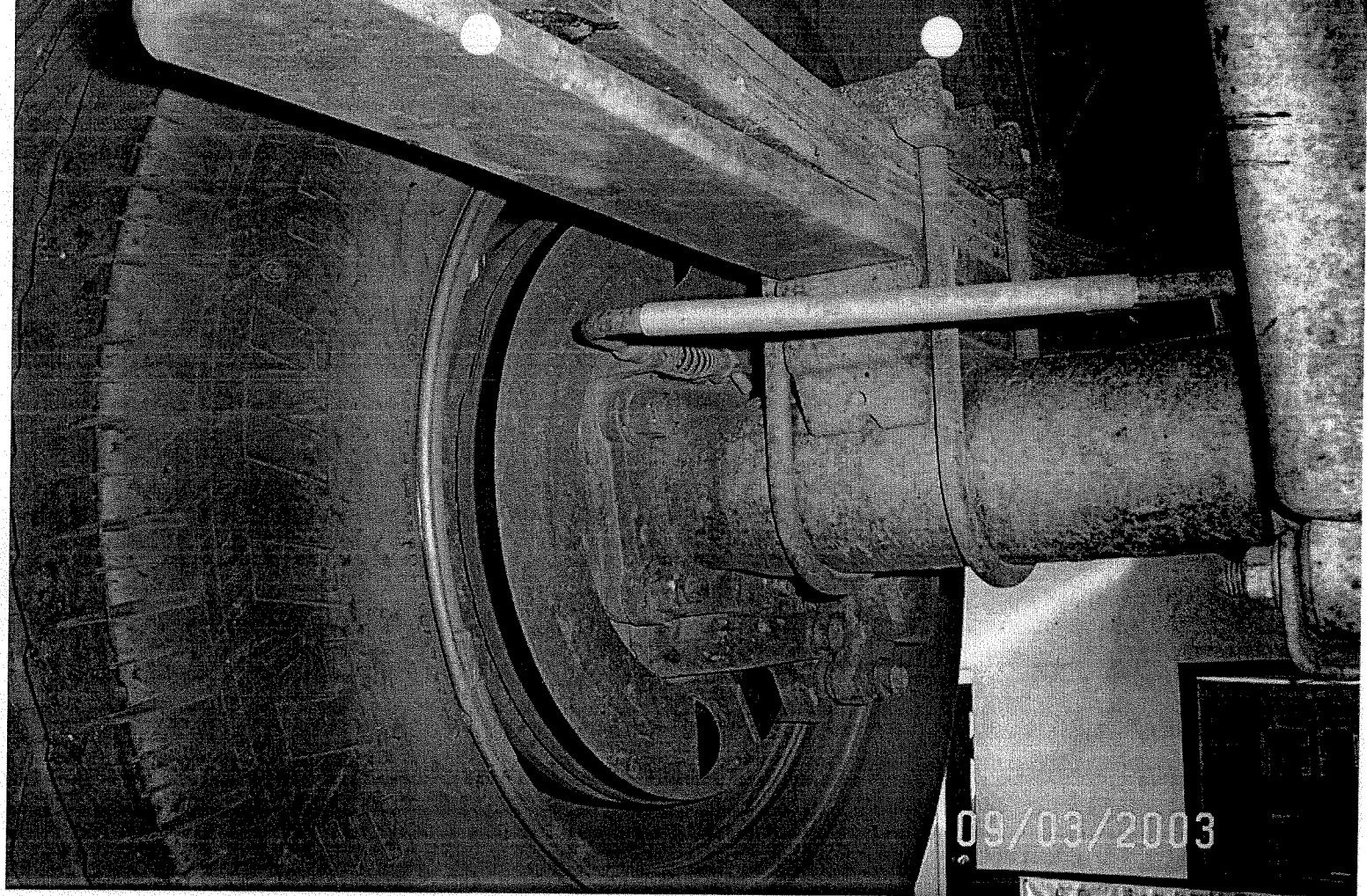
Pam J. McDonald
Customer Claims Resolution Group
(248) 512-6475
(248) 512-4051 (fax)
pjm68@dcx.com



Path of vehicle

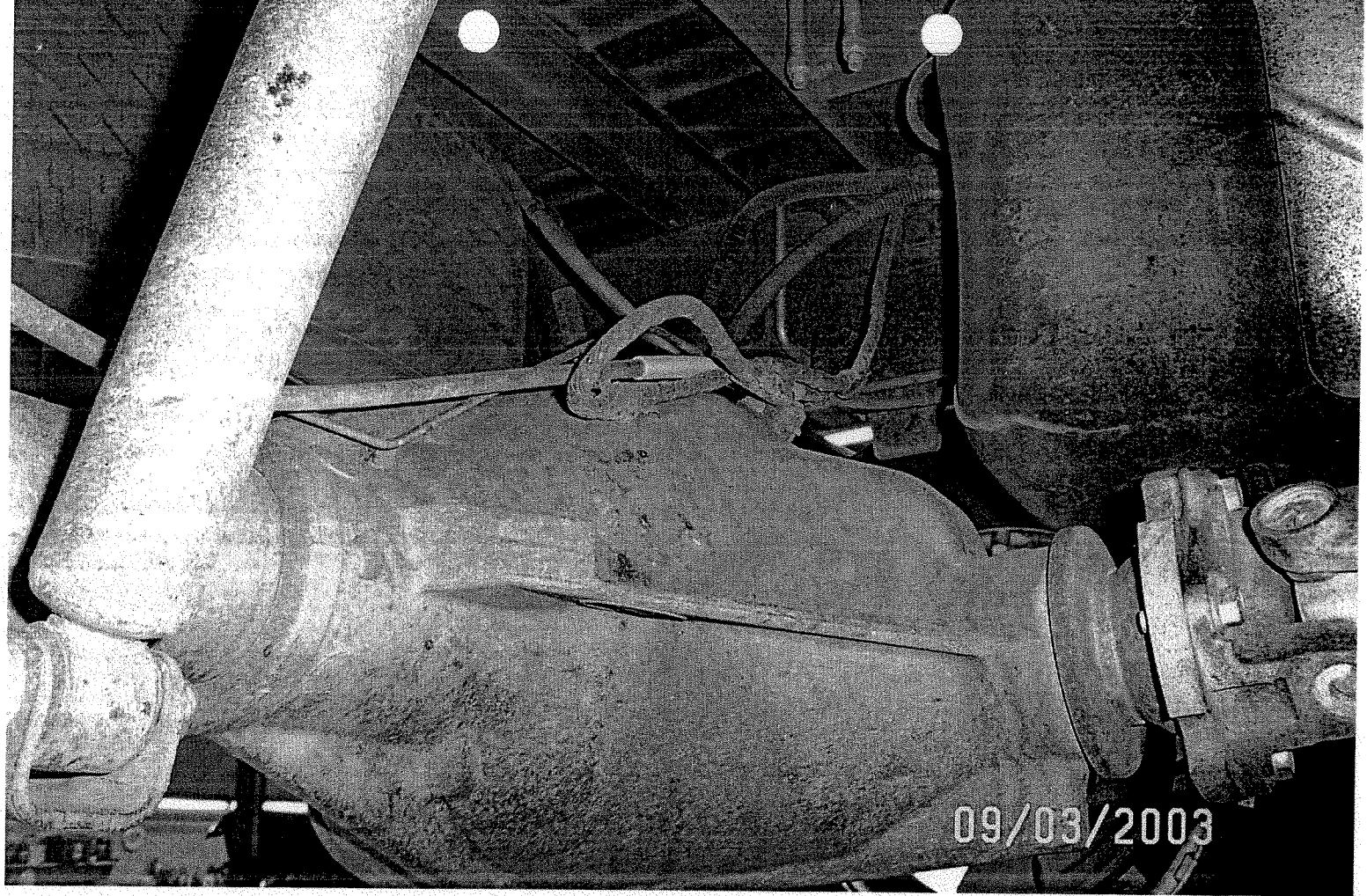








09/03/2003



09/03/2003



PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11745901

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

January 9, 2004

[REDACTED]
Ashville, NY [REDACTED]

Re: 2004 Dodge Ram 3500, VIN 3D7LU38C44G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Karen Trickey
Customer Claims Resolution Group

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

November 25, 2003

[REDACTED]
Hudson, FL [REDACTED]

Re: 2004 Dodge Ram 3500, VIN: 3D7LU38C44G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Karen Trickey
Customer Claims Resolution Group

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11426404

2 of 10

Date: 7/14/03 11:37 AM
Estimate ID: 1960
Estimate Version: 0
Preliminary
Profile ID: FRANK PARRA DODGE

Grapevine Dodge Collision Center
2601 William D. Tate Grapevine, TX 76051
(817) 410-7581
Fax: (817) 410-7567

**GRAPEVINE DODGE
COLLISION CENTER**

Damage Assessed By: Bob Routh

Deductible: UNKNOWN

Owner

Mitchell Service: 913530

Description: 2003 Dodge Pickup R2500 SLT
Body Style: 4D PkupCrw 6" Bed 140" WB
VIN: 3D7KU28693

Drive Train: 5.9L Turbo Inj 6 Cyl Dsl 4WD

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	301242	BDY	REMOVE/INSTALL	BED ASSEMBLY			INC
2	302288	BDY	REMOVE/REPLACE	R PICKUP BED SIDE PANEL ASSY	55275522AA	757.00	12.0 #
3	AUTO	REF	REFINISH	R BED SIDE PANEL OUTSIDE			C 3.2
4	900500	BDY *	ADD'L LABOR OP	CUSTOM STRIPES	Sublet	45.00 *	0.0*
5	301382	BDY	REMOVE/INSTALL	R REAR COMBINATION LAMP			INC
6	301406	BDY	REMOVE/INSTALL	REAR BUMPER ASSY			INC
7	936010		ADD'L COST	DETAIL/CLEANUP		25.00 *	
8	AUTO	REF	ADD'L OPR	CLEAR COAT			1.3*
9	933017	REF	ADD'L OPR	FINISH SAND AND BUFF		10.00 *	0.5*
10	933018	REF	ADD'L OPR	MASK FOR OVERSPRAY		10.00 *	0.5*
11	AUTO		ADD'L COST	PAINT/MATERIALS		117.00 *	
12	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL		6.00 *	

* - Judgement Item
- Labor Note Applies
C - Included in Clear Coat Calc

Remarks
POSSIBLE HIDDEN DAMAGE

ESTIMATE RECALL NUMBER: 7/ 3/03 12:41:39 1960

Mitchell Data Version: JUN_03_A
UltraMate Version: 4.8.012

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Page 1 of 2

Date: 7/14/03 11:37 AM
Estimate ID: 1960
Estimate Version: 0
Preliminary
Profile ID: FRANK PARRA DODGE

I. Labor Subtotals						II. Part Replacement Summary		Amount
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			
Body	12.0	36.00	0.00	45.00	477.00	Taxable Parts		757.00
Refinish	5.5	36.00	20.00	0.00	218.00	Sales Tax @ 7.250%		54.88
Non-Taxable Labor					695.00	Total Replacement Parts Amount		811.88
Labor Summary	17.5				695.00			
III. Additional Costs						IV. Adjustments		Amount
Taxable Costs						Customer Responsibility		0.00
Sales Tax @ 7.250%						148.00		
						10.73		
Total Additional Costs						158.73		
						I. Total Labor:		695.00
						II. Total Replacement Parts:		811.88
						III. Total Additional Costs:		158.73
						Gross Total:		1,665.61
						IV. Total Adjustments:		0.00
						Net Total:		1,665.61

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

WARNING: Accidental air bag deployment is possible. Personal injury may result. Avoid area near steering wheel and instrument panel even if air bags have deployed. Dual-stage air bag modules may be present that could contain an undeployed stage. When disposing of a deployed dual-stage air bag, always treat it as a "live" module. See appropriate MITCHELL® AIR BAG SERVICE & REPAIR MANUAL, or OEM information.



GRAPEVINE DODGE



2601 WILLIAM D. TATE • GRAPEVINE, TEXAS 76051
(817) 481-9100 • SERVICE (817) 481-9150

31931

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
20DOZ-SVC	TRANS SERVICE	MI	89.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/14/03	29876	7220	1071	1067	I	01DOZ	QUICK SERVICE
02/05/03	26619	5	12580	1004	I	80DOZX	ADD OWNER GUARD
				1004	I	80DOZ	PDI CHRYSLER VEHICLE
				2359	I	02DOZ-2YR	2 YR STATE

SALESPERSON NO. 13233 ED STEFANKO

S E R V I C E

STATE REG# 2

VEHICLE ID. NO. 3D7KU28693G	YEAR/MAKE/MODEL 03/DODGE TRUCK/RAM 2500/RAM 2500 SL	PRODUCTION DATE 03/10/03	STOCK NO. 3G770091	LICENSE NO. 31931	R.O. NO. 31931
CUSTOMER NO. 17718	SERVICE CONTRACT FPA AND	DELIVERY DATE 03/10/03	DELIVERY MILES 257	SELLING DEALER NO. 0707/03	R.O. DATE 07/07/03
COLOR BLACK CL COAT/	CONTRACT NO. DA5100K	EXPIRATION DATE 03/10/08	EXPIRATION MILES 100,000	TAG NO. 6140	
TURBO DOZZ	M/MC DOZZ	AIR COND. DOZZ	P.S. DOZZ	TRANS A	MILEAGE 11,930
RESIDENCE PHONE DOZZ	BUSINESS PHONE DOZZ	ADVISOR NO. 1071	ADVISOR JEFF SIMPSON		
TIME RECEIVED 02:41pm	DATE/TIME PROMISED 07/08/03 11:06am	LABOR RATE 5			

GRAPEVINE DODGE

W 20DOZ-1 *TRANSMISSION
CUSTOMER STATES: TRANSMISSION CAME OUT OF GEAR, ROLLED BACK AND JACKKNIFED BOAT TRAILER INTO RIGHT REAR OF BED. ADVISE

ANY WARRANTIES ON THE PRODUCT 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.

I HEREBY AUTHORIZE REPAIRS TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS. 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. I ACKNOWLEDGE RECEIPT OF COPY HEREOF.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. CLIENT'S OR OWNER'S SIGNATURE.

CASH CHK. CHG.

Notice Pursuant to §70.001, Texas Property Code
 I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

X
 Signature of Person Responsible or Agent for Person Responsible for Payment

RESTEX 1.888.445.7680

APPOINTMENT FIRST VISIT

NAME [REDACTED]

ADDRESS [REDACTED]

CITY [REDACTED]

STATE / ZIP [REDACTED]

PHONE: HOME [REDACTED]

WORK [REDACTED]

CELL [REDACTED]

OTHER [REDACTED]

E-MAIL [REDACTED]

TAG # [REDACTED] RO # [REDACTED]

DATE 7-7

ADVISOR 1071

FOLLOW UP

MONTH

YEAR 03 MAKE OR MODEL 2500

VE REPLACED PARTS SERVICE CONTRACT INFO.

CNT #

PHONE #

NOTES

CIS

CIS

CIS

CIS

CIS

CIS

CIS

CIS

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 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 and/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 vehicle to secure the amount of repairs thereto.

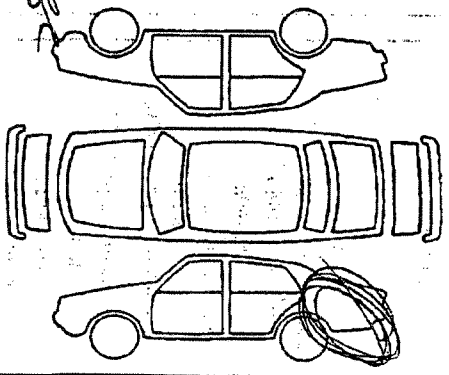
STRICTLY CASH OR CREDIT CARD

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §60.04, TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN IS CASHED.

CHECK OUT COST \$ [REDACTED] BROKER'S FEE [REDACTED]

AND STARRS CAME OUT OF GERM - HELD BACKS and Jack pointed into Road - R/LR Damage

CSI REPORT EXPLAINED



COMMENTS

GRAPEVINE DODGE

2601 WILLIAM D. TATE GRAPEVINE, TX 76051 (817) 481-9150

FRANK PARRA DODGE, LTD.
INTERNAL INVOICE

DOWS31931

DOWS31931

17718

JEFF SIMPSON 1071 6140 08/08/03 DOWS31931

11,930 BLACK CL CO 3G770091

03/DODGE TRUCK/RAM 2500/RAM 2500 SLT 03/10/03 2

3 D 7 K U 2 8 6 9 3 G

07/07/03

MO: 11931

LABOR & PARTS

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
1067	08/07/03	13.50	13.90	0.40	0.00	FINISHED	20.85
1067	08/07/03	0.00	0.00	0.00	0.30	OVERRIDE IN INVOICING	
TOTAL TECH TIME				0.40	0.30		

CUSTOMER STATES: TRANSMISSION CAME OUT OF GEAR, ROLLED BACK AND JACKKNIFED BOAT TRAILER INTO RIGHT REAR OF BED. ADVISE ADJUSTED SHIFT LINKAGE SO THAT PARK WILL NOT ENGAGE UNTIL FULLY INTO THE GATE.
NOTE - VEHICLE WILL NOT BE IN PARK UNTIL FULLY INTO THE GATE

JOB # 1 TOTAL LABOR & PARTS 20.85

R/O TAX 0.00
R/O TOTALS 20.85

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
31931	20.85
CLAIM TOTALS	20.85

APPROVED BY SIGNATURE

DCS AUDIT SLIP

ZN-DLR: 00-44992 VIN: 3D7KU2869-3-6770091 IN-SVC-DT: 03/10/03 WCC:
CLAIM-NO: 031931 (WRO) REF-NO: AUTH-CD:
DT-RECVD: 07/07/03 DT-OWNER NOTFD: 08/07/03 MILEAGE: 011930
DEALER CLAIM AMOUNT: 20.85 ADVISOR ID: 6245JS

LINE COND J LABOR-OP FC HRS MECHANIC QUAL-CD
030 1 01 21950640 50 .3 5384

DUPLICATE INVOICE

FRANK PARRA DODGE, LTD.
INTERNAL INVOICE

DOES33631

DOES33631

17718

JEFF SIMPSON 1071 1111 08/29/03 DOES33631

11,932 BLACK CL CO 3G770091

CROWLEY, TX

03/DODGE TRUCK/RAM 2500/RAM 2500 SLT 03/10/03 2

3 D 7 K U 2 8 6 9 3 G

08/21/03

MO: 11932

LABOR & PARTS

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
999	08/21/03	17.90	17.90	0.00	0.00	FINISHED
999	08/21/03	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

RENT AR
CAR
REF RO#32681
DONE

CLAIM # [REDACTED] JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	TOTAL - SUBLET
JOB # 1	14628		08/21/03	RENT CAR	510.00
					R/O TAX 0.00
					R/O TOTALS 510.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
[REDACTED]	0.00	0.00	510.00	0.00	0.00	0.00	0.00	510.00
CLAIM TOTALS	0.00	0.00	510.00	0.00	0.00	0.00	0.00	510.00

APPROVED BY SIGNATURE

17 Days Car Rental
Total \$509.95

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11362308

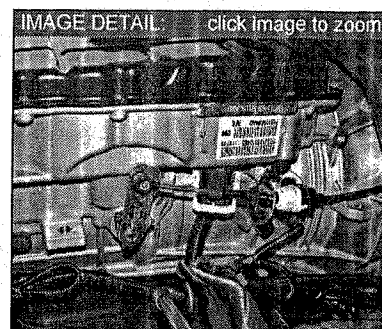
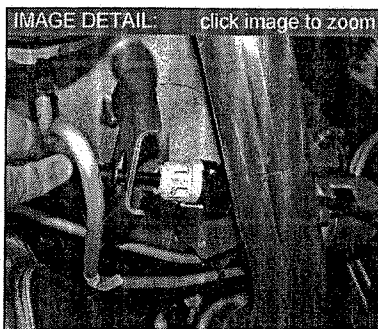
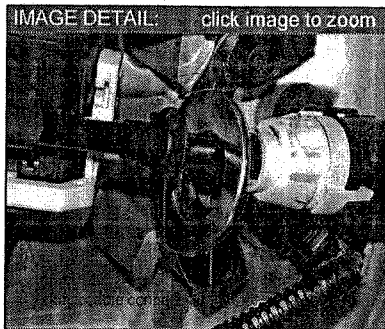
Enterprise Rental

DAIMLERCHRYSLER
CCQS CHRYSLER QUALITY SUITE
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[Search Criteria](#) [Search Results](#) [Subscriber Mgr](#) [System Status](#)

Quick Navigation --> | [View Basket](#) | +/- [Basket](#)

CAGRIS Zone Technical Advisor Report: Issue-RT4053SR1690302

ISSUE TYPE: Non-Powertrain **CATEGORY:** Reliability **ZONE:** 63-Dallas **REPORTED BY:** Ritchey, Stuart **Cre**



Page Navigation --> [Narrative](#) | [Parts](#) | [Expand all Vehicles](#) | [Collapse](#)

VEHICLE INFORMATION - VIN 1D4HR48Z03F595973 FAMILY: DN DEALER: 43268 [show / hide -->](#)

VIN: 1D4HR48Z03F [REDACTED]	Trans: DGT-4-Spd. Automatic,46RE	Dir Zn/Cd: 63-43268
Mod Year: 2003	Plant: NEWARK ASSEMBLY PLANT	Dir Name: MAXWELL CHRYSLER LT
Mk/Model: DODGE DURANGO SLT 4X2 SPORT UTILITY DN1H74	MDH: 052113	Address: 14150 HIGHWAY 79 W TAYLOR, TX 76574
Engine: EML-5.9L V8 MPI	Warr Built: 05/21/2003	Phone: 512 352-3696
	Mileage: 20 Miles	

Additional Sources of Information --> [GCS Warranty Claims](#) | [Return Material System \(PRAS\)](#) | [Component Traceability](#)

VEHICLE INFORMATION - VIN 1D4HR48Z13F595979 FAMILY: DN DEALER: 43268 [show / hide -->](#)

VEHICLE INFORMATION - VIN 1D4HR48Z23F595974 FAMILY: DN DEALER: 43268 [show / hide -->](#)

VEHICLE INFORMATION - VIN 1D4HR48Z63F595976 FAMILY: DN DEALER: 43268 [show / hide -->](#)

VEHICLE INFORMATION - VIN 1D7HA18N43S344600 FAMILY: DR DEALER: 43268 [show / hide -->](#)

Issue Narrative Information

Page Navigation --> [Return To Top](#) | [Expand all Vehicles](#) | [Collapse all Vehicles](#)

Concern #1

TSB Group: 21	Repair Successful: <input checked="" type="checkbox"/>
Customer Concern: Stock units. Techs unable to put transmission into park.	
Root Cause: Shift cable is popping out of its bracket at the transmission.	
Repair Action: Tech pushed the cable connector back into its bracket.	

Parts List: ** No parts information available

[Get Help](#) [E-mail Report](#) [Print Report](#) [Add/Remove](#)

FLOYD'S BODY WORKS
 1800 WEST SECOND STREET
 TAYLOR, TX 76574
 PHONE: 512-365-5216
 FAX: 512-365-1514

CD LOG NO 3703-1 DATE 06/16/03

SHOP: FLOYD'S BODY WORKS
 ADDRESS: P.O. 803
 1800 WEST 2ND. STREET
 CITY STATE: TAYLOR, TX
 ZIP: 76574-

INSP DATE: 06/16/03
 CONTACT: BOBBY PICK
 PHONE 1: (512)365-5216
 PHONE 2: (512)352-2386
 FAX: (512)365-1514

OWNER: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE: TAYLOR, TX
 ZIP: [REDACTED]

HOME PHONE: [REDACTED]
 WORK PHONE: [REDACTED]

LIC#: [REDACTED]
 BODY COLOR: GRAPHITE
 CONDITION: EXCL

STATE: [REDACTED]

VIN: 1D7HA18N43S [REDACTED]
 MILEAGE: 9
 ACCTNG CTL#: [REDACTED]

*=USER-ENTERED VALUE
 EC=REPLACE ECONOMY
 EU=REPLACE SALVAGE
 PM=PXN REMAN/REBUILT
 IT=PARTIAL REPAIR
 BR=BLEND REFINISH
 SB=SUBLET
 P=CHECK
 UP=UNRELATED PRIOR

E=REPLACE OEM
 UC=RECONDITIONED PRT
 EP=REPLACE PXN
 TE=PARTL REPL PRICE
 I=REPAIR
 TT=TWO-TONE
 N=ADDITIONAL LABOR
 AA=APPEAR ALLOWANCE

NG=REPLACE NAGS
 UM=REMAN/REBUILT PRT
 PC=PXN RECONDITIONED
 ET=PARTL REPL LABOR
 L=REFINISH
 CG=CHIPGUARD
 RI=R&I ASSEMBLY
 RP=RELATED PRIOR

2003 DODGE RAM 150 SLT 4DOOR EXT CAB 8CYL GASOLINE 4.7
 CODE: N8262A/B OPTNS N/242BACH

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES
 HEATED REMOTE CONTROL MIRRORS
 POWER WINDOWS
 CRUISE CONTROL

TWO-STAGE - INTERIOR SURFACES
 POWER DOOR LOCKS
 TILT STEERING WHEEL

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
I	0315		PANEL, BEDSIDE OUTER LT REPAIR						
L	0315	13	PANEL, BEDSIDE OUTER LT REFINISH					1.5*	1
RI	0397		DOOR, FUEL FILLER LT R&I ASSEMBLY					4.1	4
RI	0533		TAILLAMP ASSEMBLY LT R&I ASSEMBLY					0.3	1
N	0553		REAR BUMPER ASSY R&I ADDNL LABOR OPERA					0.3	1
E	0572		PAD, REAR BUMPER STEP 55077340AC		51.00			0.7	1
EC	M17		COVER CAR EXTERIOR ECONOMY PART		10.00*			0.3	1
SB	M60		HAZARD. WSTE. REM. SUBLET REPAIR		4.00*				4
									1

8 ITEMS

MC MESSAGE(S)
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS					51.00
OTHER PARTS					10.00
PAINT MATERIAL					106.60
PARTS TOTAL					167.60
TAX ON PARTS @				0.000%	
LABOR					
1-SHEET METAL	RATE	REPLACE HRS	REPAIR HRS		
2-MECH/ELEC	40.00	0.9	2.2		124.00
3-FRAME	70.00				
4-REFINISH	42.00				
5-PAINT MATERIAL	40.00	4.1			164.00
LABOR TOTAL	26.00				
TAX ON LABOR					288.00
SUBLET REPAIRS				0.000%	
TOWING					4.00
STORAGE					

GROSS TOTAL

459.60

NET TOTAL

459.60

ADP SHOPLINK U6949 ES CD LOG 3703-1 DATE 06/16/03 02:20:25PM R6.3 CD 06/03
HOST LOG
(C) 1998 - 2002 ADP CLAIMS SOLUTIONS GROUP, INC.

1.2 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11615861

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Tue Sep 02 17:22:26 EDT 2003
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Re-occurring problem with transmission
Comments:

I have not been contacted about my accident report I filed with you this morning. I would like to send a Certified Letter to someone about my re-occurring transmission problems. This truck is dangerous and unpredictable. I have owned 3 dodges in a row and have never experienced the problems I have faced lately. I have witnesses to the problems at hand and am being told by the dearlanship, they can't find the problem. They think they found the problem after the first incident by replacing the valve body in April of 2003. The problem still persists. This time is caused an accident with no one in the vehicle. It sat for a minute or so, before it started moving backwards. It jackknifed with the trailer attached to it. It happend again later that afternoon at the house and this time I was in the vehicle and was able to stop it. There is a serious problem, and I am tired of the run-around. I want answers. I want someone to take responsibility for your product. If this is the type of quality Dodge is turning out, I will never buy another again and I will have to involve my attorney on this one. This is rediculous that everyone seems to pass the buck on to someone else.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

September 23, 2003

[REDACTED]

Alvin, TX [REDACTED]

Re: Vehicle: 2002 Dodge Ram 2500
Vin: 3B7KF23652M [REDACTED]

Dear [REDACTED]

This is in response to your request to investigate the above referenced incident.

After a thorough investigation of this matter, we have determined that the cause of this incident is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

We are sorry we cannot be more helpful.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group
(248) 512-6475
(248) 512-4051 (fax)
pjm68@dcx.com



PLM68 [REDACTED]



Rm [REDACTED]

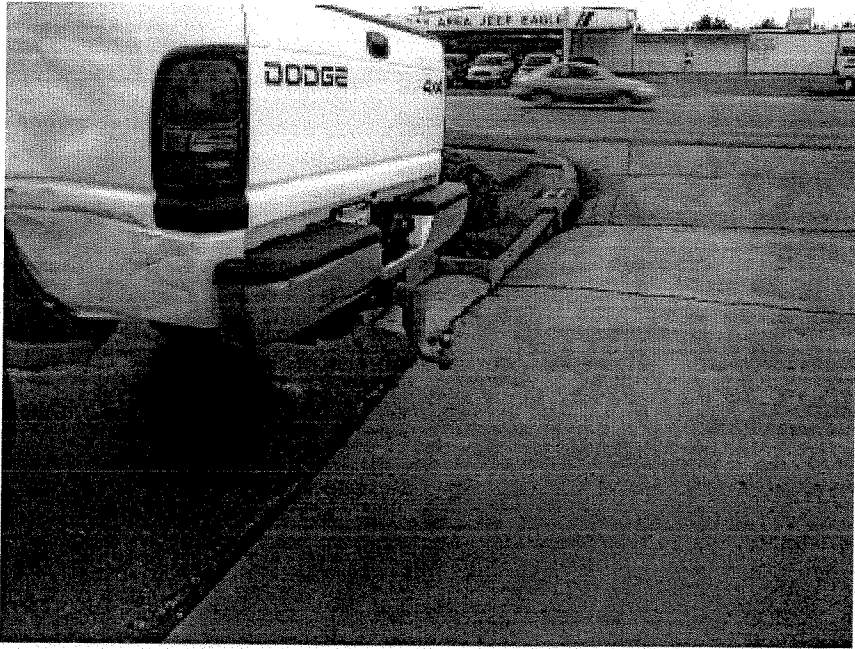


PJA [REDACTED]

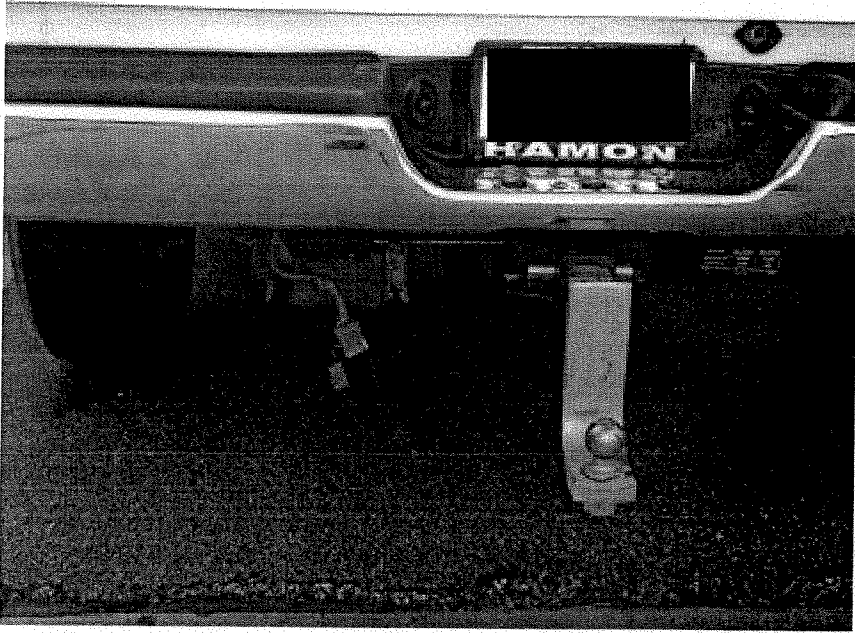


PSM



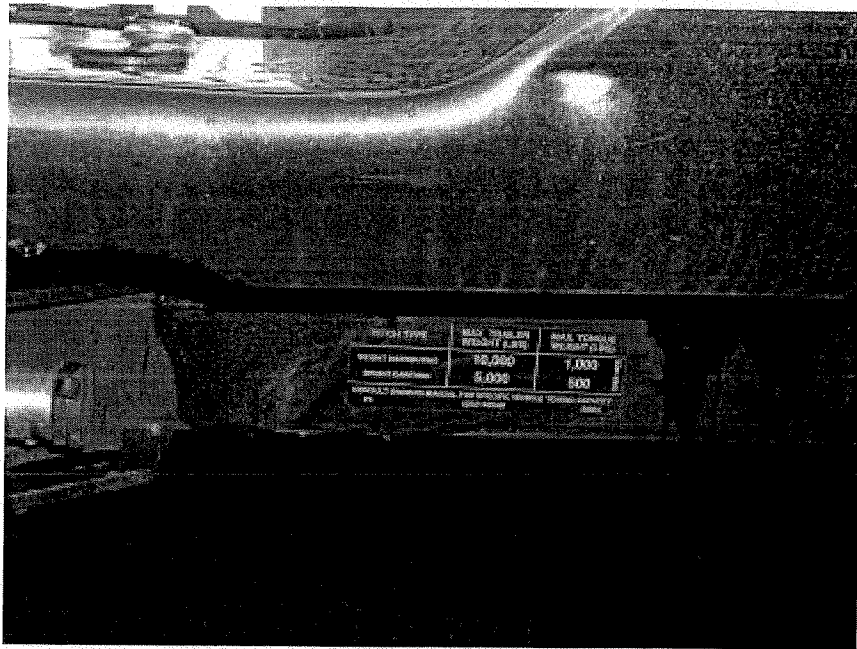


Asm [REDACTED]



PM





TYPE	MAX. WEIGHT	MAX. VOLUME
TYPE 1 (Standard)	25,000	1,000
TYPE 2 (Special)	5,000	500

NOTE: ALL WEIGHTS AND VOLUMES ARE APPROXIMATE AND SUBJECT TO CHANGE WITHOUT NOTICE.

PSM



PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

1

[REDACTED]
Sonora, Texas [REDACTED]

[REDACTED] fax

January 31, 2004

Daimler Chrysler Corporation
Auburn Hills, MI 48326-2766

Dear Sirs:

This past Monday, January 26, 2004, my husband [REDACTED] was seriously injured in an accident when his 2004 Dodge diesel, 3/4 ton pickup jumped into reverse and pinned him against a barn. He is still in the hospital recuperating from his multiple injuries. We have reported the accident to the dealer from which we bought the truck, All-American Autoplex in San Angelo, Texas.

This accident becomes more serious when we discovered from a friend who came to visit my husband in the hospital, that his '04 Dodge pickup did the same thing to him, except he was on a ranch road, and he was able to avoid the moving pickup.

I feel it is important to report this because I believe you have a serious design/engineering problem to investigate before someone is killed. My husband is still in the hospital, and will be for perhaps another week, and I will not be home, but I can be reached by leaving a message on my home phone [REDACTED] or my cell phone [REDACTED].

Sincerely,
[REDACTED]

1137832 RAP

WEBB, STOKES & SPARKS, L.L.P.
ATTORNEYS AT LAW

Aubrey D. Stokes (1921-1990)
*Tom Webb (1926-1996)
*Sam D. Sparks
*Max Parker
*Guy D. Choate
*Mary Noel Golder
Carlos Rodriguez

314 West Harris
—
P.O. Box 1271
San Angelo, Texas 76902
(325) 653-6866

Fax (325) 655-1250

sdsparks@webbstokessparks.com

- * BOARD CERTIFIED PERSONAL INJURY TRIAL LAW
- TEXAS BOARD OF LEGAL SPECIALIZATION
- * NATIONAL BOARD OF TRIAL ADVOCACY

March 10, 2004

Certified Mail RRR 7003 3110 0006 3708 3929
DaimlerChrysler Motors Company, LLC
1000 Chrysler Drive CIMS 485-13-32
Auburn Hills, MI. 48326-2766

RECEIVED
MAR 15 2004
LITIGATION & INSURANCE DEPT.
OFFICE OF THE GENERAL COUNSEL
CHRYSLER MOTORS CORPORATION

RE: Claimant: [REDACTED]
Date of Accident: [REDACTED]
Place of Accident: Sutton County, Texas
Vin: 3D7KA28C44C [REDACTED]

Dear Sirs or Madam:

I have retained to represent [REDACTED] with regards to a 2004 Dodge diesel 3/4-ton pickup jumping out of parked gear and into reverse, which resulted in personal injuries to my client.

