

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

10708643

CUSTOMER COMPLAINTS

Vin	3D7KA2864	3	Cair #	10708643	Open Date	12/4/02
Model	DR2H42	Model Year	03	Built Date	7/31/02	
In Service Dt	10/1/02	Dealer	59819	Dealer Zone	63	Mileage 7100
Last Name		Middle Int		First Name		Contact Type T
Address				Home Phone	() -	
City	LAGUNA PARK	State	TX	Country	USA	Zip
Remark	text					

Transmission / Transaxle Inquiry

12/3--dm was at the dealership when the owner came in. the rear of the truck was damaged...bumper,both 1/4 panels at the rear corners, the front o of the bed came in contact with the cab. owner claims that the trans jumped out of park into reverse. s/m and dm checked the shift of the trans and was unable to duplicate any problems with the trans. owner then demonstrate d the condition but was not placing the shift lever properly into selected position. it was explained that the transmission has detents which can be felt as shift lever is moved. owner then began 'slaming' the shift lever from drive to park, over and over in attempt to demonstrate.dm informed owner that no defect was present, trans shift lever when properly shifted to selected gear, worked as designed. the key is that the owner was not shifting the shift lever properly into the selected gear (not hitting the detent). driver error, should contact the insurance company

12/05/02 Original owner calls in regards to shifting concern above. Owner states the district manager informed him that he was not shifting vehicle correctly because shifter is not being locked into park. Owner states the dealer did not provide him a rental vehicle. Writer informed owner that the service manager and district manager were unable to duplicate the shifting concern or discover a defect with vehicle. Writer advised owner to contact his insurance company as stated above. Informed owner that warranty will only cover manufacturing defects.

1/23/03 1st owner seking further assistance with the transmission concern. Customer states the vehicle will not stay in Park, it slips into reverse. Customer states he is placing the vehicle in Park, while running, and exiting the vehicle. Writer strongly advised the customer not to leave a vehicle running unattended without having the parking brake engaged. Writer advised the customer he can get a second opinion from another DCX dealer if he believes there is a problem with the transmission.

1/28/03 Customer stated he brought to 43371 MIKE SCHMIDT and for customer satisfaction they inspected and adjusted shifter cable customer said. Agent still concurred with the district manager's position

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CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

10920557

CUSTOMER COMPLAINTS

Vin	3D7KU2866	3	Cair #	10920557	Open Date	2/5/03	
Model	DR7H41	Model Year	03	Built Date	10/16/02		
In Service Dt	11/30/02	Dealer	68403	Dealer Zone	35	Mileage	6413
Last Name		Middle Int		First Name		Contact Type	T
Address			Home Phone				
City	MOYOCK	State	NC	Country	USA	Zip	
Remark	text						

Product in Accident	
Advise Owner / Incomplete Recall	

First owner claims vehicle was involved in an accident on 02-05-03 and is requesting inspection to determine responsibility.

Vehicle currently located at: unknown

Zurich American Insurance was contacted and can be reached at (000)000-0000. No injuries reported.

Writer advised owner a representative of DaimlerChrysler's Special Investigations Department or someone directed by their office will be in contact with owner. No other promises or commitments were made to the owner on behalf of DaimlerChrysler Motors Corporation. Owner seeking why vehicle will not stay in Park. Owner believes this is a defective product. Owner states he is concerned with the thought of a child possibly being behind the truck and get struck by the vehicle. Owner states he had vehicle in Park heard a BOOM and looked to find the vehicle had ran into a tree. Owner request Daimler-Chrysler to repair shifter and damages to vehicle.

Please add: Insurance CO. # and location of vehicle if owner calls back.

2-20-03 Writer closing file due to owner did not make contact to further provide additional information.

Please add: Insurance CO. # and location of vehicle if owner calls back.

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CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11332426

CUSTOMER COMPLAINTS

Vin	3D7KU2860	3G	Cair #	11332426	Open Date	6/6/03	
Model	DR7H41	Model Year	03	Built Date	9/11/02		
In Service Dt	12/23/02	Dealer	45039	Dealer Zone	63	Mileage	9000
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	BONITA	State	LA	Country	USA	Zip	
Remark	text						

Recall	
Product in Accident	vehicle jumped out of gear / rolled backwards / damage to rear of vehicle

Owner alleges that truck slipped out of gear and rolled backward. Owner alleges that there have been several other times that that has happened. Writer advised owner that there are not recalls on vehicle. Writer advised owner that if there is a recall in the future they will be notified by mail. Writer transferred owner to DCCAC for further assistance. Writer verified address, primary phone, and second phone.

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

Owner Alleges:

Vehicle jumped out of park and roll backwards down hill

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

Owner states on June 5, 2003 at approximately three o'clock owner claims he went into hardware store, left vehicle running, and when he came out the vehicle had jumped out of gear and rolled down hill. Weather was sunny. Owner then rolled into a four metal posts surrounding a telephone pole. Damage done to rear of vehicle.

Has the owners insurance company been contacted ?

No

If yes provide name/policy number and phone number

No

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

Owner's Residence:

Bonita, LA

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

Four metal poles

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

None notified

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

6/6/3 No one was in vehicle. No injuries occurred. Owner states major damage was done rear of vehicle. Owner's does not feel he should have to pay for repairs or go through his insurance. Owner is seeking to have DCX cover cost of repairs to bumper. Owner states vehicle is driveable and is requesting that DCX contact him prior to going to his house if they choose to inspect vehicle. Writer informed owner that his concerns and requests would be noted. Writer then reassigned file to proper personnel within DCX. EMD15
OGC to retain.

07/07/03 Customer calling to get update on file. Writer informed owner file was being reviewed by SI.

07/15/03 SKL14 Owner called writer claiming he received letter from from Special Investigations declining claim (see above). Owner wanted to know if there was anything more writer could do. Writer advised owner Special Investigations decision kept on file so he can refer to it if accident

problems with parking brake persists.

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11604420

CUSTOMER COMPLAINTS

Vin	3D7KU28C8	3G	Cair #	11604420	Open Date	8/28/03	
Model	DR7H41	Model Year	03	Built Date	4/14/03		
In Service Dt	7/17/03	Dealer	67234	Dealer Zone	66	Mileage	1389
Last Name		Middle Int		First Name		Contact Type	T
Address			Home Phone				
City	JACKSONS GAP	State	AL	Country	USA	Zip	
Remark	text						
Transmission / Transaxle - Improper Shift				Owner claims veh jumped out of park into reverse causing damage to veh			

DM received call from dealer, Brain, advising of this owner having an accident involving the gear shift lever jumping out of park and allowing the veh to roll backwards and jack knife_as he had a trailer connected. He was standing outside the vehicle when this happened and apparently had been sitting for a few minutes running at a weight station. Only damage was to the vehicle which has an estimate of \$2,864.00. Owner had been into dealer prior with a complaint of veh not going into reverse when shifting into it from park. This was checked on 8/15 and dealer opened an internal repair order as they were going to install a skid plate. dealer was able to duplicate concern but did not fix it at that time. This was on a Friday and accident occurred on Monday, 8/18/03. Owner brought vehicle in on Wednesday, 8/20/03 and dealer did not check it but sent owner to body shop for estimate. Owner is requesting D/C pay to have repaired and alleges there is a problem that caused concern. I advised dealer to bring vehicle in to check and see what the failure was. If warranty related, advised we will probably pay for the repairs as this is the only thing owner is looking for. Dealer to advise of findings. rhn

9/22/03 DM Follow up. Dealer has checked vehicle for over a week of driving and has not been able to duplicate the concern again. Owner wants to know who is going to pay for repairing the vehicle. I received an estimate for \$2864.17. In reviewing with CR, decision made to repair and I advised dealer to send and have repaired. When done, will have check request submitted for that amount to dealer. rhn

11/10/03 Owner had brought vehicle in for same complaint and dealer has not been able to duplicate or find a problem. Vehicle has been repaired from previous incident and total repair came to \$2489.79. Check request being submitted for dealer for that amount. rhn

Mail to:
Attn: Typist/Transcribers
DaimlerChrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name:

Requestor PROFS ID:

CAIR Number:

Zone Number:

66

District Number:

T

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CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11629485

CUSTOMER COMPLAINTS

Vin	3D7KU28C4	3G	Cair #	11629485	Open Date	9/5/03	
Model	DR7H41	Model Year	03	Built Date	1/16/03		
In Service Dt	3/31/03	Dealer	58130	Dealer Zone	51	Mileage	6500
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	HORICON	State	WI	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	Vehicle and boat jack-knifed in parking lot after being parked.

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

Owner Alleges:

that vehicle jack-knifed in a bait store parking lot with boat attached because gear shifter had not locked properly, believing this to be the fault of the vehicle.

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

Owner states he left vehicle running in local store parking light, advising that he was having difficulties locking gear shifter into park. Advised he left vehicle anyway and went into store. Soon after was advised, by another customer, that his vehicle had jack-knifed. Advised damage was caused to the driver's side box area and bumper, as well as the boat trailer hitch. No injuries. Owner believes this to be a fault of the vehicle and the gear shifter mechanism.

Has the owners insurance company been contacted ?

Yes.

If yes provide name/policy number and phone number

Wilson Mutual

policy number given was

Agent: Sharon

Phone: 1-800-242-7708 ext. 269

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

Owner's residence

Oregon, WI

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

The boat trailer hitch.

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

No.

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

First owner calls alleging that there is a fault with his vehicle's gear shifter which supposedly caused jack-knife incident with his vehicle and boat trailer. Advised he left vehicle running and was not 100% sure the gear was locked into park, but still left vehicle anyway and went into store. Owner feels this was the fault of the manufacturer and does not feel insurance should be covering this. Owner advised this was to be repaired by insurance on Monday. Owner advised that if this was to be investigated then he would have to wait for any repairs to take place as no investigation can take place if the evidence is tampered with. Owner understood. Writer advised that this would be sent to the proper authority for inspection. Advised that once this was received and reviewed he should be notified. No commitments to timeframe made. Advised

er's name was and his home number is

9/9/03. Assigned to PJM68.

