

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11161591

CUSTOMER COMPLAINTS

Vin 3D7KU2866 3 [REDACTED] **Cair #** 11161591 **Open Date** 4/22/03 *

Model DR7H41 **Model Year** 03 **Built Date** 10/16/02

In Service Dt 11/30/02 **Dealer** 44198 **Dealer Zone** 35 **Mileage** 11800

Last Name [REDACTED] **Middle Int** [REDACTED] **First Name** [REDACTED] **Contact Type** C

Address [REDACTED] **Home Phone** () - [REDACTED]

City CHESAPEAKE **State** VA **Country** USA **Zip** [REDACTED]

Remark text

Advise Owner / Incomplete Recall

Automatic Trans / Transaxle - Jumps Out of Gear/Park

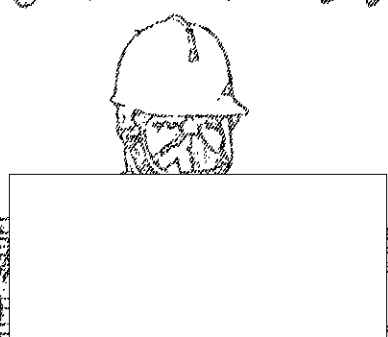
Customer alleges that the vehicle rolled from the park position and hit a tree, damaging the tree and rear quarter panel. The truck is being taken to GREENBRIER DODGE OF CHESAPEAKE INC
1717 S MILITARY HWY CHESAPEAKE VA 23320
The customer states that this has happen three times.

Office (757) 421-0770
Toll Free (800) 948-2079
Fax (757) 421-0775

2530 Centerville Turnpike
Chesapeake, Virginia
23322

April 9, 2003

East Coast Abatement



Dr. Wolfgang Bernhard, CEO
Daimler Chrysler Corporation
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Dr. Bernhard,

I am writing you concerning a major problem that has the potential to cause death or injury of innocent bystanders.

I recently purchased a new 2003 Ram 2500 Diesel, ID #3D7KU28663 [REDACTED]. I love the truck but have experienced what I consider a major defect, which has occurred 4 different times. The problem seems to be that when put in the park position while parking the truck, the shift indicator will stay in reverse gear. However, the park pin or gear inside the transmission will place the transmission in park, but still be engaged in reverse. This has occurred 3 times with me, 2 of which I could not figure out what had taken place. In the third instance, damage occurred when I was standing 20' in front of the truck talking to another contractor. I had been talking to him a good 10 to 15 minutes before I heard a boom. The truck went across a parking lot, across the street between two parked trucks, up an embankment and ran into a tree, damaging the rear quarter panel. I in turn called your problem line and got a very unconcerned representative. I told her of the danger and she said she had no record of a problem. The claim # is FILE No. 10920557 and was called in on phone number 1-800-853-1403. I was told of your 14 day wait period for an investigation of the problem and could not wait for the representative's decision. Thus I have paid out of pocket to have the truck repaired.

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6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11362308

CUSTOMER COMPLAINTS

Vin	1D7HA18N4	3	Cair #	11362308	Open Date	6/17/03	
Model	DR1H41	Model Year	03	Built Date	5/23/03		
In Service Dt	6/4/03	Dealer	49952	Dealer Zone	63	Mileage	20
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone	() -		
City	ST LOUIS	State	MO	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	

6/12/03 Vehicle jumped out of park. Send inspector.
Vehicle is a stock unit at Maxwell C-D-J Dlr code: 43268 Taylor, TX.
14150 Hwy 79 W/76574 Contact person: David Cargil (Service Mgr.)
Vehicle rolled into two other employees cars causing some damage to both of them. Incident happened in the Dealership's parking lot on 6/16/03.
49952 MAXWELL CHRYSLER PLYMOUTH DODGE
HWY #79 WEST TAYLOR TX 76574 512-352-3696

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CHRYSLER

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ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11374083

CUSTOMER COMPLAINTS

Vin	3D7KA28C7	3G820114	Cair #	11374083	Open Date	6/20/03
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Model	DR2H42	Model Year	03	Built Date	4/21/03
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In Service Dt	6/13/03	Dealer	45048	Dealer Zone	63	Mileage	1008
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Last Name		Middle Int		First Name		Contact Type	T
------------------	--	-------------------	--	-------------------	--	---------------------	---

Address		Home Phone	() -
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City	VICTORIA	State	FL	Country	USA	Zip	
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Remark	text
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Property Damage	
Product in Accident	

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

Owner advised Harold service manager that vehicle went out of park into reverse and hit a 18 wheeler.

Description of the incident (what, when, where, injuries, etc)

vehicle sitting in park, jumped into reverse and hit an 18 wheeler.

Has the owners insurance company been contacted ?

no, self insured

If yes provide name/policy number and phone number

NO ANSWER PROVIDED BY AGENT

Where is the vehicle exactly located (provide name/address/phone #)

At the present tim [REDACTED] has the vehicle, he is the driver at the time of accident. Customer is driving damaged vehicle. Locatio [REDACTED]

[REDACTED] Bryan, Florida [REDACTED]

Is there property damage or other vehicles involved in the accident?

yes 18 wheeler

Has a Police or Fire report been filed (what municipality & report #)

no

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

Harold service manager from dealer 45048 called and stated Robert L.

Smith the driver of the vehicle at the time alleges vehicle was sitting in park and jumped into reverse and hit an 18 wheeler. Harold service manager claims prendull test done and vehicle passed. Forwarding to special investigations for further review.

6/20/03. SI REVIEWED AND FORWARDED TO 82T FOR ALG2.

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6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11415050

CUSTOMER COMPLAINTS

Vin	3D7MU4869	3	Cair #	11415050	Open Date	7/3/03	
Model	DR8H42	Model Year	03	Built Date	9/23/02		
In Service Dt	12/3/02	Dealer	51808	Dealer Zone	51	Mileage	7600
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	MONTICELLO	State	WI	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	
Automatic Trans / Transaxle - Jumps Out of Gear/Park	Vehicle is jump out of gear

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

Vehicle jump out of park, rolled down incline.

Description of the incident (what, when, where, injuries, etc)

What: Vehicle parked on incline with trailer loading bail of hay, emergency brake was not engaged, jumped out of park, rolled down incline causing about \$11,000 in damage according customer.

When: 6/15/03

Where: Washington township, green county in Wisconsin in open field loading nine bails of hay.

Injuries: No

Has the owners insurance company been contacted ?

yes

If yes provide name/policy number and phone number

Peterson Insurance company

Policy #

Where is the vehicle exactly located (provide name/address/phone #)

Dearth Motor Inc.(51808)

520-8TH STREET

Monroe,Wi 53566

608-325-3181

Is there property damage or other vehicles involved in the accident?

Vehicle itself and trailer

Has a Police or Fire report been filed (what municipality & report #)

No

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

7/3/03- Agent forwarded file to ALG2 for further review. Customer also requesting DCX to pay for deductible. Agent made no promises/guarantees and informed customer file would be forwarded to special investigations for further review. Agent provided file number to customer.

Assigned to Mr. Turner.

7/8 Owner contacts DCCAC regarding above and seeking an update. Informed owner no updates as of yet. Owner frustrated with waiting and stated he will contact the consumer protection agency to pursue further. Imm14

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CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11426404

CUSTOMER COMPLAINTS

Vin 3D7KU2869 3G770091 **Cair #** 11426404 **Open Date** 7/8/03

Model DR7H41 **Model Year** 03 **Built Date** 1/21/03

In Service Dt 3/10/03 **Dealer** 44992 **Dealer Zone** 63 **Mileage** 1

Last Name [REDACTED] **Middle Int** [REDACTED] **First Name** [REDACTED] **Contact Type** T

Address [REDACTED] **Home Phone** [REDACTED]

City CROWLEY **State** TX **Country** USA **Zip** [REDACTED]

Remark text

Property Damage	
Product in Accident	
Automatic Trans / Transaxle - Jumps Out of Gear/Park	ROLL FROM PARK

RECEIVED E-MAIL FROM DM CHARLES OWENS. DEALER REPORTS VEHICLE SLIPPED INTO REVERSE WHILE SHIFTER WAS IN PARK. TRUCK WAS TOWING A BOAT AT THE TIME, TRAILER JACKKNOFED, DAMAGING TRUCK AND POSSIBLY BOAT.
VEHICLE IS LOCATED AT:
GRAPEVINE DODGE DT
2601 WILLIAM D TATE AVE GRAPEVINE TX 76051 817-481-9100
CONTACT PERSON IS JIM DUBOIS
PER OGC MATRIX, FORWARDED TO 82T. JSS15.
Assigned to EJT.

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CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11475867

CUSTOMER COMPLAINTS

Vin	3D7MU486X	3G708669	Cair #	11475867	Open Date	7/21/03	
Model	DR8H42	Model Year	03	Built Date	9/24/02		
In Service Dt	10/16/02	Dealer	43332	Dealer Zone	63	Mileage	17277
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	KILGORE	State	TX	Country	USA	Zip	
Remark	text						

Property Damage	
Automatic Trans / Transaxle - Jumps Out of Gear/Park	owner alledges trk jumped out of reverse causing water damage

7-21-03 jpn recvd call from svc mgr., craig b about owners claim that trk jumps out of reverse at times. this is an automatic transmission truck and the pcm was recently flashed by dealership but according to craig there are no applicable tsb's and there was npf when owner brought vehicle in for diagnosis. last week, the owner was at lake and alledges truck again jumped out of reverse at boat ramp and slid into lake causing vehicle to become submerged. there is a \$1200 recovery/tow bill and according to svc mgr., the owner has already contacted insurance company who declined coverage. an inspection/photos may be required.
jpn will forward to jb8 for disposition.

7-28-03 CAIR forwarded to JSS15 for handling. JHB

PER OGC MATRIX, FORWARDED TO 82T. JSS15.

Customer calls in seeking update. Writer informs customer that file is in process of being reviewed and that someone will be in contact with him as soon as possible. NLB26

7/29 Michelle Witham, legal representation for the owner, requests an update. Agent informs Witham that the information is currently being reviewed by the appropriate department. Witham wants matter expedited, stating that the dealership has had the vehicle for two weeks. Agent informs Witham that DCCAC recently received notice of the situation and that the matter will not be expedited at the present time.