You must immediately notify your insurance company of this letter so that they may be in contact with us. Failure to provide timely notice to your insurance company may jeopardize any insurance coverage available to you, making you personally responsible for any claims arising out of this incident.

In regard to this matter, it is our desire to avoid unnecessary expense and loss of time both to you and to our client. You may furnish the name of your insurance company to me and we will direct any future correspondence to them.

Sincerely,

WEBB, STOKES & SPARKS

[Signature]
SAM D. SPARKS

SDS/my

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11332426

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

July 3, 2003

[REDACTED]
Bonita, LA [REDACTED]

RE: Vehicle: 2003 Dodge Ram 2500
VIN: 3D7KU28603G [REDACTED]
Our File No.: 1129745

[REDACTED]

In a diligent attempt to determine the merits of your claim, DaimlerChrysler Corporation conducted an investigation and inspected your vehicle.

The inspection showed no flaws related to a manufacturer/design defect. Based on the information we received, DaimlerChrysler Corporation must deny your claim at this time.

We are sorry we cannot be more helpful.

Sincerely,

FILE

John Paul Hunt
Customer Resolution Group
(248) 512-2571

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11604940

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

October 30, 2003

[REDACTED]
Boulder, CO [REDACTED]

Re: 2003 Dodge Ram Truck, VIN 3D7KU26C73G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group
(248) 512-6475
(248) 512-4051 (fax)

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11947895

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

January 21, 2004

[REDACTED]
Cosby, TN [REDACTED]

Re: 2002 Dodge Ram 2500
Vin# 3B7KF26CX2M [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11317781

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

September 9, 2003

[REDACTED]
Scottsdale, AZ [REDACTED]

Re: Vehicle: 2003 Dodge Ram 1500
Vin: 1D7HA18Z93 [REDACTED]
Date of Incident: 06/2003

Dear [REDACTED]

This is in response to your request to investigate the above referenced incident.

After a thorough investigation of this matter, we have determined that the cause of the incident that occurred on 06/2003 is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

We are sorry we cannot be more helpful.

Very truly yours,

Eugene J. Turner
Customer Claims Resolution Group
(248) 512-4061
(248)-512-4201-fax

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12013657

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

February 26, 2004

[REDACTED]
20 Trench Ave.
Chestertown, NY [REDACTED]

Re: 2003 Dodge Ram 2500
Vin# 3D7KU28C530 [REDACTED]

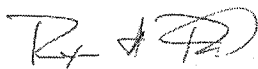
Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,



Ryan A. Polkowski

FRANK A. ALTER (845) 783 - 3717 FAX (845) 7837208

Fax

To: RYAN POLKOWSKI	From: FRANK A. ALTER
Fax: (248) 512 - 4051	PHONE: (845) 783 - 3717
PAGES:	Date: 2/24/2004
Re: DC LEGAL INVESTIGATIONS	CC:

X For Review

FILE NUMBER: RAP OGC 1139268 3G820359 12013657

OWNER /DRIVER [REDACTED]

DEALER REPAIR ORDER NUMBER 6033MILES 10197 FRONT AND BACK OF REPAIR ORDER AND STAR CENTER CASE REPORT

09C #

CHRSTERTOWN NY

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/26/04	03	DODGE	2500	3D7KU28C53G				
SERVICE DATE	NO. OF PAYS	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
09/11/03	00/00/00	01	00/00/00 00:00	42876JD	.00	00	01/26/04	
U.I. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	BLACK				
6033		518-494-2434						

REPAIR LEASE 00
 CUSTOMER STATES VEHICLE JUMPED INTO REVERSE
 BIRTH CODE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT, NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGN) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATED)

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS.

CUSTOMER SIGNATURE

LABOR AMOUNT	
PAKES AMOUNT	
MISC SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	



S.T.A.R. CENTER CASE REPORT

OGC# [Redacted]

To: JOANNE SPOERL	From: DAVE PETERS
Dealer: MALTBIE CHRYSLER DODGE JEE	Date: 12/01/03
Fax Number: (518) 623-3432	Number of Pages: 1
Phone Number: (518) 623-3405	

Vehicle Information

Dealer Code: 67909
 VIN: 3D7KU28C53G [Redacted] Desc: RAM 2500 QUAD CAB PICKUP
 Fam: DR Body: 41
 Mileage: 7001 Model Year: 2003

Case Details

Case Ref: 3940037 STAR Group: TRANS CORE
 Created: Oct 16 2003 3:01 Created by: BRIAN BENTZ
 Updated: Dec 1 2003 9:17 Updated by: DAVE PETERS

Concern

No OD, P0123 and P1596 in JTEC, no codes in ECM.
 :BSB9:10/16/2003
 e-fax: Trans jumps from park to reverse when engine is idling. Intermittant. Duplicated Yes.
 :DGP6:12/01/2003

Recommendation/Solution

Advised to inspect black JTEC connector for water or corrosion.
 :BSB9:10/16/2003
 Tech to repair broken wire at PCM connector.
 :WKK3:11/20/2003
 Suggest check all trans shift mechanism components and repair / adjust as required.
 :DGP6:12/01/2003

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12054177

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

February 17, 2004

[REDACTED]
Silva, MO [REDACTED]

Re: 2004 Dodge Ram 3500, VIN 3D7MU48C64G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11415050

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

July 28, 2003

[REDACTED]
Monticello, WI [REDACTED]

Re: Vehicle: 2003 Dodge Ram 3500
Vin: 3D7MU48693G [REDACTED]
Date of Loss: 06/15/2003

Dear [REDACTED]

This is in response to your request to investigate the above referenced incident.

After a thorough investigation of this matter, we have determined that the cause of the incident that occurred on 06/15/2003 is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

We are sorry we cannot be more helpful.

Very truly yours,

Eugene J. Turner
Customer Claims Resolution Group
(248) 512-4061
(248) 512-4201 (fax)

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12201482

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

April 29, 2004

[REDACTED]

Monte Vista, CO [REDACTED]

Re: 2003 Dodge Ram 2500, VIN 3D7KU286X3G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Customer Claims Resolution Group
Ph: (866) 432-1DCX

VALLEY COLLISION & KUSTOM PAINTING LC
429 6TH STREET
ALAMOSA, CO 81101
PHONE (719) 589-6348 FAX (719) 587-3061

CD LOG NO 1009-1 DATE 03/27/04

SHOP: VALLEY COLLISION & KUSTOM PA INSP DATE: 03/27/04
ADDRESS: 429 6TH ST CONTACT: ALFRED
CITY STATE: ALAMOSA, CO PHONE 1: (719) 589-6348
ZIP: 81101- FAX: (719) 587-3061

OWNER: [REDACTED] HOME PHONE: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE: MONTE VISTA, CO
ZIP: [REDACTED]

POINT OF IMPACT: 2

LIC#: STATE: VIN: 3D7KU286X3G [REDACTED]
BODY COLOR: SILVER MILEAGE: 36,800
CONDITION: ACCTNG CTL#:

DRIVEABLE: NO VEH. INSP#:

- *=USER-ENTERED VALUE
- EC=REPLACE ECONOMY
- EU=REPLACE SALVAGE
- PM=PXN REMAN/REBUILT
- IT=PARTIAL REPAIR
- BR=BLEND REFINISH
- SB=SUBLET
- P=CHECK
- UP=UNRELATED PRIOR
- E=REPLACE OEM
- UC=RECONDITIONED PRT
- EP=REPLACE PXN
- TE=PARTL REPL PRICE
- I=REPAIR
- TT=TWO-TONE
- N=ADDITIONAL LABOR
- AA=APPEAR ALLOWANCE
- NG=REPLACE NAGS
- UM=REMAN/REBUILT PRT
- PC=PXN RECONDITIONED
- ET=PARTL REPL LABOR
- L=REFINISH
- CG=CHIPGUARD
- RI=R&I ASSEMBLY
- RP=RELATED PRIOR

2003 DODGE RAM 250/2500 SLT 4DCOR EXT CAB 6CYL DIESEL TURBO 5.9
CODE: N8264A/B OPTNS O/24FZBAGCH

OPTIONS:

- TWO-STAGE - EXTERIOR SURFACES
- 4-WHEEL DRIVE
- POWER DOOR LOCKS
- FOUR WHEEL ANTI-LOCK
- CRUISE CONTROL
- TWO-STAGE - INTERIOR SURFACES
- HEATED REMOTE CONTROL MIRRORS
- POWER WINDOWS
- TILT STEERING WHEEL

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
E	0068		BUMPER, FRONT	55077103AB	487.00				INC 1
E	0033		CVR, FRONT BUMPER UPR	5073002AB	219.00				INC 1
L	0033	13	CVR, FRONT BUMPER UPR	REFINISH				1.8	4
E	0032		FAD, FRONT BUMPER	55C77342AC	22.50				INC 1
E	0020	02	GUARD, GRILLE	82202692	420.00				INC 1
E	0010		BRKT, FRONT BUMPER M LT	55077209AA	24.95				1.8 1

E	0011	BRKT, FRONT BUMPER M	RT	55077208AA			
E	0012	BRKT, FRONT BUMPER M	LT	55077505AC	24.95		INC 1
E	0013	BRKT, FRONT BUMPER M	RT	55077504AC	24.95		INC 1
E	0015	BRKT, FRONT BUMPER M	RT	55077378AC	24.95		INC 1
E	0018	BRKT, FRONT BUMPER M	LT	55077315AE	64.70		INC 1
E	0019	BRKT, FRONT BUMPER M	RT	55077314AE	53.35		INC 1
E	0031	BRKT, FRONT BUMPER M	RT	6507166AA	53.35		INC 1
E	0028	GRILLE ASSEMBLY		55077185AE	7.35		INC 1
E	0070	BRKT, GRILLE MOUNTING		55077186AE	274.00		0.3 1
E	0042	HEADLAMP ASSY, HALOG	RT	55077120AC	45.25		0.1 1
N	0973	HEADLAMPS AIM			192.00		INC 1
I	0083	PANEL, HOOD		ADDNL LABOR OPERA			0.5 1
L	0083	PANEL, HOOD		REPAIR			1.0*1
I	0103	FENDER, FRONT		REFINISH			3.6 4
L	0103	FENDER, FRONT	LT	REPAIR			1.0*1
E	0104	FENDER, FRONT	RT	35276208AC			2.4 4
L	0104	FENDER, FRONT	RT	REFINISH	212.00		2.2 1
E	0508	NAMEPLATE, FENDER	LT	55077330AB			3.0 4
E	0509	NAMEPLATE, FENDER	RT	35077330AB	18.00		0.2 1
E	0157	01 SKIRT, INNER FENDER	RT	55275834AD	18.00		0.2 1
N	0974	SUSPENSION ALIGN, FRT		ADDNL LABOR OPERA	30.10		INC 1
L	0208	DOOR SHELL, FRONT	RT	REFINISH			1.2 2
E	0604	N/PLATE, FRONT DOOR	RT	55077331AB	30.10		3.3 4
E	0475	MIRROR, OUTER STAND	RT	55077444AF	352.00		0.2 1
E	0228	HANDLE, FRONT DOOR	O RT	55275948AB	31.00		0.3 1
L	0288	DOOR SHELL, REAR	RT	REFINISH			1.1 1
RI	0423	HANDLE, REAR DOOR	OUTE RT	R&I ASSEMBLY			2.2 4
E	0315	PANEL, BEDSIDE OUTER	LT	55275523AA	584.00		1.2 1
L	0315	PANEL, BEDSIDE OUTER	LT	REFINISH			14.3 1
E	0379	PANEL, BEDSIDE INNER	LT	55276375AA			3.3 4
L	0379	PANEL, BEDSIDE INNER	LT	REFINISH	314.00		6.2 1
E	0416	PILLAR, BEDSIDE REAR	LT	55276187AA			1.5 4
L	0416	PILLAR, BEDSIDE REAR	LT	REFINISH	46.50		0.8 1
E	0418	REINE, BEDSIDE PANEL	LT	55276249AA			0.4 4
L	0418	REINE, BEDSIDE PANEL	LT	REFINISH	87.85		INC 1
E	0420	REINE, BEDSIDE INNER	LT	55276159AA			0.2 4
L	0420	REINE, BEDSIDE INNER	LT	REFINISH	27.95		INC 1
E	0402	SHIELD, BEDSIDE PANE	LT	55276323AB			0.2 4
L	0402	SHIELD, BEDSIDE PANE	LT	REFINISH	8.25		INC 1
E	0375	BRACE, BEDSIDE PANEL	LI	55276825AA			0.2 4
L	0375	BRACE, BEDSIDE PANEL	LI	REFINISH	7.50		0.1 1
E	0479	SHELL, TAILGATE		55275969AB			0.1 4
L	0479	SHELL, TAILGATE		REFINISH	525.00		1.1 1
E	0436	N/PLATE, TAILGATE		55077300AA			3.5 4
E	0437	N/PLATE, TAILGATE		55077299AA	26.60		0.1 1
E	1142	CUSHION, TAILGATE	RT	55276077AB	22.20		0.1 1
E	0404	HANDLE, TAILGATE	OUTER	55276237AA	1.85		INC 1
E	0405	LOCK, TAILGATE	LT	55275952AA	27.70		INC 1
E	0406	LOCK, TAILGATE	RT	55275952AA	26.85		INC 1
E	0472	HINGE, TAILGATE	LT	55276231AB	26.85		INC 1
L	0472	HINGE, TAILGATE	LT	REFINISH	6.35		INC 1
E	0473	HINGE, TAILGATE	RT	55276230AC			0.4 4
					5.70		0.1 1

2003 DODGE RAM 250/2500 SLT 4DOOR EXT CAB
CD LOG NO 1009-1

L	0473	HINGE, TAILGATE	RT	REFINISH			0.4	4
E	0449	CABLE, T/G SUPPORT	RT	55276074AC	24.60		INC	1
E	0430	COVER, TAILGATE ACCESS		82207621	36.00		INC	1
E	0521	PANEL, REAR BODY SILL		55275531AB	103.00		2.8	1
L	0521	PANEL, REAR BODY SILL		REFINISH			0.5	4
I	0460	FLOOR, REAR BED		REPAIR			4.0*	1
L	0460	FLOOR, REAR BED		REFINISH			3.5	4
E	0465	BRKT, RR LICENSE PLATE		55077158AD	24.45		INC	1
E	0533	TAILLAMP ASSEMBLY	LT	55077347AD	102.00		INC	1
E	0534	TAILLAMP ASSEMBLY	RT	55077348AD	102.00		INC	1
E	0565	BUMPER, REAR STEP		55077107AF	522.00		0.7	1
E	0574	BRKT, REAR BUMPER MT	LT	55077359AB		INC		
E	0575	BRKT, REAR BUMPER MT	RT	55077358AB		INC		
E	0576	BRKT, REAR BUMPER MT	LT	55077109AC	33.50		0.2	1
E	0577	BRKT, REAR BUMPER MT	RT	55077108AC	33.50		0.2	1
E	0590	BRKT, REAR BUMPER MT	LT	6504677	4.20		INC	1
E	0591	BRKT, REAR BUMPER MT	RT	6504677	4.20		INC	1
E	0631	BRKT, REAR BUMPER MT	LT	6506830AA	5.00		INC	1
E	0632	BRKT, REAR BUMPER MT	RT	6506830AA	5.00		INC	1
E	0572	PAD, REAR BUMPER STEP		55077340AC		INC		
E	0541	BRKT, TRAILER HITCH	LT	52021246AB	16.00		0.8	1
E	0542	BRKT, TRAILER HITCH	RT	52021246AB	16.00		INC	1
E	0545 01	BRKT, TRAILER HITCH MTG		52110373AC	147.00		INC	1
SB	M17	COVER CAR EXTERIOR		SUBLET REPAIR	8.00*			4
I	M49	FRAME MASH, R.		REPAIR			5.0*	3
SB	M60	HAZARD, WSTE. REM.		SUBLET REPAIR	5.00*			1
I		CAB CORNER LT		REPAIR			3.0*1*	
I		CAB CORNER RT		REPAIR			3.0*1*	
L		CAB CORNER LT		REFINISH			1.5*4*	
L		CAB CORNER RT		REFINISH			1.5*4*	
EC		BED CAPS		ECONOMY PART	89.00*		0.5*1*	

89 ITEMS

MC MESSAGE(S)

01 CALL DEALER FOR EXACT PART NUMBER / PRICE

02 PART NO. DISCONTINUED, CALL DEALER FOR EXACT PART NO

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS		5,553.10
OTHER PARTS		69.00
PAINT MATERIAL		938.00
PARTS & MATERIAL TOTAL		6,580.10
TAX ON PARTS & MATERIAL @	6.900%	454.03

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	44.00	35.6	12.5	2,116.40
2-MECH/ELEC	44.00		1.2	52.80
3-FRAME	65.00		5.0	325.00
4-REFINISH	44.00	33.5		1,474.00
5-PAINT MATERIAL	28.00			

2003 DODGE RAM 250/250 SLT 4DOOR EXT CAB
CD LOG NO 1009-1

VALLEY COLLISION AND

PAGE 05

LABOR TOTAL	
SUBLET REPAIRS	3,968.20
TOWING	13.00
STORAGE	
GROSS TOTAL	11,015.33
NET TOTAL	11,015.33

ADP SHOPLINK UI572 ES CD LOG 1009-1 DATE 03/27/04 06:24:29PM R6.35 CD 03/04
HOST LOG

3.3 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.
ADP TWO-STAGE EXTERIOR THRESHOLD OF 2.5 HOURS WAS CALCULATED IN THIS ESTIMATE.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES, IF ANY, APPLICABLE TO THESE REPLACEMENT CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

ALL PARTS AND PRICES ARE SUBJECT TO CHANGE. WE GUARANTEE ALL WORK FOR ONE YEAR FROM THE DATE THE REPAIRS ARE COMPLETED. VEHICLES WILL BE RELEASED AFTER REPAIR BILL (INCLUDING DEDUCTIBLE) IS PAID IN FULL.

I HAVE READ AND UNDERSTAND THE ABOVE STATEMENT AND AUTHORIZE VALLEY COLLISION & KUSTOM PAINTING, LLC TO COMPLETE THE ABOVE ESTIMATED REPAIRS TO BE DONE. FURTHERMORE, I AUTHORIZE MY INSURANCE COMPANY TO MAKE PAYMENTS TO VALLEY COLLISION & KUSTOM PAINTING, LLC



DATE 3-29-04

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11848312

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

December 19, 2003

[REDACTED]
Haverhill, MA [REDACTED]

Re: 2001 Dodge Ram Truck, VIN 3B7MF36611M [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Karen Trickey
Customer Claims Resolution Group



PORTSMOUTH AUTO BODY CENTER, INC.
 PO BOX 971
 700 PEVERLY HILL RD
 PORTSMOUTH, NH 03801
 603-431-5533 FAX 603-433-7504

OBC #
 1137309

CD LOG NO 8722-1 DATE 11/24/03

SHOP: PORTSMOUTH AUTO BODY CENTER INSP DATE: 11/24/03
 ADDRESS: 700 PEVERLY HILL RD CONTACT: PETER SULLIVAN
 CITY STATE: PORTSMOUTH, NH PHONE 1: (603)431-5533
 ZIP: 03801- PHONE 2: (603)433-7510
 FAX: (603)433-7504

OWNER: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE: HAVERHILL, MA
 ZIP: [REDACTED]

LIC#: STATE: VIN: 3B7MF36611N [REDACTED]
 BODY COLOR: RED MILEAGE:
 CONDITION: ACCTNG CTL#:

- *=USER-ENTERED VALUE
- EC=REPLACE ECONOMY
- EU=REPLACE SALVAGE
- PM=PXN REMAN/REBUILT
- IT=PARTIAL REPAIR
- BR=BLEND REFINISH
- SB=SUBLET
- P=CHECK
- UP=UNRELATED PRIOR
- E=REPLACE OEM
- UC=RECONDITIONED PRT
- EP=REPLACE PXN
- TE=PARTL REPL PRICE
- I=REPAIR
- TT=TWO-TONE
- N=ADDITIONAL LABOR
- AA=APPEAR ALLOWANCE
- NG=REPLACE NAGS
- UM=REMAN/REBUILT PRT
- PC=PXN RECONDITIONED
- ET=PARTL REPL LABOR
- L=REFINISH
- CG=CHIPGUARD
- RI=R&I ASSEMBLY
- RP=RELATED PRIOR

2001 DODGE RAM 350 SLT 2DOOR STANDARD CAB 6CYL DIESEL TURBO 5.9
 CODE: N8183C/C OPTNS X/24FZBACDH

- OPTIONS:
- TWO-STAGE - EXTERIOR SURFACES
 - 4-WHEEL DRIVE
 - POWER DOOR LOCKS
 - TILT STEERING WHEEL
 - CRUISE CONTROL
 - TWO-STAGE - INTERIOR SURFACES
 - HEATED REMOTE CONTROL MIRRORS
 - POWER WINDOWS
 - AIR CONDITIONING

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
RI	0046		PARKLAMP ASSEMBLY	RT R&I ASSEMBLY					INC 1
BR	0104	13	FENDER, FRONT	RT BLEND REFINISH				2.0	4
ET	0648		PILLAR, HINGE	RT LABOR/PARTL REPLA				15.2	1
L	0648		PILLAR, HINGE	RT REFINISH				1.2	4
I	0416		PANEL ASSY, BODY SID	LT REPAIR				4.0	*1
TE	0417		PANEL ASSY, BODY SID	RT PART/PARTIAL REPL	847.00				1
L	0182		PILLAR, BODY LOCK	LT REFINISH				1.2	4
RI	0233	01	PANEL, CAB TRIM	LT R&I ASSEMBLY				0.4	1
RI	0234	01	PANEL, CAB TRIM	RT R&I ASSEMBLY				0.2	1

OBC #

E	0208	DOOR SHELL, FRONT	RT 55023572AE	700.00	4.7	1
L	0208	DOOR SHELL, FRONT	RT REFINISH		4.3	4
BR	0209	PNL, FRONT DOOR OUTE	LT BLEND REFINISH		1.7	4
RI	0277	W/STRIP, BELT OUTER	LT R&I ASSEMBLY		0.2	1
RI	0231	01 PNL, INNER DOOR TRIM	LT R&I ASSEMBLY		0.1	1
E	0127	N/PLATE, FRONT DOOR	LT 55295314AC	44.25	0.2	1
E	0128	N/PLATE, FRONT DOOR	RT 55295314AC	44.25	0.2	1
RI	0400	MIRROR, OUTER R/C	LT R&I ASSEMBLY		0.3	1
RI	0227	HANDLE, FRONT DOOR O	LT R&I ASSEMBLY		0.7	1
RI	0352	01 PANEL, REAR CAB TRIM	R&I ASSEMBLY		0.2	1
RI	0366	01 PANEL, REAR CAB TRIM	R&I ASSEMBLY		0.2	1
N	0369	BACK GLASS R & I	ADDNL LABOR OPERA		2.8	1
EC	0370	SEALANT KIT, BACK GLASS	ECONOMY PART	19.95*	INC	1
I	0317	PANEL ASSEMBLY, BEDS	LT REPAIR		1.0*	1
L	0317	PANEL ASSEMBLY, BEDS	LT REFINISH		3.5	4
E	0318	PANEL ASSEMBLY, BEDS	RT 4856384	1,060.00	14.1	1
L	0318	PANEL ASSEMBLY, BEDS	RT REFINISH		5.1	4
RI	0412	FENDER, REAR	LT R&I ASSEMBLY		3.1	1
BR	0412	FENDER, REAR	LT BLEND REFINISH		0.8	4
RI	0413	FENDER, REAR	RT R&I ASSEMBLY		INC	1
BR	0413	FENDER, REAR	RT BLEND REFINISH		0.8	4
N	0975	BED ASSEMBLY, SET BACK	ADDNL LABOR OPERA		INC	1
E	0374	BRACE, QUARTER INNER	RT 55345734	9.50	1	
E	0376	BRACE, QUARTER INNER	RT 55345734	9.50	1	
E	0394	PNL, WHEELHOUSE INNE	RT 55023614	200.00	2.0	1
I	0414	REINF, BEDSIDE PANEL	LT REPAIR		2.0*	1
L	0414	REINF, BEDSIDE PANEL	LT REFINISH		0.2	4
E	0415	REINF, BEDSIDE PANEL	RT 55274806AB	125.00	1.0	1
L	0415	REINF, BEDSIDE PANEL	RT REFINISH		0.2	4
E	0437	EXTN, BEDSIDE PANEL	RT 55276288AA	12.25	0.5	1
E	0443	EXTN, BEDSIDE PANEL	RT 55276476AA	11.35	0.5	1
TE	0381	01 GUARD, MUD	PART/PARTIAL REPL	36.00	1	
ET	0383	GUARD, MUD	RT LABOR/PARTL REPLA		INC	1
E	0479	SHELL, TAILGATE	55274833AC	585.00	1.1	1
L	0479	SHELL, TAILGATE	REFINISH		3.3	4
RI	0520	LINER, TAILGATE	R&I ASSEMBLY		0.2	1
E	0492	APPLIQUE, TAILGATE	55295060	104.00	0.2	1
E	0338	01 DECAL, TAILGATE	SDV73PX9	30.75	0.2	1
E	0428	01 DECAL, TAILGATE	SDV76PX9	14.35	0.2	1
E	1105	CUSHION, TAILGATE	LT 55274936AC	2.70	INC	1
E	1106	CUSHION, TAILGATE	RT 55274936AC	2.70	INC	1
E	1141	CUSHION, TAILGATE	LT 55274842	6.10	1	
E	0405	LOCK, TAILGATE	LT 55275485AA	36.75	INC	1
E	0406	LOCK, TAILGATE	RT 55275484AA	36.75	INC	1
E	1100	STRIKER, T/G LOWER	LT 6034460	5.95	0.1	1
E	1101	STRIKER, T/G LOWER	RT 6034460	5.95	INC	1
E	1084	REINF, T/G LIFT INR	LT 55275021	30.75	0.2	1
E	1085	REINF, T/G LIFT INR	RT 55275020	30.75	0.2	1
E	0521	PANEL, REAR BODY SILL	55275186	103.00	4.0	1
L	0521	PANEL, REAR BODY SILL	REFINISH		0.5	4
I	0460	FLOOR, REAR BED	REPAIR		6.0*	1
L	0460	FLOOR, REAR BED	REFINISH		4.3	4

Code	Description	Part/Assembly	Price	Hours
BR 0519	PANEL, BED FRONT	BLEND REFINISH		0.5 4
	WELDED ADJ. PANEL			
RI 0518	BED LINER R & I	R&I ASSEMBLY		0.5 1
RI 0533	TAILLAMP ASSEMBLY	LT R&I ASSEMBLY		INC 1
E 0534	TAILLAMP ASSEMBLY	RT 55055264AC	59.25	INC 1
E 0565	BUMPER, REAR STEP	55076634AD	595.00	0.2 1
E 0574	BRKT, REAR BUMPER MT	LT 55274863	21.50	0.2 1
E 0575	BRKT, REAR BUMPER MT	RT 55274863	21.50	0.2 1
E 0576	BRKT, REAR BUMPER MT	LT 55274869	36.70	INC 1
E 0577	BRKT, REAR BUMPER MT	RT 55274868	36.70	INC 1
E 0572	PAD, REAR BUMPER STE	LT 55034461	18.10	INC 1
E 0573	PAD, REAR BUMPER STE	RT 55034460	17.10	INC 1
EC M04	UNDERCOATING	ECONOMY PART	15.00*	4*
EC M05	RUSTPROOFING	ECONOMY PART	15.00*	4*
N M17	COVER CAR EXTERIOR	ADDNL LABOR OPERA	5.00*	0.3*1*
SB M60	HAZARD. WSTE. REM.	SUBLET REPAIR	7.00*	4*
E M63	FACTORY HARDWARE	NEW PART	5.00*	1*
I M66	COLOR, SAND & BUFF	REPAIR		2.0*1*
EC	BED COVER	ECONOMY PART	1,000.00*	2.0*1*
N	LOSSEN RUSTED BOLTS	ADDNL LABOR OPERA		0.5*1*
N	MASK INFO LABELS	ADDNL LABOR OPERA		0.3*1*
I	MASK JAMBS , .3 PER PN	REPAIR		0.3*1*
RI	MISC. RUBBERS & SWITCH	R&I ASSEMBLY		0.5*1*
L	TINT FOR SPRAYABLE MAT	REFINISH		1.0*4*
EC	WELD THRU PRIMER	ECONOMY PART	5.00*	0.3*1*
I	ROUGH PULL CAB	REPAIR		3.0*1*
	INCLUDES SET UP			

86 ITEMS

MC MESSAGE(S)

01 CALL DEALER FOR EXACT PART NUMBER / PRICE

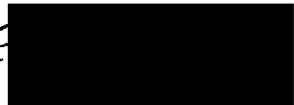
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS				4,905.45
OTHER PARTS				1,059.95
PAINT MATERIAL				673.20
PARTS TOTAL				6,638.60
TAX ON PARTS @			0.000%	
LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	42.00	54.1	22.2	3,204.60
2-MECH/ELEC	48.00			
3-FRAME	55.00			
4-REFINISH	42.00	30.6		1,285.20
5-PAINT MATERIAL	22.00			
LABOR TOTAL				4,489.80
TAX ON LABOR			0.000%	
SUBLET REPAIRS				7.00
TOWING				
STORAGE				

2001 DODGE RAM 350 LT 2DOOR STANDARD CAB
CD LOG NO. 8722-1

OGC #



GROSS TOTAL

11,135.40

NET TOTAL

11,135.40

ADP SHOPLINK UI418 ES CD LOG 8722-1 DATE 11/24/03 04:45:36PM R6.3 CD 11/03
HOST LOG

(C) 1998 - 2003 ADP CLAIMS SOLUTIONS GROUP, INC.

3.6 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.
ADP TWO-STAGE EXTERIOR THRESHOLD OF 2.5 HOURS WAS CALCULATED IN THIS ESTIMATE.

THE AFTERMARKET PART(S) BEING SPECIFIED FOR THE REPAIR OF YOUR VEHICLE ARE AT
LEAST EQUAL IN KIND AND QUALITY TO THE ORIGINAL EQUIPMENT IN TERMS OF FIT,
QUALITY AND PERFORMANCE.

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11193994

A nice place to do business



840 S. HARBOR CITY BLVD.
MELBOURNE, FLORIDA 32901

Phone (321) 724-6611

ISUZU
Go further.

A nice place to do business



STATE OF FLORIDA REGISTRATION # MV-08052

ORC # 217424

CUSTOMER NO. 25101	ADVISOR KAMIE	TAG NO. 5110	INVOICE DATE 04/25/03	INVOICE NO. DOWS5365
	LABOR RATE 8900	MILEAGE 6054	COLOR FLAME RED C	STOCK NO. 2018420
	LICENSE NO.	YEAR / MAKE / MODEL 03/DODGE TRUCK/RAM PICKUP/1500 SLT 0	DELIVERY DATE 01/25/03	DELIVERY MILES 24
	VEHICLE I.D. NO. 107 H/A 18 D 139		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 04/25/03	MO: 805

LABOR # 1510Z
 BODY ELECTRICAL HOURS: TECH(S): 4405
 CUSTOMER STATES PUT VEHICLE IN PARK GOT OUT OF VEHICLE LEFT
 DRIVERS DOOR OPEN AND VEHICLE RUNNING VEHICLE ROLLED
 BACK AND DAMAGED OPEN DOOR
 NO REPAIR FOUND
 CHECK GEAR SHIFT INDICATOR CHECK UNDER VEHICLE FOR LOOSE
 LINKAGE FOUND VEHICLE TO STAY IN GEAR ON INCLINE
 CUSTOMER ADVISED

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGE 0.00
 This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

TOTAL - LABOR 0.00

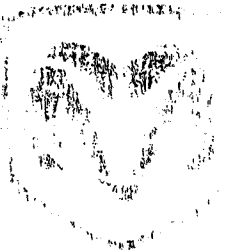
TECHNICIAN CERTIFICATION
 4405 RONALD SWABY 4405

Disclaimer of Warranties
 The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty 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 said products.

12 MONTHS/12,000 MILES WARRANTY ON MOPAR PARTS SEE DEALER FOR DETAILS

WARRANTY DOES NOT APPLY TO SEALS AND GASKETS

NON-MOPAR PARTS HAVE A 90 DAY WARRANTY



CHECKED APR 25 2003

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

May 21, 2003

[REDACTED]
Sebastian, FL [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with your 2003 Dodge Ram, VIN 1D7HA18D13S [REDACTED]. In a diligent attempt to determine the merits of your claim, DaimlerChrysler Corporation conducted an investigation into the April 24, 2003 accident and inspected your vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation. We sincerely appreciate your thoughts.

Very Truly Yours,



Ryan A. Polkowski

FIRST CRIGIAN AUTO AND HOME INSURANCE
WE PUT FLORIDA FIRST
P.O. BOX 20180
TAMPA, FLORIDA 33630-3180 (800) 842-5609

CD LOG NO 271 -0 ESTIMATE 04-29-03 6:04 PM

1 of 3
#21742

CLAIM INFORMATION

CLAIM # [REDACTED] POLICY # [REDACTED]
COMPANY [REDACTED] D/A 04/28/03 CLAIM REF [REDACTED]
INSURED [REDACTED] LOSS DATE 04-24-03
CLAIMANT [REDACTED] LOSS TYPE COLLISION
LOSS PAYER [REDACTED] ACCT # [REDACTED]

INSPECTION

TYPE INDEPENDENT FIELD
PRIMARY POI LEFT DOOR SECOND POI
APPRAISER NAME BOB PLANTE
WORK PHONE (321) 984-8165 FAX (321) 984-3797
ADDRESS P.O. BOX 120266 INSP DATE 04-29-03
CITY STATE WEST MELBOURNE FL LOCATION 7985 129TH ST
ZIP 32912-0266 CITY STATE SEBASTIAN

OWNER

[REDACTED] WORK# [REDACTED]
[REDACTED] HOME# [REDACTED]
SEBASTIAN FL

REPAIR

ATTN MIKE SHOP LIC#
SUNSHINE DODGE CAR IN
840 S. US1 CAR OUT
MELBOURNE FL 32901- REPAIR 5 DAYS
REF. TO 59-1560401
SHOP PHONE (321) 724-6611 FAX (321) 724-9301

VEHICLE

2003 DODGE RAM 150 SLT 4-DR EXT CAP
ACTL GASOLINE 5.9

OPTIONS

TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES
DUMPER MOUNTED FOG LAMPS HEATED REMOTE CONTROL MIRRORS
POWER DOOR LOCKS POWER WINDOWS
SLIDING BACK GLASS TILT STEERING WHEEL
AUTOMATIC TRANS CRUISE CONTROL

BODY COLOR RED MILEAGE 6,232
CONDITION GOOD VIN 1D7HA18D1 [REDACTED]
LICENSE # G85GGV CODE N826
LICENSE STATE FL VEH INSP # TBA

REMARKS:

SEAT BELTS APPEAR OPERATIONAL / AIR BAGS NOT DEPLOYED
ESTIMATE TO BE ACCEPTED BY REFERRED SHOP / CONTACT ON 4-28
COPY OF APPRAISAL MAILED TO OWNER & FAXED TO SHOP 4-29-03
DRIVEABLE / 5 DAY REPAIR
PRIOR DAMAGE TO: NONE

OP CODES:

* = USER-ENTERED VALUE E = REPLACE CEM NG = REPLACE NAGS
EC = REPLACE AFTERMARKET UC = REVAN/REBUILT CEM UM = AFTERMARKET REMAN
EU = SALVAGE PART EF = AFTERMARKET NEW FC = RECON CEM PART
PM = AFTERMARKET RECON TR = PARTI. REPI. PRICE ET = PARTI. REPI. LABOR
IT = PARTIAL REPAIR I = REPAIR L = REFINISH
BR = BLEND REFINISH TI = TWC-TCNE CG = CHIPGUARD

Handwritten notes:
#21742
#20590
#28177

CLEAR # LAS0067001
 SE = SUBLET
 P = CHECK
 UP = UNRELATED PRIOR

LOG 271 -0
 N = ADDITIONAL LABOR
 AA = APPEAR ALLOWANCE

04-29-03 6:04 PM
 RI = R&I ASSEMBLY
 RP = RELATED PRIOR

20f3
 2174 4

OP	GDE	MC	DESCRIPTION	MFR. PART NO.	PRICE	AJ%	ES	HOURS	R
I	0103		FENDER, FRONT	LT REPAIR					
L	0103		FENDER, FRONT	LT REFINISH				4.0*1	
				2.4 Surface				1.5	4
				0.6 Two-stage setup					
				0.5 Two-stage					
RI	0508		NAMEPLATE, FENDER	LT R&I ASSEMBLY				0.2	1
IT	0647		PILLAR, HINGE	IT PARTIAL REPAIR				2.5*1	
L	0647		PILLAR, HINGE	LT REFINISH				1.2	4
				1.0 Surface					
				0.2 Two-stage					
E	0207		DOOR SHELL, FRONT	LT 55275853AD	477.00			4.0	1
L	0207		DOOR SHELL, FRONT	LT REFINISH				4.0	4
				2.8 Surface					
				1.0 Edge					
				0.8 Two-stage					
ET	0253		MIRROR, OUTER STAND	IT EARL REPL LABOR				INC	1
TE	0261	01	MIRROR, OUTER STANDARD	EARL REPL PRICE	245.00				
F	0211		HINGE, FRONT DOOR UP	IT 55275631AA	30.00			0.2	1
L	0211		HINGE, FRONT DOOR UP	LT REFINISH				0.4	4
				0.2 Surface					
				0.1 Two-stage					
E	0213		HINGE, FRONT DOOR LW	LT 55275631AA	18.85			0.2	1
L	0213		HINGE, FRONT DOOR LW	LT REFINISH				0.4	4
				0.3 Surface					
				0.1 Two-stage					
L	M14		CORROSION PROTECTION	REFINISH	15.00*				4
L	M16		COLOR BLEND	REFINISH					4
				1.5 Surface				1.3*4	

15 ITEMS

MC MESSAGE
 01 CALL DEALER FOR EXACT PART # / PRICE

FINAL CALCULATIONS & ENTRIES

PARTS

CROSS PARTS		\$	770.85
OTHER PARTS		\$	15.00
PAINT MATERIAL		\$	232.00

ADJUSTMENTS

PARTS TOTAL			
TAX ON PARTS & MATERIAL @ 6.000%		\$	1,017.85
		\$	61.07

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 36.00	4.6	6.5	\$ 399.60
2-MECH/ELEC	\$ 50.00			
3-FRAME	\$ 36.00			
4-REFINISH	\$ 36.00	11.6		\$ 417.60
5-PAINT	\$ 20.00			

LABOR TOTAL

TAX ON LABOR @ 6.000%	\$	817.20
TAX ON SUBLET @ 6.000%	\$	49.03
SUBLET REPAIRS		
TOWING		
STORAGE		

CLAIM
GROSS TOTAL
LESS: DEDUCTIBLE

LOG 271 -0

04-29-03 6:04 PM
\$ 1, .15
\$ 500.00-
\$ 1,445.15

30f3
21742f

PKN C/00/00/00/00/00 CUM 00/00/00/00/00 Geocode: 32901 FF/TRAV
ADP PENPKO W0405 ES LOG271 -0 04-29-03 18:10:17 REL 4.05 SW01/03 DT03/03
(C) 1993 - 2002 ADP CLAIMS SOLUTIONS GROUP, INC.