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CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11734764

CUSTOMER COMPLAINTS

Vin	3D7KU28C9	4	Cair #	11734764	Open Date	10/13/03	
Model	DR7H42	Model Year	04	Built Date	8/11/03		
In Service Dt	9/15/03	Dealer	44621	Dealer Zone	71	Mileage	2000
Last Name		Middle Int		First Name		Contact Type	T
Address			Home Phone				
City	EUGENE	State	OR	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	
Gear Selector / Linkage - Jumps Out of Gear/Park	

Original owner calling to report that the vehicle is having an issue with the transmission. Customer states that he has been having issues with the vehicle not engaging in gear and on a few occasions the vehicle has rolled backwards in park and has been in neutral in drive. Customer states that he had gone to a neighbor's house to inquire about something and left the vehicle running while in park. His son was exiting the vehicle and the vehicle was moving backwards. The passenger door struck another parked vehicle and damaged the front fender and the passenger door on his vehicle. Customer states that he would like DCX to repair the damage on the vehicle and the transmission as he feels this is the issue.

The incident took place on October 10, 2003. The incident took place at Terry st and Barger rd in Eugene, OR. Customer was not injured nor was his son. The parking brake was not set and the vehicle was parked on a level surface.

Customer has not contacted insurance company and does not feel that he wants to.

Customer vehicle is at 44621.

Matt Sidman SM is investigating

Customer has not filed a police or fire report.

is the home number, the office number. Daytime is the office number.

VEHICLE IS LOCATED AT:

LITHIA DODGE OF EUGENE DT
2121 CENTENNIAL BOULEVARD EUGENE OR 97440 541-343-1700

PER OGC MATRIX, FORWARDED TO 82T. JSS15.

Matt service manager call regarding the above, and have not been able to duplicate problem. Writer informed Matt that file has been forwarded to investigator, and owner has to wait for inspection before possible assistance could be considered. Matt advised that owner would like loaner vehicle. Writer informed that if vehicle does not have service contract covering rental, no rental could be offered as not a provision under warranty.

10/14/03 Customer seeking update for his concern. Writer informed the customer that no update has been formulated. Customer states that he can be reached during the day at work.

10/15/03. Assigned to PJM68.

Owner called for an update on the issue. Agent sent an email to mhm1. Customer called seeking update on file. Referred customer to PJM68. Dashboard does not reflect the transmission position. Customer took digital pictures while traveling 50 MPH. Did not know what gear he is traveling in.

12/1/03. Investigation complete. Decision pending.



DODGE
HEAVY DUTY

LITHIA
Dodge Ram
Lithia, CA





4x4
SLT

LITHIA
by Dodge Ram











MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
8-03

GVWR
4083 KG(09000 LB)

GVWR FRONT	WITH TIRES	RIMS AT	COLD
2359 KG(5200 LB)	LT265/70 R17-E	17X7.5	413 KPA(60 PSI)
GVWR 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: 3D7KU28C940 [REDACTED] TYPE: TRUCK SINGLE X DUAL



MDH: 081122 PNT:PDR VEHICLE MADE IN MEXICO TRM:M9DU 4648507



AIR BAG



PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11745901

11745901

Arthur L Gilbert
12/17/2003 03:11 PM
To: Margaret C Mason/CTC/DCC/DCX@wk-America
cc: Joseph Audia Jr/USRZ/DCC/DCX@wk-America
Subject: CAIR 11745901

----- Forwarded by Arthur L Gilbert/FRC/DCC/DCX on 12/17/2003 03:05 PM -----

Susan M Miller
12/17/2003 01:12 PM
To: Arthur L Gilbert/FRC/DCC/DCX@wk-America
cc:
Subject: CAIR 11745901

Hi Art

This customer has been waiting since October to see what DCX is going to do. States he received a letter that stated someone will be following up with him but has not heard anything.

Thanks.

12-17-03 vin: 4g owner has not heard anything. this file is 2 months old. please expedite.

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CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11752973

CUSTOMER COMPLAINTS

Vin	3D3KU28C6	3	Cair #	11752973	Open Date	10/20/03	
Model	DR7H41	Model Year	03	Built Date	1/28/03		
In Service Dt	2/27/03	Dealer	44865	Dealer Zone	32	Mileage	8500
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	HILLSDALE	State	NJ	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	vehicle in accident

Owner alleges that he parked vehicle outside a store and left running.
 Owner alleges that vehicle rolled foreword and hit a poll.
 Owner alleges that he parked vehicle outside a store and left running.
 Owner alleges that vehicle rolled foreword and hit a poll. Accident was at a shopping center in Washington Township on Pascack road at 6:15 am. No injuries.
 Insurance company has not been contacted.
 Vehicle is at 116 RALPH AVE HILLSDALE, NJ 07642 phone number 2016663420
 No police report.
 Owner would like vehicle investigated to see if this a fault of DCX
 Assigned to KT124
 Inspection Requested
 Customer updated by phone.SP
 Inspection conducted - decision pending
 Seeking technical assistance. Inquiring if the the heater can be plugged in all night and also if the vehicle can be started with the heater plugged in. Agent confirmed with technical. Agent noted that the vehicle can be started while the heater is plugged in and the heater can be plugged in all night. . Owner understood.

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11782622

CUSTOMER COMPLAINTS

Vin	3D7KU28C0	3G784127	Cair #	11782622	Open Date	10/31/03	
Model	DR7H42	Model Year	03	Built Date	2/6/03		
In Service Dt	7/2/03	Dealer	44278	Dealer Zone	63	Mileage	9500
Last Name		Middle Int		First Name		Contact Type	E
Address			Home Phone	() -			
City	COTTONPORT,	State	LA	Country	USA	Zip	
Remark	text						

Product in Accident	Vehicle jumped out of gear and caused accident.
Transmission / Transaxle - Jumps Out of Gear/Park	Vehicle jumps out of park and into reverse.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Truck jumping out of park into reverse

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

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. Thank [REDACTED]

*****Writer's Reply*****

Your email concerning the accident you had was received and reviewed by the DaimlerChrysler Customer Assistance Center.

We were sorry to learn of the accident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the accident. These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where I can contact you to discuss the matter.

I will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the accident; the place; information about an accident report; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information. I will then advise you concerning further actions.

Thank you again for your email.

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

Owner's Reply:

Ref. [REDACTED] ear Sir; You can contact me at [REDACTED] hanks [REDACTED]

Writer contacts customer at number provided. Customer not available. Writer left message with file number, last 8 of VIN and phone number to DCCAC. When customer calls back, please update CAIR with accident information and, if necessary, forward over to Special Investigations. Thank you.

10/31/03. Owner calls regarding above. States vehicle has not been fixed and is located at owner's home. Owner states has not contacted insurance company. Owner is seeking coverage of damages. States vehicle jumped out of park ,into reverse, and drove through wooden fence on 10/28/03. States there were no injuries and tail gate has body damage. Writer advised owner to contact insurance company and advise of accident. Advised file will be forwarded to proper department for review, will be contacted shortly. File forwarded to MHM1.

.....
Accident, referred to 82t, per directives.

11/3/03. Assigned to PJM68.

Spoke to customer advising of contact info and process overview. Customer sould be referred to PJM68 a [REDACTED] Inspection Requested

From:
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

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To:
Date: Fri Oct 31 09:15:06 EST 2003
Subject: Re: DaimlerChrysler Customer Assistance
Dear Ronald:

Your email concerning the accident you had was received and reviewed by the DaimlerChrysler Customer Assistance Center.

We were sorry to learn of the accident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the accident.

These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where I can contact you to discuss the matter.

I will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the accident; the place; information about an accident report; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information.

I will then advise you concerning further actions.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 11782622

REPLY LINK:

">http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=

Sincerely,

Nicole
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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

From: replyform@daimlerchrysler.com
To: customerassist@daimlerchrysler.com

Date: Fri Oct 31 13:21:30 EST 2003

Subject: Reply to DaimlerChrysler ([redacted])

Reply Comments:

Ref. # [redacted]

Dear Sir;

You can contact me at

[redacted]

Thanks

[redacted]

From: customerassist@daimlerchrysler.com

To:

Date: Fri Oct 31 15:16:23 EST 2003

Subject: Re: Reply to DaimlerChrysler ()

Dear

Thank you for your reply.

I just attempted to reach you and left a voicemail.

Please contact our office back at 1-800-992-1997. Your reference/CAIR number is .

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

REPLY LINK:

">http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=

Sincerely,


Nicole
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Reply Comments:

Ref. #

Dear Sir,

You can contact me at

Thanks

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11811686

CUSTOMER COMPLAINTS

Vin	3D7KU28C9	3G	Cair #	11811686	Open Date	11/11/03	
Model	DR7H41	Model Year	03	Built Date	5/6/03		
In Service Dt	6/15/03	Dealer	68954	Dealer Zone	32	Mileage	8000
Last Name		Middle Int		First Name		Contact Type	L
Address			Home Phone				
City	MOHAWK	State	NY	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	

mp650 11/11/03

What was the date of the incident?

_Friday November 7/03.

_What is the exact location at which the incident occurred?

_Route 170 Litte Falls New York at the Extra Mart.

_Where is the vehicle currently located?

_575 East Mill St. Little Falls New York.

_What is the telephone number for the contact at the current location?

315 823-2000

Was a police report filed?

Yes,

Was the insurance company notified?

No

_The customer was parked on a upward incline in front of a convenience store. A truck parallel parked behind him. He had the car in park and it was still running.He alleges that it starting rolling backwards and crashed into the truck behind him while he was in the store after some time had passed. Customer alleges the gear shifted into reverse on it's own.

PER OGC MATRIX, FORWARDED TO 82T. JSS15.

Assigned to KT124

Inspection Requested

11/19/03 - received call from Jessica Mose of AIG Insurance Company...

she is handling Claim [REDACTED] or owner, [REDACTED]...she can be reached at [REDACTED] ext [REDACTED] lease advise her of status as well....ltn

Inspection conducted - KT124

sent to 82t, further Insurance involvement.



Insuring Your Work,
Your Life, Your World.

RECOVERY DIVISION

RECEIVED

FEB 17 2004

SPECIAL INVESTIGATIONS

February 11, 2004

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

Re: Our Insured :
Our File No. :
Date of Loss : November 07, 2003
Damages : \$3,173.84

Dear Sir:

We are the recovery agents for INS CO OF THE STATE OF PENN who have made payment to their policyholder for damages arising out of the above cited occurrence. Our investigation of this loss has determined that you are responsible for these damages.