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CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11553611

CUSTOMER COMPLAINTS

Vin	3D7KU28CX	3G790016	Cair #	11553611	Open Date	8/12/03	
Model	DR7H41	Model Year	03	Built Date	2/7/03		
In Service Dt	4/9/03	Dealer	68626	Dealer Zone	74	Mileage	10000
Last Name	[REDACTED]	Middle Int	[REDACTED]	First Name	[REDACTED]	Contact Type	T
Address	[REDACTED]	[REDACTED]	Home Phone	[REDACTED]			
City	GREAT FALLS	State	MT	Country	USA	Zip	[REDACTED]
Remark	text						

Property Damage	
Product in Accident	

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

Vehicle jumps out of park to reverse. Damaged two other vehicles and a fence that was property of the city of Allensburg, WA

Description of the incident (what, when, where, injuries, etc)

Vehicle jumped out of park into reverse. Damaged two other vehicles and a fence that was property of the city of Allensburg, WA. Customer was not in vehicle. He was unloading some things at the store. The vehicle rolled backward and struck two vehicles, a Chevy Tahoe and a Pontiac Grand Am, it then rolled into the fence and the fence stopped the truck.

The incident took place on August 6, 2003. The incident took place on Park Street at the Goodwill store in Allensburg, WA

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Name: [REDACTED]

Claim [REDACTED]

Phone: Unknown

Where is the vehicle exactly located (provide name/address/phone #)

Customer vehicle is now in Conrad, MT.

Customer vehicle is usually at the residence

Customer contact number: [REDACTED]

Is there property damage or other vehicles involved in the accident?

Yes, Chevy Tahoe, Pontiac Grand Am and Fence

Has a Police or Fire report been filed (what municipality & report #)

Yes

Municipality: Allensburg, WA

Report [REDACTED]

Officer

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

Customer states that the selling dealer is 68626 customer states that he would like the vehicle inspected to determine manufacturer responsibility. Agent advised that the file will be forwarded for review and made no commitments as to the time frame.

Agent provided CAIR number.

NORTHERN CHRYSLER CJDT
23 W RAILWAY CUT BANK MT 59427 406-873-2200

8/12/03. SI REFERED TO 82T.

Assigned to PJM68.

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6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11557313

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11597316

CUSTOMER COMPLAINTS

Vin	1B7KF236X	1	Cair #	11597316	Open Date	8/26/03	
Model	BE7L34	Model Year	01	Built Date	4/21/00		
In Service Dt	5/15/00	Dealer	08011	Dealer Zone	74	Mileage	51500
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	RIVERTON	State	UT	Country	USA	Zip	
Remark	text						

Other	Customer alleges vehicle came out of gear and rolled down a hill
-------	--

8/26/03- Customer contacted dealer stating he had vehicle parked on a hill when the transmission popped out of park allowing it to roll down the hill. Customer states vehicle was facing downhill with a trailer on the back and a skid loader parked on the trailer at the time. Owner claims there was extensive damage to the truck, trailer, and skid loader. Owner claims this was the fault of the vehicle and that DCX should be responsible for the repairs. Please review situation and determine responsibility for repairs. Vehicle is currently located at Park City Towing. Customer did not know the address or the phone number of the facility.

.....

Accident, referred to 82t, per directives.

8/28/03 Assigned to PJM68.

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CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11604940

CUSTOMER COMPLAINTS

Vin	3D7KU26C7	3	Cair #	11604940	Open Date	8/28/03	
Model	DR7L62	Model Year	03	Built Date	2/18/03		
In Service Dt	6/2/03	Dealer	44647	Dealer Zone	74	Mileage	1273
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone	() -		
City	BOULDER	State	CO	Country	USA	Zip	
Remark	text						

Other	Customers states that vehicle pops out of park
-------	--

D.M. WAS CONTACTED BY SERVICE MANAGER TO ADVISE THAT VEHILCE TRANSMISSION HAD POPPED OUT OF PARK AND WENT INTO REVERSE. SERVICE MANAGER ADVISED THAT CUSTOMER PARKED TRUCK AND WENT TO RETRIEVE MAIL FROM MAIL BOX. Owner has been advised to contact insurance co.

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CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11616311

CUSTOMER COMPLAINTS

Vin 3D7KU28C5 3 [REDACTED] **Cair #** 11616311 **Open Date** 9/2/03

Model DR7H41 **Model Year** 03 **Built Date** 5/7/03

In Service Dt 6/18/03 **Dealer** 65033 **Dealer Zone** 42 **Mileage** 9384

Last Name [REDACTED] **Middle Int** [REDACTED] **First Name** [REDACTED] **Contact Type** T

Address [REDACTED] **Home Phone** [REDACTED]

City SPRINGBORO **State** OH **Country** USA **Zip** [REDACTED]

Remark text

Product in Accident	
Gear Selector / Linkage - Jumps Out of Gear/Park	Customer thinks truck jumped out of gear by itself causing accident

Service Mark Brown (no relation to customer) calls regarding customer allegation that vehicle 'jumped out of park' and rolled backwards into another vehicle. Both vehicles have body damage.
 Vehicle is currently located at Key Chrysler. Vehicle is drivable.
 Should vehicle be released to customer or held for inspection? Owner is seeking investigation.
 65033 KEY CHRYSLER JEEP DODGE INC CJDT
 2020 N DETROIT STREET XENIA OH 45385 937-372-4451
 Assigned to kt124

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11733637

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11781685

CUSTOMER COMPLAINTS

Vin	1B7MC3366	1	Cair #	11781685	Open Date	10/30/03	
Model	BE3L34	Model Year	01	Built Date	1/16/01		
In Service Dt	4/30/01	Dealer	41080	Dealer Zone	71	Mileage	55429
Last Name		Middle Int		First Name		Contact Type	L
Address				Home Phone			
City	PEORIA	State	AZ	Country	USA	Zip	
Remark	text						

Request for Warranty Coverage Information

1st owner seeking warranty coverage information for transmission. Advised owner of 3/36 warranty and that the warranty has expired. No business phone #.

Accident with injuries, referred to 82t letter claims transmission jumped park to reverse and ran over owner causing wrist injuries and ending up in river. presumably vehicle at owners house.

CAIR assigned to KWK3

Peoria, AZ

sent acknowledgement letter

spoke with customer, updated address of vehicle

Inspection Requested: 3/22/2004

Inspection Conducted: 3/25/2004

Inspection Report Received: 3/29/2004

Denial Letter Sent: 4/15/2004

MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
1-01

GAWP
4783 KG (10588 LB)

GAWR FRONT	WITH TIRES	RIMS W/	10.0
2042 KG (4500 LB)	LT235/85R16-E	16X6	378 KPA (55 PSI)
GAWR REAR	WITH TIRES	RIMS W/	10.0
3402 KG (7500 LB)	LT235/85R16-E	16X6	344 KPA (52 PSI)

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

VIN: 1B7MC3366 [REDACTED] E: TRUCK



MDH: 011606 PNT:PW1 VEHICLE MADE IN U.S.A.