2.3 HRS WERE ADDED TO THIS ESI. BASED ON ADP'S TWO-STAGE REFINISH FORMULA.
FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY
AGREEMENT, IF ANY, COULD BE A VIOLATION OF S.912.014, FLORIDA STATUTES. IF YOU
HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY
INSURANCE COMPANY OR OTHER PERSON FILES A STATEMENT OF CLAIM CONTAINING ANY
MATERIALLY FALSE INFORMATION OR CONCEALS, FOR THE PURPOSE OF MISLEADING,
INFORMATION CONCERNING ANY FACT MATERIAL THEREIN COMMITS A FRAUDULENT
INSURANCE ACT, WHICH IS A FELONY OF THE THIRD DEGREE.

THIS ESTIMATE MAY HAVE BEEN PREPARED BASED ON THE USE OF OTHER AFTERMARKET
PARTS SUPPLIED BY A SOURCE OTHER THAN THE ORIGINAL MANUFACTURER.

SUPPLEMENTAL REPAIR CHARGES MAY BE REJECTED UNLESS APPROVED BY THE TRAVELERS
PRIOR TO REPAIRS. THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR. THE OWNER
MUST AUTHORIZE ALL REPAIRS.

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11733637, 11734764



[REDACTED]
pub.com>

To: <pjm68@daimlerchrysler.com>
cc:
Subject: VIN: 3D7KU28C94G [REDACTED]

10/24/2003 12:45 PM
Please respond to
[REDACTED]

Re: [REDACTED]

Vehicle: 2004 Dodge Ram 2500
VIN: 3D7KU28C94G [REDACTED]

Dear Pam,

Approximately 6 weeks ago I purchased a 2004 Dodge Ram from Lithia Dodge of Eugene Oregon. During the time since our purchase of the truck there were infrequent instances in which the shifter would not properly engage into Drive when, in fact, the in dash indicator showed it was in Drive. Furthermore, when the in-dash indicator showed it was in Park it would quietly slip into Reverse. Because the truck is brand new, these few instances were dismissed by myself as driver errors. My thought was: "Maybe I'm not doing something right? After all, it's a new truck – everything should work flawlessly" However, the instance that has led to my reporting of these matters to Lithia Dodge and Chrysler Corp. gives me confidence in knowing this is not "driver error" but a mfg. error.

Two weeks ago I pulled up in front of a friends house. (the truck was Parked on a level surface) I left the truck running while myself and my seven year old son proceeded to exit the vehicle on both sides. When I got out of the truck I stood there with the door open and asked my son if he wanted to get out on my side or his. He indicated he would get out on his side. When I saw that he was able to open his door and exit safely I closed my door and walked to the rear of the truck. Suddenly, my son replied frantically, DAD the truck's moving. As I brought my attention back toward the truck it bumped me on my shoulder and I realized it was now in motion and rolling toward me. I ran back to the truck and jumped in to stop it. By this time the passenger door, which my son was unable to close, caught the front bumper of a truck in the driveway and was nearly torn off. Had my son been caught between the two vehicles he would not be here today.

Because my son was brought within harms way this matter is something I take very seriously and I expect others to do so as well.

In review of other Dodge trucks and in talking with people who talk to their friends it has been brought to my attention that there have been problems with the Indicator light in the dash. This does not explain to me why it would appear to be in Park when it is obviously in Reverse. My examination of other new/newer Dodge and Ford trucks leads me to think that the linkage in the transmission was not adjusted correctly in my truck at the factory.

I am frustrated by this entire situation for a couple reasons. One, it is now two weeks since the accident and it will likely be next Monday before the truck is finished with its body repairs. It will then need to be returned to Lithia Dodge so they can then better survey the potential problem. Two, I am without a vehicle. Three, now that my new truck, for which I paid cash, has been in an accident it will now be identified on the CARFAX Web site as damaged. My wife and I pride ourselves with flawless driving records and keeping our vehicles well maintained. Lastly, after seven years of starting my own business this is the first year I have had time to go hunting. It's also the first year my son and I are able to enjoy this activity together. The last two weekends, including this upcoming weekend, we are unable to enjoy this time together. Hunting seasons only last a short time here in Oregon.

With this information now in your hands I hope you will find it worthy of your time and effort to help us resolve this matter as quickly as possible. Aside from spending \$34,000.00 for a new truck I am going to spend another \$2,500.00 approximately to get the truck out of the Lithia Dodge Body Repair shop. I don't

like spending money on things for which I don't believe I am responsible. Neither will I retake possession of a vehicle that is dangerous to operate.

I look forward to your response and immediate assistance.

Sincerely,

 Publisher


DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

December 2, 2003

[REDACTED] en
Eugene, OR [REDACTED]

Re: 2004 Dodge Ram 2500, VIN 3D7KU28C94G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group

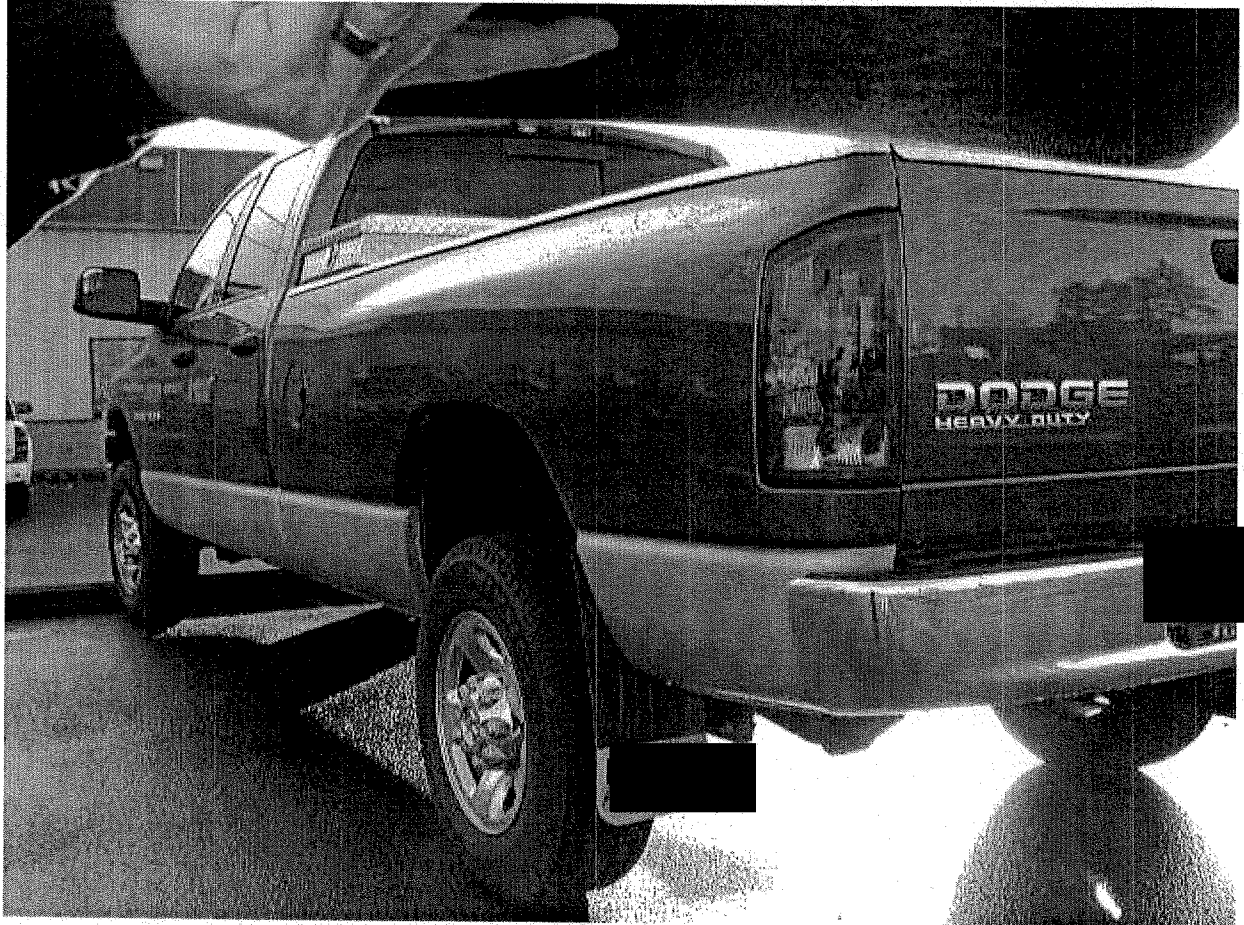


Dave Price
<autoexpert@bigfoot.com>

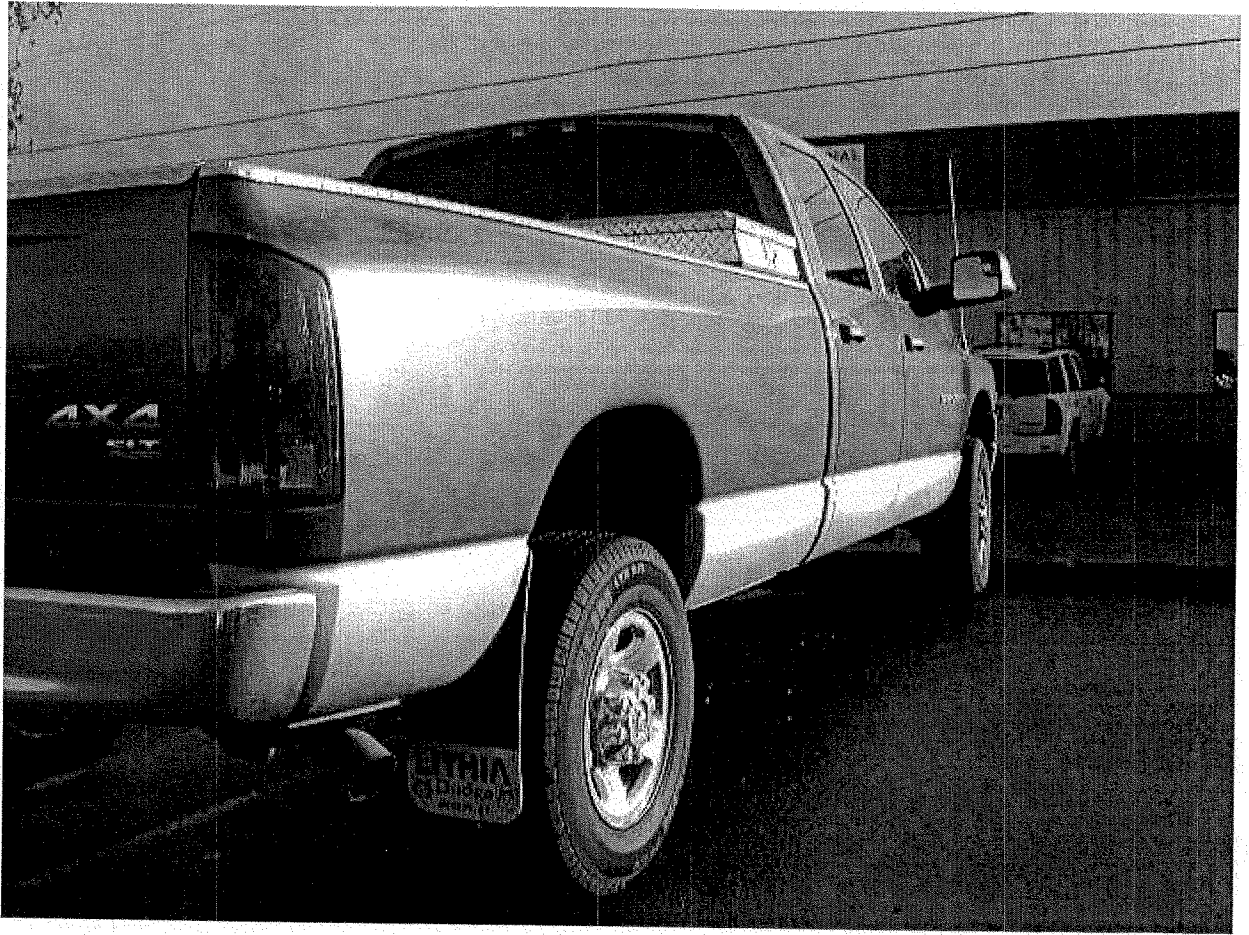
To: CCRGRPTS@daimlerchrysler.com
cc:
Subject: OGC 1135723 CAIR 11728871 VIN: 4G [REDACTED]

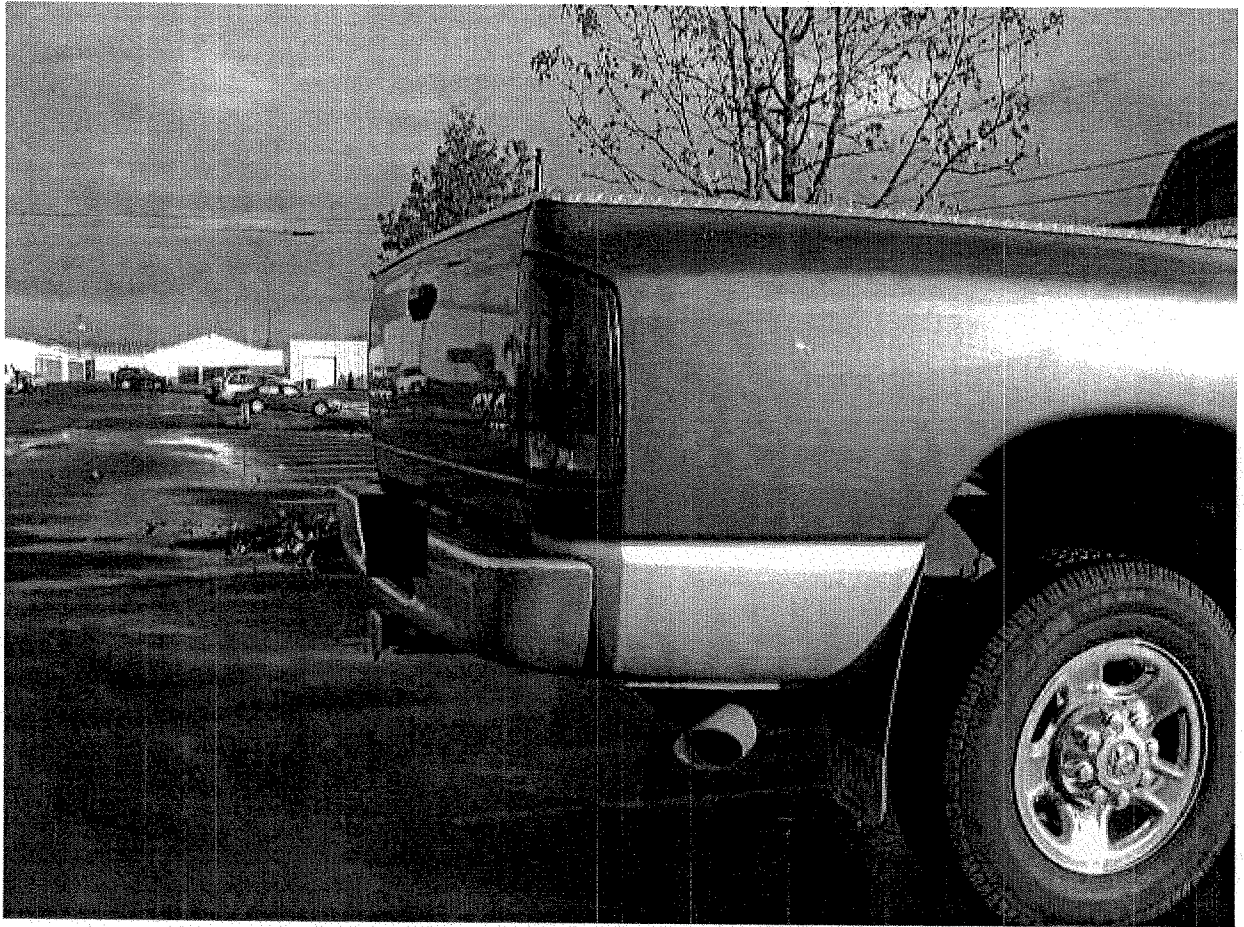
11/29/2003 12:59 PM

Attached are the photos and report for OGC 1135723 CAIR 11728871
Owner [REDACTED]
Dave Price

















MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 8-03

GWR 4083 KG(09000 LB)

GAWR FRONT

2359 KG(5200 LB)

WITH TIRES

LT265/70 R17-E

RIMS AT

17X7.5

COLD

413 KPA(60 PSI)

GAWR REAR

2722 KG(6000 LB)

WITH TIRES

LT265/70 R17-E

RIMS AT

17X7.5

COLD

482 KPA(70 PSI)

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

VIN: 3D7KU28C94



TYPE:

TRUCK

SINGLE X DUAL



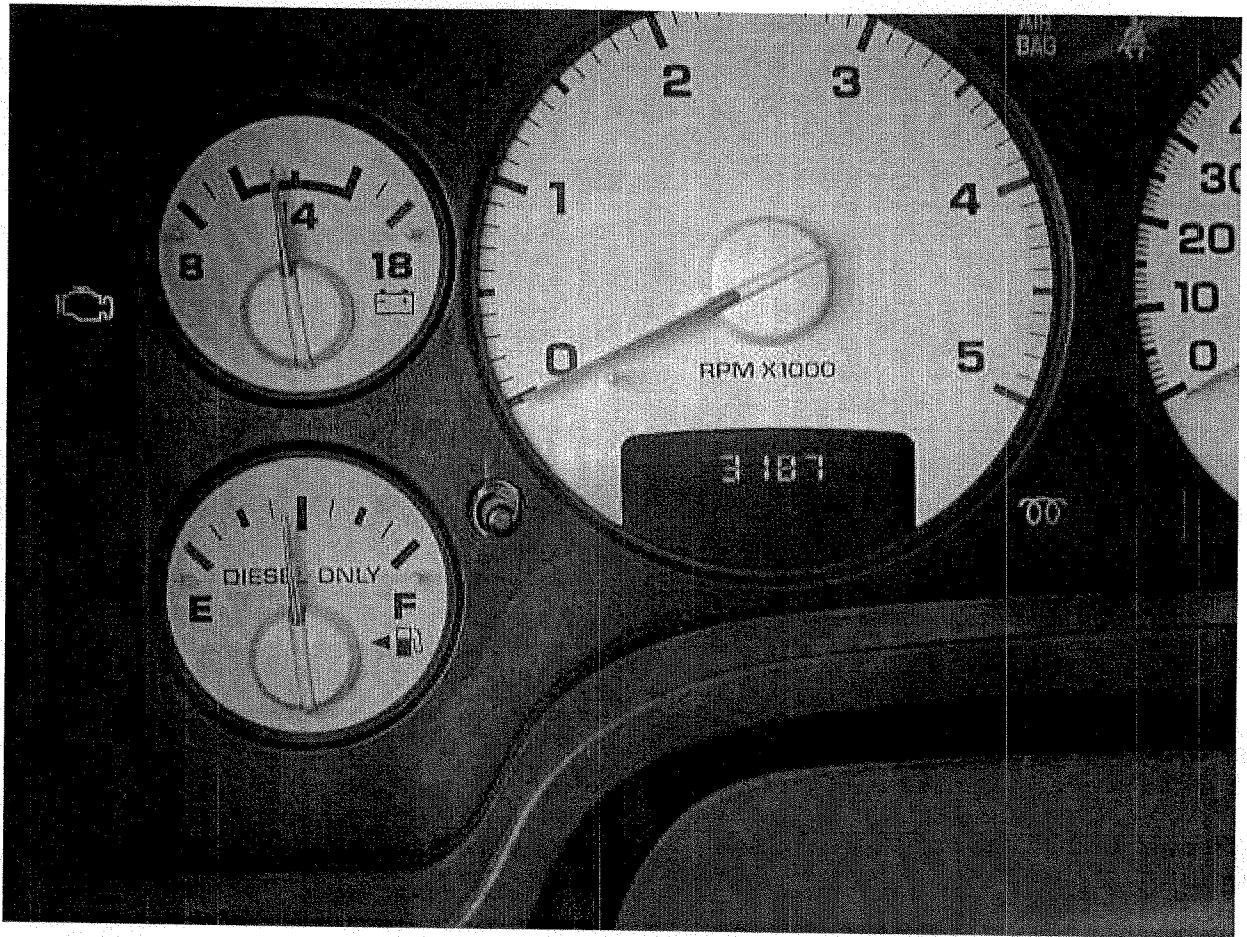
MDH: 081122

PNT:PDR

VEHICLE MADE IN MEXICO

TRM:M9DU

4648507



PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11557313

WALSH



SALES
 CULVER AVE. @ RT. 440
 JERSEY CITY, NJ 07304
 201-432-9160

SERVICE
 76 FISK ST.
 JERSEY CITY, NJ 07305
 201-333-2211

CUSTOMER NO 7144	ADVISOR DANNY	TAG NO 184	INVOICE DATE [REDACTED]	INVOICE NO 00CS17890
[REDACTED]	LABOR RATE 75.00	LICENSE NO 4202	DEALER DATE 10/18/02	STOCK NO 8402
[REDACTED]	YEAR / MAKE / MODEL 03/DODGE TRUCK/RAM 1500/SLT QUAD CAB	VEHICLE I.D. NO. 1D7HU18N93J	SECURITY DEALER NO [REDACTED]	DELIVERY MILES 5
JERSEY CITY, N.J. [REDACTED]	F.T.E. NO. [REDACTED]	[REDACTED]	R. O. DATE 06/25/03	PRODUCTION DATE MO: 4202
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

JOB# 1 CHARGES-----

LABOR-----

J# 1 41DOZ05 ABS LIGHT ON HOURS: 0.30 TECH(S):105 WARRANTY
 CUSTOMER STATES ABS LIGHT ON
 WHEEL SPEED SENSOR
 REAR WHEEL SENSOR NEEDS TO BE REPLACED OPEN CIRCUIT
 REPLACED REAR WHEEL SPEED SENSOR

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-						
1	56028187-AE	SENSOR WH 8037155				WARRANTY
TOTAL - PARTS					0.00	

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

YOUR VEHICLE IS A MAJOR INVESTMENT. WE WANT TO HELP YOU PROTECT IT. WE WILL BE SENDING YOU SERVICE REMINDERS WHENEVER IMPORTANT MAINTENANCE IS NEEDED. THANK YOU FOR RELYING ON US FOR YOUR SERVICE NEEDS.

 CUSTOMER SIGNATURE

Order From **WJ cut** Services, Inc. (609) 843-5056 11/97 (9/02)

WALSH



SALES
 CULVER AVE. @ RT. 440
 JERSEY CITY, NJ 07304
 201-432-9160

SERVICE
 76 FISK ST.
 JERSEY CITY, NJ 07305
 201-333-2211

CUSTOMER NO 7144	ADVISOR DANNY	TAG NO 6229	INVOICE DATE 06/21/03	INVOICE NO DOCS17810
[REDACTED]	LABOR RATE 75.00	MILEAGE 4021	COLOR BRIGHT SILV	STOCK NO 8A02
[REDACTED]	LICENSE NO. 184	YEAR / MAKE / MODEL 03/DODGE TRUCK/RAM 1500/SLT QUAD CAB	DELIVERY DATE 10/18/02	DELIVERY MILES 5
JERSEY CITY, N.J.	VEHICLE I.D. NO. 1D7HU18N93J	F. T. E. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R. O. DATE 06/21/03	MO: 4022

JOB# 1 CHARGES-----

LABOR-----
 J# 1 00DOZLOFF LOF COUPON SPECIAL HOURS: TECH(S):105 7.05
 CUSTOMER REQUEST LUBE, OIL AND FILTER
 CHECK ALL FLUID LEVELS. CHECK ALL HOSES AND CONNECTIONS.
 COUPONS SPECIAL FOR OIL CHANGE AND CHECK ALL FLUIDS AND HOSE CONNECTIONS

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	PRICE-----
	1	5281090	FILTER EN 9057006	6.60	4.35	4.35
	5	4761839	OIL 10W30 1081090	2.30	1.71	8.55
			TOTAL - PARTS			12.90

JOB# 1 TOTALS-----
 LABOR 7.05
 PARTS 12.90

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 19.95

LABOR-----
 J# 2 41DOZ05 ABS LIGHT ON HOURS: TECH(S):105 WARRANTY
 CUSTOMER STATES ABS LIGHT ON
 CAR NEEDS LEFT REAR WHEEL SPEED SENSOR TO BE REPLACED
 SPECIAL ORDER PARTS AND RESCHEDULE

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

COMMENTS-----
 DELETED OPERATION(S)
 30DOZ04 AUTO TRANS LEAK 40DOZA BRAKE LIGHT ON

From: BJ CAT Services, Inc. (609) 883-5056 11/07 (9/02)

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

September 5, 2003

[REDACTED]
Jersey City, NJ [REDACTED]

Re: Vehicle: 2003 Dodge Ram 1500
Vin: 1D7HU18N93 [REDACTED]

Dear [REDACTED]

This is in response to your request to investigate the above referenced incident.

After a thorough investigation of this matter, we have determined that the cause of the incident that occurred on 6/25/2003 is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

We are sorry we cannot be more helpful.

Very truly yours,

Karen Trickey
Customer Claims Resolution Group
(248) 512-4026
(248) 512-4051 (fax)
kt124@dcx.com

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11811686



Office of the Attorney General
Bureau of Consumer Frauds and Protection
The Capitol
Albany, New York 12224-0341

File Number: CFA04A01459

RESPONSE FORM

Name of consumer: _____

Seller 1: Daimler Chrysler

Legal name of company: _____

Executive office address: _____

If a corporation, names of president and general manager: _____

If a partnership, name of partners: _____

If a sole proprietorship, name of owner: _____

Name, address and telephone number of person to contact for additional information: _____

RESPONSE TO COMPLAINT:

(Enclose copies of documents in support of your position. Use additional pages if necessary.)

In order to resolve this matter, we offer to:

I understand that any false statements made on this form are punishable as a Class A Misdemeanor under §175.30 and/or §210.45 of the Penal Law.

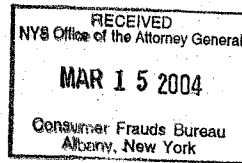
Name: _____ Title: _____
Signature: _____ Date: _____

A COPY OF THIS REPLY WILL BE SENT TO THE CONSUMER

[REDACTED]
Mohawk, NY [REDACTED]

Tele: [REDACTED]

March 15, 2004



Eliot Spitzer, Attorney General
State of New York
The Capital
Albany, New York 12224-0341

Re: Attached correspondence

Dear Mr. Spitzer:

A few months ago, my 2003 Dodge Ram pickup truck, while parked and unoccupied for at least 2 minutes, fell out of park and smashed into another parked truck. I immediately contacted Chrysler as well as my insurance company. My back bumper was damaged and there was \$3400.00 damage to the other vehicle.

Chrysler sent out an investigator to look at my truck. He sat in my truck, put it in reverse a couple of times and left. When I asked him if anything was wrong with it, he replied if he told me, he would be fired by Chrysler. Shortly after his inspection, I received the attached letter from Chrysler. (see #1)

The truck has come out of park several times and also hesitates in cruise. Recently I have received the attached 2 recalls on the truck. (see #2 and #3) The electrical lock which locks the vehicle into park sometimes clicks and sometimes doesn't. The truck after sitting for 2 minutes idling will go into a high idle. When I bought the truck I called Chrysler and they told me that was normal and fuel injectors were programmed to do this. This high idle is what I believe kicked the truck out of park.

My main concern is that someone may be injured or killed, even one of my own family members. Chrysler never offered to look at the truck in a shop. Dodge cares very little about this situation because if something were found wrong with the vehicle, it would have to be recalled. A Chrysler spokesperson did tell me they have this problem with Jeeps but not with pickup trucks.

I believe that Chrysler should pay \$3400.00 to the other vehicle's owner for the damage done. It shouldn't be the responsibility of my insurance company. Considering the lack of interest shown by Chrysler, and the multiple times I have had this problem and now with the recalls on my transmission, Chrysler hasn't even offered to replace my bumper and I now think they should replace my truck. I understand the lemon law only covers a vehicle for up to 18,000 miles, and I would appreciate your help in bringing this matter to a satisfactory conclusion before that happens.

Very truly yours,

[REDACTED]

#1
DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

November 26, 2003

[REDACTED]
Mohawk, NY [REDACTED]

Re: 2003 Dodge Ram 2500 Slit, VIN: 3D7KU28C93G [REDACTED]

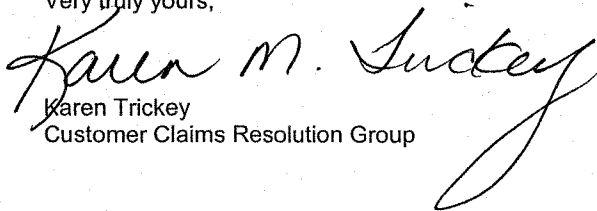
Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,


Karen Trickey
Customer Claims Resolution Group

DaimlerChrysler Corporation
1000 Chrysler Drive CIMS 485-13-32

42

DAIMLERCHRYSLER

**CUSTOMER SATISFACTION NOTIFICATION -- POWERTRAIN CONTROL
MODULE CONNECTORS**

Dear Dodge Ram Truck Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some 2003 model year Dodge Ram Pick-up Trucks equipped with a 5.9L Cummins diesel engine and an automatic transmission to contact their dealer to have the following service performed.

- The problem is...** **The Powertrain Control Module (PCM) electrical connectors on your truck (identified on the enclosed form) may allow water to enter into the connectors.** Water and the resulting corrosion in a PCM connector can cause the speed control and/or transmission overdrive function to become inoperative.
- What DaimlerChrysler and your dealer will do...** **DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the PCM connectors for corrosion. If no corrosion is found, an additional seal will be installed onto each of the PCM connectors. If corrosion is found, the PCM and transmission wiring harness will be replaced. Installation of the connector seals will take less than ½ hour to complete. Another hour will be required if the PCM and wiring harness requires replacement. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.
- What you must do...**
- **Simply contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
 - **Bring the enclosed form with you to your dealer.** It identifies the required service to the 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.

If you have already experienced PCM connector corrosion 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.

We are sorry for any inconvenience, but we believe that properly sealed PCM connectors will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

*Buckle up
for Safety*

Customer Services Field Operations
DaimlerChrysler Corporation
C42

43

DAIMLERCHRYSLER

**CUSTOMER SATISFACTION NOTIFICATION
TRANSMISSION COOLER LINE**

Dear Ram Diesel Truck Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some 2003 and 2004 model year Dodge Ram Pick-up trucks equipped with a 5.9L Cummins diesel engine and an automatic transmission to contact their dealer to have the following service performed.

- The problem is...*** **The transmission cooler line on your truck** (identified on the enclosed form) **can transmit high pressure pulses when the vehicle is operated at heavy loads. These pulses may cause the engine-mounted cooler to crack and leak fluid which could result in significant transmission damage.**
- What DaimlerChrysler and your dealer will do...*** **DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace the transmission cooler line. The engine-mounted transmission cooler will also be inspected and replaced if necessary. Cooler line replacement will take about one hour to complete. Cooler replacement, if required, will take another two hours. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.
- What you must do...*** > 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.
- > **Bring the enclosed form with you to your dealer.** It identifies the required service to the 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.

If you have already experienced transmission or cooler damage 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.

We are sorry for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

*Buckle up
for Safety*

Customer Services Field Operations
DaimlerChrysler Corporation
C44

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

November 26, 2003

[REDACTED]

Mohawk, NY [REDACTED]

Re: 2003 Dodge Ram 2500 Slit, VIN: 3D7KU28C93C [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Karen Trickey
Customer Claims Resolution Group



#1136750 KT

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

DIVISION OF PUBLIC ADVOCACY
CONSUMER FRAUDS & PROTECTION BUREAU

March 24, 2004

Daimler Chrysler
1000 Chrysler Drive
CIMS 485-13-32
Auburn Hills, MI 48326-2766

Our File Number.: [REDACTED]
Consumer: [REDACTED]

Dear Sir or Madam:

Enclosed please find a copy of a complaint filed by the above person.

Attorney General Eliot Spitzer's Bureau of Consumer Frauds and Protection enforces consumer protection laws and mediates individual complaints. Our purpose in handling these complaints is to assist in settling disputes fairly and amicably.

Since we now know only the complainant's side, I request that you review the complaint and state your position in writing. I enclose our response form. Kindly attach copies of any relevant documents.

Of course, if the individual is entitled to a refund or other adjustment, it should be made promptly and you should advise us accordingly.

Please send your reply within seven business days.

I look forward to your cooperation.

Very truly yours,

Adam Kriegel

Adam Kriegel, Mediator
Consumer Frauds and Protection Bureau

RECEIVED
MAR 29 2004
LITIGATION & INSURANCE DEPT.
OFFICE OF THE GENERAL COUNSEL
CHRYSLER MOTORS CORPORATION

Enclosure

PLEASE INCLUDE ABOVE FILE NUMBER ON ALL CORRESPONDENCE

April 5, 2004

DAIMLER CHRYSLER
P.O. BOX 21-8004
AUBURN HILLS, MI 48321

Re: Our Insured : [REDACTED] RECEIVED
Our File No. : [REDACTED] APR 14 2004
Date of Loss : November 07, 2003 SPECIAL INVESTIGATIONS
Damages : \$3,173.84


Dear Sir:

We have not received your response to our request for payment of the above captioned damages.