Since our client is the equitable subrogee of its insured, on their behalf, we request payment of this subrogated interest in the above captioned amount.

For your protection this letter should be forwarded to your insurance carrier immediately. Also, please complete and return the attached questionnaire to the address listed at the top of this letter. If there is a reason for not paying this claim, please explain fully IN WRITING, WITHIN THIRTY (30) DAYS. If you are uninsured or self-insured, contact the undersigned to arrange for payment. If you have any questions, please feel free to contact me at 1-800-748-2069 or use toll-free telephone number listed above.

Sincerely,

Diane Updyke
Diane Updyke
Recovery Representative

your file # -

*Our vehicle was parked
came out of gear +
hit another vehicle.*

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11837740

CUSTOMER COMPLAINTS

Vin	3D7KU28C2	3	Cair #	11837740	Open Date	11/20/03	
Model	DR7H42	Model Year	03	Built Date	2/14/03		
In Service Dt	8/30/03	Dealer	68650	Dealer Zone	35	Mileage	1000
Last Name		Middle Int		First Name		Contact Type	L
Address				Home Phone			
City	MILFORD	State	DE	Country	USA	Zip	
Remark	text						

Automatic Trans / Transaxle - Improper Shift	states vehicle jumps out of gear into reverse
--	---

11/20/03 Original owner called stating that vehicle will shift out of park and into reverse. States vehicle has been taken to dealer 68650 for diagnosis. Owner seeking information on repairs. Agent called dealer 68650 and spoke with Jason, service advisor (Brad, service manager is out of office). Jason states that shift interlock cable is ripped out of interlock celenoid. States that vehicle will shift into gear without pressing brake pedal and shows no signs of any kind of tampering. Jason states service manager has contacted district manager in regards to issue. Agent advised Jason that issue will be documented and sent to dealer for update and resolution. Agent advised that owners concerns have been recorded in a corporate file and will be reviewed on that level, provided file number for owner's records. Agent reassigned file to dealer for update and resolution if possible. NL70

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution if possible. NL70

REASSIGNED TO BC/DLR 35 68650 11/20/03 15:22 O 11837740

Service manager Brad from dealership 68650 states district manager was going to contact special investigations on 11/17. Brad states owner alleges vehicle has come out of park while running on two occasions. Brad states owner alleges vehicle came out of park into reverse while vehicle was running with no driver in the vehicle the weekend of 11/15-11/16. Brad states owner did not provide any additional information. Dealership diagnosis is above and vehicle is located at dealership 68650. Brad states drivers door and front fender are damaged.

11.24.2003

forwarded to 82t m rp

Assigned to KT124

Brad from 68650 calls. Informed that file has been forwarded on to legal.

11/26/03...SM Brad calls back, stating that the customer asked him to call and provide DCCAC with his cell phone number. Owner's cell # is (302)542-9555.

Inspection Requested

12/2/03 left message for Brad to return my call...tn

Photos provided by OGC manually loaded on 02/10/04

Left message for Brad at dealership



SET # - 1 - SOLENOID





SET # - 2 - INTERIOR





SET # - 4 - DRB TEST



SET # - 5 - EXTERIOR



SET # - 6 - INTERIOR





FEB 12 2004

DAIMLERCHRYSLER

RECEIVED

FEB 12 2004
DaimlerChrysler Corporation
SPECIAL INVESTIGATIONS
Customer Claims Resolution Group

February 9, 2004

VIA U.S. Mail

11837740

The Penninsula Insurnace Company A/S/O Fred Bennets, Benttets Farms Inc.
PO Box 108
Salisbury, MD 21803
Attn: Kevin Mooney

RE: 2003 Dodge Ram 2500, VIN 3D7KU28C23G

Dear Mooney:

I have had the opportunity to review your file. On behalf of DaimlerChrysler Corporation, I apologize for any inconvenience this situation may have caused. DaimlerChrysler Corporation is always interested in reviewing the details of our customer's concerns, and if possible, reaching an equitable resolution for all parties.

In this light, we wish to extend the following offer to settle this matter:

- We offer \$829.60 as a customer goodwill gesture.

Please indicate acceptance below and sign the attached Release. Once I receive these 2 signed documents by fax or mail, I will request the check and complete settlement arrangements as soon as possible. Please mail the original documents to my attention.

Sincerely,

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

Acceptance Signature

Date: 2-12-04

Peninsula Insurance Company A/S/O Fred Bennet ,Bennet Farms Inc.

CCC SPEC INVESTIGATE

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
04	02/20	11:00	INSURANCE RISK MGT	UF--S	00'55"	004	119	OK

➤ Special Investigations



Phone



FAX

To: PAM 11837740

Pages: 4

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11902319

CUSTOMER COMPLAINTS

Vin	3D7LA38C9	3G	Cair #	11902319	Open Date	12/16/03	
Model	DR3H42	Model Year	03	Built Date	4/22/03		
In Service Dt	6/6/03	Dealer	42013	Dealer Zone	63	Mileage	13000
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	BUNA	State	TX	Country	USA	Zip	
Remark	text						

Manual Trans / Transaxle - Improper Shift

TRK JUMPED OUT OF PARK CAUSING DAMAGE.

12-16-3 jpn recvd call from svc manager ken weaver. owner stated he left vehicle running, it 'jumped' out of park and smashed into a pole causing property damage. sm states truck has a mechanical problem as you have to use both feet to disengage_parking pawl/interlock. jpn informed svc manager to have customer contact his insurance company. jpn

12-17-3 jpn received call from tammie_from dealership. once again jpn recommended owner to contact insurance company for vehicle repairs. jpn

12-19-3 jpn was notified by jb8 to have customer call (800) # for DCCAC/ISG
jpn

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11920590

CUSTOMER COMPLAINTS

Vin	3D7LU38CX	3G	Cair #	11920590	Open Date	12/23/03	
Model	DR8H41	Model Year	03	Built Date	1/13/03		
In Service Dt	2/28/03	Dealer	63826	Dealer Zone	71	Mileage	14000
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	DELTA JUNCTION	State	AK	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	

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

Owner Alleges:

Customer claims vehicle was on and in park when it reversed into another vehicle causing damage to both vehicles.

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

Service Manager, Rimis at 63826 provides following information:

On weekend of December 19, customer states he left vehicle running and placed in park, locked the doors while he went into a store. Customer states as he was walking through the parking lot he heard a crash and found that his vehicle engaged in reverse and slammed into another parked vehicle. Customer states his vehicle hit drivers side of another vehicle and when he opened door to vehicle found his vehicle was in Park position.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Service Manager does not have information.

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

Owner's home

Delta Junction, A

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

Yes, damage to two vehicles involved.

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

Service Manager does not have information.

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

12/23/03 Service Manager, Rimis calls to file report. SM unsure of exact location of vehicle. Left message for customer at o confirm address of vehicle location. If customer calls, please confirm location of vehicle.

12/26/03 Original owner, Fred Carnes called to update file information.

Owner home mailing address Delta Junction, A

Vehicle located at owners home address:

Delta Junction, AK

No Police or Fire report.

Insurance company information: Willis Insurance, 907-456-6671, owner did not have policy number.

Agent contacted EAK17, reviewed updates to file and forwarded to SI team member JSS15.

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 11920590 REQUEST EAA INSPECTION 01-05-2004 08:36

CAIR NUMBER 11920590 E-MAIL SENT TO EAA 01-05-2004 08:36

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/18/04 AT 06:00 11920590

REVIEWED REPORT. DICTATED LETTER. JSS15.

LETTER MAILED. JSS15.



01/15/2004



12761

P R N D 2 1

01/15/2004



01/15/2004



DODGE
HEAVY DUTY

4x4
RAM

[Redacted License Plate]

01/15/2004



DODGE
HEAVY DUTY

01/15/2004



01/15/2004



01/15/2004



01/15/2004



01/15/2004



01/15/2004



01/15/2004

cairnumber :11920590

[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 11920590

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	SERVICE DATE
2003	DODGE RAM 3500 QUAD CAB PICKUP	3D7LU38CX3G[]		01-13 15	12761	02/28/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[]		[]		DELTA JUNCTION	AK	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[]	Flame Red Clear Coat	DR8	[]	[]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
DAVE SMITH MOTORS		71	42604	KELLOGG	ID	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Tom Green E		EAA/SPX		503-709-8469		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 1000.00		

INTERVIEW

 INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE []

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
01/05/2004	12/20/2003	10:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	01/15/2004

1. DRIVER'S DESCRIPTION OF EVENT: **I parked the truck in the Sears parking lot. I left the engine running and locked the doors with my remote. The shift lever was in park position. The park brake was not on as you do not use it at -30*. As I walked to the building entrance, I heard a crash behind me. I looked and saw my truck was backed into a parked car next to the building. I ran to the truck and opened the driver's door and reached in and found the shift lever in park. I moved the lever to reverse and the truck went forward. I put it in park. After checking the damage to my truck and the car I hit, I drove the truck home and parked it in the garage. I did not move it as of today, 01/15/2004. The truck had started in other than park or neutral since the transmission was replaced. I was going to take it back to Gene's Chrysler but had not made it before this incident.**

 Insurance Company Name: **Willis Insurance Co**

 Personal Injury: Were there Personal Injuries? Yes No

If Yes, complete section "B"

 Any Indicator/Warning Lights on Prior? Yes No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

[Help Key]

PART A- GENERAL

January 22, 2004

[redacted]

Delta Junction, AK [redacted]

Reference No.: 11920590

VIN: 3D7LU38CX3G [redacted]

Dear [redacted]

This will further acknowledge contact to DaimlerChrysler Motors Corporation, regarding your 2003 Dodge Ram 3500 pickup.

[redacted] naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

J. S. Susalla
Special Investigations
(248) 944-7149

JSS/kat

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

11990812

CUSTOMER COMPLAINTS

Vin	3D7MU48C1	3	Cair #	11990812	Open Date	1/20/04	
Model	DR8H42	Model Year	03	Built Date	3/13/03		
In Service Dt	6/27/03	Dealer	67494	Dealer Zone	63	Mileage	10007
Last Name		Middle Int		First Name		Contact Type	L
Address				Home Phone			
City	MOORE	State	OK	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	

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

Owner Alleges:

Customer states vehicle was in park while running and rolled backward into a telephone pole.