OFF



59827













DANGER
NO SMOKING

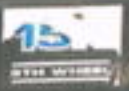


U.S. AIR FORCE RETIRED



www.abcapool.com
Est. 1988
Pool & Spa

REESE



MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR: 11-98

GWR 1825 KG
04023 LB

GWR 1018 KG
FRONT 2244 LB

GWR 0830 KG
REAR 1829 LB

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

VIN: 1P3EJ46X3XN

TYPE: PASSENGER CAR



MDH: 112309 495AA PNT:PTE VEHICLE MADE IN U.S.A. TRM:07K5 4646100













Plymouth



See You Again
VIRADO

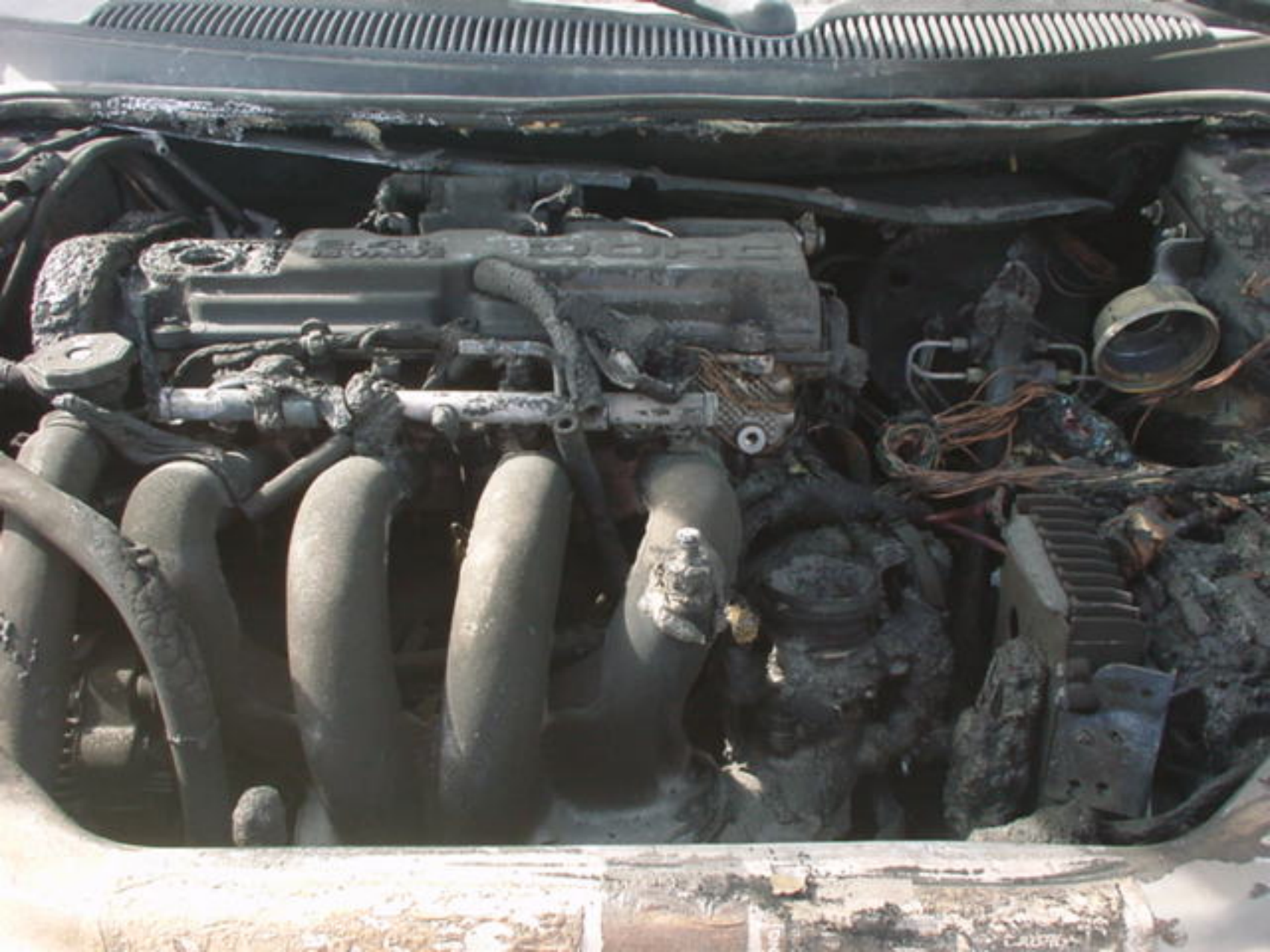
Full Tank
Chevrolet

Chevrolet















RECYCLE
RECYCLABLE WASTE
KEEP OUT













11781685



Ventura, CA

February 28, 2004

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

RE: Robert and Gaylene Youngberg
9250 N 75th Ave, #57
Peoria, AZ 85345

Dear Sir/Madame:

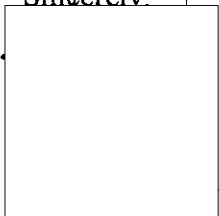
This letter comes to you from "Action Line," a regular column of *Highways*, a monthly magazine serving more than 1 million members of the Good Sam Club. We received the enclosed letter from one of our members who is having difficulty resolving a problem that concerns your company. As an impartial, third-party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



Cc: Robert and Gaylene Youngberg
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

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11841197

CUSTOMER COMPLAINTS

Vin	3B7KF2367	1	Cair #	11841197	Open Date	11/21/03	
Model	BE7L34	Model Year	01	Built Date	11/9/00		
In Service Dt	2/16/01	Dealer	44621	Dealer Zone	71	Mileage	46000
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	ELMIRA	State	OR	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	Customer stated the vehicle jumped into reverse.

Customer stated the vehicle jumped into reverse and roled. Customer stated the vehicle hit a building.
What is/was the date of the incident? Nov 20/2003
What is the exact location at which the incident occurred? 85 Bexter St Eugene Or
Where is the vehicle currently located (address)?
Elmira
What is one # for contact at the current location of the vehicle?
Was a police report filed? No
Was the insurance company notified? If yes, obtain the insurance company name and policy #. Safeco Insurance Policy
Customer was advised that the file will be sent to the special investigations department. Customer was advised that he will be contacted.
inspection requested 12/16/03
Report received 12/22/03
Denial mailed 12/22/03

A close-up photograph of a mechanical assembly, possibly a fuel system component, showing a metal pipe and various fittings. The scene is dimly lit, with some reflections on the metal surfaces. A date stamp is visible in the bottom right corner.

12/18/2003



12/18/2003

4x4

M&G Collision Specialists
NEW OFFICE / ESTIMATES

12/18/2003

4x4

12/18/2003

M&G Collision Specialists



12/18/2003

INTERIOR PAINTING
729-0438

Specialists

MAG Collision Specialists
NEW OFFICE / ESTIMATE

DODGE

4x4

12/18/2003



4x4

12/18/2003



12/18/2003



12/18/2003

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

11868306

















51104A 210

CUSTOMER COMPLAINTS

Vin	3D3KU28C6	4	Cair #	11868306	Open Date	12/3/03	
Model	DR7H42	Model Year	04	Built Date	8/5/03		
In Service Dt	9/15/03	Dealer	53696	Dealer Zone	32	Mileage	1
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	WHIPPANY	State	NJ	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	
Automatic Trans / Transaxle - Jumps Out of Gear/Park	accident

INCIDENT CALLED IN BY DM VICTOR ROSARIO. OWNER ALLEGES SLIP FROM PARK INCIDENT. HIT ANOTHER VEHICLE, BOTH UNITS DAMAGED. VEHICLE IS IN OWNERS POSSESSION, STILL BEING DRIVEN. PER OGC MATRIX, FORWARDED TO 82T. JSS15.
Assigned to KT124
Inspection Requested





MPH km/h

R A N D O M 21





GAWR FRONT

2359 KG (5200 LB)

WITH TIRES
LT265/70 R17-E
TIRES

17X7.5

RIMS AT

GAWR REAR

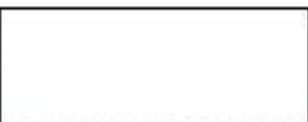
2722 KG (6000 LB)

LT265/70 R17-E

17X7.5

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE

VIN: 3D3KU28C64G



TYPE:

TRUCK



MDH:

080506

PNT:PX8

VEHICLE MADE IN MEX







40

30

20

10

0

80

60

40

20

100

140

160

180

200

110

150

MPH km/h

P R N D 2 1



RPM X 1000

6 134







2823 1738











DODGE
RAM BUILT







PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

12010886

CUSTOMER COMPLAINTS

Vin	3D7MU486X	3	Cair #	12010886	Open Date	1/26/04	
Model	DR8H42	Model Year	03	Built Date	9/24/02		
In Service Dt	10/16/02	Dealer	43332	Dealer Zone	63	Mileage	17000
Last Name		Middle Int		First Name		Contact Type	L
Address				Home Phone			
City	KILGORE	State	TX	Country	USA	Zip	
Remark	text						

Transmission / Transaxle - Defective

Customer alleges that the transmission had to be replaced.

01/26/04 BDS38 - Customer called in regards to problems he alleges he is having with the transmission in his vehicle. Writer verified ownership and informed him that there were no outstanding recalls on the vehicle at this time. Customer alleges that he has had ongoing problems with his transmission and had to have it replaced. Customer claims that the vehicle is too new to have these problems and seeks assistance in getting the problem fixed so he can get rid of the vehicle.

Writer directed him to Customer Service.

LETTER FROM ATTORNEY. SEE PRIOR CAIR 11475867. PER OGC MATRIX, FORWARDED TO 82T. JSS15.

4/19/04 referred to warranty lit-dmc

LAW OFFICE OF

John W. Moore

PHONE 903-236-3500 ★ FAX 903-757-2387

E-MAIL: jwmoore@cablelynx.com

P.O. Box 2841
LONGVIEW, TX 75606

222 N. FREDONIA
LONGVIEW, TX 75601

March 24, 2004

DaimlerChrysler
PO Box 610207
Port Huron, MI 48061-0207

Attention: Reimbursement

Dear Sir/Madam:

This office has been retained by , owner of the above reference vehicle, subject to the recall.

In an attempt to resolve this problem, my client has brought this to your attention as referenced by the investigation and denial of claim by . In that investigation, an inspector, on August 8, 2003, did in fact look at the truck and from the driver's door of the truck determined that there was no transmission problem.

However, it appears that the investigation that was done was **wrong**, referenced by the two (2) recall notices presented to my client.

I will, however, outline the excessive steps my client has taken over the past year in an attempt to resolve the problem, as well as present receipts for the damage to my client's truck resulting from the transmission failure.

This is done in an attempt to resolve this matter without the filing of a lawsuit.

We are, at this time, attempting only to replace what has been taken from my client as a result of this transmission failure.

RECEIVED

MAR 31 2004

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

12013657

CUSTOMER COMPLAINTS

Vin	3D7KU28C5	3G	Cair #	12013657	Open Date	1/27/04	
Model	DR7H41	Model Year	03	Built Date	5/14/03		
In Service Dt	9/11/03	Dealer	67909	Dealer Zone	32	Mileage	11734
Last Name		Middle Int		First Name		Contact Type	T
Address			Home Phone				
City	CHESTERTOWN	State	NY	Country	USA	Zip	
Remark	text						

Product in Accident	
Transmission / Transaxle Inquiry	Jumps out of gear.

Original owner called in seeking assistance on getting vehicle repaired. Customer stated that the dealer is not able to duplicate concern. Customer states that the vehicle jumps out of gear. Advised customer that if the dealer cannot duplicate that there is a problem a repair cannot be performed. Advised customer vehicle will be repaired per the terms of the warranty.

2/3/04 - Dlr SM (Joann) advises that owner is very upset. Owner advises that due to condition as described by owner, owner advises that he has incurred personal injury (broken foot) as owner states that vehicle jumped out of park while he was behind it and vehicle ran him over. Dlr Principal (Sam M altbie) requests DC inspection of vehicle. DM advises SM that unless dealer can verify condition and is unable to repair no DC intervention will be likely. DM will forward to NEBC for further review. rar16.

2/3/04 - Attn: dad21... please advise of your position relative to elevation of this to special investigations. thanks, rob

02-03-04 DAD21. Request SI

INJURY, PER OGC MATRIX, FORWARDED TO 82T. JSS15.. assigned to rap99 sent acknowledgement letter. Inspection Requested: 2/6/04 left message for customer, returning his call left message for customer, returning his call spoke with customer Inspection Conducted: 2/18/04 Inspection Report Received: 2/24/04 Left message for customer, returning his call spoke with customer Denial Letter Sent: 2/26/04

MFD BY

DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
5-03

GWR

4083 KG(09000 LB)

GAWR FRONT

2359 KG(5200 LB)

WITH TIRES

LT265/70R17-E

RIMS AT

17X7.5

COLD

413 KPA(60 PSI)

GAWR REAR

2722 KG(6000 LB)

WITH TIRES

LT265/70R17-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: 3D7KU28C53G

TYPE:

TRUCK

SINGLE X DUAL



MDH: 051406

PNT:PX8

VEHICLE MADE IN MEXICO

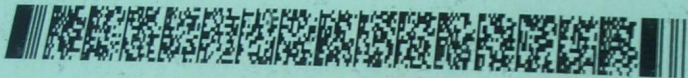
TRM:N9DU

4648507





NEW YORK



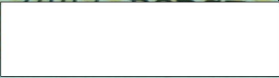
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05/31/05

3D7KU28C53G



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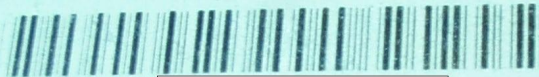
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VEHICLE REGISTRATION



NEW YORK STATE

SAFETY INSPECTION CERTIFICATE

JAN

DEC

FEB

NOV

MAR



OCT

APR

MAY

JUN

JUL

AUG

S







HOLD

BRAKE

HOOD



BRAKE

HOOD







CHARGES
REMOVED
FOR REMOVAL
FOR REMOVAL
FOR REMOVAL



WARNING:
Do not use this tire if the tread is worn down to the level of the grooves.