At this time, we urge you to immediately complete and return the attached questionnaire using the enclosed envelope. This will assist us in resolving this matter.

Thank you for your cooperation in this matter. If you have any questions or comments, please feel free to contact me at 1-800-748-2069 or use toll-free telephone number listed above.

Sincerely,


Diane Updyke
Recovery Representative

Dear Sir:
We have not received your response to our request for payment of the above captioned damages.
At this time, we urge you to immediately complete and return the attached questionnaire using the enclosed envelope. This will assist us in resolving this matter.
Thank you for your cooperation in this matter. If you have any questions or comments, please feel free to contact me at 1-800-748-2069 or use toll-free telephone number listed above.

SUBROGATION QUESTIONNAIRE

INSURED :
CLAIM NUMBER :
DATE OF LOSS :
DAMAGES :



100
11-7-03
3173.84

1. NAME _____
(FIRST) (M/I) (LAST)

2. DATE OF BIRTH _____
(MONTH/DAY/YEAR)

3. DRIVER'S LICENSE _____
(NUMBER) (STATE OF ISSUE)

4. SOCIAL SECURITY NUMBER _____

5. TELEPHONE NUMBER (_____) _____
AREA CODE

6. IF YOU ARE INSURED, COMPLETE (A) THROUGH (D):

A) NAME AND ADDRESS OF YOUR INSURANCE CARRIER _____

B) YOUR POLICY NUMBER _____

C) NAME AND ADDRESS OF YOUR INSURANCE AGENT _____

D) YOUR AGENT'S TELEPHONE NUMBER (_____) _____
AREA CODE

7. IF YOU ARE UNINSURED COMPLETE (E) OR (F):

E) I ACCEPT RESPONSIBILITY FOR THESE DAMAGES AND I AGREE TO PAY

\$ _____ BY _____

F) I ACCEPT RESPONSIBILITY FOR THESE DAMAGES AND I AGREE TO REMIT INSTALLMENT
PAYMENTS TO PAY THIS OBLIGATION. PLEASE SEND ME AN INSTALLMENT AGREEMENT.

YES _____ NO _____

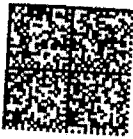
(SIGNATURE) (DATE)



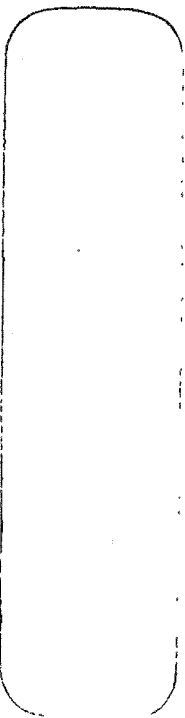
American International Companies®

Insurance Provided by Members of American International Group, Inc.

AI RECOVERY, INC.
161 WILMINGTON-WEST CHESTER PIKE
P.O. BOX 2008
MADDS FORD, PA 19317-0908



UNITED STATES POSTAGE
02 1A
0004342406
MAILED FROM ZIP CODE 19317
PTINCY BONNIES
\$ 00.370
APR 06 2004



DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

March 29, 2004

Mr. Adam Kriegel
Consumer Frauds and Protection Bureau
State of New York
Office of the Attorney General
The Capitol
Albany, NY 12224-0341

Re: 2003 Dodge Ram 2500 Stt, VIN: 3D7KU28C93G [REDACTED]

Your file: [REDACTED]

Dear Mr. Kriegel:

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim. The inspector was unable to verify the owner's complaint. At the time of the inspection, no manufacturer defect was found.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Adrienne R. Custer
Customer Claims Resolution Group

A Company of the DaimlerChrysler Group

DaimlerChrysler Motors Company LLC
1000 Chrysler Drive CIMS 485-13-32
Auburn Hills MI USA 48326-2766
Phone 866.432.1DCX

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

May 4, 2004

Ms. Diane Updyke
Recovery Representative
161 Wilmington-West Chester Pike
P.O. Box 2008
Chadds Ford, PA 19317-0908

Your Insured: [REDACTED]
Your Claim No.: [REDACTED]
Vehicle: 2003 Dodge Ram 2500, VIN # 3D7KU28C93G [REDACTED]

Dear Ms. Updyke:

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation previously denied this claim made by your insured.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group

A Company of the DaimlerChrysler Group

DaimlerChrysler Motors Company LLC
1000 Chrysler Drive GMS 485-13-32
Auburn Hills MI USA 48326-2766
Phone 866.432.1DCX

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11752973

November 10, 2003

Hillsdale, N. J.

Attention:
Karen Trickey
Customer Claims Resolution Group
Daimler Chrysler Corp.
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

Re: [REDACTED]
Vehicle: 2003 Dodge Ram 2500
Vin#3D3KU28C63C [REDACTED]

Per my telephone conversation today with Sue here is the information requested:

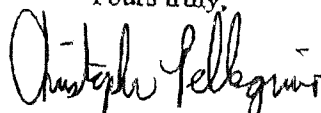
On October 3 [REDACTED] inspected my vehicle at Bergen County Dodge. He advised me that someone would be in touch with me in about three to four weeks.

While driving on November 2 one of the warning lights came on and then went off, too quick for me to read which light it was. Later that day, November 2, I put the truck into reverse but it wasn't in reverse. It wasn't in any gear. I put the truck into drive and then into reverse. At that point the truck went into reverse. On November 5 one of the warning lights came on and then went off again, it happened too quickly for me to read which light it was. On the same day, November 5, I put the truck into reverse two different times and again it wasn't in reverse, or any gear for that matter. Again I put the truck into drive and then into reverse and again at this point it went into reverse. On November 8 I tried to put the truck into reverse but I was unable to. So I proceeded to put the truck into drive and then I was able to put the truck into reverse.

I would like all of the above documented into whatever process is going on since I had my truck inspected by [REDACTED]

Kindly advise me as soon as you have some information or a solution as to what is wrong and what will be done to resolve the above problems.

Yours truly,


Christopher Pellegrino

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

November 24, 2003

[REDACTED]
[REDACTED]
Hillsdale, NJ [REDACTED]

Re: 2003 Dodge Ram 2500, VIN: 3D3KU28C63G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Karen Tricky
Customer Claims Resolution Group

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11629485

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

November 26, 2003

[REDACTED]
Horicon, WI [REDACTED]

Re: 2003 Dodge Ram 2500, VIN: 3D7KU28C43G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group

PRECISION AUTO BODY & FRAME, INC

1063 NORTH MAIN STREET

MAYVILLE, WI 53050

OFFICE: 920/387-3859 FAX: 920/387-2120

PABF@POWERCOM.NET

1800 992 1997

1800

242-7708

ext 269

ABC# 1134211
Pam

CD LOG NO 3237-1 DATE 08/27/03

SHOP: PRECISION AUTO BODY & FRAME
ADDRESS: 1063 N MAIN ST
CITY STATE: MAYVILLE, WI
ZIP: 53050-

INSP DATE: 08/27/03
PHONE 1: (920)387-3859
FAX: (920)387-2120

OWNER: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE: HORICON, WI
ZIP: [REDACTED]

HOME PHONE: [REDACTED]

116-29485

LIC#: [REDACTED]
BODY COLOR: [REDACTED]
CONDITION: [REDACTED]

STATE: 9-8-03

VIN: 3D7KU28C43G [REDACTED]
MILEAGE: [REDACTED]
ACCTNG CTL#: [REDACTED]

*=USER-ENTERED VALUE
EC=REPLACE ECONOMY
EU=REPLACE SALVAGE
PM=PXN REMAN/REBUILT
IT=PARTIAL REPAIR
BR=BLEND REFINISH
SB=SUBLET
P=CHECK
UP=UNRELATED PRIOR

E=REPLACE OEM
UC=RECONDITIONED PRT
EP=REPLACE PXN
TE=PARTL REPL PRICE
I=REPAIR
TT=TWO-TONE
N=ADDITIONAL LABOR
AA=APPEAR ALLOWANCE

NG=REPLACE NAGS
UM=REMAN/REBUILT PRT
PC=PXN RECONDITIONED
ET=PARTL REPL LABOR
L=REFINISH
CG=CHIPGUARD
RI=R&I ASSEMBLY
RP=RELATED PRIOR

2003 DODGE RAM 250 SLT 4DOOR EXT CAB 6 CYL HO TURBO DIESEL
CODE: N8264A/B OPTNS C/24FZBACH

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES
4-WHEEL DRIVE
POWER DOOR LOCKS
TILT STEERING WHEEL

TWO-STAGE - INTERIOR SURFACES
HEATED REMOTE CONTROL MIRRORS
POWER WINDOWS
CRUISE CONTROL

OP	GDE	MC	DESCRIPTION	MFG.PART NO.	PRICE	AJ%	B%	HOURS	R
E	0315		PANEL,BEDSIDE OUTER	LT 55275523AA	795.00			12.8	1
L	0315	13	PANEL,BEDSIDE OUTER	LT REFINISH				5.3	4
TT	0315	15	PANEL,BEDSIDE OUTER	LT TWO TONE				1.4	4
BR	0397		DOOR,FUEL FILLER	LT BLEND REFINISH				0.1	4
I	0533		TAILLAMP ASSEMBLY	LT REPAIR				0.2	*1
			BUFF						
E	0565		BUMPER,REAR STEP	55077107AE	522.00			0.7	1
EC	M05		RUSTPROOFING	ECONOMY PART	10.00*			0.2	*1*
I	M17		COVER CAR EXTERIOR	SUBLET REPAIR	7.50*				*4*
EC	M59		URETH, ADHES, REM.	ECONOMY PART	40.00*				1*
I	M60		HAZARD. WSTE. REM.	SUBLET REPAIR	6.00*				1*
I			r & i mud flap	REPAIR				0.4	*1*

2003 DODGE RAM 250 SLT 4DOOR EXT CAB
CD LOG NO 3237-1

I R & I BED COVER REPAIR 1.3*1*
12 ITEMS *BCC* [REDACTED]

MC MESSAGE(S)
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
15 INCLUDES 0.4 HOURS FIRST PANEL TWO-TONE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS					1,317.00
OTHER PARTS					50.00
PAINT MATERIAL					163.20
PARTS TOTAL					1,530.20
TAX ON PARTS & MATERIAL @				5.500%	84.16
LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	44.00	13.7	1.9		686.40
2-MECH/ELEC	56.00				
3-FRAME	48.00				
4-REFINISH	44.00	6.8			299.20
5-PAINT MATERIAL	24.00				
LABOR TOTAL					985.60
TAX ON LABOR				5.500%	54.21
SUBLET REPAIRS					13.50
TAX ON SUBLET			@	5.500%	0.74
TOWING					
STORAGE					

GROSS TOTAL 2,668.41

NET TOTAL 2,668.41

ADP SHOPLINK U2111 ES CD LOG 3237-1 DATE 08/27/03 03:24:05PM R6.3 CD 08/03
HOST LOG
(C) 1998 - 2003 ADP CLAIMS SOLUTIONS GROUP, INC.

1.4 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE REPLACEMENT PARTS RATHER THAN BY THE MANUFACTURER OF YOUR MOTOR VEHICLE.

QCC 1134211

PRECISION AUTO BODY & FRAME, INC.
 1063 NORTH MAIN STREET
 MAYVILLE, WI 53050-1251
 PHONE (920) 387-3859 EXT 1 FAX (920) 387-2120
 E-MAIL pabf@powercom.net
 R.O. # 32371

Name : [REDACTED]
 Address : [REDACTED]
 horicon WI [REDACTED]
 Phone: [REDACTED]
 Work: [REDACTED]
 Claim #:
 Date In :
 Vehicle : 2003 DODGE RAM 250
 VIN#: 3D7KU28C43G [REDACTED]

Mileage :
 Sumental: 2871.70 Customer: 250.00 Upload: 8-27-03
 Tax: 157.94 Pictures:
 Total : 3029.64 Insurance: [REDACTED] Approved: 9-9-03
 Supplement: [REDACTED] Final:

PP 250.00 9-10-03
 \$78909

All deductibles, customer paid repairs, betterment, and insurance repairs must be paid in full by the following means:

1. Cash, Money Order, or Cashiers Check.
2. Insurance Check or Payment Check.
3. Personal Check, \$500 Maximum, and subject to check guarantee.
4. Visa or Mastercard, \$1000 Maximum, over \$300 requires additional charges. Any supplements that are left open on your account will be billed to your insurance company. A Mechanics lien will remain in place until the account is paid in full

Comments: _____

Authorized and accepted:

You are hereby authorized to make the specified repairs as described on the attached **VISIBLE DAMAGED QUOTE**. I agree that all employees of the named repair facility may operate my vehicle for the purpose of testing, pickup and delivery. I agree that the named repair facility is not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any others cause beyond mine or your control. We appreciate your selection of our business to serve your auto body repair needs. Your regard and trust is important to us and we will try to keep it always providing you with personal, sincere and professional care. Please feel free to call us whenever you have any questions regarding your automobile.

Old parts removed and replace will be discarded unless otherwise notified before repairs begin. Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

Signature: [REDACTED] Date: 9-10-03

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12107300

[Redacted]

Delta, Ohio [Redacted]

March 16, 2004

DaimlerChrysler Corporation
Office of the General Counsel
1000 Chrysler Drive
CIMS 485-13-32
Auburn Hills, Michigan 48326-2766

RECEIVED
MAR 19 2004

LITIGATION & INSURANCE DEPT.
OFFICE OF THE GENERAL COUNSEL
CHRYSLER MOTORS CORPORATION

Re: 2003 Dodge Ram 2500 Slit Quad Cab, VIN 3D7KU28CX3C [Redacted]

Dear [Redacted]

Thank you for your letter of March 12, 2004 informing me that DaimlerChrysler must deny my claim. At this time, I would like to request a full copy of all materials that were used in the determination of this decision for my review.

I can not stress enough to you the disappointment in your decision. I have been a loyal Chrysler customer for many, many years.

I thank you for forwarding the investigation materials along with the inspection report at your earliest convenience.

Sincerely,

[Redacted Signature]

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

March 19, 2004

[REDACTED]
Delta, OH [REDACTED]

Re: Vehicle: 2003 Dodge Ram 2500
VIN: 3D7KU28CX3G [REDACTED]

Dear [REDACTED]

Thank you for your letter of March 16, 2004, concerning your 2003 Dodge Ram 2500, VIN 3D7KU28CX3G86189.

We are unable to send you a copy of the inspection report as it was ordered by an attorney in anticipation of litigation, making the report confidential as attorney work product.

We are sorry that we could not be more helpful.

Very Truly Yours,

Adrienne R. Custer

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

March 12, 2004

[REDACTED]

Delta, OH [REDACTED]

Re: 2003 Dodge Ram 2500 Slit Quad Cab, VIN 3D7KU28CX3G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group

OHIO TRAFFIC CRASH REPORT



Local Report # [REDACTED]

N.C.I.C. #* **04805**

Reporting Agency* **Sylvania Police Division**

Crash Severity

3 1 Fatal 3 PDO
2 Injury 4 Unknown

Private Property
 If Yes If No

Hit / Skip
1 1 Not Hit / Skip
2 Solved
3 Unsolved

Photos Taken
 If Yes

OH-2 OH-3 OH-1P OTHER

Unit Error
01 98 = Animal
99 = Unknown

Date of Crash* **02262004**

Time of Crash **1346** Day of Week **THU** City* **X** Village* TWP* Name (Of City, Village or Township)* **Sylvania** County #* **48** Latitude Longitude

CRASH OCCURRED ON
Prefix Crash Location **MONROE** Type Loc **1** Type Location Point Used **1** Named Street 3 Numbered Route LOCAL INFORMATION **PRIVATE PROPERTY**

AT / REFERENCE
Dist Reference DR Prefix Reference **6392** Ref Point **04** Reference Point Used
01 State Line 04 House Number 08 Place Name W/O Reference
02 Intersection 2 Streets 05 Township Boundary 09 Driveway
03 County Line 06 Mile Post 10 Street or Route W/O Reference
07 Corporation Limit

Unit # **A 01** # of Occ. Name (Last, First, Middle) Address (Street, City, State, Zip Code)

Social Security Number Date of Birth Age Sex Home Phone # Work Phone #

DL State **OH** DL # **BG71LM** LP State LP # Injured Taken By **1** None 4 Other 2 EMS 5 Unknown 3 Police Transported By Injured/Taken To

Owner Name (if same, write "SAME") Address (Street, City, State, Zip Code) **Delta Oh**

Year **2003** Make **DODG** Model **R250** Color **WHI** Insurance Company **Nationwide** Towing Service Owner Phone #

Offense Charged Offense Description Citation # Local Code? If Yes

Unit # **B** # of Occ. Name (Last, First, Middle) Address (Street, City, State, Zip Code)

Social Security Number Date of Birth Age Sex Home Phone # Work Phone #

DL State DL # LP State LP # Injured Taken By 1 None 4 Other 2 EMS 5 Unknown 3 Police Transported By Injured/Taken To

Owner Name (if same, write "SAME") Address (Street, City, State, Zip Code)

Year Make Model Color Insurance Company Towing Service Owner Phone #

Offense Charged Offense Description Citation # Local Code? If Yes

Unit # **C** # of Occ. Name (Last, First, Middle) Home Phone # Date of Birth Age Sex

Address (Street, City, State, Zip Code) Injured Taken By 1 None 4 Other 2 EMS 5 Unknown 3 Police Transported By Injured/Taken To

Unit # **D** # of Occ. Name (Last, First, Middle) Home Phone # Date of Birth Age Sex

Address (Street, City, State, Zip Code) Injured Taken By 1 None 4 Other 2 EMS 5 Unknown 3 Police Transported By Injured/Taken To

Motorist / Non-Motorist

Occupant

<p>Seating Position</p> <p>A 01 Front - Left (MC Driver) 02 Front - Middle 03 Front - Right B 04 Second - Left (MC Pass) 05 Second - Middle 06 Second - Right C 07 Third - Left 08 Third - Middle 09 Third - Right 10 Sleeper Section Of Cab D 11 Enclosed Cargo Area 12 Unenclosed Cargo Area 13 Trailing Unit 14 Exterior 15 Other 16 Non-Motorist 17 Unknown</p>	<p>Safety Equipment</p> <p>A 01 None Used 02 Shoulder Belt Only B 03 Lap Belt Only 04 Shoulder /Lap Belt C 05 Child Safety Seat 06 MC Helmet Used 07 Use Unknown D 08 Non-Used 09 Helmet Used 10 Protective Pads 11 Reflective Clothing 12 Lighting 13 Other 14 Unknown</p>	<p>Air Bag</p> <p>A 1 Not Deployed 2 Deployed-Front B 3 Deployed-Side 4 Deployed Both Front/Side C 5 Not Applicable D 6 Unknown</p>	<p>Air Bag Switch</p> <p>A 1 Not Present 2 In On Position B 3 In Off Position C 4 Unknown</p>	<p>Ejection</p> <p>A 1 Not Ejected 2 Totally Ejected B 3 Partially Ejected C 4 Not Applicable D 5 Unknown</p>	<p>Trapped</p> <p>A 1 Not Trapped 2 Extricated By Mechanical Means B 3 Freed BY Non-Mechanical Means C 4 Unknown</p>	<p>Injuries</p> <p>A 1 No Injury 2 Possible B 3 Non-Incapacitating 4 Incapacitating C 5 Fatal Injury D 6 Unknown</p>
---	---	---	--	---	---	--

HSY7001

Top Copy - ODDS Bottom Copy - Agency

Supplement*
 If Yes

Unit Numbers

Non-Motorist Location

01 Marked Crosswalk At Intersection
 02 Intersection/ No Crosswalk
 03 Non-Intersection Crosswalk
 04 Driveway Access Crosswalk
 05 In Roadway
 06 Not In Roadway
 07 Median (But Not Shoulder)
 08 Island
 09 Shoulder
 10 Sidewalk
 11 Within 10 Feet Of Roadway (Not Shoulder, Median, Sidewalk, Island)
 12 Beyond 10 Feet Of Roadway (Within Trafficway)
 13 Outside Trafficway
 14 Shared Use Paths Or Trails
 15 Unknown

Type Of Unit

Motorist

01 Sub-Compact
 02 Compact
 03 Mid Size
 04 Full Size
 05 Minivan
 06 Sport Utility Vehicle
 07 Pickup
 08 Panel/Van
 09 Single Unit Truck;
 2 Axes, 6 Tires
 10 Single Unit Truck; 3+ Axes
 11 Truck/Trailer
 12 Truck Tractor (Bobtail)
 13 Tractor/Semi-Trailer
 14 Tractor/Double Short
 15 Tractor/Double Long
 16 Fifth Wheel Or Converter Dolly
 17 Tractor/Triples
 18 Motorcycle
 19 Motorized Bicycle
 20 School Bus
 21 Church Bus
 22 Public Bus
 23 Other Bus
 24 Police Vehicle
 25 Fire Truck
 26 Ambulance/Rescue
 27 Taxi
 28 Motor Home
 29 Train
 30 Farm Vehicle
 31 Farm Equipment
 32 Snowmobile
 33 Construction Equipment
 34 All Others

Non-Motorist

35 Animal W/Rider
 36 Animal W/Buggy
 37 Bicycle
 38 Pedestrian
 39 Pedalcyclist
 40 Skater
 41 Other-Non Motorist
 42 Unknown

In Emergency Response

1 No
 2 Yes
 3 Unknown

Damage Scale

1 None
 2 Non-Functional Damage
 3 Functional Damage
 4 Disabling Damage
 5 Severe
 6 Unknown

Damage Area

Most Damaged Area

01 None
 02 Center Front
 03 Right Front
 04 Right Side
 05 Right Rear
 08 Rear Center
 07 Left Rear
 08 Left Side
 09 Left Front
 10 Top And Windows
 11 Undercarriage
 12 Load / Trailer
 13 Total (All Areas)
 14 Other
 15 Unknown

Point Of Impact

01 None
 02 Center Front
 03 Right Front
 04 Right Side
 05 Right Rear
 06 Rear Center
 07 Left Rear
 08 Left Side
 09 Left Front
 10 Top And Windows
 11 Undercarriage
 12 Load/Trailer
 13 Total (All Areas)
 14 Other
 15 Unknown

Action

1 Non-Contact
 2 Non-Collision
 3 Striking
 4 Struck
 5 Both Striking And Struck
 6 Unknown

Striking Vehicle:
 Override/ Underride

1 No Underride Or Override
 2 Underride, Compartment Intrusion
 3 Underride, No Compartment Intrusion
 4 Underride, Compartment Intrusion Unknown
 5 Override, Motor Vehicle In Transport
 6 Override, Other Vehicle
 7 Unknown

Pre-Crash Actions

Motorist

01 Movements Essentially Straight Ahead
 02 Backing
 03 Changing Lanes
 04 Overtaking/Passing
 05 Turning Right
 05 Turning Left
 07 Making U-Turn
 08 Entering Traffic Lane
 09 Leaving Traffic Lane
 10 Parked
 11 Slowing/Stopped In Traffic
 12 Driverless
 13 Other
 14 Unknown

Non-Motorist

15 Entering/Crossing In Specified Location
 16 Walking, Running, Jogging, Playing, Cycling
 17 Working
 18 Pushing Vehicle
 19 Approaching/Leaving Vehicle
 20 Playing/Working On Vehicle
 21 Standing
 22 Other
 23 Unknown

Contributing Circumstances

Motorist

01 None
 02 Failure To Yield
 03 Ran Red Light, Or Stop Sign
 04 Exceeded Speed Limit
 05 Unsafe Speed
 06 Improper Turn
 07 Left of Center
 08 Followed Too Closely/ACDA
 08 Improper Lane Change/
 Drove Off Road/
 Improper Passing
 10 Improper Backing
 11 Improper Start From Parked Position
 12 Stopped or Parked Illegally
 13 Operating Vehicle In Erratic, Reckless, Careless, Negligent or Aggressive Manner
 14 Swerving to Avoid (Due to Wind, Slippery Surface, Vehicle, Object, Non-Motorist In Roadway, Etc.)
 15 Failure To Control
 16 Vision Obstruction
 17 Driver Inattention
 18 Fatigue/Asleep
 19 Operating Defective Equipment
 20 Load Shifting/Falling/Spilling
 21 Other Improper Action
 22 Unknown

Non-Motorist

23 None
 24 Improper Crossing
 25 Daring
 26 Lying And/Or Illegally In Roadway
 27 Failure To Yield Right Of Way
 28 Not Visible (Dark Clothing)
 29 Inattentive
 30 Failure to Obey Traffic Signs, Signals, Or Officer
 31 Wrong Side Of The Road
 32 Other
 33 Unknown

Vehicle Defect Code Only If '19' Selected Above

01 Turn Signals
 02 Head Lamps
 03 Tail Lamps
 04 Brakes
 05 Steering
 06 Tire Blowout
 07 Worn Or Slick Tires
 08 Trailer Equipment Defective
 09 Motor Trouble
 10 Disabled From Prior Crash
 11 Other Defects

Sequence Of Events

A	<input type="text" value="37"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>

Non-Collision

01 Overturn/Rollover
 02 Fire/Explosion
 03 Immersion
 04 Jackknife
 05 Cargo/Equipment Loss/Shift
 06 Equipment Failure
 07 Separation Of Units
 08 Ran Off Road Right
 09 Ran Off Road Left
 10 Cross Median/Centerline
 11 Downhill Runaway
 12 Other Non-Collision
 13 Unknown Non-Collision
 14 Unknown Non-Collision

Collision w/ Person, Vehicle, Or Object Not Fixed

14 Pedestrian
 15 Pedalcycle
 16 Railway Vehicle
 17 Animal - Farm
 18 Animal - Deer
 19 Animal - Other
 20 Motor Vehicle In Transport
 21 Parked Motor Vehicle
 22 Work Zone Maintenance Equipment
 23 Other Movable Object
 24 Unknown Movable Object

Collision with Fixed Object

25 Impact Alternator/Crash Cushion
 26 Bridge Overhead Structure
 27 Bridge Pier Or Abutment
 28 Bridge Parapet
 29 Bridge Rail
 30 Guardrail Face
 31 Guardrail End
 32 Median Barrier
 33 Highway Traffic Sign Post
 34 Overhead Sign Post
 35 Light/Luminance Support
 36 Utility Pole
 37 Other Post, Pole Or Support
 38 Culvert
 39 Curb
 40 Ditch
 41 Embankment
 42 Fence
 43 Mailbox
 44 Tree
 45 Other Fixed Object
 46 Work Zone Maintenance Equipment
 47 Unknown Fixed Object
 48 Other
 49 Unknown

Direction

From	To	From	To
<input type="text" value="1"/>	<input type="text" value="7"/>	<input type="text"/>	<input type="text"/>

1 North
 2 South
 3 East
 4 West
 5 Northeast
 6 Northwest
 7 Southeast
 8 Southwest
 9 Unknown

Condition

1 Apparently Normal
 2 Physical Impairment
 3 Emotional
 4 Iness
 5 Fell Asleep, Fainted, Fatigued, Etc.
 6 Under The Influence Of Medications/Drugs/Alcohol
 7 Other
 8 Unknown

Alcohol/Drug Suspected

1 None
 2 Yes-Alcohol Suspected
 3 Yes-HBD Not Impaired
 4 Yes-Drugs Suspected
 5 Yes-Alcohol / Drugs Suspected
 6 Unknown

Alcohol Test Status

1 None
 2 Test Refused
 3 Test Given, Contaminated Sample/Unusable
 4 Test Given, Results Known
 5 Test Given, Results Unknown
 6 Unknown

Alcohol Test Type

1 None
 2 Blood
 3 Urine
 4 Breath
 5 Other

Alcohol Test Result

1 None
 2 Blood
 3 Urine
 4 Breath
 5 Other

First Harmful Event

Of the Sequence of Events - Which one is the First Harmful Event (1-4)

Most Harmful Event

Of the Sequence of Events - Which One is the Most Harmful event (1-4)

Speed Detected

1 Stated
 2 Estimated Speed

Speed

Posted Speed

Traffic Control

01 No controls
 02 Stop Sign
 03 Yield Sign
 04 Traffic Signal
 05 Traffic Flashers
 06 School Zone
 07 Railroad Crossbucks
 08 Railroad Flashers
 09 Railroad Gates
 10 Construction Barricade
 11 Police Officer
 12 Pavement Markings
 13 Crosswalk Lines
 14 Walk/Don't Walk Signal
 15 Traffic Control Device Inoperative, Missing, Obscured
 16 Other

Drug Test Status

1 None
 2 Test Refused
 3 Test Given, Contaminated Sample/Unusable
 4 Test Given, Results Known
 5 Test Given, Results Unknown
 6 Unknown

Drug Test Type

1 None
 2 Blood
 3 Urine
 4 Other

Drug Test 1&2 Result

1 None
 2 Marijuana
 3 Cocaine
 4 Opiates
 5 Amphetamines
 6 PCP
 7 Other
 8 Unknown at Time Of Reporting

Type Of Intersection

01 Not An Intersection
 02 Four-Way Intersection
 03 T-Intersection
 04 Y-Intersection
 05 Traffic Circle/Roundabout
 06 Five-Point, Or More
 07 On Ramp
 08 Off Ramp
 09 Crossover
 10 Driveway/Access
 11 Railway Grade Crossing
 12 Shared-Use Paths Or Trails
 13 Unknown

Occurrence

1 On Roadway
 2 On Shoulder
 3 In Median
 4 On Roadside
 5 On Gore
 6 Outside Trafficway
 7 Unknown

Road Contour

1 Straight Level
 2 Straight Grade
 3 Curve Level
 4 Curve Grade

Road Conditions
 Primary Secondary

01 Dry
 02 Wet
 03 Snow
 04 Ice
 05 Sand, Mud, Dirt, Oil, Gravel
 06 Water (Standing, Moving)
 07 Slush
 08 Debris**
 09 Rut, Holes, Bumps, Uneven Pavement**
 10 Other
 11 Unknown

** Secondary Road Conditions ONLY

Supplement 'X' if Yes

Local Report # *

Narrative

Unit #1 was parked, left unattended with the engine running. Appears Unit #1 slipped out of park and rolled backwards hitting the Nation City Bank sign and then coming to rest at a light pole. Bank sign was damaged, no damage to light pole.

Manner Of Collision or Impact

1 Not Collision Between Two Vehicles In Transport
 2 Rear-end
 3 Head-on
 4 Rear-To-Rear
 5 Backing
 6 Angle
 7 Sideswipe, Same Direction
 8 Sideswipe, Opposite Direction
 9 Unknown

School Bus Related

1 No
 2 Yes, Directly Involved
 3 Yes, Indirectly Involved
 4 Unknown

Work Zone Related

1 No
 2 Yes
 3 Unknown

Type of Work Zone

1 Lane Closure
 2 Lane Shift/Crossover
 3 Work On Shoulder Or Median
 4 Intermittent/Moving Work
 5 Other

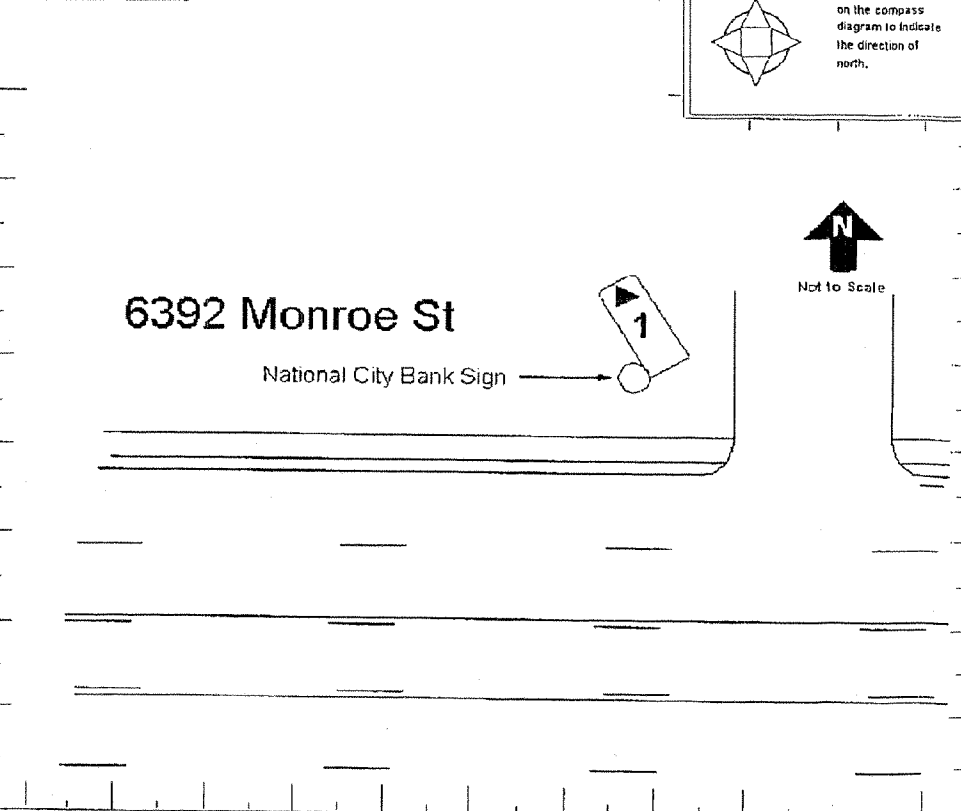
Location Of Crash In

1 Before First Work Zone Warning Sign
 2 Advance Warning Area
 3 Transition Area
 4 Activity Area

Workers Present

1 No
 2 Yes
 3 Unknown

Diagram



Weather

01 Clear
 02 Cloudy
 03 Fog, Smog, Smoke
 04 Rain
 05 Sleet, Hail (Freezing Rain Drizzle)
 06 Snow
 07 Severe Crosswinds
 08 Blowing Sand, Soil, Dirt, Snow
 09 Other
 10 Unknown

Light Conditions

Primary Secondary
 1 Daylight
 2 Dawn
 3 Dusk
 4 Dark - Lighted Roadway
 5 Dark - Not Lighted
 6 Dark - Unknown Lighting
 7 Glare
 8 Other
 9 Unknown

Truck/Bus

The Crash INVOLVED one or more of the following:
 A truck (motor vehicle) with a GVWR more than 10,000 pounds; or
 A truck (motor vehicle) with a hazardous materials placard; or
 A bus designed for at least 8 persons, including driver.
 Company (From Shipping Papers)
 Address (Street, City, St, Zip Code)

AND The crash RESULTED in one or more of the following:
 A fatality; or
 An injury requiring transportation for immediate medical treatment; or
 At least one vehicle was towed due to disabling damage or required intervening assistance before proceeding under its own power.
 Company Phone

US DOT: ICC MC: PUCO: Trailer LP St: Trailer LP Year: Trailer LP #: Placard #: # Dia:

Cargo Body Type	<input type="checkbox"/> 01 Not Applicable	<input type="checkbox"/> 05 Pole	<input type="checkbox"/> 09 Concrete Mixer	Weight (GVWR)	<input type="checkbox"/> 1 Class A	Hazardous Materials Placard	Hazardous Material Released
<input type="checkbox"/> 02 Bus (9-15) Including Driver	<input type="checkbox"/> 06 Cargo Tan	<input type="checkbox"/> 10 Auto Transporter	<input type="checkbox"/> 1 Less/Equal 10,000	<input type="checkbox"/> 2 Class B	<input type="checkbox"/> 1 No	<input type="checkbox"/> 1 No	
<input type="checkbox"/> 03 Van/Enclosed Box	<input type="checkbox"/> 07 Flatbed	<input type="checkbox"/> 11 Garbage/Refuse	<input type="checkbox"/> 2 10,001 - 26,000	<input type="checkbox"/> 3 Class C	<input type="checkbox"/> 2 Yes	<input type="checkbox"/> 2 Yes	
<input type="checkbox"/> 04 Grab/Chips/Gravel	<input type="checkbox"/> 08 Dump	<input type="checkbox"/> 12 Other	<input type="checkbox"/> 3 More Than 26,000	<input type="checkbox"/> 4 Class M	<input type="checkbox"/> 3 Unknown	<input type="checkbox"/> 3 Not Applicable	
		<input type="checkbox"/> 13 Unknown		<input type="checkbox"/> 5 Class O		<input type="checkbox"/> 4 Unknown	