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

Customer states on January xx, he placed vehicle in park and left running. States vehicle suddenly rolled backward and hit a telephone pole. States there is damage to vehicle on right rear fender and passenger side of chrome bumper. No injuries.

Has the owners insurance company been contacted ?

No

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 customer's home

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

Property damage to vehicle

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

No

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

null

Customer states following incident he was testing shifter to recreate incident. States he found that vehicle can appear to be in park, but shifter is actually between park and reverse. States vehicle crossed four lanes of traffic before hitting telephone pole. Customer requests DCX pay for repairs to vehicle. Advised file would be sent to appropriate group for review.

1/20/04

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF UNINTENDED VEHICLE MOVEMENT IS ACCURATE. PLEASE PROVIDE

FULL PVIR, DRB CODES, PHOTOS, POLICE DEPT REPORT (if available), A COMPLETE INSPECTION OF TRANSMISSION, LINKAGE, PARK PAWL, & PARKING BRAKE, AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 11990812 REQUEST EAA INSPECTION 01-20-2004 14:01

CAIR NUMBER 11990812 E-MAIL SENT TO EAA 01-20-2004 14:02

Owner called requesting an update. Writer advised the file is still open and requested the owner be patient for the inspector to contact for an appointment.

Owner is concerned that the he is still driving the vehicle. Owner states the vehicle is still experiencing the same symptoms. Owner states he needs a contact within 10 days or he will contact his attorney.

2/2/04

EAA.....STILL HAVEN'T RECEIVED REPORT.

_RESENDING

PLEASE MAKE THIS HOT HOT

CAIR NUMBER 11990812 REQUEST EAA INSPECTION 02-02-2004 09:16

CAIR NUMBER 11990812 E-MAIL SENT TO EAA 02-02-2004 09:16

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/05/04 AT 06:00 11990812 2/6/04. EAA FOUND NOTHING WRONG WITH THE SHIFT LINKAGE OR PARKING BRAKE ON THIS VEHICLE.

Dictated letter.

Letter sent.

SEE ADDITIONAL COMMENTS SECTION WHERE OWNER KEPT TRYING TO GET THE EAA REPRESENTATIVE TO MOVE THE SHIFT LEVER IN REVERSE GEAR. EAA SAYS HE FINALLY GOT VEHICLE TO...NOT MOVE.....WHILE IN REVERSE (!)(?).....WHICH

CUSTOMER COMPLAINTS

IS IRRELEVANT SINCE THE PARKING BRAKE IS SUPPOSED TO BE SET AND THE TRANSMISSION SHIFTED INTO PARK POSITION.

5/25/04. ONWER CALLS ALLEGING HE NEVER GOT MY LETTER OF 2/6/04.

MADE COPY OF ORIGINAL LETTER AND RESENT.







FOR SALE
WIDE AREA
REPAIRS
ESTABLISHED

4x4
4



DODGE
RAM
Ferguson



358



358





358







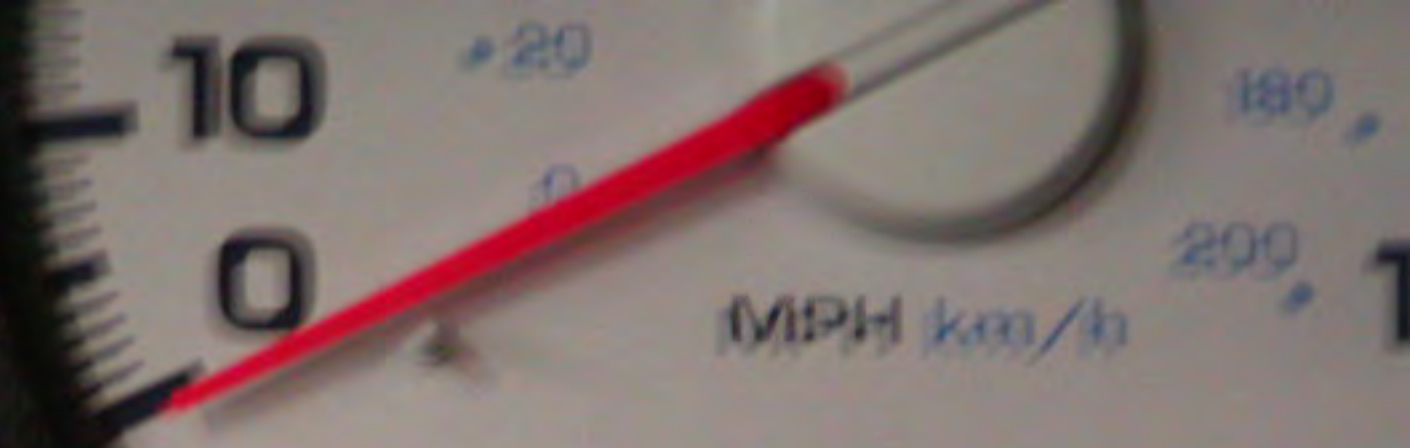






RPM X1000

10883



P R N D 2 1



P R N D 2 1



P R **N** D 2 1



P R N D 2 1



MPH km/h

P R N D 2 1



MPH km/h

P R N D 2 1













FR53200104 07000 100-50



P15085400004 0863 1264



















Barcode sticker with alphanumeric text and a barcode.

HYDRA-RAISE

SELECT SYSTEM
1. System Tests
2. BLS & Related Functions
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Monitor Display
7. Custom Display
8. Actuator Tests
9. OBD II Monitors
Page 1 of 2

DO NOT UPDATE

F1 F2 F3 F4
ENTER ENTER
↑
← →
↓
DVO M YES PAGE FWD
READ HOLD NO PAGE BACK
ABC DEF GHI
1 2 3
JKL MNO PQR
4 5 6
STU VWX YZ
7 8 9
SHIFT * 0 MORE

— ECM DTCs —
NO DTCs DETECTED
Page back to exit

DO NOT UPDATE

F1 F2 F3 F4

ENTER ENTER



☀

EVOM YES PAGE FWD

READ HOLD NO PAGE BACK

CHRYSLER
CORPORATION

DRBIII

SELECT SYSTEM

1. Engine
2. Transmission & T-Case
3. Body Interior
4. Chassis & Body Exterior
5. Anti-lock Brakes
6. Passive Restraints
7. Theft Alarm
8. System Monitors

Page 1 of 1

HELP SYS MAIN

59.0

DO NOT UPDATE

F1 F2 F3 F4

ENTER ENTER

↑

← →

↓

☀

DVOM YES PAGE FWD

Transmission DIAGNOSTICS
Determining Controller
Type
Please Wait...

DO NOT UPDATE

F1 F2 F3 F4
ENTER
ENTER
↑ ↓ ← →
☀
DVOM YES

Powertrain Control Module Info
2004 Ford 5.9L 16 Direct Injection
Module: Cal 18.0, SEP 20
Turbo Diesel, Diesel Fuel
Federal/Canadian Module
Auto Trans, RW Drive, Heavy Duty
Cummins Engine, JTEC+ (Trans Onl
No Electric Fan
PCM Part#: 5604047600
Homologation ID: UBC00A
EPA OBD Vehicle

DO NOT UPDATE

F1 F2 F3 F4

ENTER ENTER



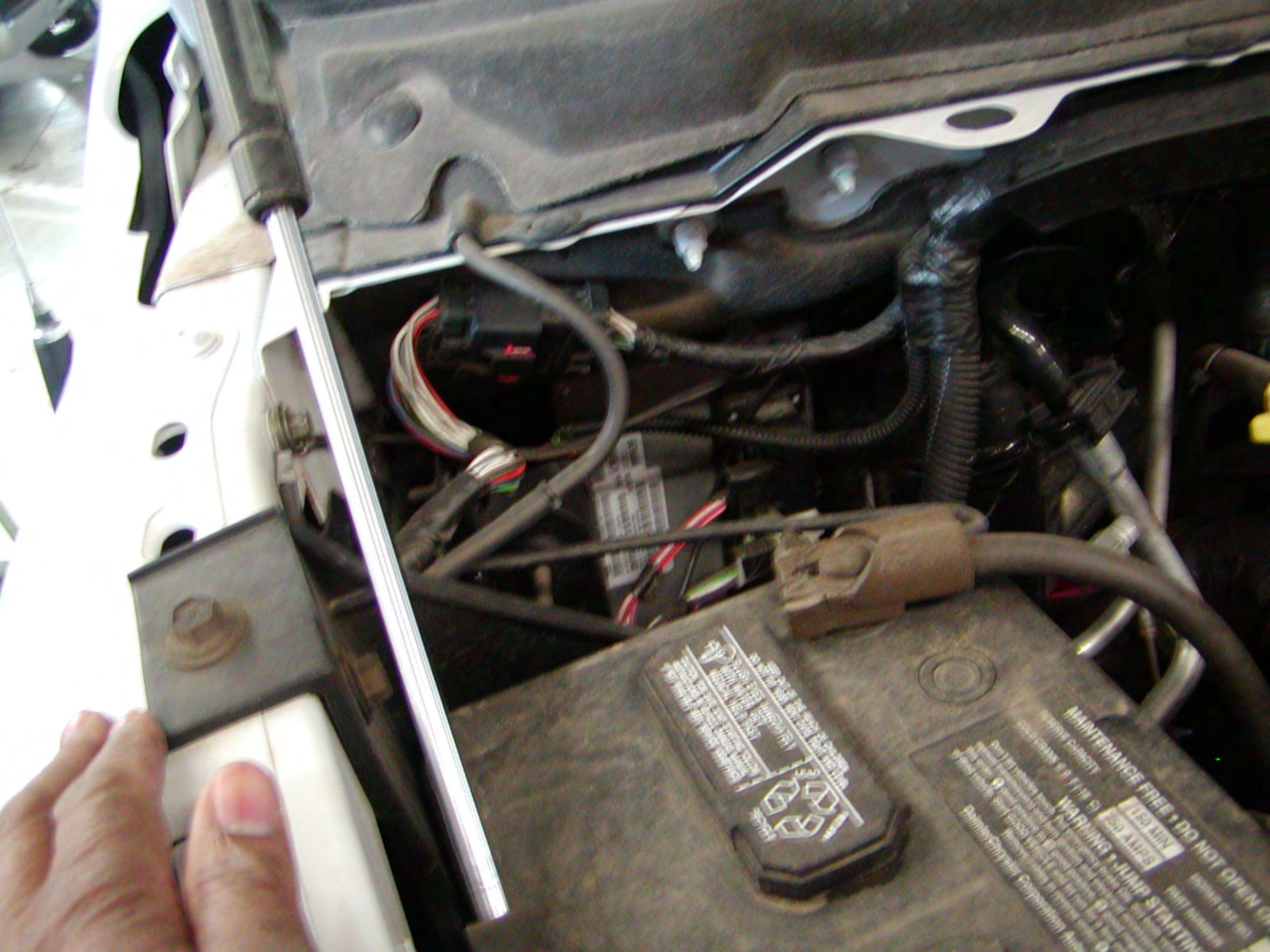
PCM DTCs
NO DTCs DETECTED
Starts Since Clear : 96
Page back to exit

DO NOT UPDATE

F1 F2 F3 F4

ENTER

Navigation keypad with directional arrows and a central button.