B
F
G



[Redacted License Plate]



DODGE
HEAVY DUTY





DODGE
HEAVY DUTY

4x4





FX
4





ELECTRIC BRAKES
RH STOP/TURN
BACKUP LAMPS
LH STOP/TURN
RUNNING LAMPS

CHRYSLER
56038386A1







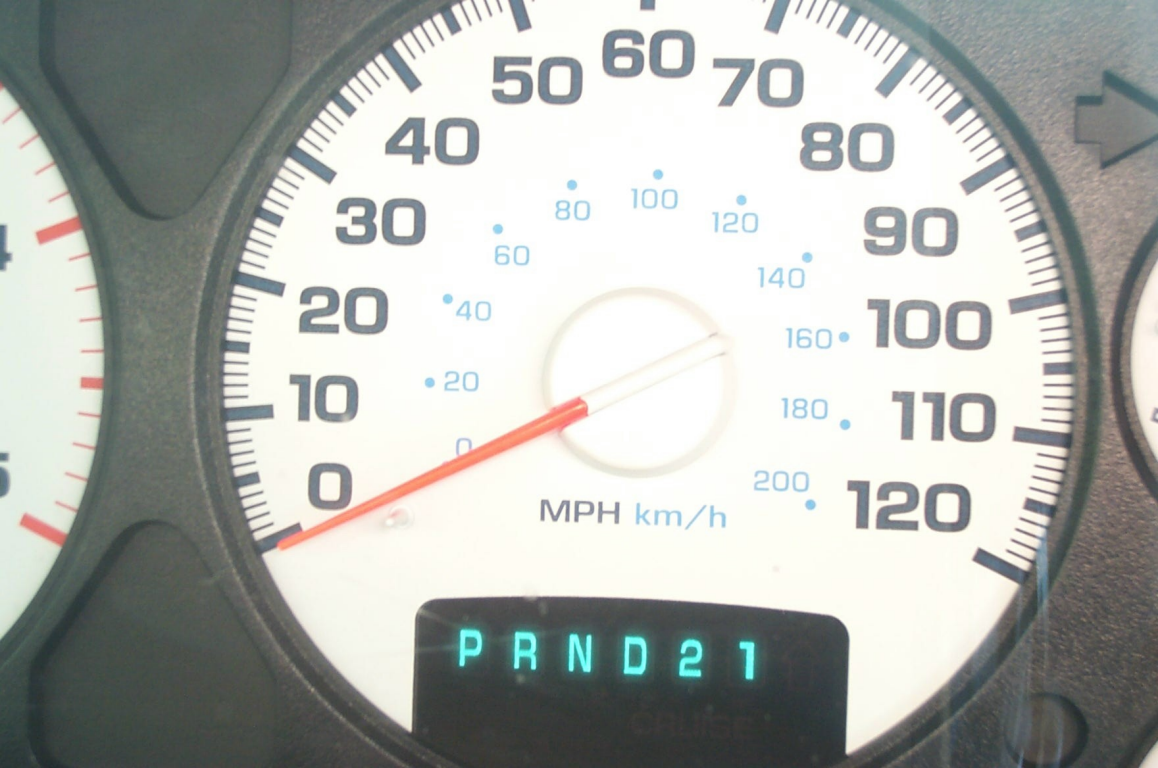


RPM X 1000

11750



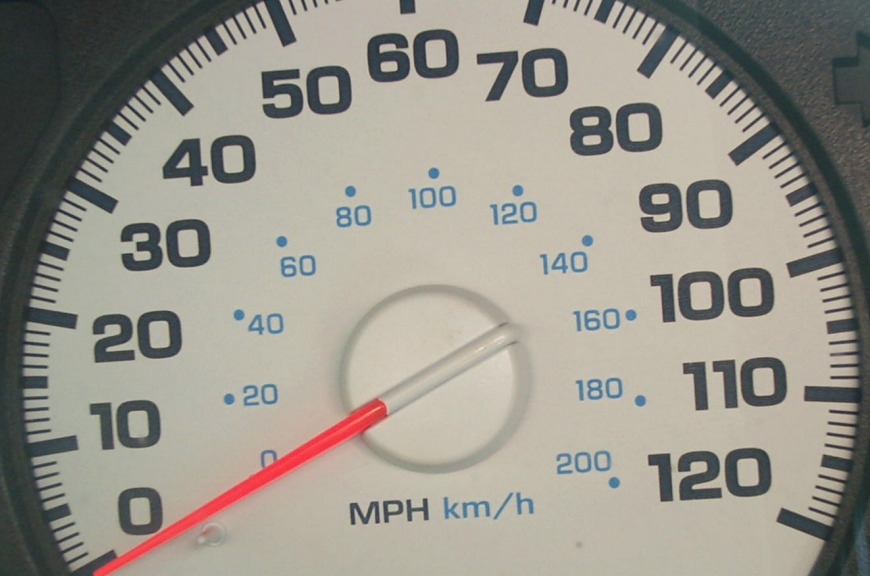
P R N D 2 1



P R N D 2 1



P R N D 2 1



P R N D 2 1





P R **N** D 2 1



P R N D 2 1





PANDA 1





MPH km/h

P R N D 2 1



Part 1001
Data Recorder



ABS

Anti-lock Brakes

Passive Restraints

Theft Alarm

System Monitors

Controller 1000

Controller is Disabled

Controlled by OPERATOR
SEE OPERATOR MANUAL

SELECT FUNCTION

1. System Tests
2. I/Os & Related Functions
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Sensor Display
7. Display

D:33

DTCs & Related Functions

Read DTCs

Freeze Frame Data

TCM STICK

NO STICK DETECTED

DTCs & Related Functions

1. Read DTCs

Freeze Frame Data

Select Monitor

RECORD 2

No OBDII Information
has been Stored for
CUMMINS F400L SET

Check FUSE TRUCK

SELECT FUNCTION

1. Press and hold

MISCELLANEOUS FUNCTION

QTCs

Annotations

Annotations

Usage Information

Usage Guide

1978 VIN

1978 VIN

DRIVEN

Transmission Menu

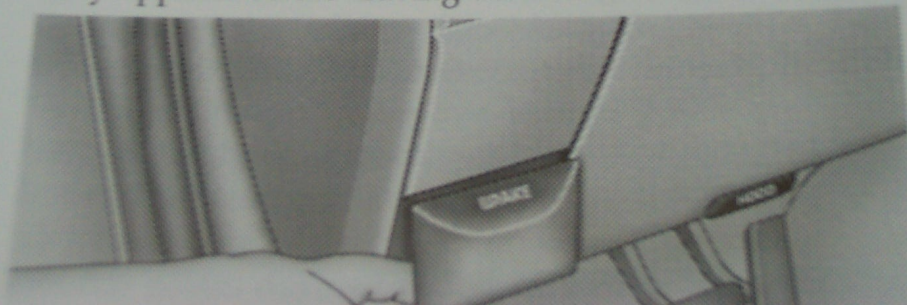
- 1. Transmission Module
- 2. Transfer Case Module
- 3. Shift Lever Assembly Module

NO RESPONSE from TCM

Please make certain of the following items:

- 1) Ignition is turned on.
- 2) DRB III is properly connected to the Data connector.

NOTE: The instrument cluster red brake warning light will come on and flash to indicate that the parking brake is applied. You must be sure that the parking brake is fully applied before leaving the vehicle.



Be sure the parking brake is firmly set when parked and the gear shift lever is in the PARK position. When parking on a hill you should apply the parking brake before placing the gear shift lever in PARK, otherwise the load on the transmission locking mechanism may make it difficult to move the selector out of PARK.

WARNING!

- Always fully apply the parking brake when leaving your vehicle, or it may roll and cause damage or injury. Also be certain to leave an automatic transmission in Park, a manual transmission in Reverse or first gear. Failure to do so may allow the vehicle to roll and cause damage or injury.
- Leaving children in a vehicle unattended is dangerous for a number of reasons. A child or others could be injured. Children should be warned not to touch the parking brake or the gear selector lever. Don't leave the keys in the ignition. A child could operate power windows, other controls, or move the vehicle.
- Be sure the parking brake is fully disengaged before driving, failure to do so can lead to brake problems due to excessive heating of the rear brakes.

PAUSE SYSTEM

power assist is lost for any r
brake applications with
will still function. However,
essential increase in braking effo
the front or rear hydraulic
the remaining system
loss of overall braking effe
by increased pedal trav
pedal force required to sl
of the BRAKE warning lam
(pedal) during brake use.

"P" Park

This gear position supplements the parking brake by locking the transmission. The engine can be started in this range. Never use Park while the vehicle is in motion. Apply the parking brake when leaving the vehicle in this range. Always apply parking brake first, then place the selector in Park position. On 4-wheel drive vehicles be sure that the transfer case is in a drive position!

WARNING!

Your vehicle could move and injure you and others if it is not completely in P (Park). Check by trying to move the gearshift lever back and forth without first pulling it toward you after you have set it in P. Make sure it is in Park before leaving the vehicle.

"R" Reverse

Use this range for complete stop

"N" Neutral

Shift to Neutral for a longed period. The engine can be started in this position. Do not leave the ve

"D" Drive

This position is used for gear direct (forward direction). Use

"P" Park

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sure to use the same lubricant or equivalent. Refer to Recommended Fluids, Lubricants and Genuine Parts for the correct lubricant type.