Police Action

Date Crash Reported: Time Rec Call: Dispatch: Arrived: Cleared: Other: Total Minutes:

Officer's Name: Badge #: Checked By: Date Report Filed:

Report Taken By: 1 Police Agency 2 Motorist
 Report Taken At: 1 Scene 2 Station 3 Other
 Supplement: X if Yes
 Local Report #:

03/08/2004 at 10:22 AM
24617

Job Number: 3611

IDEAL BODY SHOP
Federal ID #:341853158
FREE LOANER CARS
8550 AIRPORT
HOLLAND, OH 43528
(419)865-1445 Fax: (419)865-1781

PRELIMINARY SUPPLEMENT 2 WITH SUMMARY

Written by: PAUL KEETON #
Adjuster: ADJUSTER UNKNOWN #

Insured: [REDACTED] Claim # [REDACTED]
Owner: [REDACTED] Policy # [REDACTED]
Address: [REDACTED] Deductible: 500.00
Delta, OH [REDACTED] Date of Loss: 02/26/2004 at 02:00 PM
Day: [REDACTED] Type of Loss: Collision
Evening: [REDACTED] Point of Impact: 10. Left Front Pil

Inspect IDEAL BODY SHOP Business: (419)865-1445
Location: 8550 AIRPORT
HOLLAND, OH 43528

Insurance NATIONWIDE INSURANCE Business: (419)841-9091
Company: 7110 W CENTRAL Days to Repair
TOLEDO, OH 43617

2003 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT white Int:TAN
VIN: 3D7KU28CX3G [REDACTED] Lic: BG 71 LM OH Prod Date: Odometer: 9367
Air Conditioning Tilt Wheel Cruise Control
Intermittent Wipers Steering Wheel Controls Dual Mirrors
Privacy Glass Clear Coat Paint Power Steering
Power Brakes Power Windows Power Locks
Power Driver Seat Power Passenger Seat Power Mirrors
AM Radio FM Radio Stereo
Search/Seek CD Player Anti-Lock Brakes (4)
Driver Air Bag Passenger Air Bag 4 Wheel Disc Brakes
Cloth Seats Split Bench Seats Rear Step Bumper
Tool Box (Permanent) Automatic Transmission 4 Wheel Drive
Overdrive Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#		18 DAY REPAIR	1			
2		FRONT BUMPER				
3**	Repl	RECOND Bumper cover	1	357.00	1.2	2.6
4		Add for Clear Coat				1.0
5		Add for fog lamps			0.4	
6	S01	FENDER				
N 7	S01 Repl	LT Fender	1	212.00	2.3	1.8
8	S01	Add for Inside				0.5
9		FRONT DOOR				
10	Repl	LT Nameplate "Ram 2500"	1	30.10	0.2	

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12220535

DAIMLERCHRYSLER

May 10, 2004

DaimlerChrysler Corporation
Customer Claims Resolution Group

[REDACTED]
Cedar Rapids, IA [REDACTED]

Re: 2003 Dodge Ram 3500, VIN 3D7MU46673G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

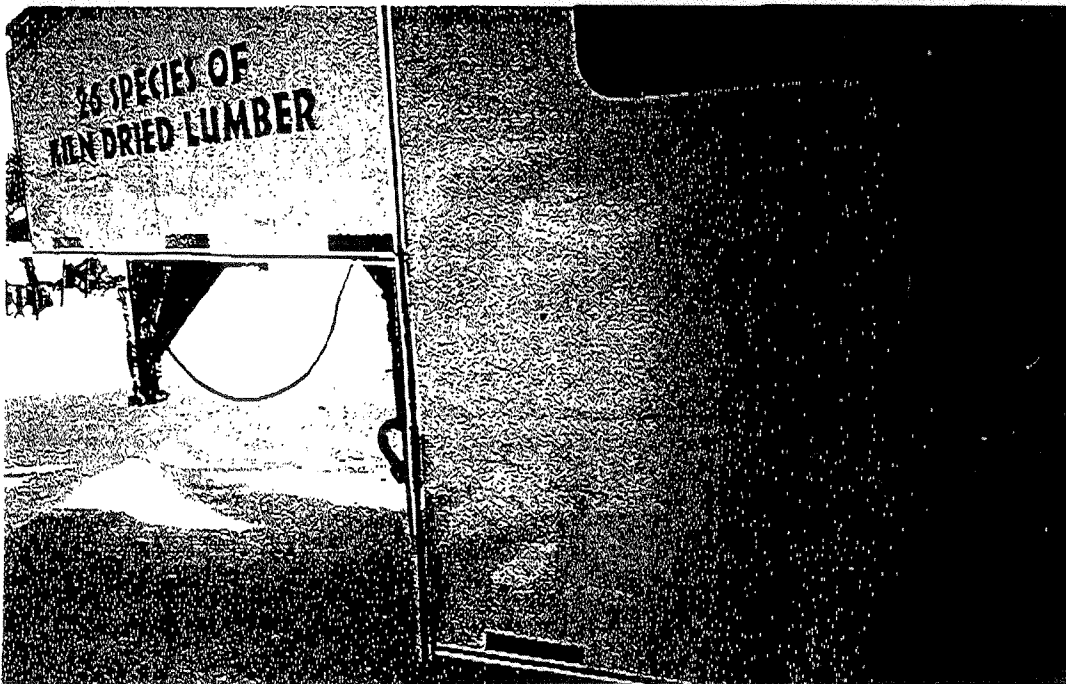
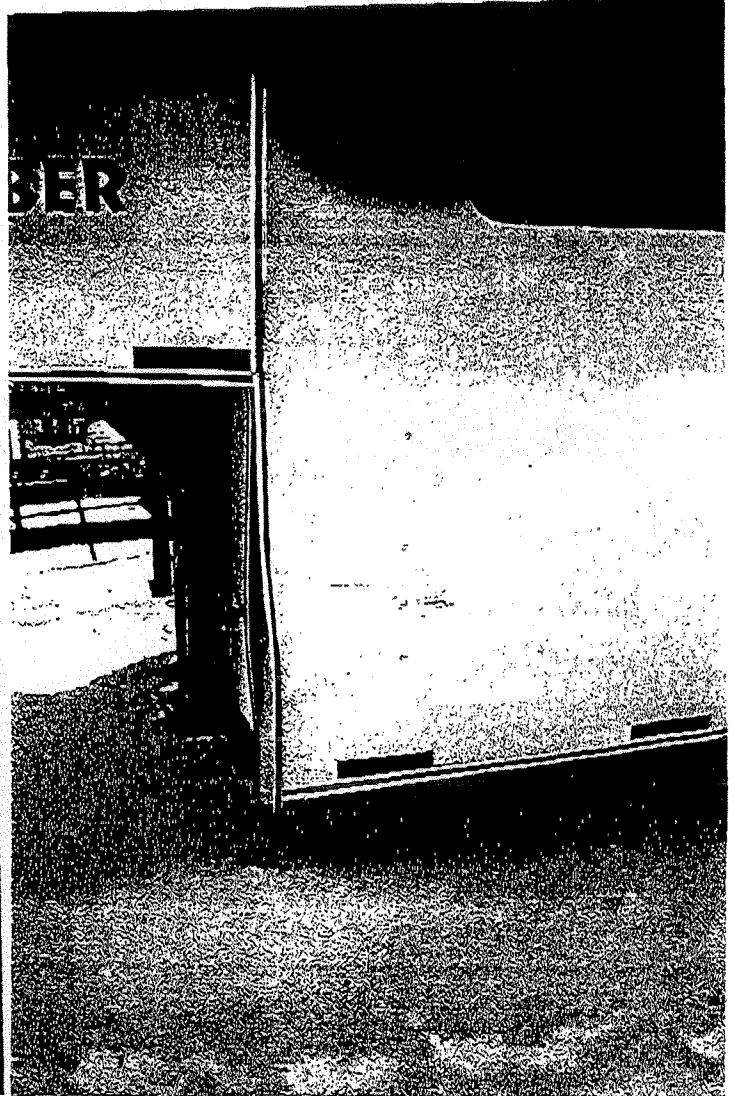
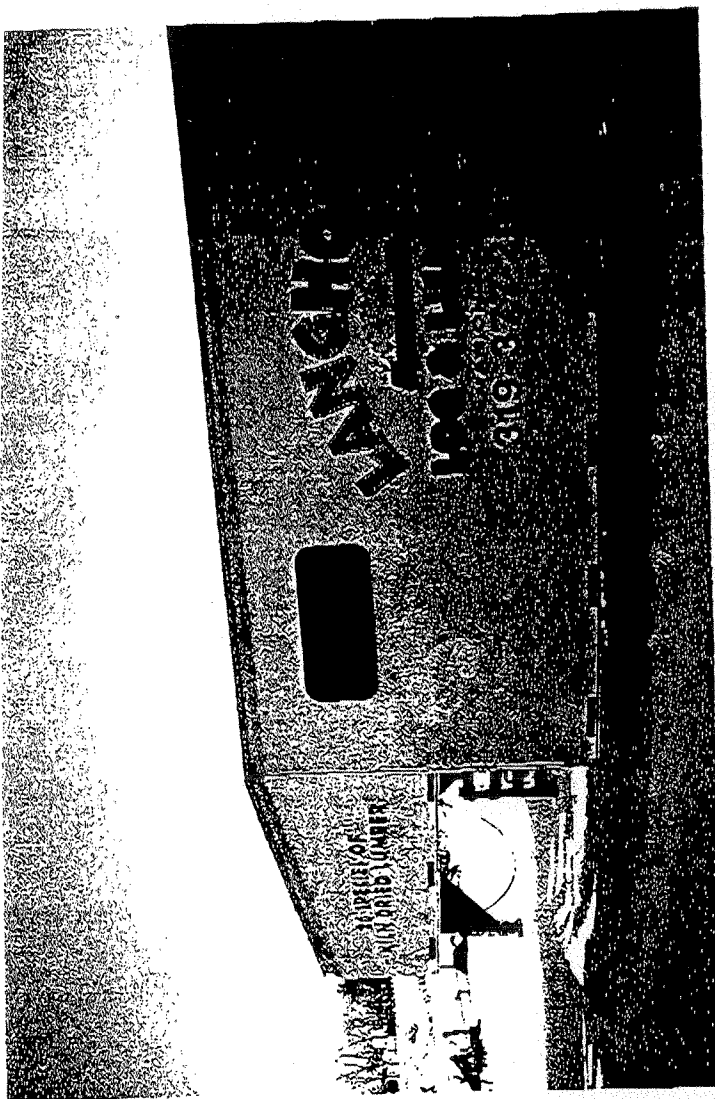
Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

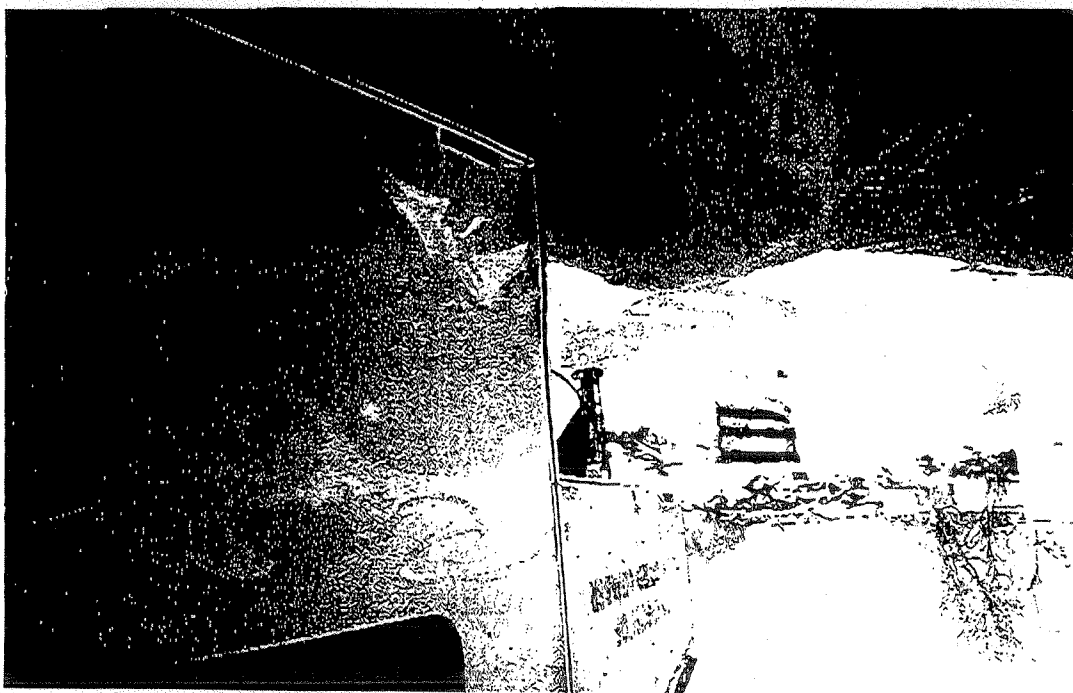
Customer Claims Resolution Group
Ph: (866) 432-1DCX

file # 122000000
①



file # 12220535

②



Mar 24 04 05:13p

file # 12120535
p. 29

02-22-04 19:33 LANGHOFF
MAR-24 04 08:02 AM JEFF'S RV. INC.

ID= 317 373 8028

P. 02

1908

estimate

JEFF'S RV, INC.
1737 MARION AIRPORT ROAD
MARION, IOWA 52302
(319) 377-7933

[Redacted Customer Information]

DATE 03-18-04

ESTIMATE NO. 3003	COLOR White	MAKE Goodmark Exposed TRAIL	MODEL 32FT
FINANCE CO.		ADJUSTOR	ESTIMATE PREPARED BY JEFF

PLACE	REPAIR	DESCRIPTION	PARTS	LABOR	REFINISH	SUBLET
✓		5' x 8' White Aluminum Skins	400 ⁰⁰	600 ⁰⁰		
✓		4' x 8' White Skins Front	370 ⁰⁰	480 ⁰⁰		
✓		Bull Dog Jack - For Goodmark Hitch	285 ⁰⁰	180 ⁰⁰		
✓		Pop Topping Taper Walls 3 BE Pcs	142 ¹⁰	960 ⁰⁰		
		Replaced Ceiling panels	15 ⁰⁰	480 ⁰⁰		
		Self Tapping Screws	15 ⁰⁰			
		Shop Supplies			75 ⁰⁰	
		FRONT Alignment TO Anchor				200 ⁰⁰
		FREIGHT + CARTING ON SHIP				125 ⁰⁰
TOTALS			1711 ¹⁰	2700 ⁰⁰	75 ⁰⁰	400 ⁰⁰

Above is an estimate based on our inspection and does not include any additional parts or labor which may be required after the work has been started. Occasionally, worn or damaged parts are discovered which may not be evident on the first inspection. Because of this, the above prices are not guaranteed. Quotations for parts and labor are current and subject to change.

AUTHORIZATION FOR REPAIR: You are hereby authorized to perform the above repairs:

APPROVED _____
DATE _____

TOTAL PARTS	\$ 1711 ¹⁰
TOTAL LABOR	\$ 2700 ⁰⁰
TOTAL REFINISH	\$ 75 ⁰⁰
TOTAL SUBLET	\$ 400 ⁰⁰
TAX	\$ 218 ³⁰
TOTAL	\$ 4584⁴⁰

02 04-04 09:42

RECEIVED FROM: 319 373 8828

P. 01

Mar 10 04 02:48p



Bill Wilson

CD LOG NO 24604-1 DATE 03/09/04

SHOP: BOB MICKEY COLLISION CENTER INSP DATE: 03/09/04
 ADDRESS: 4813 CENTER POINT RD.N.E. CONTACT: JOHN
 CITY STATE: CEDAR RAPIDS, IA PHONE 1: (319)393-3226
 ZIP: 52402- FAX: (319)393-0664

OWNER: [REDACTED] HOME PHONE: [REDACTED]
 CITY STATE: CEDAR RAPIDS, IA WORK PHONE: [REDACTED]

POINT OF IMPACT: 8

LIC#: 424MTX STATE: IA VIN: 3D7MU46673G [REDACTED]
 BODY COLOR: BLUE MILEAGE: 18,119
 CONDITION: ACCTNG CTL#:

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UC=RECONDITIONED PRT	UM=REMAN/REBUILT PRT
EU=REPLACE SALVAGE	EP=REPLACE PXN	PC=PXN RECONDITIONED
PM=PXN REMAN/REBUILT	TE=PARTL REPL PRICE	ET=PARTL REPL LABOR
IT=PARTIAL REPAIR	I=REPAIR	L=REFINISH
BR=BLEND REFINISH	TT=TWO-TONE	CG=CHIPGUARD
SB=SUBLET	N=ADDITIONAL LABOR	RI=R&I ASSEMBLY
P=CHECK	AA=APPEAR ALLOWANCE	RP=RELATED PRIOR
UP=UNRELATED PRIOR		

2003 DODGE RAM 350/3500 SLT 2DOOR STANDARD CAB 6CYL DIESEL TURBO 5.9
 CODE: N8246A/B OPTNS O/24FZBAGCH

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES	TWO-STAGE - INTERIOR SURFACES
4-WHEEL DRIVE	HEATED REMOTE CONTROL MIRRORS
POWER DOOR LOCKS	POWER WINDOWS
FOUR WHEEL ANTI-LOCK	TILT STEERING WHEEL
CRUISE CONTROL	

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B&	HOURS	R
I	0315		PANEL, BEDSIDE OUTER LT REPAIR						
L	0315	13	PANEL, BEDSIDE OUTER LT REFINISH					7.0*1	
				3.4 SURFACE				4.7	4
				0.6 TWO STAGE SETUP					
				0.7 TWO STAGE					
RI	0117		FENDER, REAR	LT R&I ASSEMBLY					
I	0479		SHELL, TAILGATE REPAIR					2.7	1
L	0479		SHELL, TAILGATE REFINISH					2.0*1	
				2.3 SURFACE				2.8	4
				0.5 TWO STAGE					

Bill 1220535
P. 3

Mar 10 04 02:48p



2003 DODGE RAM 350/3500 SLT 2DOOR STANDARD CAB
CD LOG NO 24604-1

RI 0479	TAILGATE R & I	R&I ASSEMBLY		0.3 1
E 0436	N/PLATE, TAILGATE	55077300AA	26.60	0.1 1
E 0437	N/PLATE, TAILGATE	55077299AA	22.20	0.1 1
RI 0404	HANDLE, TAILGATE OUTER	R&I ASSEMBLY		0.5 1
RI 0533	TAILLAMP ASSEMBLY LT	R&I ASSEMBLY		INC 1
E 0565	BUMPER, REAR STEP	55077107AF	522.00	1.2 1
E 0574	BRKT, REAR BUMPER MT LT	55077359AB	36.85	INC 1
E 0576	BRKT, REAR BUMPER MT LT	55077109AC	33.50	0.2 1
E 0572	PAD, REAR BUMPER STEP	55077340AC	51.00	INC 1
N M14	CORROSION PROTECTION	ADDNL LABOR OPERA	5.00*	0.2*1*
L M15	COLOR TINT	REFINISH		0.5*4*
RI	TOOLBOX	R&I ASSEMBLY		0.5*1*

17 ITEMS

MC MESSAGE(S)

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS		692.15
OTHER PARTS		5.00
PAINT MATERIAL		224.00
PARTS & MATERIAL TOTAL		921.15
TAX ON PARTS @	5.000%	34.86

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	50.00	5.6	9.2	740.00
2-MECH/ELEC	60.00			
3-FRAME	55.00			
4-REFINISH	50.00	8.0		
5-PAINT MATERIAL	28.00			400.00
LABOR TOTAL				
TAX ON LABOR				1,140.00
SUBLET REPAIRS		@	5.000%	57.00
TOWING				
STORAGE				

GROSS TOTAL

NET TOTAL

2,153.01

2,153.01

ADP SHOPLINK U8061 ES CD LOG 24604-1 DATE 03/09/04 09:15:10AM R6.35 CD 02/04

(C) 1998 - 2003 ADP CLAIMS SOLUTIONS GROUP, INC.

1.8 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

Mar 10 04 02:48p



File# 12220535
p. ④

2003 DODGE RAM 350/3500 SLT 2DOOR STANDARD CAB
CD LOG NO 24604-1

THIS IS A PRELIMINARY ESTIMATE BASED ON OUR INSPECTION,
COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED FOR CO
OF REPAIRS. ALL PARTS PRICES SUBJECT TO CHANGE BY INVOICE.
MAY HAVE BEEN PREPARED BASED ON THE USE OF SALVAGE OR AFTERM
MADE BY A SOURCE OTHER THAN THE ORIGINAL MANUFACTURER OF YOU
ANY WARRENTY APPLICABLE TO THESE PARTS ARE PROVIDED BY THE M
OR DISTRIBUTOR OF THESE PARTS. NO GUARANTEES ON RUST WORK.

job # 12220532
③

JUNGE

CENTER POINT



CHRYSLER Jeep DODGE

4204 Lewis Access Road
Center Point, Iowa 52212

Telephone (319) 849-1078
(800) 646-5655

RUN: 4/19/2004 8:40

[REDACTED]
EDGE RAPIDS IA
PHONE: [REDACTED]

CUST# 831

RC# W112808 PG 1
DATE 4/19/04
PO# RANDY
WRITER MEC
APPROVAL MEC
PROMISED 00/00/00

OWNER 831 UNIT# 55771456 2003 DODGE RAM 3500 3 CURR MI 22,020.0
DELIVERED: 8/08/03 TRANS: 5 SPD MANU
VIN: 3D7MU46672 [REDACTED] ENGINE: 5.9L 6 CYL
COLOR: TRIM NUM.:

W) 1. SERV.REQST: RECALL #042 POWERTRAIN CONTROL MODULE CONNECTOR
2003 (DR) DODGE RAM PICK UP
PART#DEH1C480 HARNESS CONNECTOR AND ORING
SEE SHEET FOR WIRING HARNESS NUMBER AND LOP NUMBER

CAUSE:

12 16 APR 19
12 37 APR 19

CORRECTION: INSPECT HARNESS CONNECTORS AND PCM PINS FOR CORROSION AND
INSTALL 3 O RINGS.

OPR #: 1 RC42 EST HRS: FLAT RATE: Y SKILL LEVEL:

W) 2. SERV.REQST: RECALL #044 TRANSMISSION COOLER LINE
2003-2004 DR DODGE RAM PICK UP 5.9 DIESEL
PT #CBLAC441- TRANS. COOLER LINE SEE SHEET FOR LOP #
PT #CBLAC442- TRANS COOLER WHEN NEEDED

CAUSE:

CORRECTION: CHECK TRANSMISSION OILY CYCLE AND REPLACE TRANSMISSION
COOLER LINE. REPLACE COOLER ASSEMBLY WHEN NEEDED

OPR #: 1 RC44 EST HRS: FLAT RATE: Y SKILL LEVEL:

% of time E 91-100% 1.4%

ESTIMATE
YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER AMOUNT BEFORE REPAIRS ARE FINISHED.
INITIAL YOUR CHOICE

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

* I authorize the repair work described (including parts and materials) and agree to pay for it in CASH unless otherwise agreed on this order. The work is charged. I agree to pay your regular finance charge. Understand that under Iowa law you may keep the vehicle until payment is made. You are not responsible for delays caused by unavailability of parts or delays in parts shipments or for loss or damage to the vehicle or any article left in it in case of fire, theft or any cause beyond your control.

DATE SIGNED _____ X

(CUSTOMER'S SIGNATURE)

file# 12220535
④

JUNGE

CENTER POINT



CHRYSLER Jeep

DODGE

4204 Lewis Access Road
Center Point, Iowa 52213

Telephone (319) 849-1078
(800) 646-5655

RUN: 4/19/2004 8:27

[REDACTED]

CUST# 831

DOB# [REDACTED]
DATE [REDACTED]

DOB 1

EDAR RAPIDS IA [REDACTED]
PHONE: [REDACTED]

POP RANDY
WRITER MEC
APPROVAL MEC
PROMISED 00/00/00

OWNER 831 UNIT# 36771456 2003 DODGE RAM 3500 5 CURR MI 22,020.0
DELIVERED: 8/08/05 TRANS: 5 SPD MANU
VIN: 3D7MU46878G [REDACTED] ENGINE: 5.9L 6 CYL
COLOR: TRIM NUM.:

W1 1. SERV. REQST: VIBRATION OR NOISE IN DRIVE LINE.

CAUSE:

Rear Ujoint

CORRECTION:

ESTIMATE
I HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR ESTIMATE WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER AMOUNT BEFORE REPAIRS ARE FINISHED. TELL YOUR CHOICE:

Written estimate. No estimate. No
Oral estimate. Call me if repairs and service will be more than \$ YES

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

I authorize the repair work described (including parts and materials) and agree to pay for it in CASH unless otherwise agreed on this order. If the work is charged, I agree to pay your regular finance charge. Understand that under Iowa law you may keep the vehicle until payment is made. You are not responsible for delays caused by unavailability of parts or delays in parts shipments or for loss or damage to the vehicle or any articles left in it in case of fire, theft or any cause beyond your control.

DATE SIGNED _____ X _____

(CUSTOMER'S SIGNATURE)

file # 12220535

JUNGE

CENTER POINT



CHRYSLER Jeep

DODGE

4204 Lewis Access Road
Center Point, Iowa 52213

Telephone (319) 849-107
(800) 646-5655

CUSTOMER COPY

[Redacted]

CUST# 861 (DUPLICATE) RD# W111854 PG 1
DATE 1/30/04 - 1/30/04
PO# SCOTT
WRITER MEC
APPROVAL MEC /485
PROMISED 00/00/00

CEDAR RAPIDS IA
PHONE: [Redacted]

OWNER [Redacted] RAM 3500 S CURR MI 13,290.0
DELIVERED: 8708708 TRANS: 5 SPD MANU
VIN: 3D7MU46679 [Redacted] ENGINE: 5.9L 6 CYL
COLOR: TRIM NUM.:

(W) 1. SERV. REQST: TRANSMISSION IS IN REVERSE EVEN THOUGH SHIFT INDICATOR SHOWS ITS IN PARK.

CORRECTION: CABLE, BEARSHIFT CONTROL-REPLACE (S) COLUMN MOUNTED SHIFTER
INCLUDES: ADJUST CABLE
F-C 07

PARTS 1.00 52107846AF
1.00 52107845AC

CABLE
BRACKET

TOTAL LABOR
TOTAL PARTS
REPAIR ORDER TOTAL

ESTIMATE
YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER AMOUNT BEFORE REPAIRS ARE FINISHED. INITIAL YOUR CHOICE:
SAVE OLD PARTS NO YES
____ Written estimate. ____ No estimate.
____ Oral estimate. ____ Call me if repairs and service will be more than \$

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREO. THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.
I authorize the repair work described (including parts and materials) and agree to pay for it in CASH unless otherwise agreed on this order. I agree to pay your regular finance charge. I understand that under Iowa law you may keep the vehicle until payment is made. You are not responsible for delays caused by unavailability of parts or delays in parts shipments or for loss or damage to the vehicle or articles left in it in case of fire, theft or any other cause beyond your control.
DATE SIGNED _____ X _____
(CUSTOMER'S SIGNATURE)

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

September 23, 2003

[REDACTED]
Riverton, UT [REDACTED]

Re: **Vehicle:** 2001 Dodge Ram 2500
Vin: 1B7KF236X1J [REDACTED]

Dear [REDACTED]

This is in response to your request to investigate the above referenced incident.

After a thorough investigation of this matter, we have determined that the cause of this incident is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

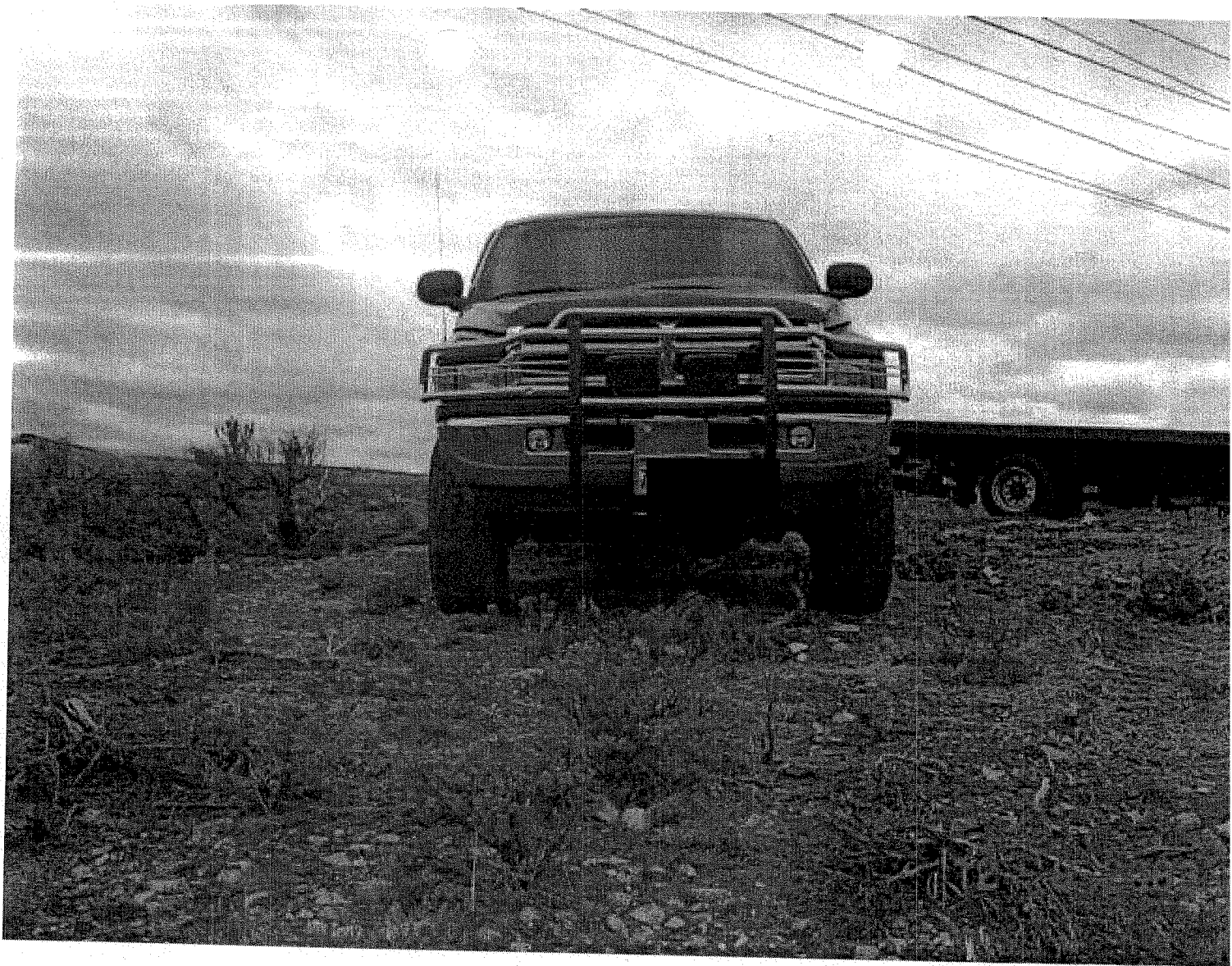
We are sorry we cannot be more helpful.

Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group
(248) 512-6475
(248) 512-4051 (fax)
pjm68@dcx.com

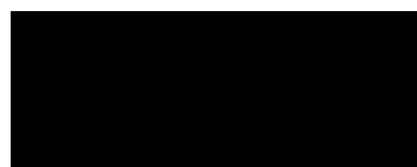


PJM68 [REDACTED]



DJM68







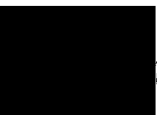
PSM68 / [REDACTED]

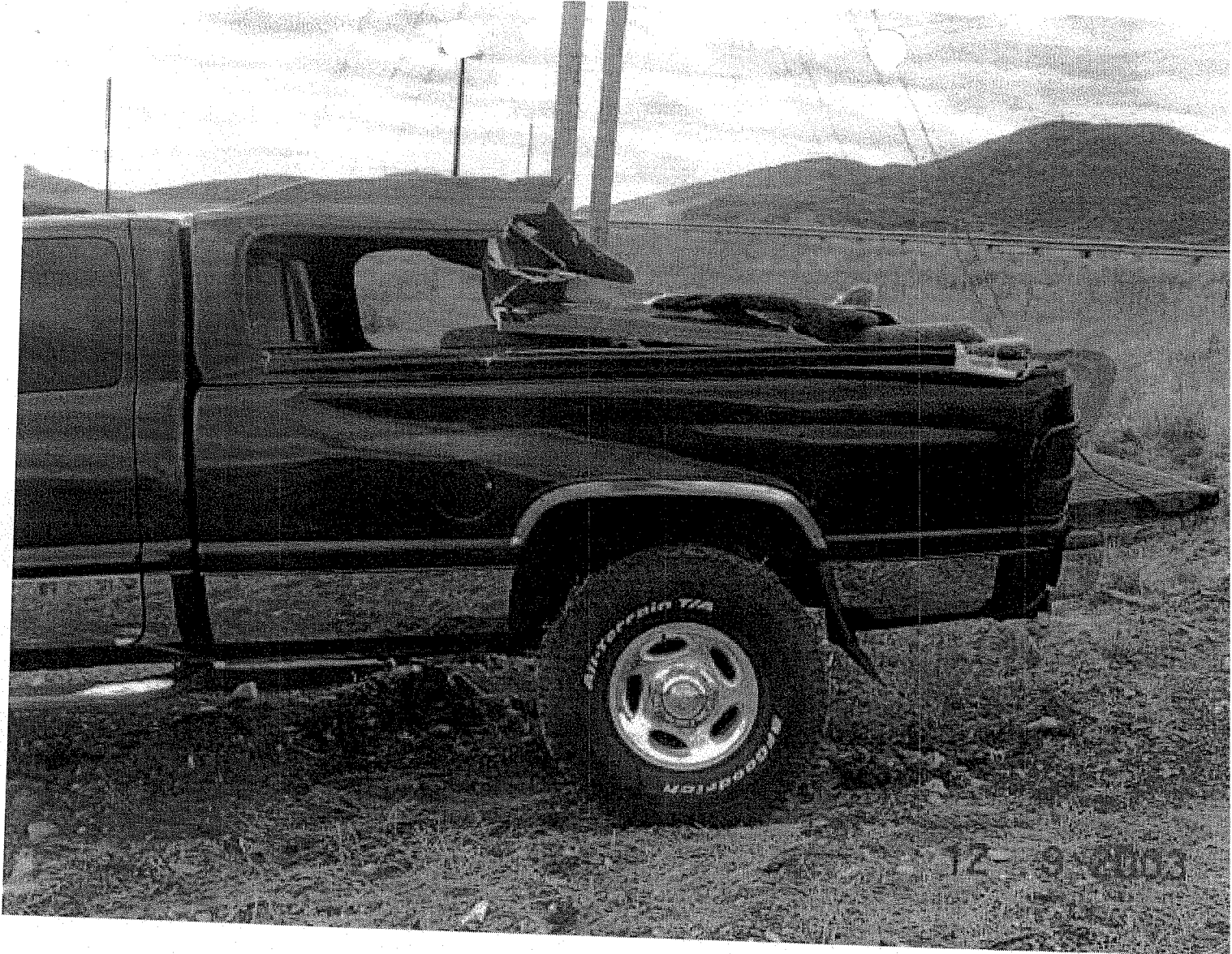


DJ M68



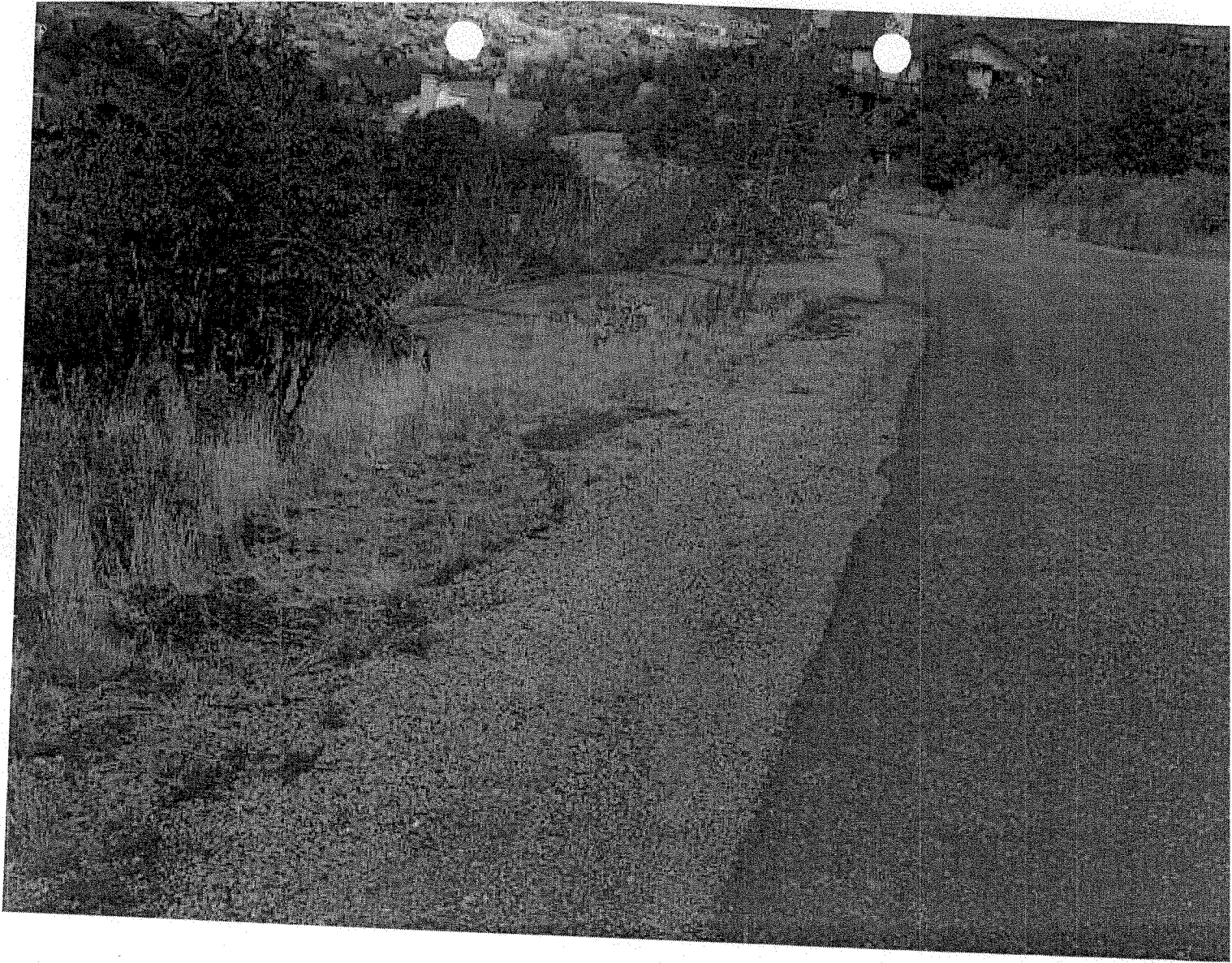
RJM 68/





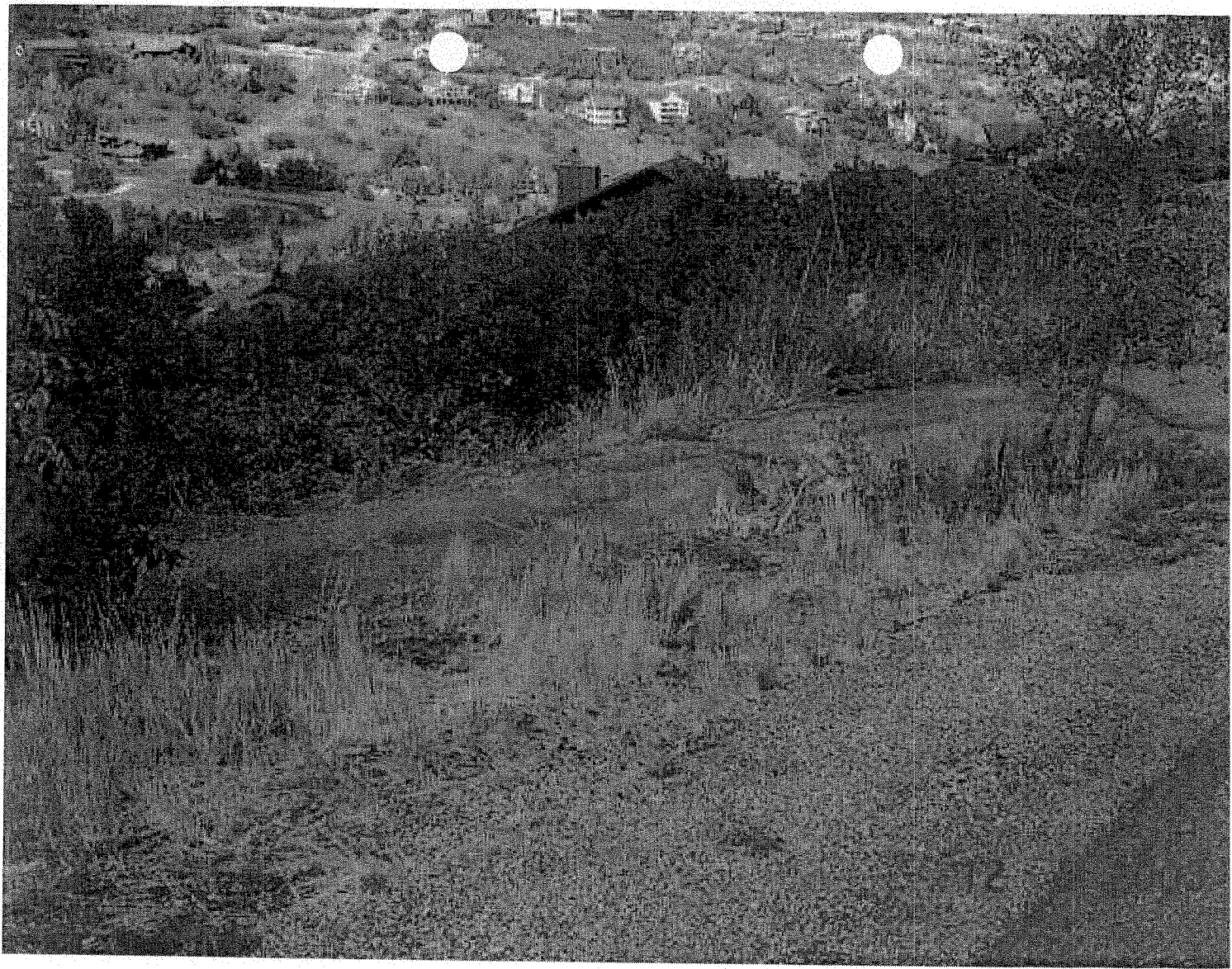
12-9-0003

AJm68/ [REDACTED]



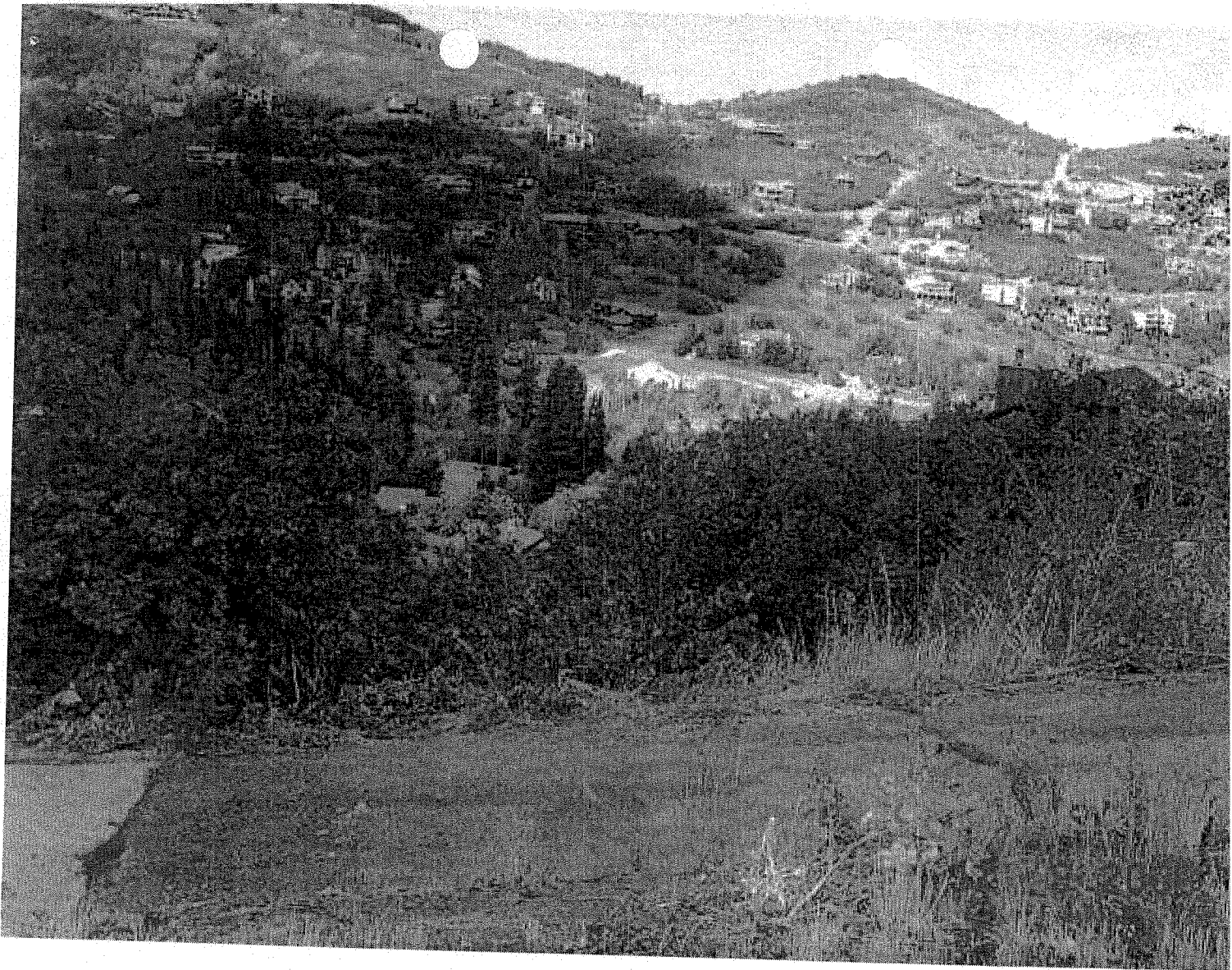
PJM 68/





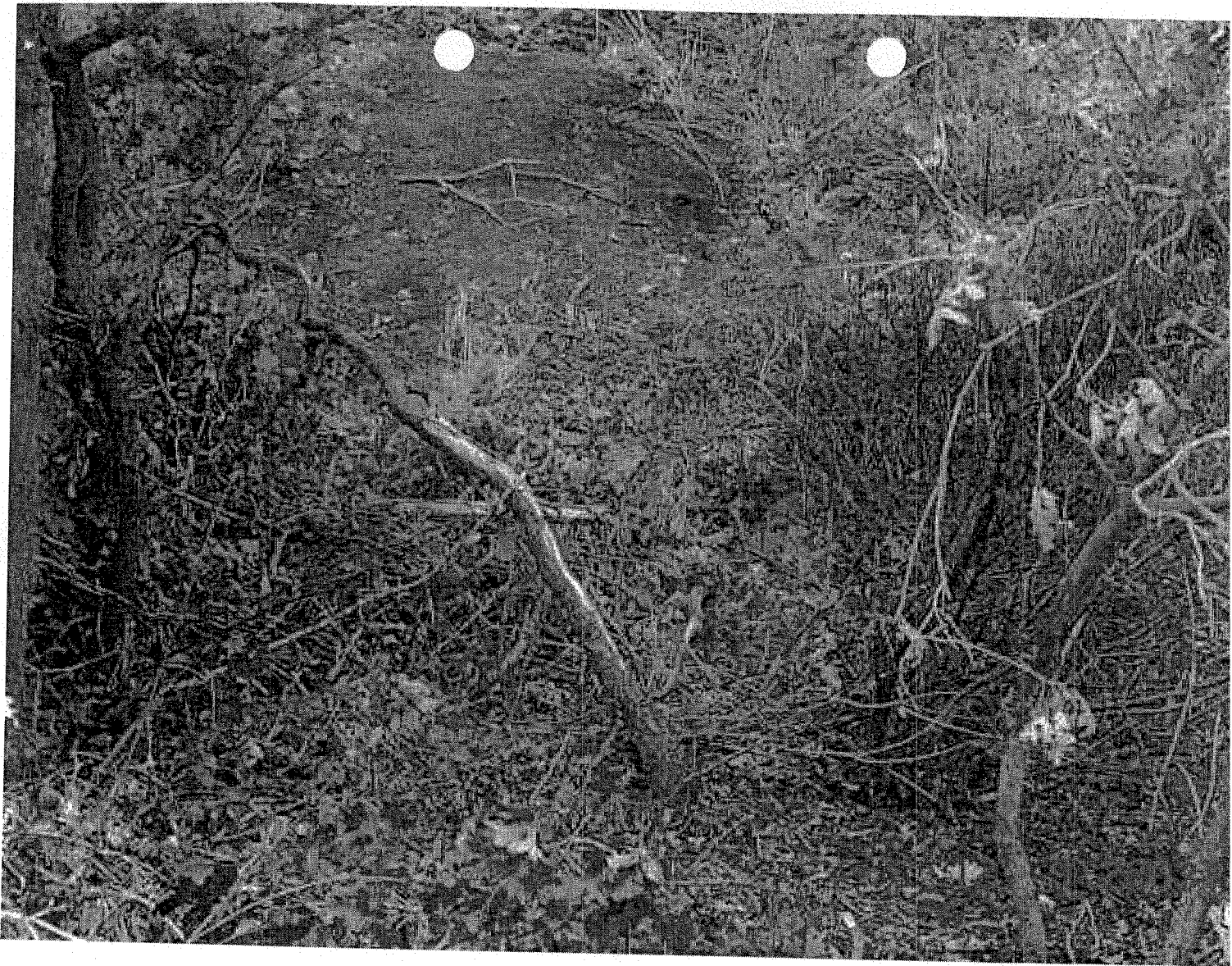
AM68





DM68/





PJM68



PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11597316

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

September 23, 2003

[REDACTED]
Riverton, UT [REDACTED]

Re: **Vehicle:** 2001 Dodge Ram 2500
Vin: 1B7KF236X1J [REDACTED]

Dear [REDACTED]

This is in response to your request to investigate the above referenced incident.

After a thorough investigation of this matter, we have determined that the cause of this incident is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

We are sorry we cannot be more helpful.

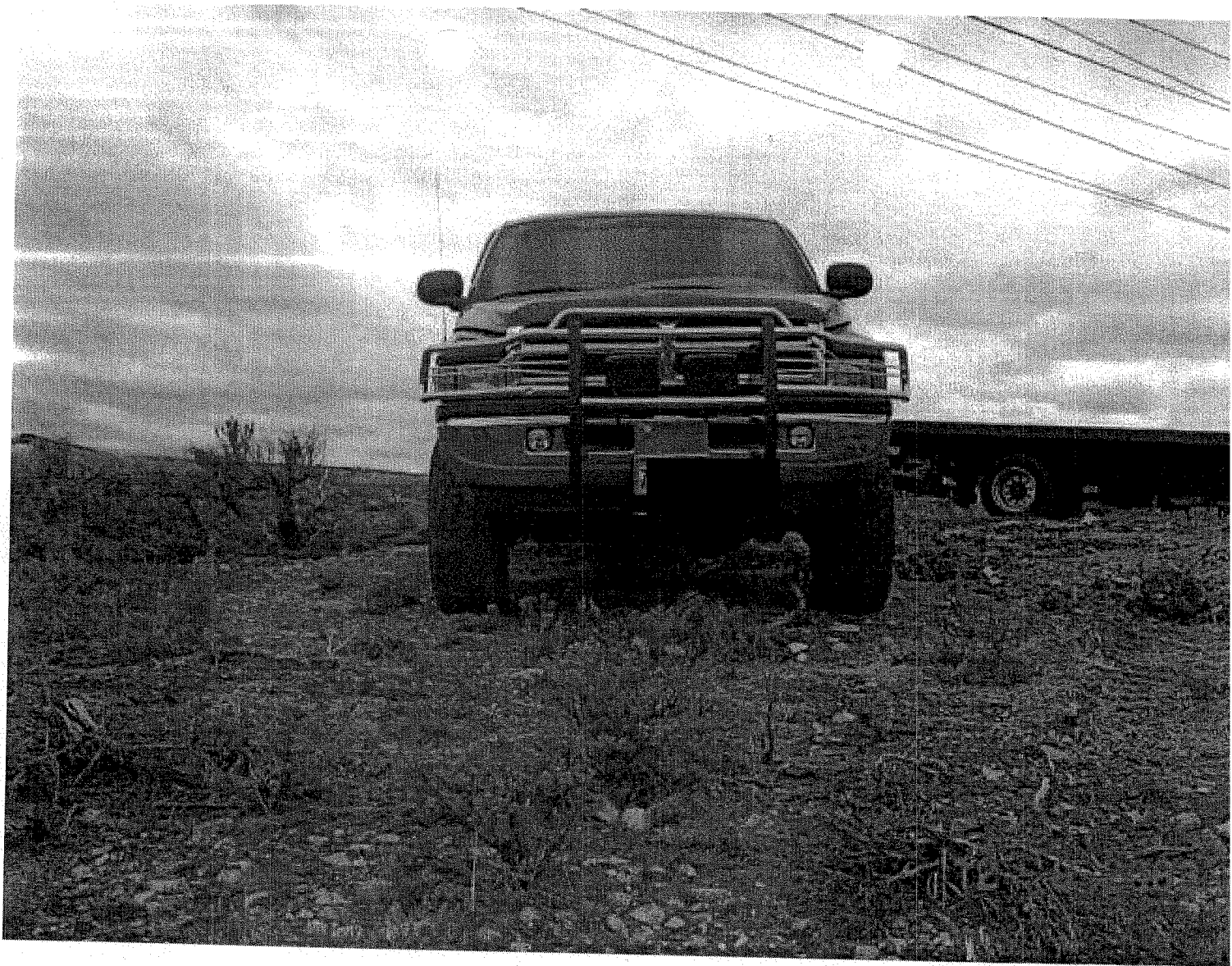
Very truly yours,

Pam J. McDonald
Customer Claims Resolution Group
(248) 512-6475
(248) 512-4051 (fax)
pjm68@dcx.com



PJM68





DJM68







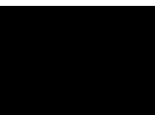
PSM68 / [REDACTED]



DJ M68



RJM 68/

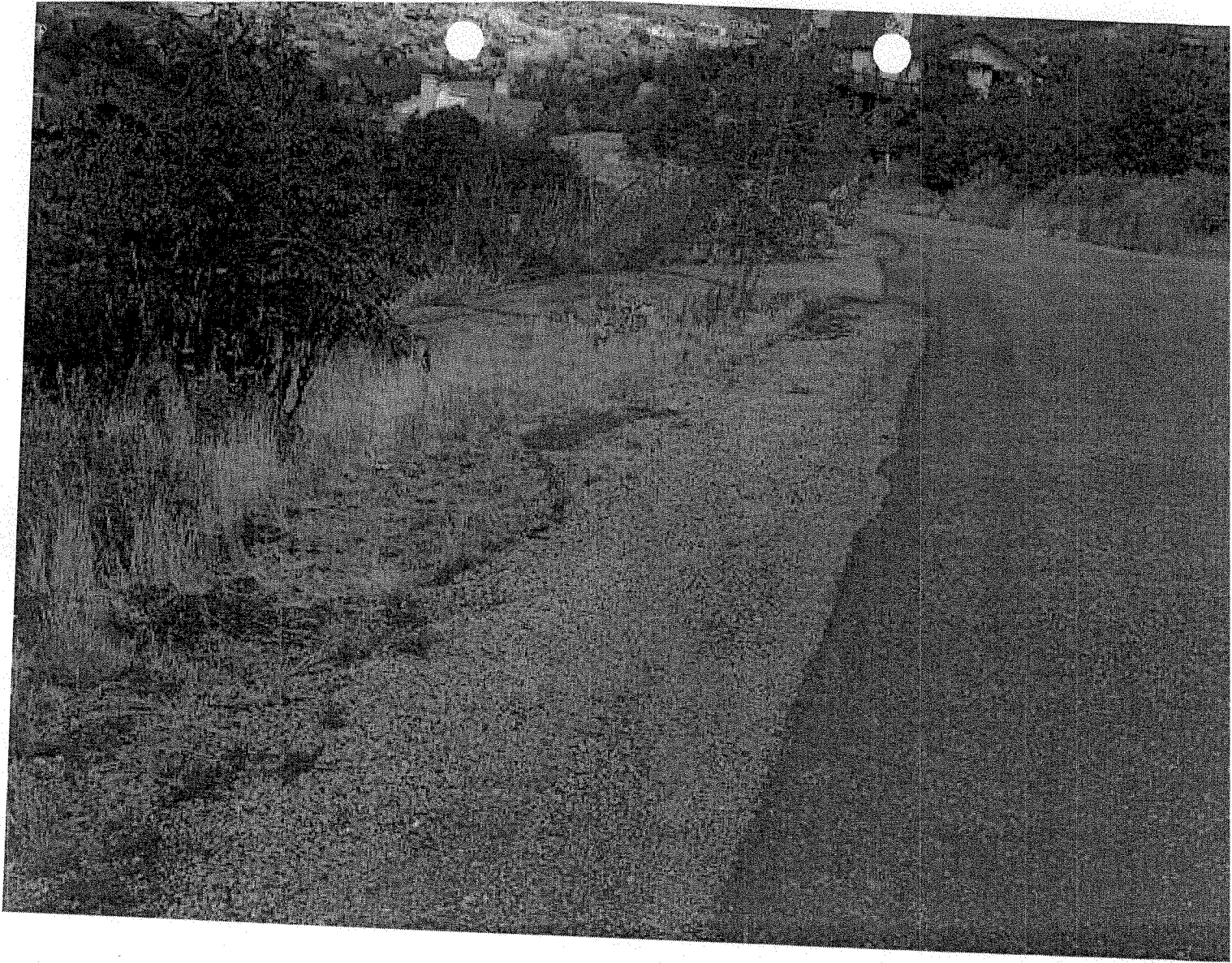




12-9-0003

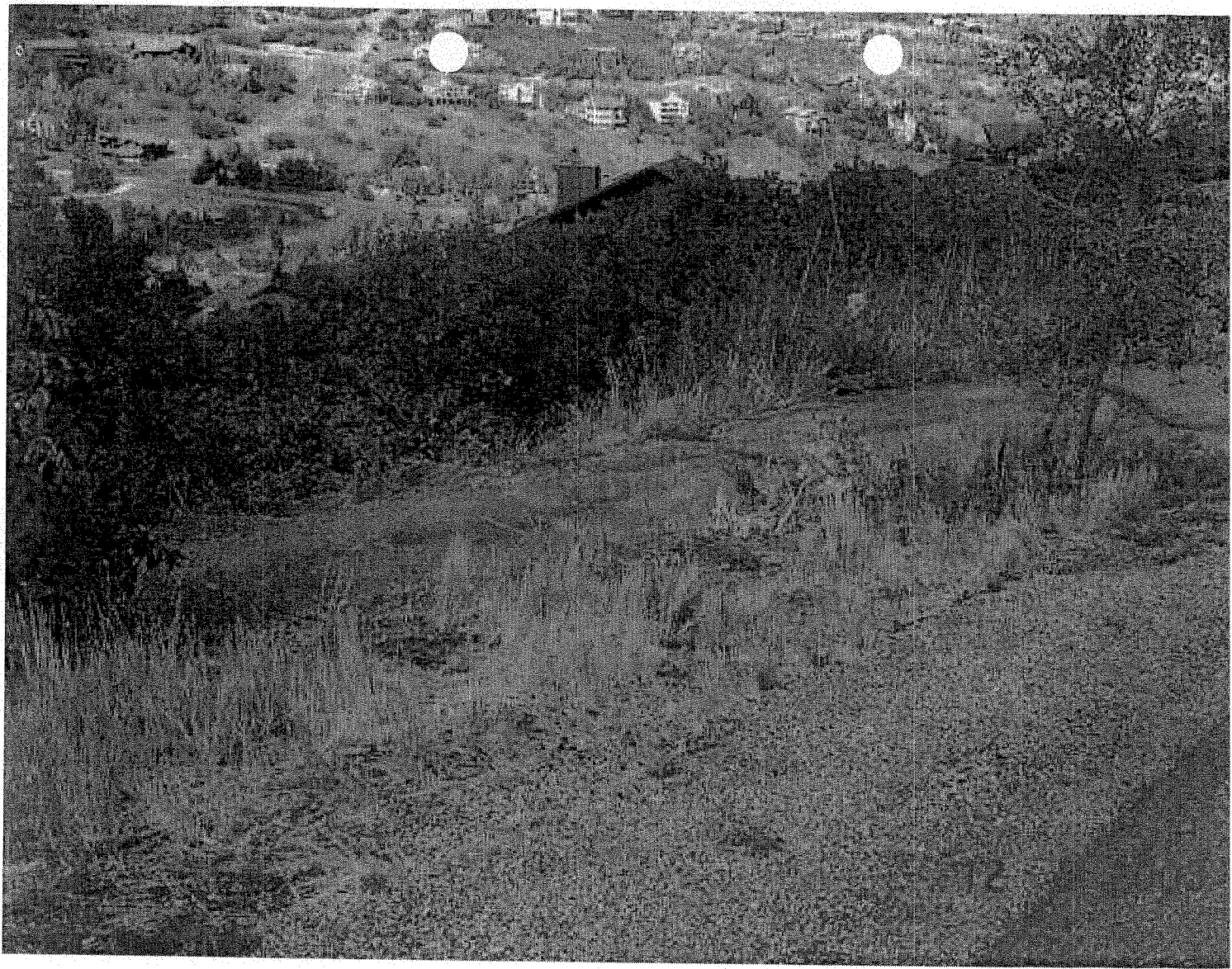
AJm68/





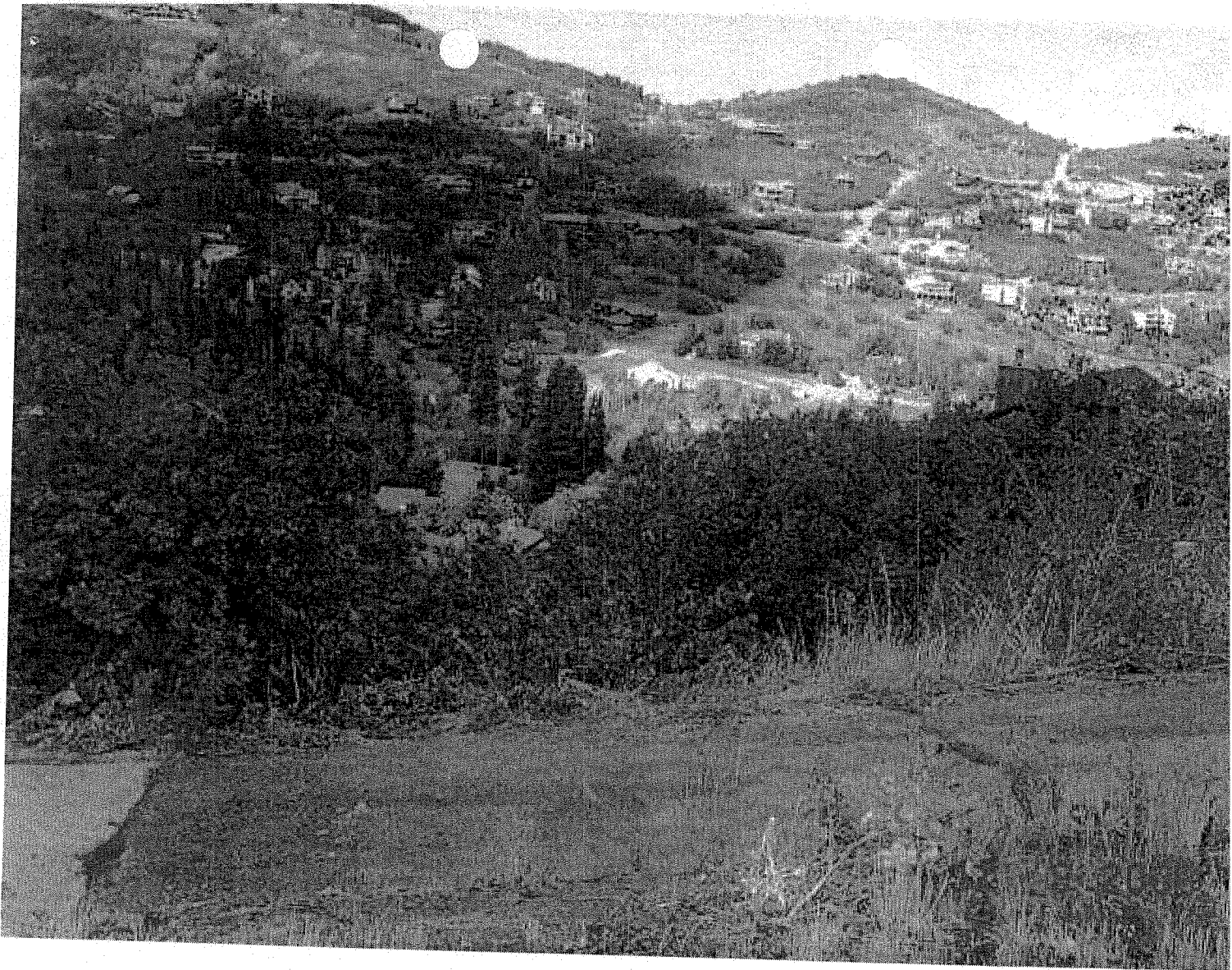
PJM 68/





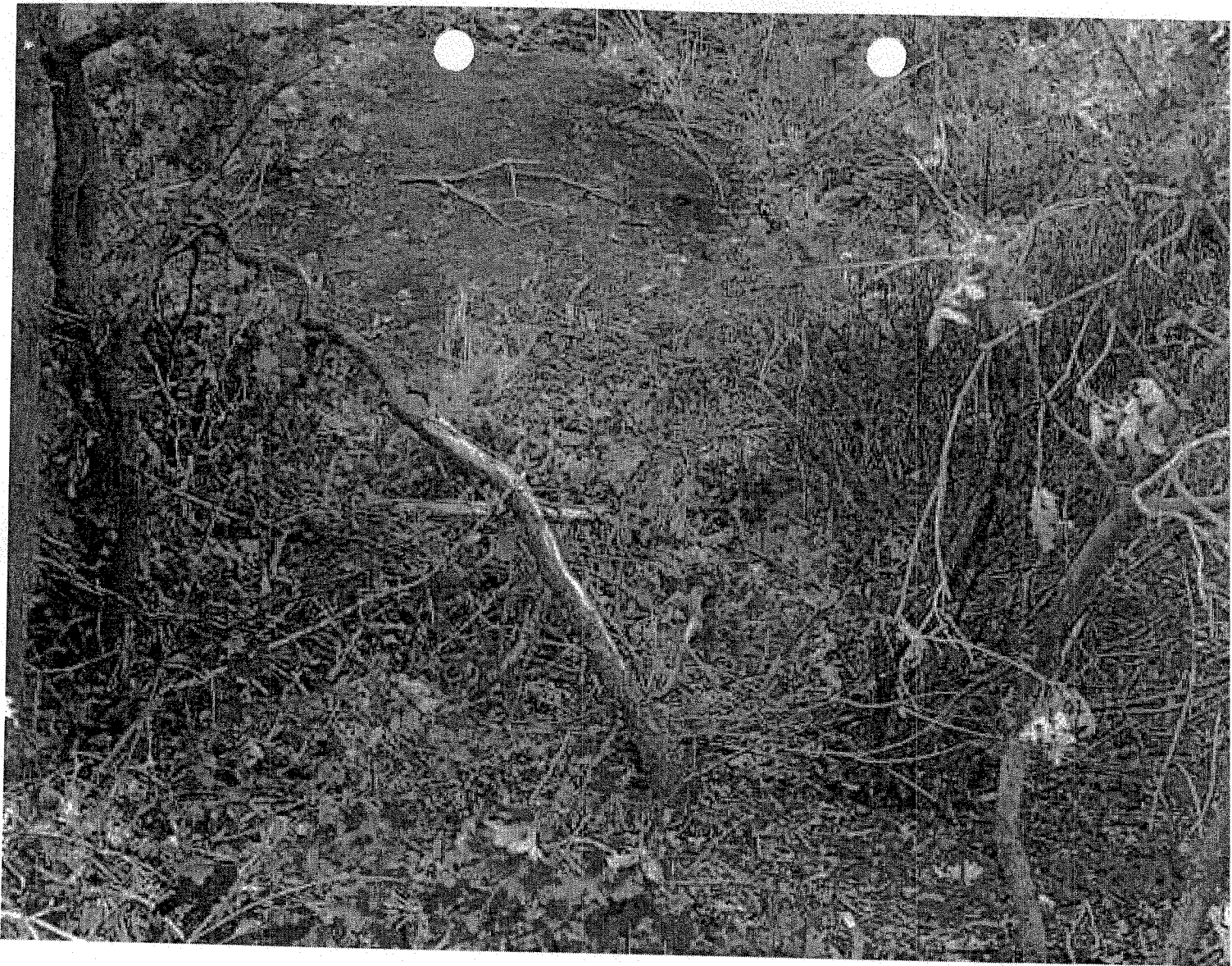
AM68





DM68/





PJM68



PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12010886, 11475867

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

August 13, 2003

[REDACTED]
Kilgore, TX [REDACTED]

Re: Vehicle: 2003 Dodge Ram 3500
Vin: 3D7MU486X3C [REDACTED]
Date of Loss: 07/12/2003

Dear [REDACTED]

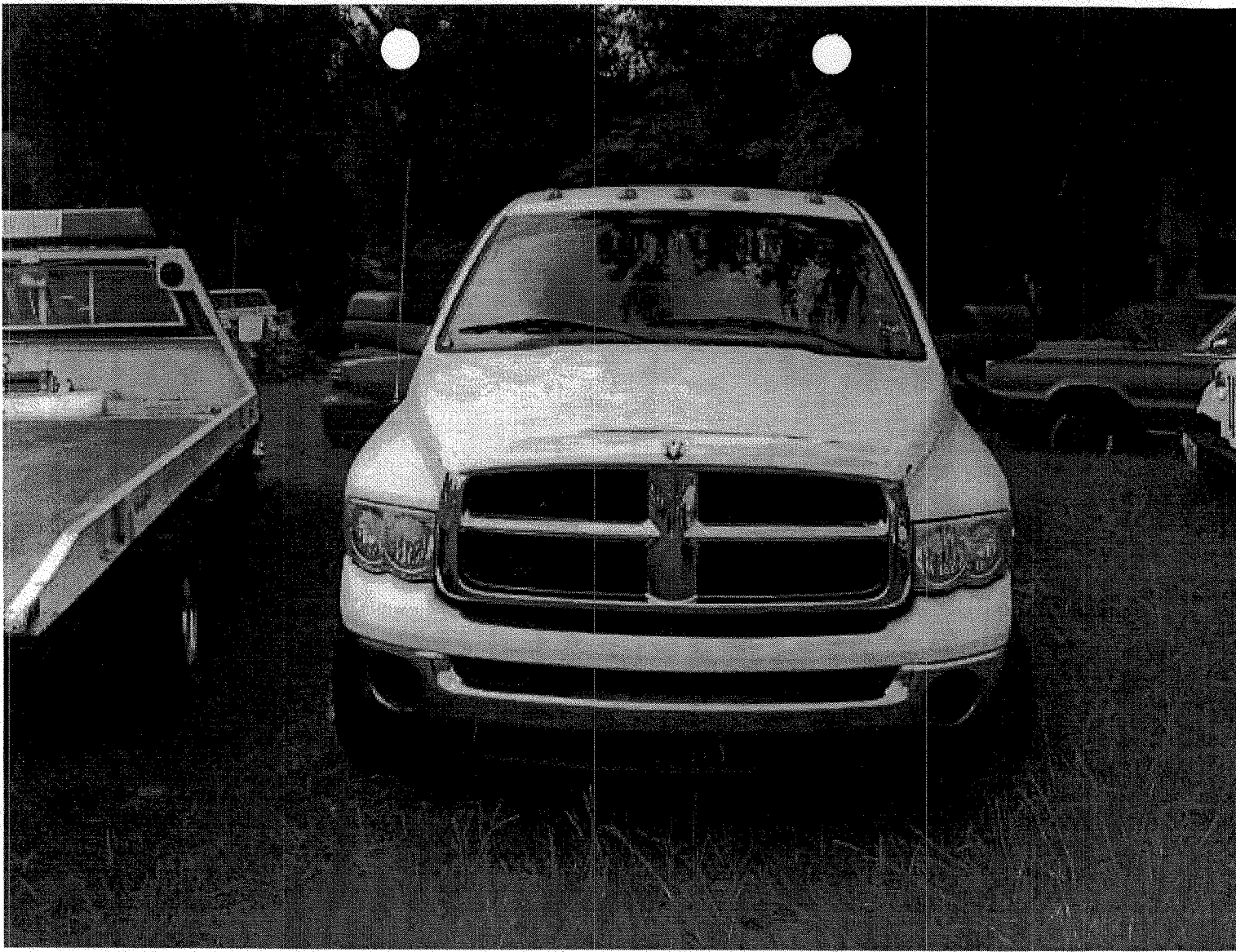
This is in response to your request to investigate the above referenced incident.