RECYCLE

MAINTENANCE FREE - DO NOT OPEN COVER
WARNING - RISK OF EXPLOSION
DO NOT OPEN COVER
DO NOT OPEN COVER
DO NOT OPEN COVER



SAFETY INFORMATION
Always use proper tie-down technique.
Always use proper tie-down technique.
Always use proper tie-down technique.

SAFETY INFORMATION
Always use proper tie-down technique.
Always use proper tie-down technique.
Always use proper tie-down technique.

SAFETY INFORMATION
Always use proper tie-down technique.
Always use proper tie-down technique.
Always use proper tie-down technique.



2.4L TURBO DIESEL
DODGE

TRANSD FLUID

CHARGER / POSION
12V 45Ah

100%
ANTIFREEZE

MFD BY DAIMLERCHRYSLER CORPORATION DATE OF MFR 3-03 GVWR 5444 KG(12000 LB)

GVWR FRONT	2359 KG(5200 LB)	WITH TIRES	LT235/80R17-E	RIMS AT	17X6.0	COLD	448 KPA(65 PSI)
GVWR 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.

UTN: 307MJ48C13G7 TYPE: TRUCK SINGLE DUAL X



PN1:PN7 VEHICLE MADE IN MEXICO TRM:VLLS 46485e7

MMH: 031323





x1000

5

10

20

0

MPH km/h

200

180

160

100

110

120

P RND 21



MPH km/h

P R N D 2 1

RPM X1000

10892







Laminating
Laser prints

Plym Financial Services
**Century
Financial
Group**

Doggy Style
790-0926 GROOMING



Prime Financial Services

Century
Financial
Group

790

1 SE 2



[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 11990812

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	DODGE RAM 3500 QUAD CAB PICKUP	3D7MU48C13G799370		03-13 23	10883	06/27/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[]		[]		[]	OK	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[]	Bright White Clear Coat	DR8	[]		[]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
FERGUSON DODGE LLC		63	44275	NORMAN	OK	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Ray Johnson J		EAA		405-396-8294		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEW

INTERVIEW WITH:

DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

[]

INTERVIEW DATE:

02/02/2004

DATE OF INCIDENT:

01/14/2004

TIME OF INCIDENT

08:30 AM PM

INSPECTION DATE:

02/03/2004

1. DRIVER'S

DESCRIPTION OF EVENT:

[] stated he had driven to [] to drop off this pet. Stated he left the engine running and the gear shift in what he thought was park. Stated he took is pet in the shop and someone notice that his vehicle was rolling backward. Stated vehicle went over four lanes of road and hit a tree and utility box. See photo.

Insurance Company Name:

Personal Injury:

Were there

Personal

Yes No

If Yes, complete section "B"

Injuries?

Any Indicator/

Warning Lights

on Prior?

Yes No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:

ALL FOUR SIDE VIEWS

IF CRASH DAMAGED:

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)

- ANY RECENT VEHICLE SERVICE

YES NO

UNKNOWN

INFORMATION:

POLICE/AGENCY REPORT #:

no police report

ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address **Norman dodge**

1

Address **481 N. Interstate Dr**

2

City **Norman**

State **OK**

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH



28635 Mound Road
Warren, Michigan 48092-3499
(586) 753-3326
FAX (586) 753-3335

**Facsimile Cover Sheet
DaimlerChrysler Vehicle Investigation**

Owner:

Project No. DAIM-2003

CAIR No.: 11990812

TO: Ray Johnson

FROM: Tina Martin

Date Sent: 2/2/04

DUE DATE: ASAP PLEASE!

***PLEASE ACKNOWLEDGE PROMPTLY BY FAX OR EMAIL**

***Receipt of CAIR and Accepting case for investigation?** Yes No

Date: 02/02/04

Coversheet for DaimlerChrysler (Service Associate Use Only)
(Also fax or email to EAA for closure)

*Closure Date: 02/03/04

DaimlerChrysler Fax No.: 248- 512-8748

2 SHCC: FAXED

Bennis (248) 944-7036

Martell (248) 944-7038

Bott (248) 944-7056

Susalla (248) 944-7149

Gilbert (248) 944-7037

Porterfield (248) 944-7134

Comments:

February 6, 2004

[Redacted]

Moore, OK [Redacted]

Reference No.: 11990812

V.I.N.: 3D7MU48C13G [Redacted]

Dear [Redacted]

This is in regard to the inspection that was performed on your vehicle, by a representative of Engineering Analysis Associates.

I have had the opportunity to review the inspection report generated by our engineering firm and must advise you that we have been unable to determine a problem with your vehicle.

The transmission, linkage, parking pawl, and all related systems were checked very carefully. Also, a test drive, as well as a physical and electronic inspection of the unit indicates that the transmission is operating properly.

As stated in your owner's manual, DaimlerChrysler Motors Corporation recommends that the gear selector be placed in park with an automatic transmission and first gear with a manual transmission, the parking brake set, the ignition turned off, and the keys removed whenever the vehicle is left unattended. Therefore, we must respectfully decline participation with any costs associated with this incident.

Thank you for the opportunity to inspect, review, and advise you in this matter.

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12010843

CUSTOMER COMPLAINTS

Vin	3D7LU3868	3	Cair #	12010843	Open Date	1/26/04
Model	DR8H42	Model Year	03	Built Date	10/14/02	
In Service Dt	12/23/02	Dealer	05239	Dealer Zone	51	Mileage 8730
Last Name		Middle Int		First Name		Contact Type T
Address			Home Phone			
City	ROBINSON	State	IL	Country	USA	Zip
Remark	text					

Property Damage	
Product in Accident	

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

Owner Alleges:

Owner alleges the vehicle jumped out of park and into reverse. The vehicle backed up and hit his other vehicle.

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

Accident occurred on 1/26/04 at about 2:45 PM. Owner backed up to his garage to unload some items out of the box area. Owner placed the vehicle in park. Owner got out of the truck. Owner left the vehicle running. Owner states he did not apply the parking brake. Owner opened the garage door and went to unload the truck. The truck then started to move backwards. The truck hit the owners other vehicle in the garage and stopped. Owner states the gear selector was in reverse when he got into the truck after the accident. No injuries.

Has the owners insurance company been contacted ?

No

If yes provide name/policy number and phone number

NO ANSWER PROVIDED BY AGENT

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

Vehicle is located at owners home address:

Robinson IL Home #

Is there property or other accident?

Yes, owners other vehicle was damaged.

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

No

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

Owner wants to know why the above concern occurred. Owner wants the concern to be looked into. Advised owner file will be forwarded to special investigations for further review. No business phone #.

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. RETURN REPORT TO ROGER BOTT. JSS15.

CAIR NUMBER 12010843 REQUEST EAA INSPECTION 01-27-2004 13:40

CAIR NUMBER 12010843 E-MAIL SENT TO EAA 01-27-2004 13:40

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/17/04 AT 06:00 12010843 2/23/04. PARKING BRAKE NOT USED AND OWNER SAID HE FOUND TRANS IN REVERSE AFTER THE ACCIDENT. ALL SAFETY SYSTEMS WORKING PROPERLY. NO FACTORY RESPONSIBILITY. DICTATED LETTER.