Automatic Transmission

Fluid Level Check

The fluid level should be checked when the engine is fully warmed up and the fluid in the transmission is at normal operating temperature. Operation of the transmission with an improper fluid level will greatly reduce the life of the transmission and of the fluid. Check the fluid level whenever the vehicle is serviced.

Procedure For Checking Fluid Level

To properly check the automatic transmission fluid level, the following procedure must be used:

1. The vehicle must be on level ground.
2. The engine should be running at curb idle speed for a minimum of 60 seconds.

3. Fully apply parking brake.

4. Place the gear selector briefly in each gear position, ending with the lever in N (Neutral).

5. Remove the dipstick and determine if the fluid is hot or warm. Hot fluid is approximately 180°F (82°C) is the normal operating temperature after the vehicle has been driven at least 15 miles. The fluid can be comfortably held between the finger tips. Warm fluid is between 85° - 125°F (29° - 52°C).

6. Wipe the dipstick clean and reinsert it into the dipstick tube. Remove dipstick and note reading.

- a. If the fluid is hot, the reading should be taken in the crosshatched area marked "OK".

- b. If the fluid is warm, the reading should be taken in the two holes. If the fluid level indicates insufficient fluid to bring to the proper level, add fluid.

at. Refer to
the Parts for

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MFD BY

DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
5-03

GWR

4083 KG(09000 LB)

GAWR FRONT

2359 KG(5200 LB)

WITH TIRES

LT265/70R17-E

RIMS AT

17X7.5

COLD

413 KPA(60 PSI)

GAWR REAR

2722 KG(6000 LB)

WITH TIRES

LT265/70R17-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: 3D7KU28C53G

TYPE:

TRUCK

SINGLE X DUAL



MDH:

051406

PNT:PX8

VEHICLE MADE IN MEXICO

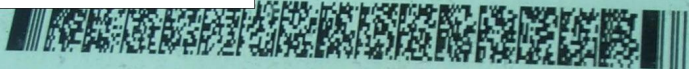
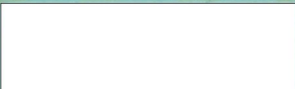
TRM:N9DU

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NEW YORK



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3D7KU28C53G



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VEHICLE REGISTRATION



NEW YORK STATE

SAFETY INSPECTION CERTIFICATE

JAN

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OCT

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JUL

AUG

SEP







HOOD

BRAKE

HOOD



BRAKE

HOOD







CHARGES
REMOVED
FOR REMOVAL
FOR REMOVAL
FOR REMOVAL



WARNING:
Do not use this tire if the tread is worn down to the level of the grooves.

B
F
G











FX
4





ELECTRIC BRAKES
RH STOP/TURN
BACKUP LAMPS
LH STOP/TURN
RUNNING LAMPS

CHRYSLER
56038386A1





AIR
BAG





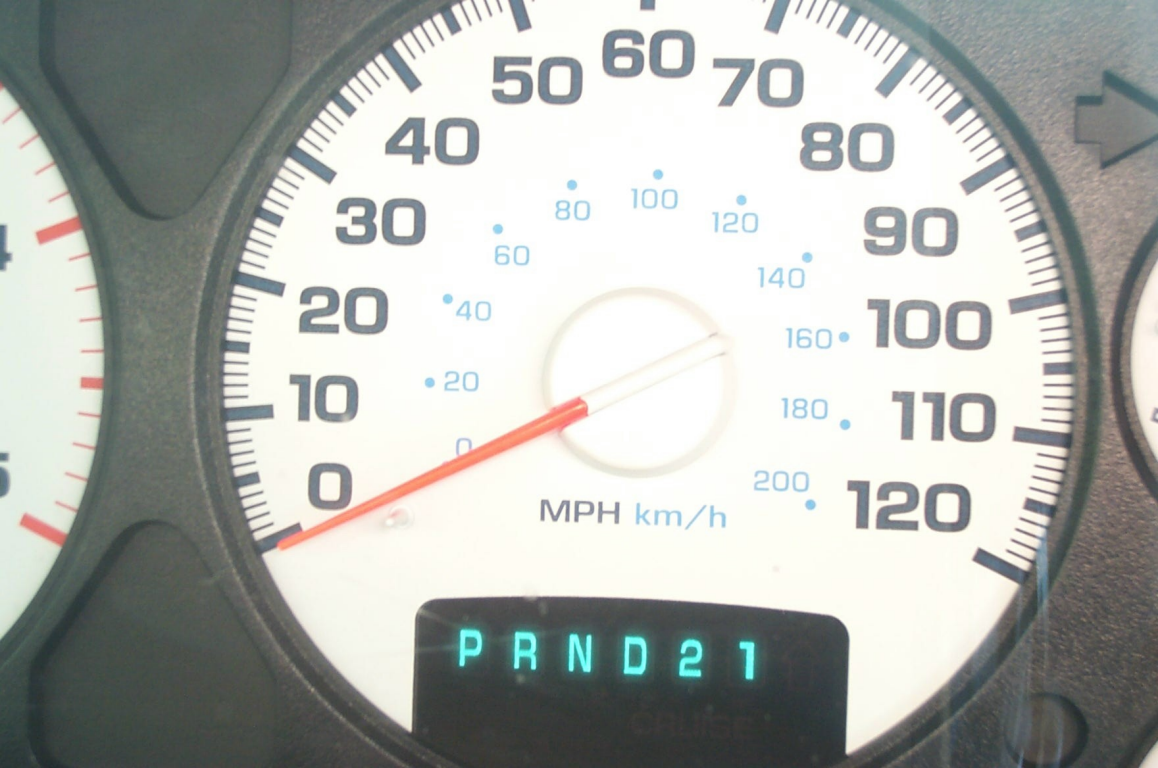


RPM X 1000

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P R N D 2 1

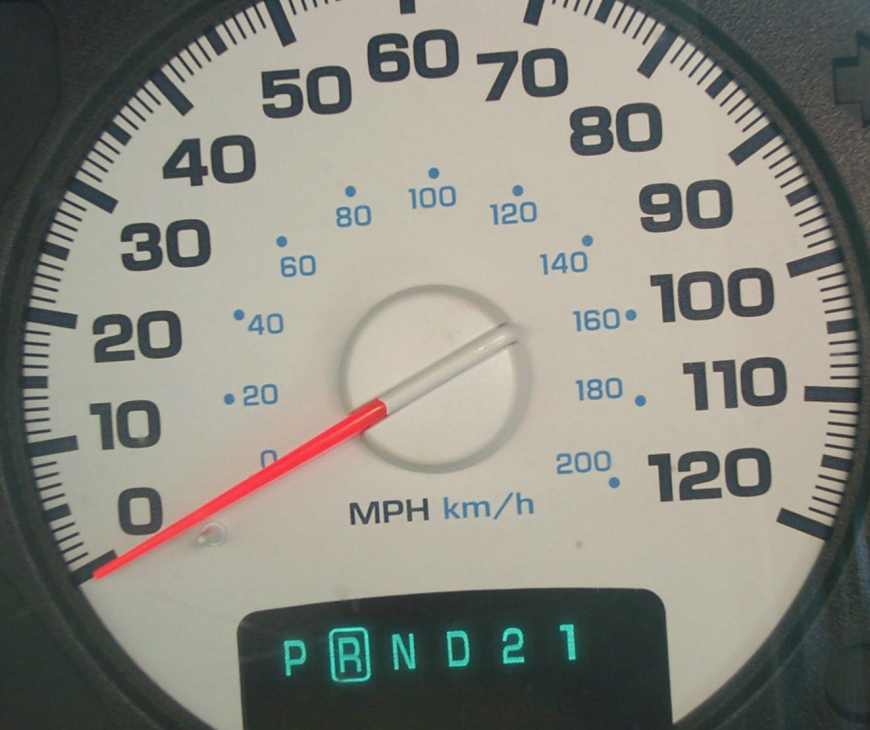


MPH km/h

P R N D 2 1



P R N D 2 1



P R N D 2 1







P R N D 2 1





PANDA







Part 1001
Data Recorder



ABS

Anti-lock Brakes

Passive Restraints

Theft Alarm

System Monitors

Controller 1000

Controller is Disabled

Controlled by OPERATOR
SEE OPERATOR MANUAL

SELECT FUNCTION

1. System Tests
2. I/Os & Related Functions
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Sensor Display
7. Display

D:33

DTCs & Related Functions

Read DTCs

Freeze Frame Data

TCM STICK

NO STICK DETECTED

DTCs & Related Functions

1. Read DTCs

2. Freeze Frame Data

Select Monitor

RECORD 2

No OBDII Information
has been Stored for
CUMMINS F400L SET

Check FUSE TRUCK

SELECT FUNCTION

1. Press and hold

MISCELLANEOUS FUNCTION

QTCs

Annotations

Annotations

Usage Information

Query Center Index

1978 VIN

1978 VIN

DRIVEN

Transmission Menu

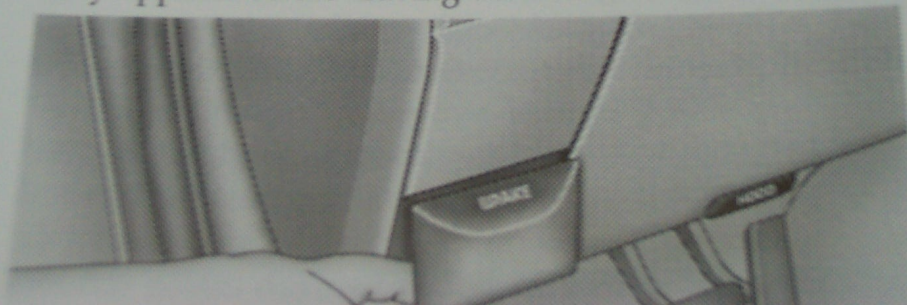
- 1. Transmission Module
- 2. Transfer Case Module
- 3. Shift Lever Assembly Module

NO RESPONSE from TCM

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- Be sure the parking brake is fully disengaged before driving, failure to do so can lead to brake problems due to excessive heating of the rear brakes.