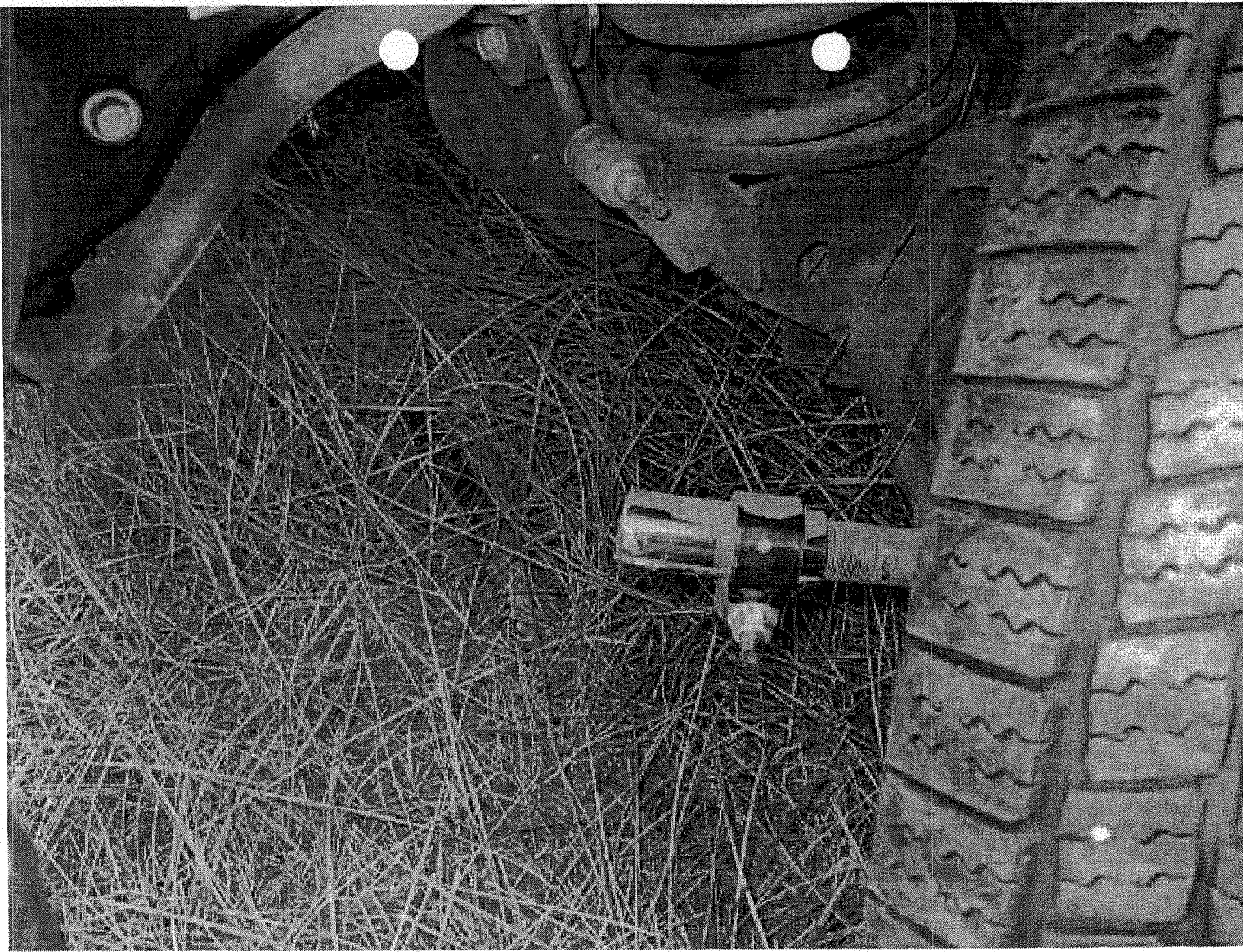
After a thorough investigation of this matter, we have determined that the cause of the incident that occurred on 07/12/2003 is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

We are sorry we cannot be more helpful.

Very truly yours,

John P. Hunt
Customer Claims Resolution Group
(248) 512-2571
(248)-512-4201-fax
jph44@dcx.com





PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12197816

DAIMLERCHRYSLER

April 27, 2004

DaimlerChrysler Corporation
Customer Claims Resolution Group

[REDACTED]
Rye, CO [REDACTED]

Re: 2004 Dodge Ram 3500, VIN 3D7LU38C94G [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Customer Claims Resolution Group
Ph: (866) 432-1DCX

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

1

100 0658388

FUSTON, PETWAY & FRENCH, LLP

ATTORNEYS AT LAW

ROGER K. FUSTON*
MICHAEL D. PETWAY
G. COURTNEY FRENCH**

* ALSO ADMITTED IN TENNESSEE
** ALSO ADMITTED IN DISTRICT OF COLUMBIA

THE LUCKIE BUILDING
600 LUCKIE DRIVE, SUITE 424
BIRMINGHAM, ALABAMA 35223

TELEPHONE 205-871-7878
TOLL FREE 1-888-871-0803
FACSIMILE 205-871-7771

March 8, 2004

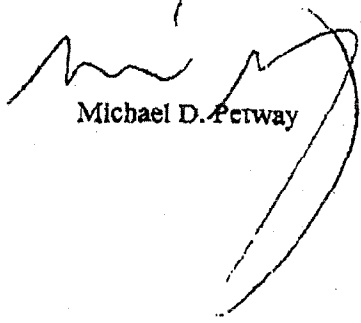
Facsimile: (215) 315-8055
Chrysler Credit Corporation
ATTN: Michelle

Re: [REDACTED]

Dear [REDACTED]

Pursuant to our telephone conversation, please let this letter serve as notice that the [REDACTED] vehicle is currently being stored for purposes of inspection for potential litigation regarding the transmission.

Sincerely,


Michael D. Petway

MDP/das

JEFFERSON CO. CORNER
BIRMINGHAM POLICE
INCIDENT/OFFENSE REPORT

1. INCIDENT
 2. OFFENSE
 3. SUPPLEMENT
 4. INTELLIGENCE

PAGE 1 OF 2

2. CASE # 0341151818

3. UNIT # 3511

4. DATE AND TIME OF THIS REPORT 12/02/03 00:14

5. CONTINING SOUTH

6. REPORTED BY

7. REPORTING OFFICE BIRMINGHAM

8. ADDRESS HOUSE NO./STREET NAME/STREET TYPE/STREET DIRECTION/CITY/STATE/ZIP

9. OCCURRING AT

10. TYPE OF OCCURRENCE

11. TYPE OF INCIDENT OR OFFENSE

12. TYPE OF VEHICLE OR OFFENSE

13. VICTIM

14. PERPETRATOR

15. VEHICLE

16. WEAPON

17. DAMAGE

18. PLACE OF OCCURRENCE

19. POINT OF ENTRY

20. METHOD OF ENTRY

21. FORCE

22. WEAPON

23. WEATHER

24. MOBILE

25. VERIFICATION

26. WEAPON

27. DAMAGE

28. DESCRIPTION OF WEAPON/TOOL USED

29. EVIDENCE

30. QUANTITY

31. MODEL, MAKE, TYPE, COLOR, ETC.

32. STATUS

33. TYPE

34. VALUE

35. ST. CODE

36. TYPE CODE

37. STATUS

38. TYPE

39. VALUE

40. ST. CODE

41. TYPE CODE

42. STATUS

43. TYPE

44. VALUE

45. ST. CODE

46. TYPE CODE

47. STATUS

48. TYPE

49. VALUE

50. ST. CODE

46. TYPE CODE

47. STATUS

48. TYPE

49. VALUE

50. ST. CODE

46. TYPE CODE

47. STATUS

48. TYPE

49. VALUE

50. ST. CODE

46. TYPE CODE

47. STATUS

48. TYPE

49. VALUE

50. ST. CODE

46. TYPE CODE

47. STATUS

48. TYPE

49. VALUE

50. ST. CODE

46. TYPE CODE

47. STATUS

48. TYPE

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50. ST. CODE

46. TYPE CODE

47. STATUS

48. TYPE

49. VALUE

50. ST. CODE

46. TYPE CODE

47. STATUS

48. TYPE

49. VALUE

50. ST. CODE

46. TYPE CODE

47. STATUS

48. TYPE

49. VALUE

50. ST. CODE

OFFICERS WORK PRODUCT MAY NOT BE PUBLIC INFORMATION

INCIDENT/OFFENSE REPORT CONT'D		10. DATE AND TIME OF REPORT 11/28/03 2359		11. CASE # 0311151848		12. ST. DPT. NO.		13. <input type="checkbox"/> 1. DEFENDANT <input type="checkbox"/> 3. MISSING PERSON <input type="checkbox"/> 2. SUSPECT <input type="checkbox"/> 4. MULTIPLE		
14. NAME (LAST, FIRST, MIDDLE)				15. HEIGHT/WEIGHT/LIAS		16. RACE W <input type="checkbox"/> B <input type="checkbox"/> M <input type="checkbox"/> O <input type="checkbox"/> F		17. SEX M <input type="checkbox"/> F <input type="checkbox"/> O		
18. ADDRESS (STREET, CITY, STATE, ZIP)				19. HGT		20. WGT		21. EYE		
22. PROBABLE DESTINATION				23. ARMED?		24. WEAPON				
25. SCARS, MARKS, TATTOOS, CLOTHING				26. <input type="checkbox"/> 1. ARRESTED <input type="checkbox"/> 2. WANTED						
19. NAME (LAST, FIRST, MIDDLE)		20. HEIGHT/WEIGHT/LIAS		21. RACE W <input type="checkbox"/> B <input type="checkbox"/> M <input type="checkbox"/> O <input type="checkbox"/> F		22. SEX M <input type="checkbox"/> F <input type="checkbox"/> O		23. AGE		
24. ADDRESS (STREET, CITY, STATE, ZIP)				25. HGT		26. WGT		27. EYE		
28. PROBABLE DESTINATION				29. ARMED?		30. WEAPON				
31. SCARS, MARKS, TATTOOS, CLOTHING				32. <input type="checkbox"/> 1. ARRESTED <input type="checkbox"/> 2. WANTED						
33. NAME (LAST, FIRST, MIDDLE)		34. ADDRESS (STREET, CITY, STATE, ZIP)		35. REL. PHONE		36. ALI. PHONE				
WITNESSES	W1		W2		W3		W4			
	W5		W6		W7		W8			
	W9		W10		W11		W12			
	W13		W14		W15		W16			
NARRATIVE	137. OFFICER RESPONDED TO THE SCENE ON A PERSON DOWN BASED ON A JUVENILE OFFICER ADVISED W/O. PRONOUNCED DEAD ON SCENE.									
138. CONTINUED ON SUPPLEMENT <input checked="" type="checkbox"/> <input type="checkbox"/> N								139. PROPERTY RECEIPT		
SIGNATURE <u>OFFICER SMITHMAN</u>										
140. RELATED CASES		141. CASE #		142. ST. DPT. NO.		143. CASE #		144. ST. DPT. NO.		
ADMINISTRATION	145. CASE STATUS <input type="checkbox"/> 1. PENDING <input type="checkbox"/> 2. INACTIVE <input type="checkbox"/> 3. CLOSED		146. CASE DISPOSITION: <input type="checkbox"/> 1. CLEARED BY ARREST (M/M) <input type="checkbox"/> 2. CLEARED BY ARREST (M/F) <input type="checkbox"/> 3. UNCLOSED		147. EXCEPTIONAL CLEARANCE: <input type="checkbox"/> 4.1 SUSPECT/OFFENDER DEAD <input type="checkbox"/> 4.2 OTHER PROSECUTION <input type="checkbox"/> 4.3 EXTRADITION DENIED <input type="checkbox"/> 4.4 LACK OF PROSECUTION <input type="checkbox"/> 4.5 JUVENILE NO RECORD <input type="checkbox"/> 4.6 OTHER OF NCTM		148. REPORTING OFFICER <u>SMITHMAN - D</u>		149. REPORTING OFFICER 312143	
	150. SUPERVISOR APPROVAL		151. <input type="checkbox"/> 1. DRUG RELATED <input type="checkbox"/> 2. COMPUTER RELATED <input type="checkbox"/> 3. GUNS RELATED		152. DATE AND TIME OF PAYD ENTRY					
	153. DATE AND TIME OF PAYD ENTRY									

JEFFERSON CO. CORONER

BIRMINGHAM POLICE PROPERTY INCIDENT/OFFENSE REPORT SUPPLEMENT

205 930 3595

P. 13/14

PAGE 2 OF 2

1000658388

1. DIV: 010110121010
 2. COMMAND: SOUTH
 3. SECTOR: 517019
 4. DATE AND TIME OF INCIDENT: 11/11

11. STATE CODE/LOCAL ORDINANCE

12. STATE CODE/LOCAL ORDINANCE

13. HAS AN ARREST BEEN MADE? YES NO

14. DATE OF ARREST: M / D / Y

15. HAS WARRANT BEEN RETURNED? YES NO

16. DATE OF WARRANT: M / D / Y

17. OFFENSE YEAR: PERMISE

18. OFFENSE YEAR: SEARCH

19. PROPERTY RECEIPT: YES NO

20. QUANTITY: 1 2

21. STEAL RECOVERED LOST FOUND DESTROYED (POLICE MAKE, MODEL, SIZE, TYPE, COLOR, ETC.):

22. MAKE: MODEL: DESCRIPTION: SER. NO. TYPE CODE DOLLAR VALUE ST. CODE

NARRATIVE PROPERTY

OFFICER RESPONDED TO THE SCENE OF A POSSIBLE ACCIDENT CALLED IN BY HOMEWOOD POLICE DEPT. AT 11:51 UNIT 344. OFFICER COLBURN WAS THE FIRST B'HAM OFFICER ON SCENE. OFFICER SMITHMAN UNIT 351 THEN ARRIVED AND OBSERVED THE LISTED VEHICLE PARK ON THE RIGHT SHOULDER OF LAKEHURST PARKWAY BETWEEN JOHN GORDON DRIVE AND ORDEG RD. OFFICER SMITHMAN OBSERVED THE DRIVER DOOR OPEN AND THE LISTED VEHICLE LIES ON ITS BACK WITH HRS LOSS OVER THE HORN IN AGAINST THE DRIVER DOOR OF THE VEHICLE B'HAM FRONT AND RESCUE #2 AND RESCUE #15 ON SCENE AND STATED THAT THE SUBJECT WAS DECEASED OFFICER THEN NOTIFIED SGT. HAZZIC UNIT 305 AND LT. MELLON UNIT 302. OFFICER ALSO NOTIFIED HOMEWOOD DET. WILLIAMS # 714 AND SGT. TIG. BOKET # 927, WHO ALSO CALLED TO THE SCENE. OFFICER OBSERVED THE WITNESS ON SCENE, MS DEBRA REEVES, ADD. 1108 HARDWICK LANE HOMEWOOD, AL 35209. HOME PHONE # 205-940-0217. WHO STATED SHE WAS PASSING BY AND OBSERVED THE VEC. LYING ON THE GROUND WITH THE VEHICLE DOOR OPEN AND THE VEHICLE WAS BURNING.

TYPE: 1. MOTOR VEH 2. JEWELRY 3. FIREARMS 4. ELECTRONICS 5. CONSUMABLE GOODS 11. MISC. STATUS: 1. STOLEN 2. RETURNED 3. DAMAGED

CODE: 1. CURRENCY/NOTES 2. CLOTHING/SHOES 3. OFFICE COPY 4. HOUSEHOLD 5. LIVESTOCK

MOTOR VEH. RECOVERY ONLY: YES NO

IS MOTOR VEH. STOLEN IN YOUR JURISDICTION? YES NO

IS RECOVERED IN YOUR JURISDICTION? YES NO

RELATED CASE: 01 CASE # 02 CASE # 03 CASE # 04 CASE # 05 CASE # 06 CASE # 07 CASE # 08 CASE # 09 CASE # 10 CASE #

ADMINISTRATIVE: 01. INACTIVE 02. INACTIVE 03. CLOSED

04. CASE DESCRIPTION: 01. CLEARED BY ARREST (MURD) 02. CLEARED BY ARREST (ASULT) 03. UNFOUNDED

EXCEPTIONAL CLEARANCE: 01. SUSPECT/OFFENSE NOT KNOWN 02. OUT-OF-JURISDICTION 03. LACK OF PROSECUTION 04. AMBULE NO REFERRAL 05. DEATH OF VICTIM

REPORTING OFFICER: SMITHMAN, D

REPORTING OFFICER ID: 311443

09. SUPERVISOR APPROVAL: 10. DATA ENTRY CLERK: 11. BATCHING DATA ENTRY

MP-1-24-2007 02:20

TYPE OR PRINT IN BLACK INK ONLY

95X

P 21

ADDITIONAL INCIDENT/OFFENSE NARRATIVE CONTINUED

NO. DATE AND TIME REPORT: 1112

NO. TYPE REPORT: [REDACTED]

OFFICERS WORK PRODUCT MAY NOT BE PUBLIC INFORMATION

ST. CASE # [REDACTED]

WITNESS STATED SHE TURNED AROUND AND CAME BACK AND WITNESS # 2 WAS BUILDING UP SHE STATED SHE THEN CALLED THE POLICE. WITNESS # 2 AND JEFF REE AND 10985 BELL AND CDR McCALLA BL 3511 HOME PHONE # [REDACTED] AND WORK # [REDACTED] WHO ALSO STATED HE SAW THE VEHICLE LYING ON THE GROUND AND GOT OUT TO CHECK ON HER AND HE WAS LYING ON THE GROUND AND THE CAR WAS IN REVERSE AND HE PUT ON IN PARK.

- SGT. SCOTT PARDEN # 202 HOMICIDE DET. B'HAM PD.
- DET. WILLIAMS # 214 HOMICIDE B'HAM PD
- SGT. KENZIE # 305 SOUTH B'HAM PD.
- LT. MILLER # 302 SOUTH B'HAM PD
- OFFICER SETHMAN # 3143 SOUTH B'HAM PD
- OFFICER HALL # 3021 SOUTH B'HAM PD
- OFFICER BAUNDAKE HOMEWARD PD
- OFFICER COHEN HOMEWARD PD EVIDENCE TRK
- OFFICER INGRAM HOMEWARD PD ROCKETT # 082
- OFFICER CULBERSON SOUTH B'HAM PD
- OFFICER DORRIN # 3150 SOUTH B'HAM PD
- OFFICER HODSON # 3154 SOUTH B'HAM PD
- OFFICER LANGE # 2021 SOUTH B'HAM PD
- CORONER - R. WILSONS ALL ON SCENE.

VEH. PARKED READ 2305 HOURS
 FOUND BY JEFF REE 2350 HOURS

UNIT 344 CULBERSON FOLLOWED VEH. VEHICLE TO LOCK UP.
 PULL IN IT (166264)

VEH. HAD CUT OVER LEFT SIDE CUT ON RIGHT HAND SIDE CONTINUE ON ADDITIONAL SUPPLEMENT

PARTICULARS SURROUNDING DEATH

File

03-1506

Page No.

2

ACCORDING TO POLICE, TWO WITNESSES REPORTED SEEING DEC'S VEHICLE PARKED ON THE RIGHT SHOULDER OF LAKESHORE PKWY. WEST BOUND. BOTH OBSERVED DEC PINNED BETWEEN THE BOTTOM OF THE OPEN DRIVER'S DOOR OF HIS VEHICLE AND THE PAVEMENT. POLICE AND PARAMEDICS WERE NOTIFIED AND RESPONDED TO THE SCENE. ONE OF THE WITNESSES REPORTED THAT THE LIGHTS ON DEC'S VEHICLE WERE ON AND THE MOTOR WAS RUNNING. HE LOOKED INSIDE THE VEHICLE AND NOTICED THAT THE GEAR SHIFT LEVER WAS IN REVERSE. HE THEN REACHED INSIDE THE VEHICLE, MOVED THE GEAR SHIFT LEVER INTO PARK AND TURNED THE IGNITION SWITCH OFF. POLICE AND PARAMEDICS ARRIVED AND DEC WAS PRONOUNCED DEAD ON THE SCENE.

SCENE EXAMINATION: DEC'S VEHICLE (2003 DODGE RAM, FULL SIZE PICK-UP) WAS OBSERVED PARKED ON THE RIGHT SHOULDER OF LAKESHORE PKWY. WEST BOUND. DEC WAS OBSERVED PINNED UNDERNEATH THE OPEN DRIVER'S DOOR. HE WAS SOMEWHAT UPSIDE DOWN, HIS BACK TOWARD THE VEHICLE, HIS SHOULDERS AGAINST THE PAVEMENT AND HIS LEGS FLEED BACK TOWARD THE FRONT OF THE VEHICLE. THE BOTTOM EDGE OF THE DRIVER'S DOOR WAS PRESSING AGAINST THE UPPER PART (BACK SIDE) OF DEC'S LEGS. DEC WAS TIGHTLY PINNED IN SAID POSITION. WHAT APPEARED TO HAVE BEEN A SMALL ABRASION WAS OBSERVED TO THE BACK OF HIS HEAD. A SMALL SPOT OF BLOOD WAS OBSERVED ON THE PAVEMENT, CONSISTENT WITH DRAINING FROM SAID DEFECT. WHEN DEC WAS MOVED, A SMALL AMOUNT OF HAIR WAS OBSERVED ON THE PAVEMENT IN THE AREA WHERE HIS LEFT SHOULDER HAD BEEN RESTING. THE SCENE WAS CONSISTENT WITH DEC PARKING HIS VEHICLE ON THE SHOULDER OF THE ROAD, GETTING OUT AND THE TRUCK ROLLING BACK STRIKING DEC. HE APPARENTLY WAS KNOCKED DOWN AND PINNED UNDER THE BOTTOM OF THE DRIVER'S DOOR. THE ROADWAY WAS LEVEL AND THE SHOULDER WAS PAVED, BUT THE SURFACE OF THE SHOULDER WAS ROUGH (GRAVEL STICKING UP IN THE PAVEMENT OF THE SHOULDER.) WHY DEC PARKED ON THE SHOULDER OF THE ROAD HAD NOT BEEN DETERMINED AT THE TIME OF THIS REPORT.

POLICE HAD DEC'S VEHICLE IMPOUNDED AT KEMP'S WRECKER SERVICE FOR FURTHER INSPECTION.

COPY OF POLICE REPORT ATTACHED.

(CONTINUED) *RM*

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

1

REYNOLDS & CONWAY, P.C.

ATTORNEYS AT LAW
318 PARK CENTRAL EAST, 408 McDANIEL BUILDING
SPRINGFIELD, MISSOURI 65806

TEL (417) 862-0788
FAX (417) 865-6007

JERRY L. REYNOLDS
RONALD A. CONWAY

December 23, 2003

CERTIFIED MAIL - SIGNATURE REQUESTED

Daimler Chrysler
Daimler Chrysler Services
Kansas City Contact Center
P. O. Box 25952
Shawnee Mission, KS 66225-5952

Re: 2001 Dodge Model Ram 3500 OD
VIN 1B7MF33681J [REDACTED]
Account No. [REDACTED]

Gentlemen:

As you know we represent the Estate of [REDACTED] His wife [REDACTED] is the personal representative of the estate. We have now been advised that you have taken possession of the referenced motor vehicle without notice to the estate or [REDACTED] I had previously advised Chrysler Services that this vehicle was involved in the investigation of the death of [REDACTED] This vehicle was defective in that the transmission malfunctioned causing it to improperly move backward and run over [REDACTED] causing his death. It appears you took possession of this vehicle in order to impede and obstruct the investigation of [REDACTED] death.

Please take notice the Estate of [REDACTED] will hold Daimler Chrysler Motor Company and Daimler Chrysler Services responsible for the obstruction of this investigation and the destruction of this evidence.

Sincerely yours,
REYNOLDS & CONWAY, P.C.

By 
Jerry L. Reynolds

JLR:pr

CHRYSLER FINANCIAL

Customer Service Center

March 1, 2004

Sent Via Federal Express To:

[Redacted]

Springfield, MO [Redacted]

Our Ref: Account No [Redacted]


Dear Mr. Reynolds:

This letter is in response to your dated December 23, 2003 wherein you requested that DaimlerChrysler Services North America, LLC withhold the disposition of the vehicle to facilitate your investigation into the cause of death of the driver. We have heard from you subsequently regarding this matter.

This vehicle has been accruing fees in storage charges and is depreciating in value and we can not hold this vehicle in perpetuity. Please note that the vehicle may be disposed of unless you make arrangements to have this vehicle inspected within 10 business days from the date of this letter.

Thank you,

Respectfully,


I. Daniel Ibrahim

Enclosures

cc:
/idi

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12186747, 11161591

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

August 4, 2003

[REDACTED]
Chesapeake, VA. [REDACTED]

Re: Vehicle: 2003 Dodge Ram 2500
Vin: 3D7KU28663 [REDACTED]
Date of Loss: 04/15/2003

Dear [REDACTED]

This is in response to your request to investigate the above referenced incident.

After a thorough investigation of this matter, we have determined that the cause of the incident that occurred on 04/15/2003 is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

We are sorry we cannot be more helpful.

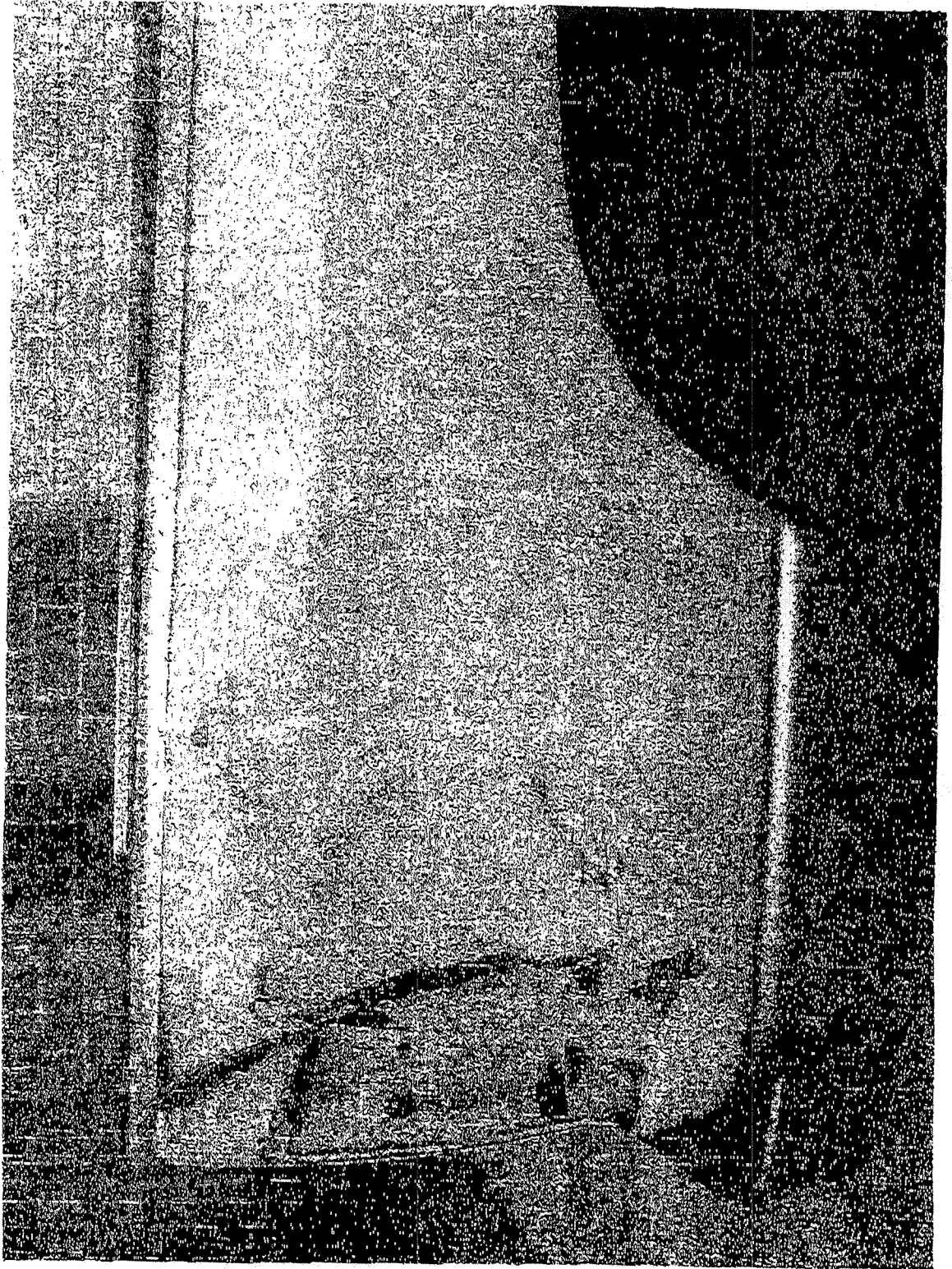
Very truly yours,

John P. Hunt
Customer Claims Resolution Group
(248)512-2571
(248)512-4201-Fax
jph44@dcx.com

OLC # 1119831



OGC # 1119831



CGC 111983j P-7

EAST COAST ABATEMENT CO. INC



60651

61481

ALBANY

1,890.00

0.00

1,890.00



BANK OF HAMPTON ROADS
CHESAPEAKE VIRGINA 23320

88-518/514

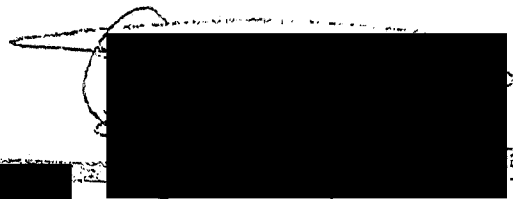
CHECK NO. 60651

One Thousand Six Hundred Ninety Dollars and 00 Cents

DATE
02/24/03

AMOUNT
1,890.00

PAY
TO THE
ORDER
OF



, INC.

108

12401

EAST COAST ABATEMENT CO., INC.

Vendor

Check 60651

02/24/03

Trx No	Invoice No	Inv Date	Job/Description	Discount	Check Amount
2047		02/24/03	Paint & Repair Rick's Truck		1,890.00
				0.00	1,890.00

OGC # 1119831

[REDACTED]
CHESAPEAKE, VIRGINIA [REDACTED]

INVOICE

CUSTOMER:
[REDACTED]
Chesapeake, VA [REDACTED]

CUSTOMER P.O.: VM-516

INVOICE DATE: 2-24-03

INVOICE NO.: 2024

VEHICLE: 2003 Ram 2500 Diesel
VIN # 3D7KU28663 [REDACTED]

DESCRIPTION

LABOR COST

Installation and replacement of
rear quarter panel and lamp tail
lights

\$1690.00

TOTAL DUE FOR LABOR

\$1690.00

OGC # 1119831



DISCLAIMERS OF WARRANTIES
 The seller 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 said products.

1717 S. Military Highway
 Chesapeake, Virginia 23320
 MAIN (767) 420-2800
 PARTS DIRECT (767) 420-8725

THE PARTS PROFESSIONALS

WE APPRECIATE YOUR BUSINESS!

M/DSE SOLD		M/DSE RETURNED		PURCHASE ORDER NO.	TAX EXEMPTION NO.
CASH	CHARGE	CASH	CREDIT		
DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER	
19 FEB 03		19 FEB 03	19 FEB 03	92912	

S
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ACCOUNT NO. B
 CASH WHOLESALE

S
H
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P
T
O

PAGE 1 OF 1

SHIP VIA	SLSM	B/L NO.	TERMS	POB POINT
	138		CASH-WESLE	CHESAPEAKE VA
QTY	PART NO.	DESCRIPTION	UNIT PRICE	NET
1	55275522AA	PANEL-BOX S	757.00	605.60
				605.60
THANK YOU FOR SHOPPING GREENBRIER DODGE YOUR ONE STOP DODGE DEALER JISA ANH LAFRY GARY TIM				
CUSTOMER'S SIGNATURE				
X				
PARTS				687.20
SUBLET				
FREIGHT				0.00
SALES TAX				0.00
TOTAL				\$687.20

SPECIAL ORDERED PARTS AND ELECTRICAL PARTS ARE NOT RETURNABLE.
 RETURNED PARTS ARE SUBJECT TO A 10% RESTOCKING FEE. PARTS MAY NOT BE RETURNED AFTER 20 DAYS.
 RETURNED PARTS MUST BE ACCOMPANIED WITH COPY OF THIS INVOICE.

CUSTOMER COPY

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

12063488

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

April 30, 2004

[REDACTED]
Scio, OR [REDACTED]

RE: 2004 Dodge Ram 2500, VIN 3D7KU28C84G [REDACTED]

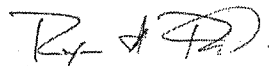
Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle.

I am sorry we could not reach an amicable resolution with your claim. As you know, our offer to settle this matter expired April 29, 2004. Therefore, because you chose not to accept it, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,



Ryan A. Polkowski

03/04/2004 at 02:52 PM
57766

Job Number:

ROBERSON COLLISION CENTER
Federal ID #:930502380
"Our Reputation Rides With You"
3100 RYAN DR SE
SALEM, OR 97301
(503)363-4117 Fax: (503)375-0641

PRELIMINARY ESTIMATE

Written By:
Adjuster:

Insured:
Owner:
Address:
Day:
Evening:

[Redacted]
[Redacted]
[Redacted]
SCIO, OR [Redacted]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

2004 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT

VIN: 3D7KU28L840 [Redacted]

Prod Date:

Odometer:

Air Conditioning	Tilt Wheel	Intermittent Wipers
Dual Mirrors	Clear Coat Paint	Power Steering
Power Brakes	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	4 Wheel Disc Brakes	Split Bench Seats
Rear Step Bumper	Styled Steel Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		PICK UP BOX				
2*	Rpr	RT Outer panel			2.5	2.7
3		Add for Clear Coat				1.1
4*	Rpr	Rear sill			1.5	

Exhibit 1

2/3

03/04/2004 at 02:52 PM
57766

Job Number:

PRELIMINARY ESTIMATE
2004 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
5		Repl Tail gate	1	525.00	1.2	3.4
6		Overlap Major Adj. Panel				-0.4
7		Add for Clear Coat				0.6
8		Repl Nameplate "Dodge"	1	26.60	0.2	
9		Repl Nameplate "4x4"	1	22.20	0.2	
10		REAR LAMPS				
11*	R&I	RT Tail lamp			0.3	
12*	R&I	LT Tail lamp			0.3	
13		REAR BUMPER				
14		O/H rear bumper			1.6	
15		Repl Bumper assy chrome	1	522.00	Incl.	
16#		Refn TINT COLOR				0.5
17#		MASK FOR OVERSPRAY	1	7.50		0.4
Subtotals ==>				1103.30	7.8	8.3

Parts		1103.30
Body Labor	7.8 hrs @ \$ 42.00/hr	327.60
Paint Labor	8.3 hrs @ \$ 42.00/hr	348.60
Paint Supplies	8.3 hrs @ \$ 22.00/hr	182.60
Body Supplies	7.8 hrs @ \$ 7.00/hr	54.60

SUBTOTAL \$ 2016.70

GRAND TOTAL \$ 2016.70

ADJUSTMENTS:
Deductible 0.00

CUSTOMER PAY \$ 0.00
INSURANCE PAY \$ 2016.70

03/04/2004 at 02:52 PM
57766

Job Number:

PRELIMINARY ESTIMATE

2004 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT

NOTICE: OREGON LAW STATES THAT: "AN INSURER SHALL NOT REQUIRE THAT A PARTICULAR PERSON MAKE THE REPAIRS TO THE INSURED'S MOTOR VEHICLE AS A CONDITION FOR RECOVERY BY THE INSURED UNDER A MOTOR VEHICLE LIABILITY INSURANCE POLICY." ORS. 746.280.