8859



8859

SELECT FUNCTION

System Tests

DIC & Related Functions

Module Display

Sensor Display

Input/Output Display

Monitor Display

Custom Display

Actuator Tests

BBU (I) Monitors

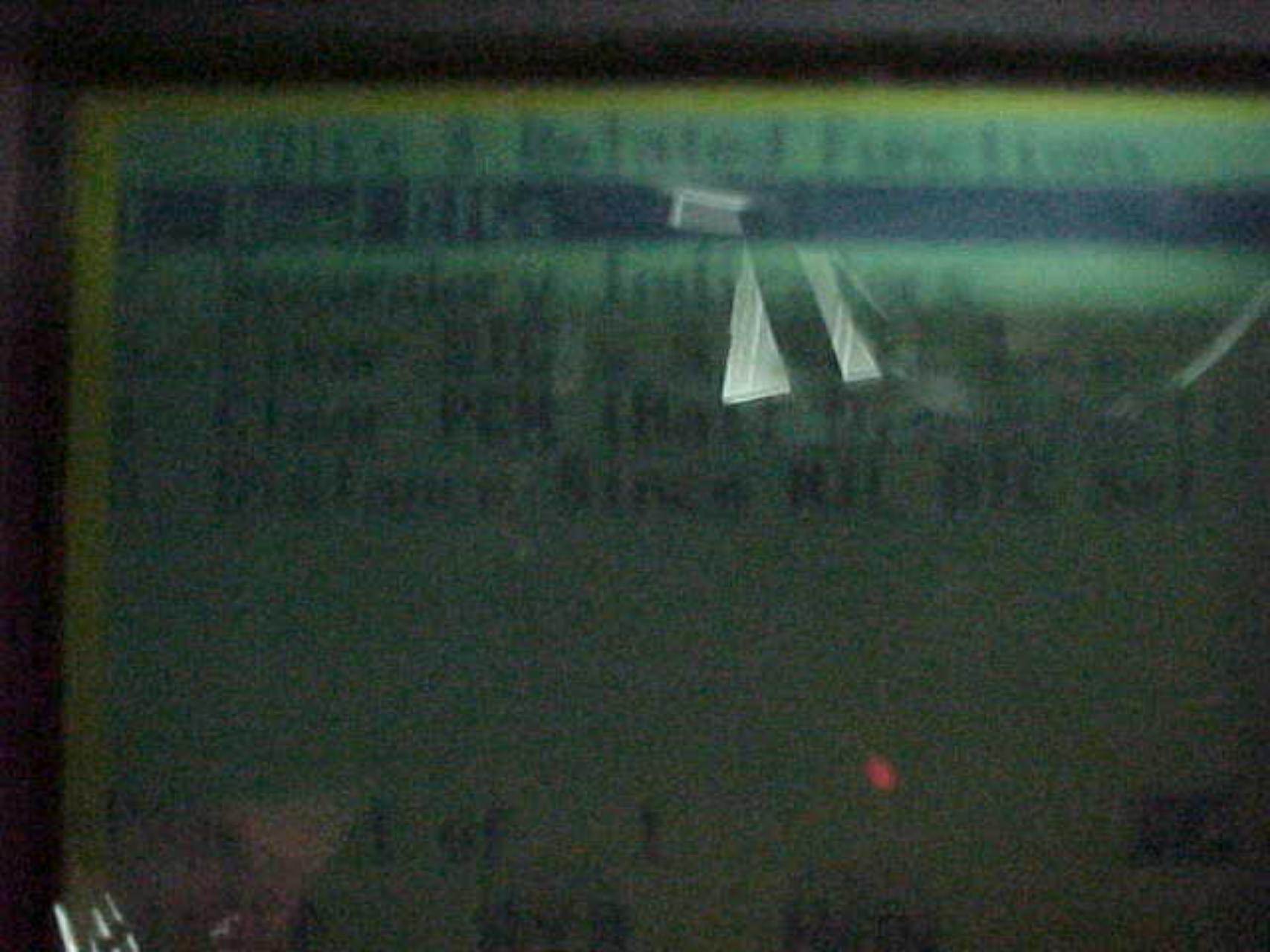
Page 1 of 2

HELP

SYS

MAIN

ESC



NO DICE

NO DICE DETECTED

Face back in ball

SECONDARY INDICATORS

How the

How the

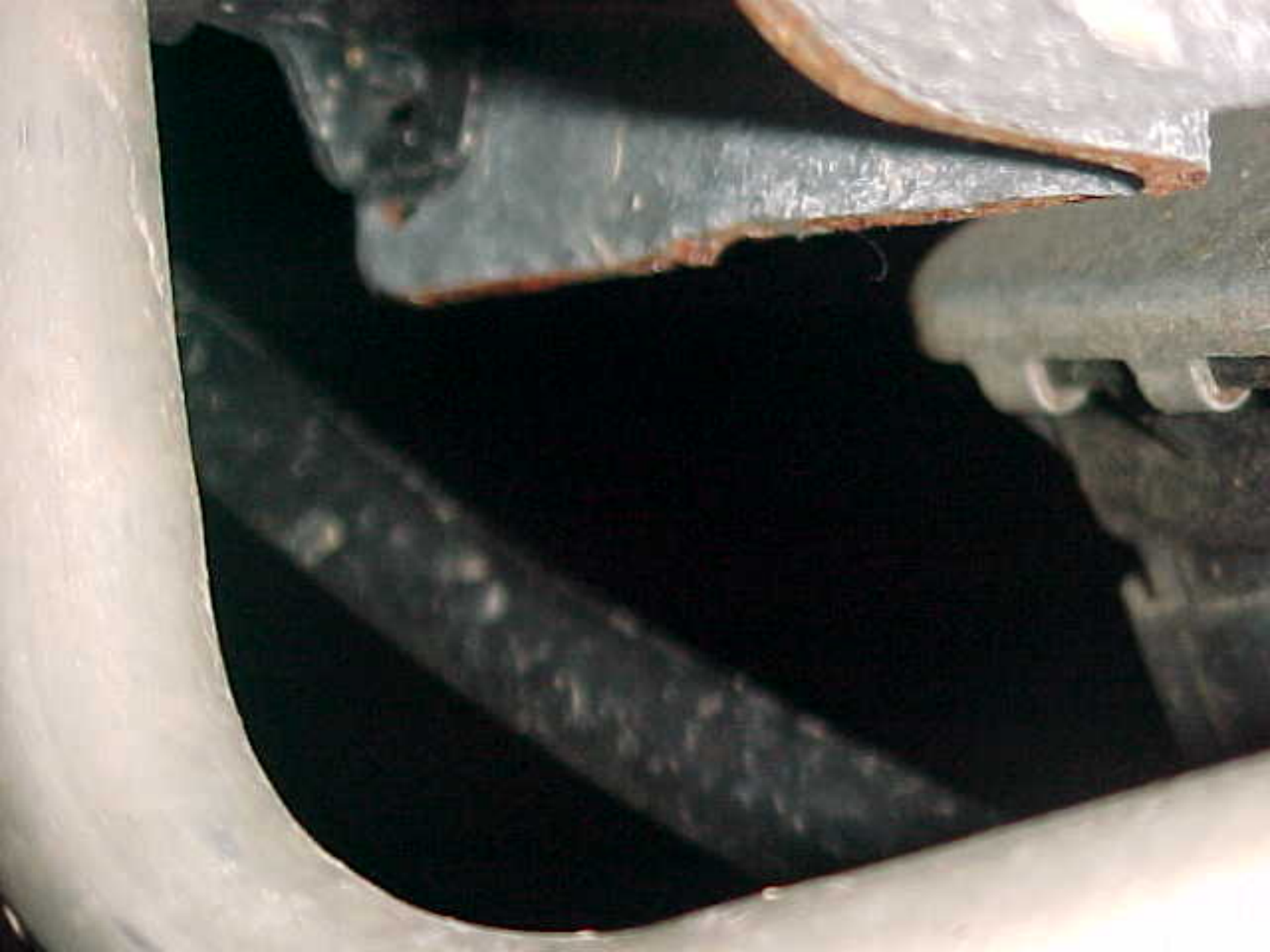


















DATE OF
10-

DAIMLERCHRYSLER
CORPORATION

MFD BY

WITH TIRES

GAUG FRONT

2359 KG (5200 LB)

LT265/70R17-E

GAUG REAR

WITH TIRES

2790 KG (6150 LB)

LT265/70R17-E

THIS VEHICLE CONFORMS TO ALL APPLICABLE
PREVENTION STANDARDS IN EFFECT ON THE

VIN: 3D7UG8683G [REDACTED]

TYPE:



MDM: 101419

PMT:PR4

VENT

CHRYSLER

DAIMLER
CORPORATION

WITH TIRES

GAUR FRONT
2359 KG(5200 LB)

LT265/70R16

WITH TIRES

GAUR REAR
2790 KG(6150 LB)

LT265/70R16

THIS VEHICLE CONFORMS TO ALL APPLICABLE
PREVENTION STANDARDS IN EFFECT

TYPE

VIN:

3D7LU38683G



MDH: 101419

PNT:PR4





GMW
4491

MADE BY
DaimlerChrysler Corporation
DATE OF MFR
10-02

GMW FRONT	W/TH TUBES	KIMS AT
2355 KG (5200 LB)	L1265/76R17-E	1707.5
GMW REAR	W/TH TUBES	KIMS AT
2790 KG (6150 LB)	L1265/76R17-E	1707.5

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

VIN: 3071J39883

TYPE:

TRUCK

SD



MSR: 101419

PMS984

VEHICLE MADE IN MEXICO TM



[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 12010843

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	DODGE RAM 3500 QUAD CAB PICKUP	3D7LU38683G []		10-14 19	8859	12/23/2002
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[]		[]		ROBINSON	IL	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[]	Flame Red Clear Coat	DR8	[]		[]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
MCCLANE MOTOR SALES INC		51	05239	NEWTON	IL	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
Michael Schamel A			EA Associates		812-883-0226	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE []

INTERVIEW DATE: **02/13/2004** DATE OF INCIDENT: **01/26/2004** TIME OF INCIDENT: **02:45** AM PM INSPECTION DATE: **02/13/2004**

1. DRIVER'S DESCRIPTION OF EVENT: **Owner/Driver [] states: After driving his vehicle to Terre Haute IN on ice covered roadway filled with slush, a distance off 120 miles. He backed his vehicle up to his garage to unload and placed vehicle in park and left it running. After exiting vehicle it then proceeded to run backward into his garage and other vehicle parked in garage. Damaged both his truck at right lower bed side and the front of his van parked in the garage. States vehicle was in reverse when he looked back in the cab. States there were no injuries in incident. States vehicle has operated normally prior to and since this incident.**

Insurance Company **Not Contacted**

Name:

Personal Injury:

Were there Yes No

If Yes, complete section "B"

Personal Injuries?

Any Indicator/

Warning Lights Yes No

If Yes, What light:

on Prior?

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12063488

CUSTOMER COMPLAINTS

Vin	3D7KU28C8	4	Cair #	12063488	Open Date	2/12/04	
Model	DR7H41	Model Year	04	Built Date	11/6/03		
In Service Dt	12/15/03	Dealer	99999	Dealer Zone		Mileage	6000
Last Name		Middle Int		First Name		Contact Type	L
Address				Home Phone			
City	SCIO	State	OR	Country	USA	Zip	
Remark	text						

Product in Accident	
Transmission / Transaxle - Jumps Out of Gear/Park	

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

Owner Alleges:
Owner alleges the vehicle jumped out of park into reverse.
Description of the incident (what, when, where, injuries, etc)
Owner alleges he took the vehicle to a gas station and while he was inside the vehicle jumped into reverse.
Has the owners insurance company been contacted ?
Country Companies
claim [REDACTED]
If yes [REDACTED] umber and phone number
Agent : 1-888-831-1783
Where is the vehicle exactly located (provide name/address/phone #)
Owner has the vehicle in his possession. Owner is not driving the vehicle.
Is there property damage or other vehicles involved in the accident?
This vehicle hit a dump truck
Has a Police or Fire report been filed (what municipality & report #)
Phoenix police department

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

null

INJURY, PER OGC MATRIX, FORWARDED TO 82T. JSS15.
assigned to rap99
acknowledgement letter mailed
spoke with customer
Inspection Requested: 2/16/04
Inspection Conducted: 2/19/04
Inspection Report Received: 2/26/04
left message for customer, returning his call.
Owner calls regarding above.
Owner states he can be reached on his cell which i [REDACTED] r at home numbe [REDACTED]
PLEASE FOLLOW UP WITH OWNER. THANK YOU
03/05/04 Original owner calls in regards to above. Owner seeking an update. Advised owner to contact the phone number on letter received.
Owner states he will do this but he will be forced to leave a message.
left message for customer
Jason from Country Companies calls to provide information regarding the other vehicle involved in the accident... states it was a 1998 white Kenworth Dumptruck... incident caused front end damage... owner's name is [REDACTED]. jason states the owner sustained injuries to his foot... he states the owner advised him that DCX has accepted responsibility.
[REDACTED] owner of other vehicle involved in accident...wanted to know what DCX is going to do...writer informed [REDACTED] to contact Jason at Country Companies.
Photos provided by OGC manually loaded on 03/26/04
Jason calls requesting to speak with special investigations.
Informed not available but message will be left.
Jason states he can be reached at 877 876-9381 and the claim # is [REDACTED]
n
Offer Letter Sent: 3/8/2004
Offer Letter Sent: 4/27/2004
Denial Letter Sent: 4/30/2004

CUSTOMER COMPLAINTS

RECEIVED INSURANCE SUBROGATION. PER OGC MATRIX, FORWARDED TO 82T. JSS15.