PAUSE SYSTEM

power assist is lost for any r
brake applications with
will still function. However,
essential increase in braking effo
the front or rear hydraulic
the remaining system
loss of overall braking effe
by increased pedal trav
pedal force required to sl
of the BRAKE warning lam
(pedal) during brake use.

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Automatic Transmission

Fluid Level Check

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PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

12054177

CUSTOMER COMPLAINTS

Vin	3D7MU48C6	4	Cair #	12054177	Open Date	2/9/04
Model	DR8H42	Model Year	04	Built Date	9/24/03	
In Service Dt	10/21/03	Dealer	44507	Dealer Zone	51	Mileage 6000
Last Name		Middle Int		First Name		Contact Type T
Address			Home Phone			
City	SILVA	State	MO	Country	USA	Zip
Remark	text					

Property Damage	
Product in Accident	
Automatic Trans / Transaxle - Jumps Out of Gear/Park	

02/06/04 DM contacted by Gene Russom, Service Mgr. Hillis Ch. Gene indicates owner told him the trans. slipped out of Park into Reverse resulting in damage to rear fender flare. Dir. could not duplicate concern if the trans. was fully in Park position. See additional info in previous CAIR. Truck was at Hillis Ch. awaiting inspection. rdh

2/10/04. Assigned to PJM68.
 sent acknowledgement letter
 tried to reach customer, no answer
 Inspection Requested: 2/12/04
 Inspection Conducted: 2/16/04
 Inspection Report Received: 2/16/04
 Denial Letter Sent: 2/17/04

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 9-03

GVWR 5444 KG (12000 LB)

GAWR FRONT 2359 KG (5200 LB) WITH TIRES LT235/80R17-E

RIMS AT 17X6.0

COLD 448 KPA (65 PSI)

GAWR REAR 4242 KG (9350 LB) WITH TIRES LT235/80R17-E

RIMS AT 17X6.0

COLD 448 KPA (65 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: 3D7MU48C64G [REDACTED] TYPE: TRUCK SINGLE DUAL X



MDH: 092421

PNT:PW7

VEHICLE MADE IN MEXICO

TRM:ULL5

4643507

FEB 16 2004

200

MPH km/h

P R N  2 1

FEB 16 2004

200

MPH km/h

P R N D 2 1

FEB 16 2004

MPH km/h

P R N D 2 1

FEB 16 2004



FEB 16 2004



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RPM X 1000

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FEB 16 2004



DAKOTA
SLT

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MPH km/h

P R N D 2 1

FEB 16 2004

200

MPH km/h

P R N D 2 1

FEB 16 2004

MPH km/h

P R **N** D 2 1

FEB 16 2004

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

12153982

CUSTOMER COMPLAINTS

Vin	3D7KU28C6	4G146059	Cair #	12153982	Open Date	3/18/04
Model	DR7H42	Model Year	04	Built Date	10/8/03	
In Service Dt	11/14/03	Dealer	44621	Dealer Zone	71	Mileage 2400
Last Name		Middle Int		First Name		Contact Type T
Address			Home Phone			
City	SPRINGFIELD	State	OR	Country	USA	Zip
Remark	text					

Property Damage	
Product in Accident	
Automatic Trans / Transaxle - Jumps Out of Gear/Park	

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

Vehicle was in Park and then went into reverse on its own.

Description of the incident (what, when, where, injuries, etc)

States vehicle was sitting in Park, got out to open tailgate in order to put something in back, then walked about 40 feet and turned around and vehicle was coming at him, tailgate crunched when it hit dumpster near building.

Has the owners insurance company been contacted ?

Not contacted yet

If yes provide name/policy number and phone number

State Farm, policy number

Where is the vehicle exactly located (provide name/address/phone #)

Now located at home

Is there property damage or other vehicles involved in the accident?

Tailgate smashed, bracket bent,

Has a Police or Fire report been filed (what municipality & report #)

NO ANSWER PROVIDED BY AGENT

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

null

Phone line terminated call...Please finish when owner calls back.

Forwarded information to Special Investigations.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, E, & J, PHOTOS, DRB CODES, POLICE DEPT REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS, JSS15.

CAIR NUMBER 12153982 REQUEST EAA INSPECTION 03-18-2004 09:46

CAIR NUMBER 12153982 E-MAIL SENT TO EAA 03-18-2004 09:47

Assigned to PJM68.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/20/04 AT 06:00 12153982

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/21/04 AT 03:21 12153982

SENT TO 82T IN ERROR, THIS ONE BELONGS IN S/I, THERE WERE NO INJURIES.

JSS15.

REVIEWED REPORT. DICTATED LETTER. JSS15.

LETTER MAILED. JSS15.

sent acknowledgement letter

inspector has already been out.

Inspection Requested: 3/23/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



DOOR
AJAR

PRND21

2514

03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004



03/19/2004





03/19/2004



2514

PRND21

DOOR AJAR

03/19/2004



03/19/2004

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

12186747

PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

12201482

CUSTOMER COMPLAINTS

Vin	3D7KU286X	3	Cair #	12201482	Open Date	4/6/04	
Model	DR7H41	Model Year	03	Built Date	9/11/02		
In Service Dt	10/14/02	Dealer	26285	Dealer Zone	74	Mileage	36000
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	MONTE VISTA	State	CO	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	
Accident - Single Vehicle Rollover	vehicle would not go into drive
Automatic Trans / Transaxle - Improper Shift	vehicle would not go into drive stayed in reverse caused accident

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

She was at an auto repair shop at approximately 9:10 AM and went to leave the parking space and the vehicle did not go into drive as owner assumed but accelerated into reverse causing owner to hit a tree. Stated she tried the brakes but they did not work well because everything happened so fast. States she went to put the vehicle in drive again for the second time and the vehicle did not engage in drive but reverse again that caused owner to mow down several fence post before being stop by a steel building.

Description of the incident (what, when, where, injuries, etc)

Vehicle would not engage into drive on 3/25/04 at 9:21AM at an auto repair shop. No injuries but the vehicle sustained front end damage and property damage.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

State Farm Insurance. Polic [REDACTED] Agent Mary Davis 719-852-3548.

Where is the vehicle exactly located (provide name/address/phone #)

Valley Collision Shop, 429 6th Street Alamosa, CO 81101 719-589-6348

Is there property damage or other vehicles involved in the accident?

Yes, there was property damage to T&J Auto located 216 Broadway, Alamosa, CO 81101

Has a Police or Fire report been filed (what municipality & report #)

Police report # 2000005130 and the Alamosa County Sheriff department handled the accident.

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner prefers to be contacted at home.

4/6/04. TO 82T.

GET FULL THROTTLE BRAKE TEST.

Assigned to TK27.

left message for customer

acknowledgement letter mailed

Inspection Requested: 4/12/2004

4/21/04. SUBROGATION LETTER TO 82T.

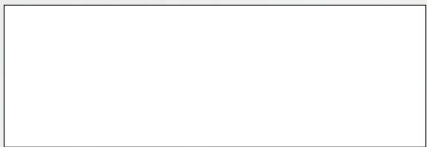
4/21/04 assigned to tk27

dmc

Inspection Conducted: 4/16/2004

Inspection Report Received: 4/27/2004

Denial Letter Sent: 4/29/2004



JJH12BP



1141506

[Blank license plate area]

ALAMOSA



1141586

RAM 2500

Rugged Trail T/A



DODGE
PICKUP TRUCK

4x4
TRUCK

TRUCK & EQUIPMENT
SALES & SERVICE



DODGE
HEAVY DUTY

4x4
SXT



TOWN & COUNTRY
Dodge



MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
9-02

GWR
4083 KG(9000 LB)

GAWR FRONT
2359 KG(5200 LB)

WITH TIRES
LT265/70R17-E

RIMS AT
17X7.5

COLD
413 KPA(60 PSI)

GAWR REAR
2722 KG(6000 LB)

WITH TIRES
LT265/70R17-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: 3D7KU286X3

TYPE:

TRUCK

SINGLE X DUAL



MDH: 091120

PNT:PS2

VEHICLE MADE IN MEXICO

TRM:U9DU 4648507







36847

BRAKE

DOOR AJAR



36847



P R N D 2 1



DOOR AJAR




BRAKE

DOOR
AJAR



RPM X 1000

36847

MPH km/h

P H N D 2 1

 BRAKE

 DOOR AJAR



DOOR
Ajar



DOOR
AJAR



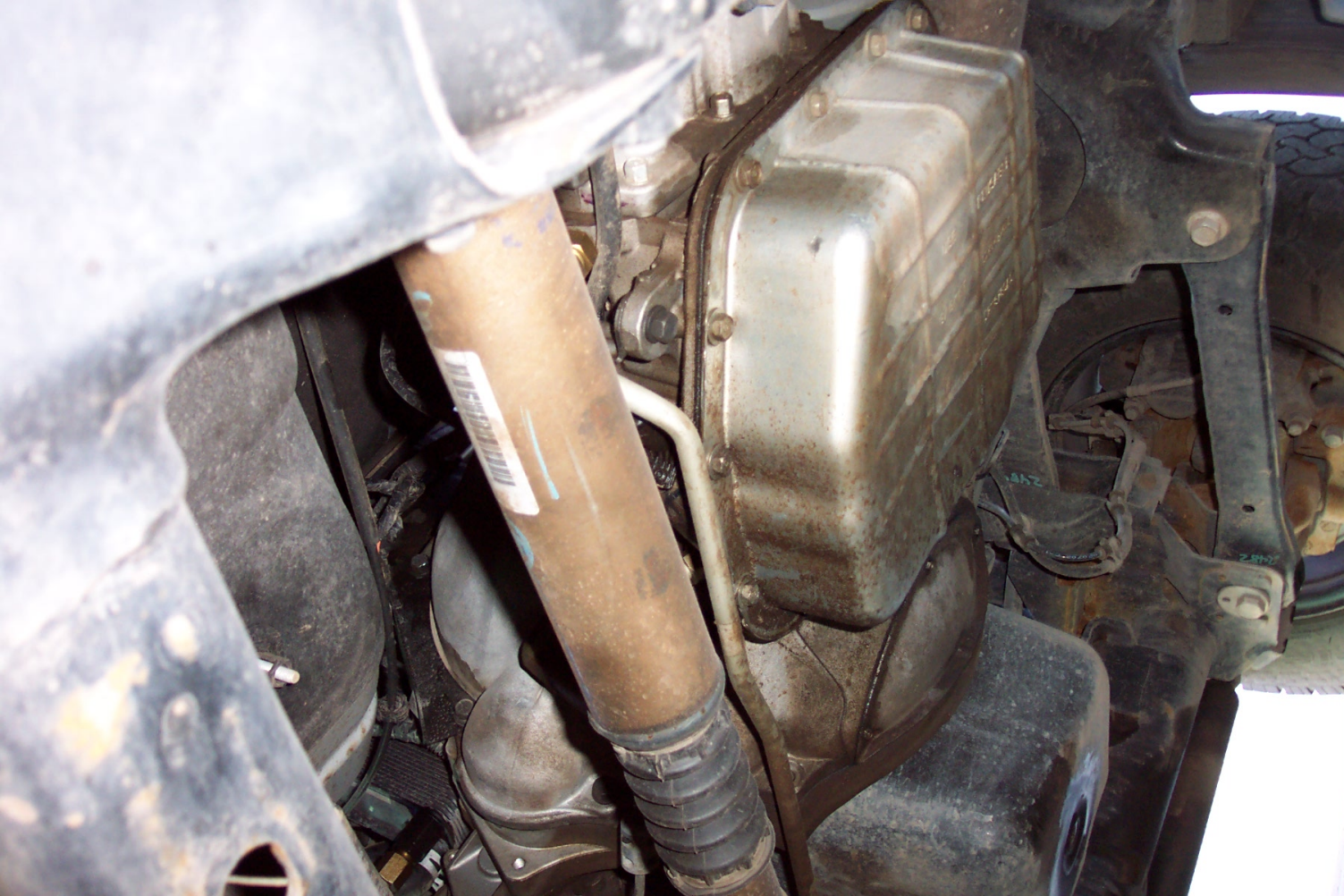
RPM X 1000

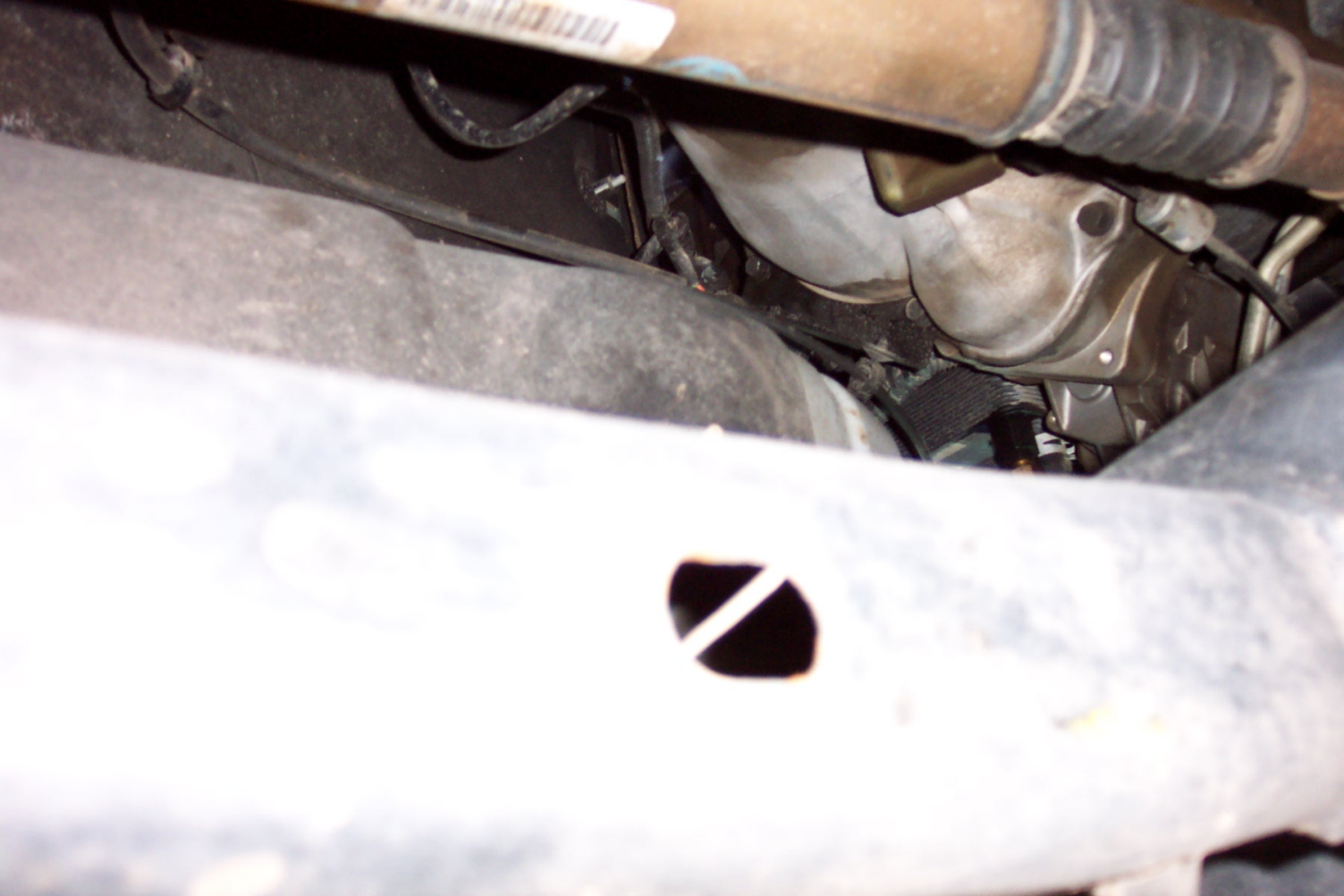
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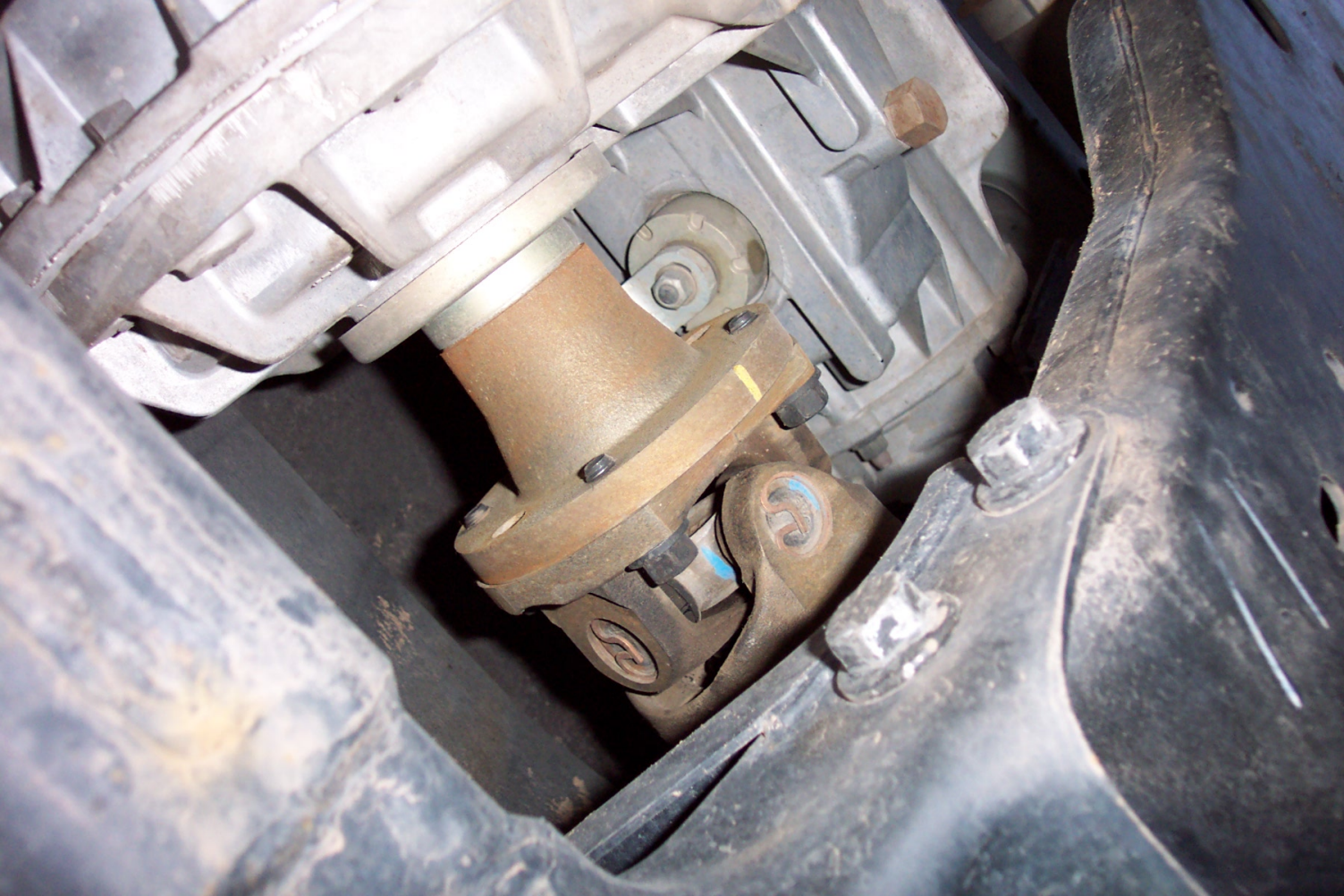
PRND2

MPH km/h

DOOR
AJAR











PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

12220535

CUSTOMER COMPLAINTS

Vin	3D7MU4667	3G	Cair #	12220535	Open Date	4/14/04	
Model	DR8H62	Model Year	03	Built Date	1/15/03		
In Service Dt	8/8/03	Dealer	45002	Dealer Zone	51	Mileage	18466
Last Name		Middle Int	J	First Name		Contact Type	T
Address			Home Phone				
City		State	IA	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	
Gear Selector / Linkage - Jumps Out of Gear/Park	Vehicle jumped out of park causing damage

Customer states that his vehicle jumped out gear from park to reverse. Both the vehicle and the trailer it was parked in front of have been damaged.