NOTICE: REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TA02 Database Date 1/2004 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. 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. 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 Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.



Ernie Benson
Assistant Body Shop Manager

3100 Ryan Dr. SE
Salem, OR 97301
www.robersonmotors.com

503.363.4117
800.333.3831
Fax 503.375.0641

Estimate to repair truck damaged by my Dodge runaway truck going

COUNTRY INSURANCE & FINANCIAL SERVICES
CENTRAL CLAIMS OFFICE

1711 G.E. ROAD, P.O. BOX 2020
BLOOMINGTON, IL 61702-2020
(888) 831-1783

To: Nancy Pankowski

From: [REDACTED]

in reverse

CD LOG NO 2370 -0

ESTIMATE

02-25-04 10:39 AM

CLAIM INFORMATION

CLAIM # [REDACTED]
COMPANY [REDACTED]
INSURED [REDACTED]
CLAIMANT [REDACTED]
LOSS PAYEE [REDACTED]

POLICY # [REDACTED]
CLAIM REP SIMS, JASON
LOSS DATE 02-11-04
LOSS TYPE LIABILITY
ACCT # [REDACTED]

INSPECTION

COMPANY COUNTRY MUTUAL INSURANCE
TYPE FIELD
PRIMARY POI FRONT END LEFT
APPRAISER NAME JEFF CHAUFFE
WORK PHONE (541) 772-2944
ADDRESS 1575 E MCANDREWS #3
CITY STATE MEDFORD OR
ZIP 97504-

SECOND POI
FAX (541) 772-3704
INSP DATE 02-23-04
LOCATION H-SITE
CITY STATE MEDFORD OR

OWNER

MEDFORD OR [REDACTED]

WORK# [REDACTED]
HOME# [REDACTED]

REPAIR

ATTN OWNERS CHOICE
DEFAULT

SHOP LIC#
CAR IN
REPAIR 2 DAYS

VEHICLE

1998 KENWORTH DUMP TRUCK

OPTIONS

POWER STEERING

POWER BRAKES

BODY COLOR WHITE
CONDITION [REDACTED]
LICENSE # [REDACTED]
LICENSE STATE [REDACTED]

MILEAGE 35,045
VIN 1NKDGGG80R [REDACTED]
CODE T999
VEH INSP #

REMARKS:

TINT, COVER CAR INCLUDED IN FIRST MAJOR PANEL SET-UP REFINISH OPERATIONS
"WE HAVE TAKEN CARE IN PREPARING THIS ESTIMATE TO ENSURE THAT YOUR VEHICLE
CAN BE REPAIRED PROPERLY. WHO MAKES THE REPAIRS IS YOUR DECISION, BUT ANY
REPAIR CHARGES THAT INCREASE THE REPAIR COST ABOVE OUR ESTIMATE WILL BE YOUR
- RESPONSIBILITY UNLESS AGREED TO IN ADVANCE BY US."
ESTIMATE REQUIRMENTS MEET CLAIM PAID 02-25-04

OP CODES:

* = USER-ENTERED VALUE E = REPLACE OEM NG = REPLACE NAGS
EC = QUALITY REPL. PART UC = OEM RECOND PT UM = OEM REMAN/REBLT PT

1998 KENWORTH DUMP TRUCK

CLAIM # [REDACTED]

LOG 2370 -0

02-25-04 10:39 AM

EU = RECYCLED OEM PART	EP = QUALITY REPL. PART	PC = OEM RECOND PART
PM = OEM REM/REBLT PART	TE = PARTL REPL PRICE	ET = PARTL REPL LABOR
IT = PARTIAL REPAIR	I = REPAIR	L = REFINISH
BR = BLEND REFINISH	TT = TWO-TONE	CG = CHIPGUARD
SB = SUBLET	N = ADDITIONAL LABOR	RI = R&I ASSEMBLY
P = CHECK	AA = APPEAR ALLOWANCE	RP = RELATED PRIOR
UP = UNRELATED PRIOR		

OP	GDE	MC DESCRIPTION	MFR. PART NO.	PRICE	AJ%	B%	HOURS	R
EC		COVER / BAG MATERIALS	QUALITY REPL. PAR	5.00*			0.3*1*	
EC		BODY MATERIALS	QUALITY REPL. PAR	24.00*			1	
N		HAZ-WASTE	ADDITIONAL LABOR	3.00*			1	
E		FRONT BUMPER	REPLACE OEM	447.47*			1.0*1*	
E		LT H-LITE BERZEL	REPLACE OEM	30.00*			0.1*1*	
EC		LT H-LITE LENS	QUALITY REPL. PAR	5.00*			0.2*1*	
N		AIM LITE	ADDITIONAL LABOR				0.2*1*	
I		HOOD @ LT SIDE	REPAIR				7.5*1*	
L		HOOD LT SIDE	REFINISH				4.0*4*	
E		LT GRILLE SIDE SHELL	REPLACE OEM	49.62*			0.2*1*	
E		LOWER GRILLE SHELL	REPLACE OEM	22.84*			0.2*1*	
E		BUG SCREEN	REPLACE OEM	38.26*			0.2*1*	
E		GRILLE TRIM EXT LT SI	REPLACE OEM	43.70*			0.1*1*	
I		ALIGN HOOD	REPAIR				1.0*1*	

>>ADJUST / ALING HOOD FOR FIT
14 ITEMS

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$	631.89
OTHER PARTS	\$	37.00
PAINT MATERIAL	\$	88.00

ADJUSTMENTS

PARTS TOTAL		\$	756.89
TAX ON PARTS ONLY @			

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 42.00	2.3	8.7	\$ 462.00
2-MECH/ELEC	\$ 42.00			
3-FRAME	\$ 42.00			
4-REFINISH	\$ 42.00	4.0		\$ 168.00
5-PAINT	\$ 22.00			

LABOR TOTAL	\$	630.00
-------------	----	--------

TAX ON LABOR @
 SUBLET REPAIRS
 TOWING
 STORAGE

GROSS TOTAL	\$	1,386.89
LESS: DEDUCTIBLE		None-

NET TOTAL	\$	1,386.89
-----------	----	----------

EXHIBIT C

[REDACTED]

3/3

1998 KENWORTH DUMP TRUCK
CLAIM # [REDACTED]

LOG 2370 -0
OWNER TO PAY ALL DAMAGES

02-25-04 10:39 AM

5

FXN NO
ADP PENPRO W0405 ES LOG2370 -0 03-04-04 08:45:43 REL 4.05 SW12/03 DT02/04
(C) 1993 - 2003 ADP CLAIMS SOLUTIONS GROUP, INC.

WE HAVE TAKEN CARE IN PREPARING THIS ESTIMATE TO ENSURE THAT YOUR VEHICLE CAN BE REPAIRED PROPERLY. WHO MAKES THE REPAIRS IS YOUR DECISION, BUT ANY REPAIR CHARGES THAT INCREASE THE REPAIR COST ABOVE OUR ESTIMATE WILL BE YOUR RESPONSIBILITY UNLESS AGREED TO IN ADVANCE BY US.

THIS IS NOT A REPAIR AUTHORIZATION, OWNER MUST AUTHORIZE REPAIRS TO THE SHOP. ADD ORDERS WILL NOT BE ALLOWED UNLESS AUTHORIZED AND INSPECTED BY THE ADJUSTER.

COUNTRY INSURANCE & FINANCIAL SERVICES
CENTRAL CLAIMS OFFICE
1711 G.E. ROAD, P.O. BOX 2020
BLOOMINGTON, IL 61702-2020
(888) 831-1783

3

CD LOG NO 2370 -0

02-25-04 10:39 AM

ESTIMATE

CLAIM INFORMATION

CLAIM # [REDACTED] POLICY # [REDACTED]
COMPANY COUNTRY INSURANCE CLAIM REP SIMS, JASON
INSURED [REDACTED] LOSS DATE 02-11-04
CLAIMANT [REDACTED] LOSS TYPE LIABILITY
LOSS PAYEE [REDACTED] ACCT # [REDACTED]

INSPECTION

COMPANY COUNTRY MUTUAL INSURANCE
TYPE FIELD
PRIMARY POI FRONT END LEFT SECOND POI
APPRAISER NAME JEFF CHAUFFE
WORK PHONE (541) 772-2944 FAX [REDACTED]
ADDRESS 1575 E MCANDREWS #3 INSP DATE [REDACTED]
CITY STATE MEDFORD OR LOCATION H-SITE
ZIP 97504- CITY STATE MEDFORD OR

OWNER

[REDACTED] WORK# [REDACTED]
[REDACTED] HOME#([REDACTED]
MEDFORD OR [REDACTED]

REPAIR

ATTN OWNERS CHOICE SHOP LIC#
DEFAULT CAR IN
REPAIR 2 DAYS

VEHICLE

1998 KENWORTH DUMP TRUCK
OPTIONS

POWER STEERING POWER BRAKES

BODY COLOR WHITE MILEAGE 35,045
CONDITION VIN 1NKDGGG80R [REDACTED]
LICENSE # YCRL621 CODE T999
LICENSE STATE OR VEH INSP #

REMARKS:

.TINT , COVER CAR INCLUDED IN FIRST MAJOR PANEL SET-UP REFINISH OPERATIONS
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- RESPONSIBILITY UNLESS AGREED TO IN ADVANCE BY US."
ESTIMATE REQUIRMENTS MEET CLAIM PAID 02-25-04

OP CODES:

* = USER-ENTERED VALUE E = REPLACE OEM NG = REPLACE NAGS
EC = QUALITY REPL. PART UC = OEM RECOND PT UM = OEM REMAN/REBLT PT

1998 KENWORTH DUMP TRUCK

CLAIM # [REDACTED]

LOG 2370 -0

02-25-04 10:39 AM

EU = RECYCLED OEM PART
 PM = OEM REM/REBLT PART
 IT = PARTIAL REPAIR
 BR = BLEND REFINISH
 SB = SUBLET
 P = CHECK
 UP = UNRELATED PRIOR

EP = QUALITY REPL. PART
 TE = PARTL REPL PRICE
 I = REPAIR
 TT = TWO-TONE
 N = ADDITIONAL LABOR
 AA = APPEAR ALLOWANCE

PC = OEM RECOND PART
 ET = PARTL REPL LABOR
 L = REFINISH
 CG = CHIPGUARD
 RI = R&I ASSEMBLY
 RP = RELATED PRIOR

OP. GDE	MC DESCRIPTION	MFR. PART NO.	PRICE	AJ%	B%	HOURS	R
EC	COVER / BAG MATERIALS	QUALITY REPL. PAR	5.00*			0.3*1*	
EC	BODY MATERIALS	QUALITY REPL. PAR	24.00*			1	
N	HAZ-WASTE	ADDITIONAL LABOR	3.00*			1	
E	FRONT BUMPER	REPLACE OEM	447.47*			1.0*1*	
E	LT H-LITE BERZEL	REPLACE OEM	30.00*			0.1*1*	
EC	LT H-LITE LENS	QUALITY REPL. PAR	5.00*			0.2*1*	
N	AIM LITE	ADDITIONAL LABOR				0.2*1*	
I	HOOD @ LT SIDE	REPAIR				7.5*1*	
L	HOOD LT SIDE	REFINISH				4.0*4*	
E	LT GRILLE SIDE SHELL	REPLACE OEM	49.62*			0.2*1*	
E	LOWER GRILLE SHELL	REPLACE OEM	22.84*			0.2*1*	
E	BUG SCREEN	REPLACE OEM	38.26*			0.2*1*	
E	GRILLE TRIM EXT LT SI	REPLACE OEM	43.70*			0.1*1*	
I	ALIGN HOOD	REPAIR				1.0*1*	

>>ADJUST / ALING HOOD FOR FIT
 14 ITEMS

FINAL CALCULATIONS & ENTRIES

PARTS					
GROSS PARTS		\$	631.89		
OTHER PARTS		\$	37.00		
PAINT MATERIAL		\$	88.00		
ADJUSTMENTS		DISCOUNT	MARKUP		
PARTS TOTAL			\$	756.89	
TAX ON PARTS ONLY @					
LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	\$ 42.00	2.3	8.7	\$	462.00
2-MECH/ELEC	\$ 42.00				
3-FRAME	\$ 42.00				
4-REFINISH	\$ 42.00	4.0		\$	168.00
5-PAINT	\$ 22.00				
LABOR TOTAL				\$	630.00
TAX ON LABOR	@				
SUBLET REPAIRS					
TOWING					
STORAGE					
GROSS TOTAL				\$	1,386.89
LESS: DEDUCTIBLE					None-
NET TOTAL				\$	1,386.89

1998 KENWORTH DUMP TRUCK
CLAIM # [REDACTED]

LOG 2370 -0
OWNER TO PAY ALL DAMAGES

02-25-04 10:39 AM

PXN NO
ADP PENPRO W0405 ES LOG2370 -0 03-04-04 08:45:43 REL 4.05 SW12/03 DT02/04
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COUNTRY INSURANCE & FINANCIAL SERVICES
CENTRAL CLAIMS OFFICE
1711 G.E. ROAD, P.O. BOX 2020
BLOOMINGTON, IL 61702-2020
(888) 831-1783

CD LOG NO 210 -1

SUPPLEMENT S1

02-19-04 9:13 AM
05-09-04 11:45 AM

CLAIM INFORMATION

CLAIM # [REDACTED]
COMPANY COUNTRY INSURANCE
INSURED [REDACTED]
CLAIMANT [REDACTED]
LOSS PAYEE GMAC

POLICY # [REDACTED]
CLAIM REP SIMS, JASON
LOSS DATE 02-11-04
LOSS TYPE COLLISION
ACCT # [REDACTED]

INSPECTION

COMPANY COUNTRY MUTUAL INSURANCE
TYPE FIELD
PRIMARY POI REAR END CENTER
APPRAISER NAME MATT HENRICKSON
WORK PHONE (503) 551-5139
ADDRESS PO BOX 159
CITY STATE SWEET HOME
ZIP 97386-

SECOND POI

FAX [REDACTED]
INSP DATE [REDACTED]
LOCATION HOME
CITY STATE SCIO

OR

OR

OWNER

[REDACTED]
SCIO OR [REDACTED]

WORK# [REDACTED]
HOME# [REDACTED]

REPAIR

OWNERS CHOICE

CAR IN REPAIR 3 DAYS

VEHICLE

2004 DODGE RAM 250/2500 ST 4 DR EXT CAB
6 CYL HO TURBO DIESEL

OPTIONS

TWO-STAGE - EXTERIOR SURFACES
POWER DOOR LOCKS
FOUR WHEEL ANTI-LOCK
AUTOMATIC TRANS
4-WHEEL DRIVE
POWER WINDOWS
TILT STEERING WHEEL

BODY COLOR GRAY
CONDITION GOOD
LICENSE # ZVT349
LICENSE STATE OR
MILEAGE 7,511
VIN 3D7KU28C84G146919
CODE N826
VEH INSP #

REMARKS:

2004 DODGE RAM 250/2500 ST 4 DR EXT CAB

CLAIM # [REDACTED] LOG 210 -1

02-19-04 9:13 AM
S1 05-09-04 11:45 AM

TINT TIME INCLD IN FIRST MAJOR PANEL.
NO SUPPLEMENT WITH OUT PRIOR APPROVAL OF ADJUSTER.

OP CODES:

* = USER-ENTERED VALUE	E = REPLACE OEM	NG = REPLACE NAGS
EC = QUALITY REPL. PART	UC = OEM RECOND PT	UM = OEM REMAN/REBLT PT
EU = RECYCLED OEM PART	EP = QUALITY REPL. PART	PC = OEM RECOND PART
PM = OEM REM/REBLT PART	TE = PARTL REPL PRICE	ET = PARTL REPL LABOR
IT = PARTIAL REPAIR	I = REPAIR	L = REFINISH
BR = BLEND REFINISH	TT = TWO-TONE	CG = CHIPGUARD
SB = SUBLET	N = ADDITIONAL LABOR	RI = R&I ASSEMBLY
P = CHECK	AA = APPEAR ALLOWANCE	RP = RELATED PRIOR
UP = UNRELATED PRIOR		

OP	GDE	MC	DESCRIPTION	MFR. PART NO.	PRICE	AJ%	B%	HOURS	R
L	0316		PANEL, BEDSIDE OUTER RT	REFINISH				4.7	4
				3.4 SURFACE					
				0.6 TWO-STAGE SETUP					
				0.7 TWO-STAGE					
I	0416		PILLAR, BEDSIDE REAR LT	REPAIR				1.5	*1
L	0416		PILLAR, BEDSIDE REAR LT	REFINISH				1.0	4
				0.8 SURFACE					
				0.2 TWO-STAGE					
E	0479		SHELL, TAILGATE	55275969AB	525.00		S1	1.1	1
L	0479		SHELL, TAILGATE	REFINISH			S1	3.8	4
				2.3 SURFACE					
				1.0 EDGE					
				0.5 TWO-STAGE					
E	0436		N/PLATE, TAILGATE	55077300AA	26.60		S1	0.1	1
E	0437		N/PLATE, TAILGATE	55077299AA	22.20		S1	0.1	1
E	0439		N/PLATE, TAILGATE	55077670AA	28.50		S1	0.1	1
E	1141		CUSHION, TAILGATE	LT 55276076AC	3.95		S1	INC	1
E	1142		CUSHION, TAILGATE	RT 55276077AB	1.85		S1	INC	1
E	0404		HANDLE, TAILGATE OUTER	55276237AA	27.70		S1	INC	1
E	0472		HINGE, TAILGATE	LT 55276231AB	6.35			0.4	1
L	0472		HINGE, TAILGATE	LT REFINISH				0.3	4
				0.3 SURFACE					
E	0473		HINGE, TAILGATE	RT 55276230AC	5.70			0.1	1
L	0473		HINGE, TAILGATE	RT REFINISH				0.3	4
				0.3 SURFACE					
E	1145		ROD, TAILGATE TORSIO	LT 55275950AA	4.00		S1		1
E	1146		ROD, TAILGATE TORSIO	RT 55275950AA	4.00		S1		1
E	1100		STRIKER, T/G LOWER	LT 55276274AC	4.60		S1	0.1	1
E	0430		COVER, TAILGATE ACCESS	82207621	36.00		S1	INC	1
I	0521		PANEL, REAR BODY SILL	REPAIR				0.5	*1
L	0521		PANEL, REAR BODY SILL	REFINISH				0.6	4
				0.5 SURFACE					
				0.1 TWO-STAGE					
RI	0534		TAILLAMP ASSEMBLY	RT R&I ASSEMBLY				0.3	1

2004 DODGE RAM 250/2500 ST 4 DR EXT CAB
 CLAIM # [REDACTED] LOG 210 -1 02-19-04 9:13 AM
 E 0565 BUMPER, REAR STEP 55077107AF S1 05-09-04 11:45 AM
 EC HAZARDOUS WASTE REMOVA QUALITY REPL. PAR 522.00 1.4 1
 RI TOOL BOX R&I ASSEMBLY 3.00* 1
 25 ITEMS 0.5*1*

FINAL CALCULATIONS & ENTRIES

PARTS				
GROSS PARTS				\$ 1,218.45
OTHER PARTS				\$ 3.00
PAINT MATERIAL				\$ 256.80
ADJUSTMENTS				
PARTS & MATERIAL TOTAL	DISCOUNT	MARKUP		\$ 1,478.25
LABOR				
	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 44.00	4.2	2.0	\$ 272.80
2-MECH/ELEC	\$ 75.00			
3-FRAME	\$ 48.00			
4-REFINISH	\$ 44.00	10.7		\$ 470.80
5-PAINT	\$ 24.00			
LABOR TOTAL				\$ 743.60
SUBLET REPAIRS				
TOWING				
STORAGE				
GROSS TOTAL				\$ 2,221.85
LESS: DEDUCTIBLE				\$ 500.00-
NET TOTAL				\$ 1,721.85
LESS: PREVIOUS NET TOTAL				\$ 1,150.55-
NET SUPPLEMENT TOTAL				\$ 571.30

PXN Y/00/00/00/00/00 CUM 00/00/00/00/00 GEOCODE: 97070 WILSONVILLE
 ADP PENPRO W0410 S1 LOG210 -1 05-09-04 11:56:11 REL 4.10 SW02/04 DT03/04
 (C) 1993 - 2003 ADP CLAIMS SOLUTIONS GROUP, INC.

** THIS IS AN ADP "FAST START" ESTIMATE. PLEASE CALL YOUR LOCAL DEALER TO CONFIRM PART NUMBERS AND PRICES. **
 2.1 HRS WERE ADDED TO THIS EST. BASED ON ADP'S TWO-STAGE REFINISH FORMULA. WE HAVE TAKEN CARE IN PREPARING THIS ESTIMATE TO ENSURE THAT YOUR VEHICLE CAN BE REPAIRED PROPERLY. WHO MAKES THE REPAIRS IS YOUR DECISION, BUT ANY REPAIR CHARGES THAT INCREASE THE REPAIR COST ABOVE OUR ESTIMATE WILL BE YOUR RESPONSIBILITY UNLESS AGREED TO IN ADVANCE BY US.

2004 DODGE RAM 250/2500 ST 4 DR EXT CAB

CLAIM # [REDACTED]

LOG 210

-1

S1

02-19-04 9:13 AM

05-09-04 11:45 AM

6

THIS IS NOT A REPAIR AUTHORIZATION, OWNER MUST AUTHORIZE REPAIRS TO THE SHOP.
ADD ORDERS WILL NOT BE ALLOWED UNLESS AUTHORIZED AND INSPECTED BY THE
ADJUSTER.

*** SUPPLEMENT RECONCILIATION ***

CD LOG NO 210 -1 SUPPLEMENT S1

CLAIM #	[REDACTED]	POLICY #	[REDACTED]
INSURED	[REDACTED]	INSP DATE	02-17-04
OWNER	[REDACTED]	APPRAISER	MATT HENRICKSON
VEHICLE	2004 DODGE RAM 250/2500 ST.4 DR EXT CAB		

DELETED LINES		PRICE	AJ%	B%	LABOR	RATE
GDE	PART					
0479	TAILGATE ASSEMBLY	350.00*	+25		INC	SM

ADDED LINES		PRICE	AJ%	B%	LABOR	RATE
GDE	PART					
0404	HANDLE, TAILGATE OUTER	27.70			INC	SM
0430	COVER, TAILGATE ACCESS	36.00			INC	SM
0436	N/PLATE, TAILGATE	26.60			0.1	SM
0437	N/PLATE, TAILGATE	22.20			0.1	SM
0439	N/PLATE, TAILGATE	28.50			0.1	SM
0479	SHELL, TAILGATE	525.00			1.1	SM
0479	SHELL, TAILGATE				3.8	RF
1100	STRIKER, T/G LOWER	4.60			0.1	SM
1141	CUSHION, TAILGATE	3.95			INC	SM
1142	CUSHION, TAILGATE	1.85			INC	SM
1145	ROD, TAILGATE TORSION	4.00				SM
1146	ROD, TAILGATE TORSION	4.00				SM

CALCULATION CHANGES		FROM	TO	DIFFERENCE
GROSS PARTS		534.05	1,218.45	684.40+
OTHER PARTS		353.00	3.00	350.00-
PAINT MATERIAL	24.00	165.60	256.80	91.20+
LINE ITEM ADJUSTMENT	MARK	87.50		87.50-
SM - SHEET METAL	44.00	206.80	272.80	66.00+
RF - REFINISH	44.00	303.60	470.80	167.20+
SUPP 1 NET TOTAL				571.30+

SUMMARY	NET TOTAL	DATE	TIME	APPRAISER
ORIG EST	1,150.55	02-19-04	9:13 AM	MATT HENRICKSON
SUPP 1	571.30	05-09-04	11:45 AM	MATT HENRICKSON

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Claim Files

11781685

HIGHWAYS



THE OFFICIAL PUBLICATION OF THE GOOD SAM CLUB

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goodsam@goodsamclub.com
www.goodsamclub.com/highways

February 28, 2004

Jean Sewell, Retail Cust. Serv. Mgr.
CAMPING WORLD
Three Springs Road
PO Box 90018
Bowling Green, KY 42101

RE: [REDACTED]

9250 N 75th AVE, #37
Peoria, AZ [REDACTED]

11781685

Dear Sir/Madame:

This letter comes to you from "Action Line," a regular column of *Highways*, a monthly magazine serving more than 1 million members of the Good Sam Club. We received the enclosed letter from one of our members who is having difficulty resolving a problem that concerns your company. As an impartial, third-party mediator, "Action Line" tries to bring the member and business together to equitably resolve their differences.

Due to the large volume of mail handled by this department, only a fraction of the letters we receive are published. Letters that are chosen for the column are edited for style and length. Every attempt is made to choose letters that have educational value for our members.

Your earliest reply concerning this problem, plus a copy of any correspondence forwarded to our member will be appreciated.

Thank you for your assistance with this matter.

Sincerely,

Terry Banister
Assistant Editor

Cc: [REDACTED]

Consumer Affairs Manager, DAIMLER/CHRYSLER MOTORS CORP., PO Box 21-8004,
Auburn Hills, MI 48321-8004

Proprietor, CARL BURGER DODGE, 8333 Hercules, La Mesa, CA 91942

Consumer Affairs Manager, PACBRAKE CO., PO Box 1822, Blaine, WA 98231-1822

Enclosures

February 21, 2004

To:

Daimler Chrysler Corporation

Carl Burger Dodge, La Mesa, CA.

Camping World, Bowling Green, KY.

Camping World, Mission, TX.

PacBrake Engine Brakes, Blaine, WA.

Federal Trade Commission

Gypsy Journal

Highways Magazine Action Line

Trailer Life RV Action Line

Escapees Magazine

RVRoadie.com

Channel 12 Action Line, Phoenix

Attorney General Sacramento, CA.

Attorney General, Phoenix, AZ.

Attorney General Topeka, KS.

Parker Stanbury LLP Phoenix

Problem: Getting large corporations to honor the warranties of the products they sell, install and service.

It is my intent to document the attempts we have made to get problems resolved concerning our 2001 Dodge Ram 3500 dually turbo diesel truck.

We took delivery on our diesel truck in May 2001. This was the vehicle we wanted to pull our fifth wheel trailer as we traveled. Initially we were very pleased with its performance.

Before we were to leave Kansas in the fall of 2002, we became aware that we had a problem with the way the transmission was shifting. We immediately took the truck to the dealer where we purchased the truck. (Marshall Motors Salina, Kansas) they found that the truck was not shifting correctly. It was stuck in second gear. They repaired and serviced the transmission. It seemed to work fine.

In winter 2002, we took an extensive trip to the Yucatan in Mexico. Before we left for the trip, we took our truck to Camping World in Mission, Texas. We wanted to find a way to travel safely in the mountains. We were told that the best way to come down from such high mountains without ruining our brakes was to install an exhaust brake. Camping World recommended and told us that the Pacbrake was designed for our Cummins engine and that this brake would not cause us any difficulty with any extended warranty that we had with Chrysler Corporation since it was designed specifically for the engine. We also asked about using an engine brake on the automatic transmission. They assured us that it was made to work on our transmission. The cost of the PacBrake and installation: \$1,037.00

While in Mexico, we began to have problems with the RPM gauge on the truck and the service engine soon light came on. We took the truck to two Dodge dealerships to have it looked at. The mechanics in Mexico were not equipped to work on the truck. They advised us that it would not damage the truck to drive it but it might surge and lose power.

When we returned to the USA, we were traveling from Phoenix to Kansas when we began to have problems again. We took it to a Dodge dealership in Albuquerque and they replaced a faulty sensor on the transmission and at the same time serviced the transmission and we went on our way. This repair was done under warranty from Daimler Chrysler. Nothing was said about the exhaust brake.

Prior to leaving Kansas, in the summer of 2003 we had our truck serviced by the agency where we bought the truck. We traveled to the Northwest and while in Washington, the truck was serviced by a Dodge dealership (again nothing said about the installed exhaust brake) . Upon arriving in the Phoenix area, we had the truck serviced at Larry Miller Dodge in Glendale, AZ. Larry Miller Dodge changed the oil, filter, fuel filter, and noted that the transmission fluid was dark and indicated that it needed to be changed, but did not do so.

While travelling to California we came up a mountain pass on Interstate 8 and the truck engine began to overheat. We stopped and

cooled the vehicle off and continued on up the pass stopping one more time to keep the truck from again getting hot. When we arrived at Potrero, CA. we began backing the truck into a parking space to camp and the transmission light came on, we then shut the truck off and let it cool overnight.

Next morning we took our truck to Carl Burger Dodge in LaMesa, California. The truck ran and acted as if there was nothing wrong after cooling off overnight. We explained the problem we were having. They made note of our concerns and opened the truck door to get the VIN. When they saw the exhaust brake switch on the instrument panel, they immediately informed us that our extended warranty was void as we had installed an after market product. They also stated that any repairs they would do would have to be paid for by us.

We rented a car (\$458.55) and Carl Burger Dodge kept the truck and informed us, after several days, that the torque converter was damaged by overheating and stated that this was caused by the exhaust brake. They worked on our truck replacing the torque converter and we got it back after ten days. They kept telling us that we could not use an after-market product on the truck. They stated that we were to blame for having an engine brake installed, and again stated that our extended warranty was voided. This bill came to: \$2,734.21.

I then called Customer Service at Chrysler Corp., their only comment was that we would be reimbursed for the unused portion of the service contract.

We talked on the phone with Doug Scott, the Warranty Analyst at PacBrake Brakes on Oct.15, 2003, and advised him of the statements made by Carl Burger Dodge, and the cancellation of our extended warranty. He stated that Chrysler Corp. could not void our warranty simply because we had installed an after market product. He provided us information about the Magnuson-Moss Warranty Act (15 U.S.C. 2302 (c)). We sent a complaint to the Federal Trade Commission, but never received any reply. Mr. Scott also told us to get it in writing the statements made by Carl Burger Dodge that the exhaust brake had

caused the failure of the torque converter. The technicians (Dave Cole and Michael Rebello) at Carl Burger Dodge refused to put it in writing and would only give us a photocopy of the page from their tech manual stating that the diesel exhaust brake was not for use on Dodge Turbo Diesel trucks with an automatic transmission. The mechanic at Carl Burger Dodge did not remove the exhaust brake, but instead disabled it. We took the damaged torque converter with us .

On October 22, 2003, we received a written notice from Chrysler Corp. that the Extended Warranty Service Contract had been canceled. On November 26, 2003, we received a refund of the remaining portion of the service contract (\$589.99) from Marshall Motors, where we purchased the truck.

We then left the San Diego area and proceeded to Phoenix, Arizona. Upon arriving, I once again contacted Doug Scott at PacBrake and he asked that I fax him the statements made by the Dodge agency in La Mesa. He then faxed me several pages of information that suggested ways of getting Dodge to honor the warranty. Nothing so far has worked to resolve our problems.

On January 8, 2004, while backing out of a parking space, the transmission again failed. The truck would work in reverse but would die when put into drive. After several attempts to get the truck to work, we decided to attempt pushing the truck back into the parking space. Apparently the torque convertor had locked up. With the truck running and transmission in neutral, we were pushing it forward when the transmission suddenly jumped into reverse and the engine roared as if someone was standing on the gas pedal. I (Gaylene) was caught between the driver's door and the truck and dragged several feet before I fell and the truck went careening backwards; struck two parked unoccupied vehicles, knocked down a sign, jumped a curb, and then rolled down an embankment into an area landscaped with large river rock where it then dug a huge hole in the rocks and killed the engine. Fortunately, no one else was injured. I was taken by ambulance to the ER at Arrowhead Hospital in Glendale, AZ. Where they discovered that I had suffered a broken right wrist, bruises on my right leg and shoulder injuries.

The police made a report of the accident, however I was not issued a citation due to the fact that the incident had occurred on private property. The truck was towed then to Larry Miller Dodge, Glendale, AZ. The following Monday morning they called to ask what we wanted done with our truck. We explained what had happened on Friday before. They used their diagnostic equipment on the truck and they could find nothing wrong. After paying a \$45.00 diagnostic fee, they stated that they could find no problems. We drove about a block to their body shop to get an estimate for the damages done in the accident the Friday before. The body shop supervisor took our truck to a stall and proceeded to remove a dangling mud flap. When he started to bring the truck back to us, the torque convertor locked up as it had done before. We immediately took it back to the service department and left it there. They had our vehicle for 10 days and never did either find or correct any problems. They did state, however, that they did not have the proper equipment to uninstall the PacBrake and suggested that we take it to Cummins Rocky Mountain LLC, Phoenix, AZ. We did, and Cummins determined that the Pac Brake was installed incorrectly by Camping World. Also that the incorrect installation had been the cause of the overheating of the torque converter. They advised us the only solution was to take the brake off because it should never been installed on an automatic transmission. They removed the PacBrake and gave us the Cummins Corp. technical manual information concerning exhaust brakes. The cost for removing the PacBrake assembly was \$228.39. We had also added another \$100.00 in rental car fees.

As of this writing (Feb. 18, 2004) We still haven't heard anything from either Chrysler Corp. or PacBrake. Apparently neither of them wants to honor the warranty on their respective products.

We went to Camping World at Mesa, AZ. and they would only tell us that Chrysler Corp. could not cancel our warranty, and further stated that the PacBrake was made for that application. We have talked to several attorneys who do not want to take a case that has no promise of monetary reward. All that we want is for these companies (Chrysler Corp., Camping World, and PacBrake) to step up and take care of their responsibility in this nightmare.

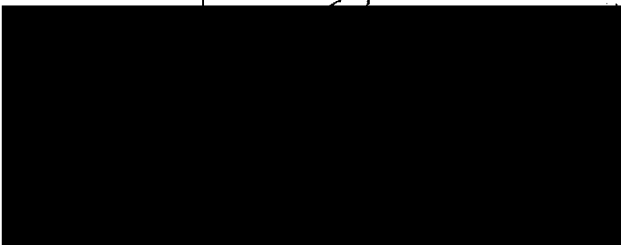
We feel Chrysler Corp. and Carl Burger Dodge in La Mesa, California. Treated us unfairly in causing the cancellation of our Extended Warranty. No other Chrysler agency had made an issue of the truck having an aftermarket product installed. The truck has been repaired by and inspected by at least three other Chrysler agencies. We further feel that Camping World and their sales people totally misrepresented the PacBrake to us by claiming that it was designed just for the Cummins turbo diesel motor and our automatic transmission. If someone went to Camping World today and inquired, they would be told exactly the same thing we were told about the appropriateness of the PacBrake. We also believe that the installer was not well trained in how to install this device. We think all concerned parties should stand behind the negligent sales and installation of our exhaust brake and the subsequent damage caused to both our transmission and the injuries sustained and presently being treated as a result of this.

PacBrake just seems to want to blame Chrysler for stating that their product was the source of our problems. They too have not made any effort to honor their warranty.

We want to be made whole and get on with our travels. Would you please help us resolve these problems?

Total expenses incurred so far, \$4603.15. Please note that the medical expenses have not been included in this figure, as treatment is still ongoing.

Sincerely,



Peoria, AZ

Mail forwarding address:

Livingston, TX

Home address:

Salina, Ks. 67401

Ph
Em

DAIMLERCHRYSLER

April 15, 2004

DaimlerChrysler Corporation
Customer Claims Resolution Group

[REDACTED]
Peoria, AZ [REDACTED]

Re: 2001 Dodge Ram 1500, VIN 1B7MC33661J [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

Based on the information we received, DaimlerChrysler Corporation must deny your claim.

Thank you again for raising your concerns with DaimlerChrysler Corporation.

Very truly yours,

Kris W. Krueger
Customer Claims Resolution Group