5/18/04 assigned to kwk3/dmc

Offer Letter Sent: 5/19/2004









HUSKY









PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12063704

CUSTOMER COMPLAINTS

Vin	3D6WA38C5	4	Cair #	12063704	Open Date	2/12/04	
Model	DR3H42	Model Year	04	Built Date	10/17/03		
In Service Dt	11/3/03	Dealer	65074	Dealer Zone	66	Mileage	9158
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone	() -		
City	LAWRENCEVILLE	State	GA	Country	USA	Zip	
Remark	text						

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

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

Owner Alleges:

vehicle went into reverse by itself

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

in owner's garage, owner left vehicle running and in Park while looking to see if vehicle was pulled far enough in to garage. vehicle slipped into reverse and the driver's door was damaged by a support post.

Has the owners insurance company been contacted ?

yes

If yes provide name/policy number and phone number

Where is the vehicle exactly located (provide name/address/phone #)
dealer 65074

Is there property damage or other vehicles involved in the accident?
no

Has a Police or Fire report been filed (what municipality & report #)
no

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

First owner calls stating the vehicle slipped into Reverse while he was outside the running vehicle. Owner thought he put the vehicle into Park. No injuries or property damage.

Owner seeking to know if the transmission is faulty.

Will re-assign to MRP1 for evaluation.

_2.12.2004

Please arrange inspection including PVIR report, DRB codes, Police report, Photos and any important information.. m rp

CAIR NUMBER 12063704 REQUEST EAA INSPECTION 02-12-2004 15:56

CAIR NUMBER 12063704 E-MAIL SENT TO EAA 02-12-2004 15:57

CAIR NUMBER 12063704 REQUEST EAA INSPECTION 02-23-2004 12:27

CAIR NUMBER 12063704 E-MAIL SENT TO EAA 02-23-2004 12:27

2-23-04 Owner request an update of his concern. Inform owner that no update is available. Will review with MRP1 on 2/24.

2-24-04 Spoke to MRP1. He stated that the inspection will take place within the next two days. Spoke to owner. He stated that the inspector contacted him this morning.

_2.26.2004

LETTER: No manufacturing resp..... m rp

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/27/04 AT 06:00 12063704



[Redacted]

[Redacted]

2.25.2004



2.25.2004



603

2.25.2004



2.25.2004



2.25.2004



2.25.2004



2.25.2004



2.25.2004



2.25.2004



2.25.2004



2.25.2004



2.25.2004



2.25.2004



2.25.2004



2.25.2004

[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 12063704

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2004	DODGE RAM 3500 QUAD CAB PICKUP	3D6WA38C54G []		10-17 15	9158	11/03/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[]		[]		LAWRENCEVILLE	GA	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[]	Flame Red Clear Coat	DR3	[]		[]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
HAYES CHRY-DODGE-JEEP INC		66	65074	LAWRENCEVILL	GA	UNITED STATES
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
Thomas Livernois J			SPX-EAA, Inc.		770-368-8383	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 1631.01		

INTERVIEW

INTERVIEW WITH:

DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

[]

INTERVIEW DATE:

DATE OF INCIDENT:

TIME OF INCIDENT

INSPECTION DATE:

02/24/2004

02/10/2004

07:00 AM PM

02/25/2004

1. DRIVER'S

DESCRIPTION OF
EVENT:

In store at work-Lawrenceville, GA-had load of equipment, tools-pulled vehicle into garage space-engine running-put into "Park"-got out of vehicle-vehicle went into "Reverse"-damged driver door which was left open-got into vehicle to stop it.

Insurance

Company

Hartford Ins. Co.

Name:

Personal Injury:

Were there

Yes No

If Yes, complete section "B"

Personal

Injuries?

Any Indicator/

Warning Lights

Yes No

If Yes, What light:

on Prior?

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

February 26, 2004

Lawrenceville, GA

Reference No.: 12063704
V.I.N.: 3D6WA38C54G

Dear

This letter will further acknowledge your contact to DaimlerChrysler Motors Corporation, regarding your 2004 Dodge Ram 3500 Pickup Quad Cab.

Naturally, we were sorry to learn of the incident described to us in the initial contact. However, we have had the opportunity to review the inspection report, and I must inform you that I am unable to associate this incident with any manufacturing or assembly responsibility.

Our inspection revealed that the transmission linkage, parking pawl and all associated parts were operating properly. It was also noted that when the vehicle was placed in the park position, the parking pawl held the vehicle; the vehicle would not come out of park unless the brake pedal had been depressed. Therefore, we must respectfully decline any responsibility associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity to review this matter with you.

Sincerely,

M. R. Porterfield
Special Investigations
(248) 944-7134

sh

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12066818

CUSTOMER COMPLAINTS

Vin	3D7KA28C4	4	Cair #	12066818	Open Date	2/13/04
Model	DR2L42	Model Year	04	Built Date	10/17/03	
In Service Dt	12/20/03	Dealer	43138	Dealer Zone	63	Mileage 1000
Last Name		Middle Int		First Name		Contact Type T
Address			Home Phone	() -		
City	SONORA	State	TX	Country	USA	Zip
Remark	text					

Product in Accident	
Sudden Acceleration	Idling vehicle jumped into reverse and backed over owner.

SGG13 2.13.04 Wife of owner called to describe incident in which RAM truck jumped into reverse and ran over owner. [REDACTED] was unloading feed at their farm and slammed the rear gate upon which the vehicle reversed and ran him down and pinned him to the barn. [REDACTED] was rushed to hospital by an associate and subsequently airlifted to a larger facility having suffered 14 broken ribs, a broken arm and a collapsed lung. Truck remains in an unaltered state since the incident. As of this date [REDACTED] has not been released from hospital. Advised caller to take no action and wait until contacted by area investigator.

Date of Incident: January 26th, 2004

Exact Location of Incident: Owner's home, [REDACTED] Sonora, TX

Current Location of Vehicle: Owner's home as above.

Phone Number at Location: [REDACTED] or Cel. [REDACTED]

Police Report? NO

Insurance Notified: YES; Ag. Workers Mutual Ins Co. [REDACTED]

.....

INJURY, PER OGC MATRIX, FORWARDED TO 82T. JSS15.

assigned to rap99

sent acknowledgement letter

Inspection Requested: 2/19/04

Inspection Conducted: 2/26/04

Inspection Report Received: 3/1/04

MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
10-03

GVWR
4083 KG(09000 LB)

GVWR FRONT

2101 KG(4630 LB)

WITH TIRES

LT245/70R17-E

RIMS AT

17X7.5

COLD

379 KPA(55 PSI)

GVWR REAR

2722 KG(6000 LB)

WITH TIRES

LT245/70R17-E

RIMS AT

17X7.5

COLD

551 KPA(80 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: 3D7KA28C4

TYPE:

TRUCK

SINGLE X DUAL



MDH: 101707

PMT:PKJ

VEHICLE MADE IN MEXICO

TRM:P9L5

4648507



2034









DODGE
HEAVY DUTY





P R N D 2 1





P R N D 2 1





4

5

30
20
10
0

MPH km/h

90
100
110
120

P R N D 2 1

40
0

200
140
240





P R N D 2 1





PRND 2 1





P R N D 2 1













9VR-R116



















Engine Control Module Info

2004 DR 5.9L I6 Direct Injection

Turbo Diesel, Diesel Fuel

CVN: 11 [REDACTED] EPA Federal OBD

Auto Trans, RW Drive, Heavy Duty

Cummins Engine, Cummins 848

Single Fan, Variable Speed

ECM Part#: 15305153AF

Homologation ID: A2C

ECM DTCs

NO DTCs DETECTED

Page back to exit

SELECT SYSTEM

1. Engine
2. Transmission & Axles
3. Body Interior
4. Chassis & Body Exterior
5. Anti-lock Brakes
6. Passive Restraints
7. Theft Alarm
8. System Monitors

Page 1 of 1

HELP

ESC

MAIN

ESC

SELECT FUNCTION

1. System Tests
2. DTCs & Related Functions
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Monitor Display
7. Custom Display
8. Actuator Tests
9. OBD II Monitors

Page 1 of 2

HELP

SYS

MAIN

FEM BIEs

NO BIEs DETECTED

Page back to exit







PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12077259

CUSTOMER COMPLAINTS

Vin	3D7MA4866	4G144254	Cair #	12077259	Open Date	2/18/04	
Model	DR3H42	Model Year	04	Built Date	10/20/03		
In Service Dt	1/10/04	Dealer	42698	Dealer Zone	71	Mileage	2100
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	LA HABRA	State	CA	Country	USA	Zip	
Remark	text						

Transmission / Transaxle Inquiry

021804**** Vin#4 [REDACTED] Mileage:2100

Date and time of incident: 2/13/04 at 12:30 PM

Was the Vehicle in an accident: YES

Number of People injured: NONE

Were open flames involved: NO

Name, policy number, and phone number of customer's insurance:

Western United Ins. Co.