Please forward this cair to Tom Kelly.

DM-Rob Lang spoke with Tom Kelly and was informed that an inspection must take place by an EAA. Special Investigations to schedule an appointment to inspect within the next two weeks(tenatively). Dealership contact: Mike Covington. Ph: 319.849.1078. EAA or Dealership must contact customer to set appointment.

Assigned to TK27.

CAIR NUMBER 12220535 REQUEST EAA INSPECTION 04-16-2004 09:55

CAIR NUMBER 12220535 E-MAIL SENT TO EAA 04-16-2004 09:55

acknowledgement letter mailed

Inspection Requested: 4/16/2004

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/22/04 AT 06:00 12220535

Inspection Conducted: 4/19/2004

Inspection Report Received: 4/22/2004

Denial Letter Sent: 5/10/2004

MFD BY

DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
1-03

GVWR
5444 KG(12000 LB)

GVWR FRONT

WITH TIRES

RIMS AT

COLD

2359 KG(5200 LB)

LT235/80R17-E

17X6.0

448 KPA(65 PSI)

GVWR REAR

WITH TIRES

RIMS AT

COLD

4242 KG(9350 LB)

LT235/80R17-E

17X6.0

448 KPA(65 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: 3D7MU46673G

TYPE:

TRUCK

SINGLE

DUAL X



MDH: 011506

PNT:PB7

VEHICLE MADE IN MEXICO

TRM:M9L5

4648507

















SnoMowBros.

DODGE
HEAVY DUTY
4000

4x4
RMC















SnoMowBros.

DODGE
HEAVY DUTY

4x4

SnoMowBros.

4x4
SLT

Walmart







SnnMowBros.





SnoMowBros.

DODGE
HEAVY DUTY
RAM
4x4





SnowBros.

DODGE

4x4
SLT









P R **N** D 2 1



020





PRND 2 1





PE04-039

CHRYSLER

6/22/2004

ENCLOSURE 4

CLAIMS

CUSTOMER COMPLAINT

12306598

CUSTOMER COMPLAINTS

Vin	3D7KU28C1	4	Cair #	12306598	Open Date	5/17/04
Model	DR7H42	Model Year	04	Built Date	10/3/03	
In Service Dt	12/31/03	Dealer	66247	Dealer Zone	74	Mileage 6056
Last Name		Middle Int		First Name		Contact Type T
Address				Home Phone	() -	
City	JOHNSTOWN	State	CO	Country	USA	Zip
Remark	text					

Property Damage	
Product in Accident	
Automatic Trans / Transaxle - Jumps Out of Gear/Park	Customer states that vehicle jumped out of park and hit another truck.

Service Manager contacts writer and states that the owner claims that vehicle 'popped out of park' and rolled down an incline and struck a 2002 Dodge 1500 pickup. The vehicle is in the owner's possession, writer advises SM to get vehicle from owner and provide rental. SM states that it is a Business Link customer and will need a like vehicle. Writer approves as SM states he contacted DCX a week ago. The contact at the dealership is Mick Rowedder at 970-667-4433, ext 225, he is the SM.

FERRERO AUTO CENTER INCORPORATED CJD
 2600 NORTH LINCOLN LOVELAND CO 80538 970-667-4433
 5/18/04. SI REVIEWED AND FORWARDED TO 82T.
 5/18/04 assigned to tk27/dmc
 CAIR NUMBER 12306598 REQUEST EAA INSPECTION 05-19-2004 15:39
 CAIR NUMBER 12306598 E-MAIL SENT TO EAA 05-19-2004 15:39
 Inspection Requested: 5/19/2004
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/27/04 AT 06:00 12306598
 Inspection Conducted: 5/25/2004
 Inspection Report Received: 6/1/2004

Writer advised SM that Denver BC's coverage of rental ends today. Any further rental coverage would be determined by Special Investigations and/or the owner's insurance company based on SI findings. SM contacted owner who SM states became irate. SM requests writer contact. Writer contacted the owner this date and time and advised that rental was approved as goodwill due to delay in requesting investigation and for no other reason. Also advised that rental allowance is \$30 per day, but writer approved like vehicle due to Business Link and that accident allegedly happened on April 9 and two months later investigation still not complete. Advised owner that if he chose to keep rental he could do so, but starting tomorrow and pending DCX findings, he would be responsible for rental bill. Owner understood. Advised owner that writer was first notified of accident on 5/17/04.

Offer Letter Sent: 6/7/2004
 Offer Letter Sent: 6/8/2004



[Redacted]

[Redacted]

15278210



12306598

Service & Parts





DODGE
RAM

4x4

[Redacted License Plate]



12306598

4748



rich

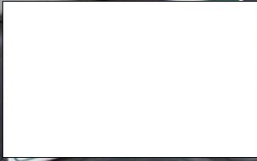
718



DODGE
HEAVY DUTY



DODGE
HEAVY DUTY





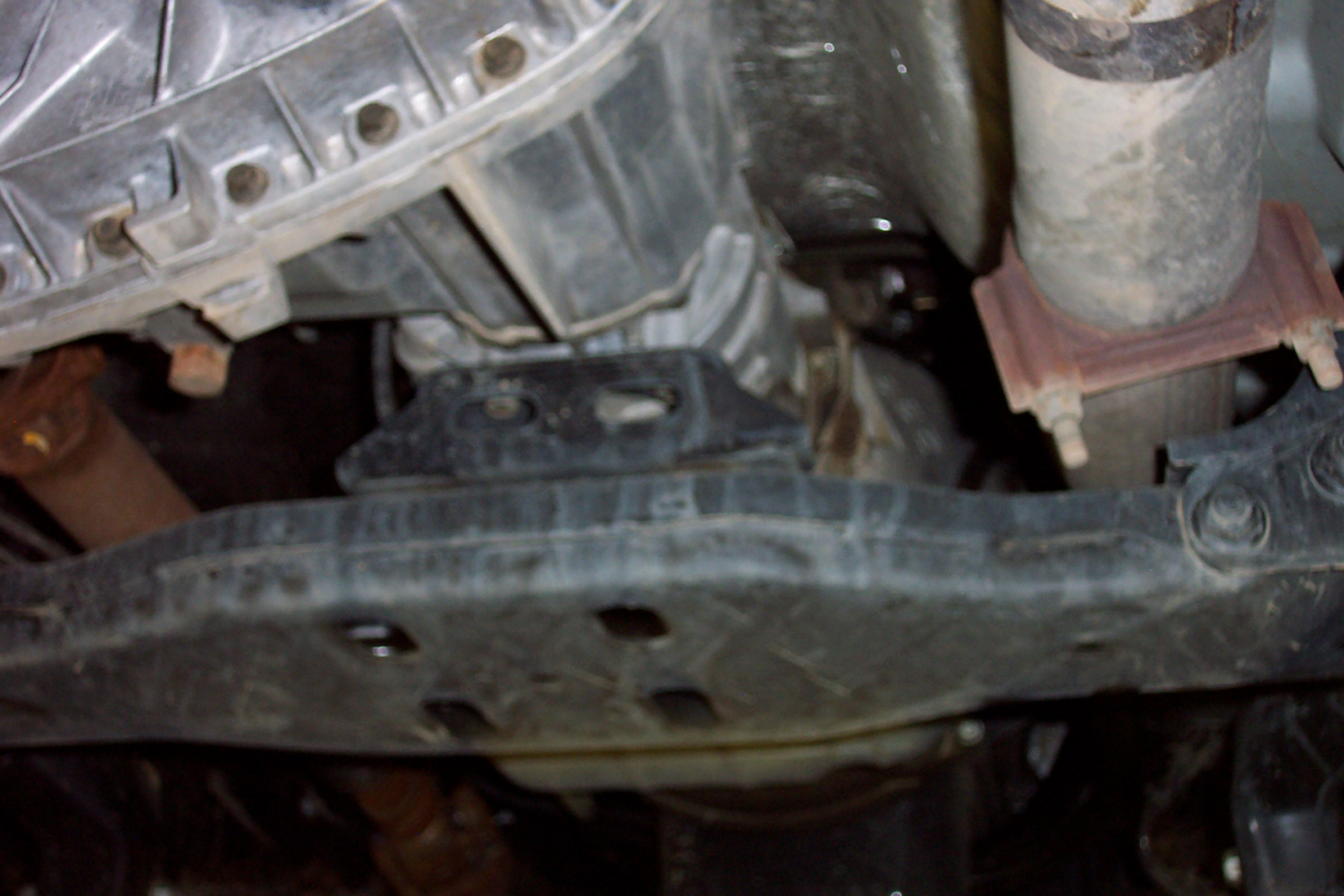


DODGE
HEAVY DUTY

















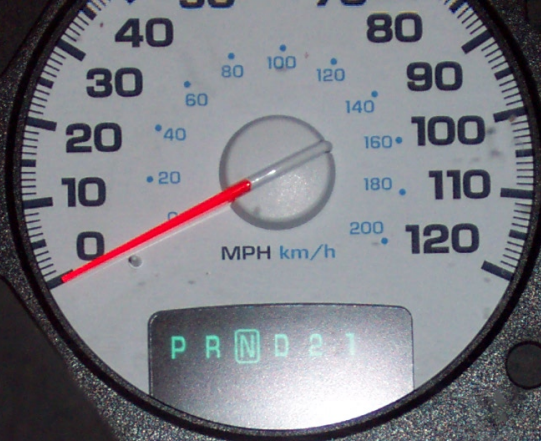



BRAKE





P R N D 3 2 1







P R N D M





MFD BY	DAIMLERCHRYSLER CORPORATION	DATE OF MFR	10-03	GWR	4083 KG(09000 LB)
GAWR FRONT	WITH TIRES	RIMS AT	COLD		
2359 KG(5200 LB)	LT265/70 R17-E	17X7.5	413 KPA(60 PSI)		
GAWR REAR	WITH TIRES	RIMS AT	COLD		
2722 KG(6000 LB)	LT265/70 R17-E	17X7.5	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: 3D7KU280 [REDACTED] TYPE: TRUCK SINGLE X DUAL



MDH: 100312 PNT:PS2 VEHICLE MADE IN MEXICO TRM:M9DU 4648507