P O Box 5823

Irvine, Ca. 92616-5823

Phone: 800-959-9842

Present locaton of vehicle: [REDACTED]

La Habra, Ca [REDACTED]

Phon [REDACTED] Cell [REDACTED]

Were other vehicles involved in the accident: NO

Type of damage involved:PROPERTY AND VEHICLE

Has the customer's insurance company been contacted: YES

Has a Police reort been filed: NO

Description of the incident: While loading at the loading zone at Home

Depot, while truck was in Park at idle for at least eight to ten minutes,

while pushing loading cart to truck, vehicle suddenly reversed into a table

and four chairs and into a vending machine. Customer wants to bring vehicle

in for inspection today 2/18/04. Forward to JSS15.....RD9.

SEE PRIOR CAIR. JSS15.

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12107300

CUSTOMER COMPLAINTS

Vin	3D7KU28CX	3	Cair #	12107300	Open Date	3/1/04	
Model	DR7H41	Model Year	03	Built Date	7/12/03		
In Service Dt	8/21/03	Dealer	41626	Dealer Zone	42	Mileage	9050
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	DELTA	State	OH	Country	USA	Zip	
Remark	text						

Body / Trim / Paint Finish - Inquiry

DM SLW26 WAS AT THE DEALERSHIP, AND MET WITH THE OWNER, AND SALES PERSON REGARDING AN ACCIDENT WITH THIS VEHICLE ON 2/26/04 AROUND 2:00PM IN THE AFTERNOON. OWNER STATES HE WAS AT NATIONAL CITY BANK, WENT INTO THE BANK AND LEFT THE VEHICLE RUNNING SINCE HE WAS ONLY GOING TO BE IN THE BANK FOR A FEW MINTUES, OWNER STATES THE VEHICLE ROLLED FROM THE NATIONAL CITY BANK'S PARKING LOT- HIT THE BANK'S SIGN AND ROLLED INTO MONROE STREET HIT A LIGHT POST IN THE ON COMING TRAFFICE ON MONROE STREET. OWNER STATES THE VEHICLE IS AT IDEAL BODY SHOP- 8550 AIRPORT HIGHWAY, HOLLAND ,OH 43528 (419) 865-1445 IS WHERE THE VEHICLE IS NOW, THE BODY SHOP DID PULL THE PANELS OFF AND START WORKING ON THEM- BUT WE CALLED THE BODY SHOP TO HAVE THEM STOP WORKING UNTIL WE CAN GET A SPECIAL INVESTIONS PERSON OUT TO LOOK AT THE VEHICLE. NO ONE WAS IN THE VEHICLE OR HURT- WE DO HAVE PROPERTY DAMAMGE OF THE NATIONAL CITY BANK SIGN. OWNER'S INSURANCE IS NATIONAL WIDE NO NUMBERS AVALIVABLE. THERE WAS A POLICE REPORT FILED. PLEASE CALL THE OWNER ON THE CELL PHONE NUMBER OF [REDACTED] FOR ANY QUESTIONS.

3/1/04. SI REVIEWED AND FORWARDED TO 82T.

3/1/04. Assigned to PJM68.

DM slw26 got a phone call from the insurance rep, she would like to speak to and have a address from someone handling the case in legal. Dm slw26 left a message with PJM68.

National Wide insurance rep is AlBerta 1 877 233-2626 ext 4349 and the case number is 710814.

DM slw26 cell phone number_- not to be given to owner or insurance agent

[REDACTED]

left message for customer

Inspection Requested: 3/3/04

Inspection Conducted: 3/8/04

Inspection Report Received: 3/10/04

Denial Letter Sent: 3/11/04

Photos provided by OGC manually loaded on 03/26/04

3/31/04. LETTER FROM INSURANCE COMPANY FORWARDED TO 82T.

Subro assigned to TK27.

Denial Letter Sent: 4/1/2004

Customer called demanding copy of inspector's report. Advised customer that record is unavailalbe to customer. Provided customer with CCRG's contact number and transferred customer.

spoke with customer





Enter

FREE CHECKING

Bank
National City

ATM Banking



National City
Bank

ATM Banking



Exit Only



National City Bank
Enter



City
ing

6409
TT HALL PHOTOGRAPHY
American Express Financial Advisory
ment & Family Therapy Center
MURRAY E. ELLENWOOD, Ph.D.
ICE BUILDING IN REAR

Exit

GMSTOCKS
MANTA
MANTA
MANTA

Handicap parking sign





National City
Bank

ATM Banking

Little Caesars

Little Caesars

35

Exchange Bank

Enter



SPEED LIMIT 35

6363 - 6387
River Crossings
Mail Express
Charlestown
60-10-0000

FOR LEASE
MICHAEL
255-0000

Curves

Mail Express

Exchange Bank

FREE CHECKING

National City Bank

Enter



MFD BY DAIMLERCHRYSLER
CORPORATION

DATE OF MFR
7-03

GVWR
4083 KG(09000 LB)

GAWR FRONT WITH TIRES
2359 KG(5200 LB) LT265/70R17-E

RIMS AT
17X7.5

COLD

413 KPA(60 PSI)

GAWR REAR WITH TIRES
2722 KG(6000 LB) LT265/70R17-E

RIMS AT
17X7.5

COLD

482 KPA(70 PSI)

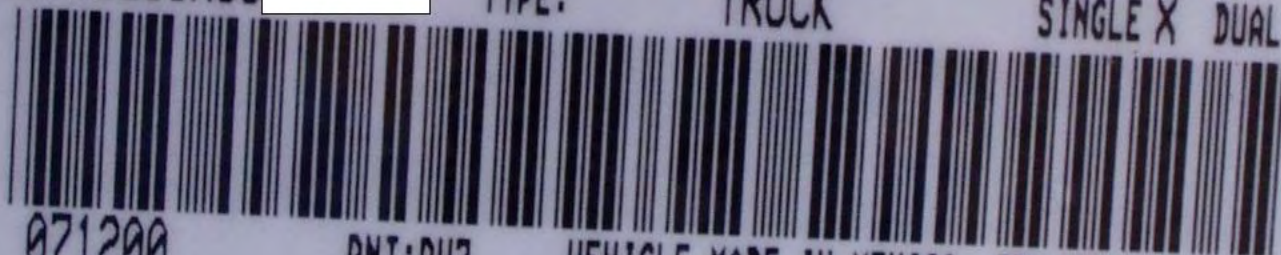
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 3D7KU28CX3G

TYPE:

TRUCK

SINGLE X DUAL



MDH: 071200

PNT:PW7

VEHICLE MADE IN MEXICO

TRM:M9L5

4648507




BRAKE



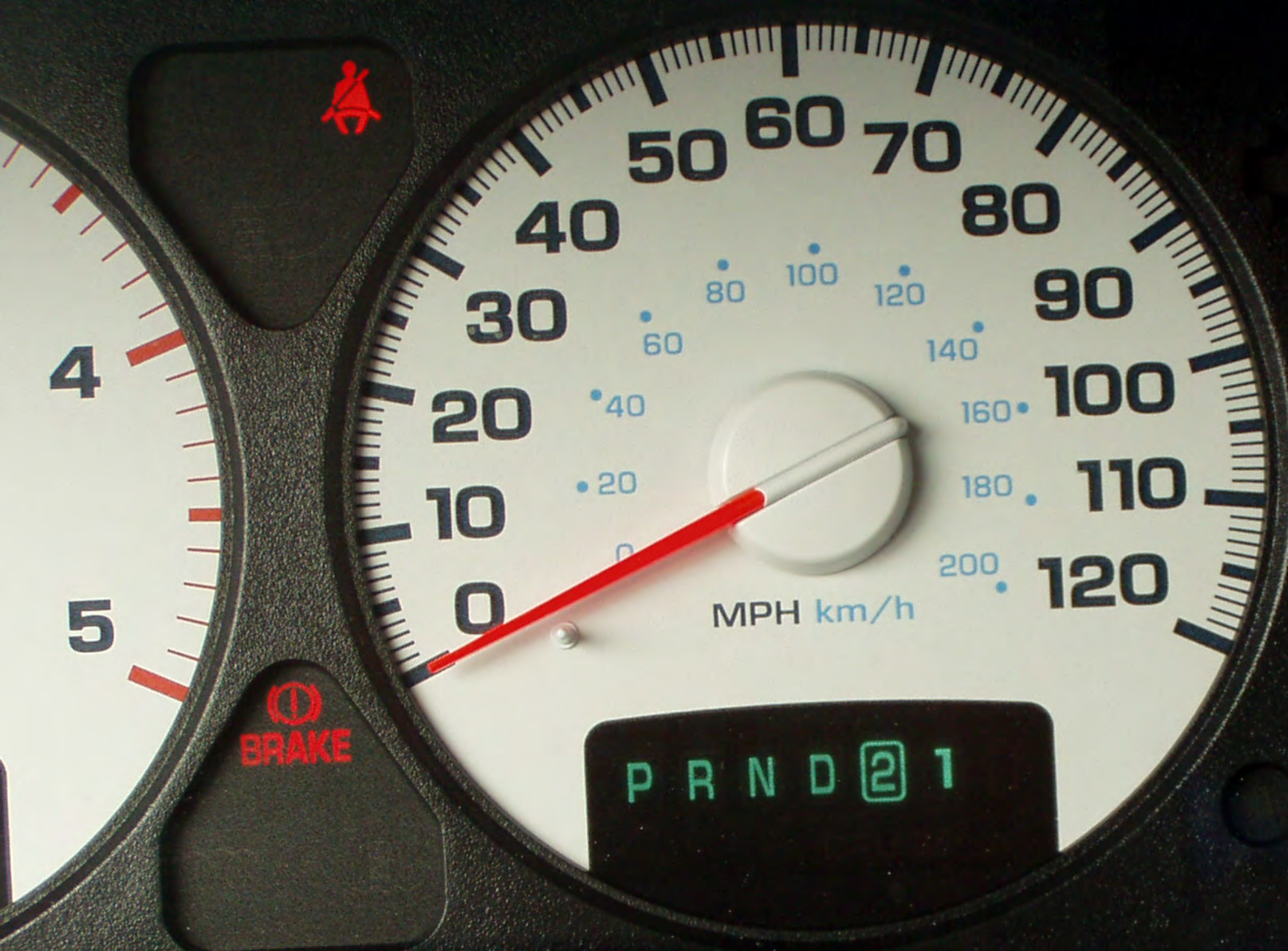



BRAKE

MP OUT

P R N D 2 1







BRAKE

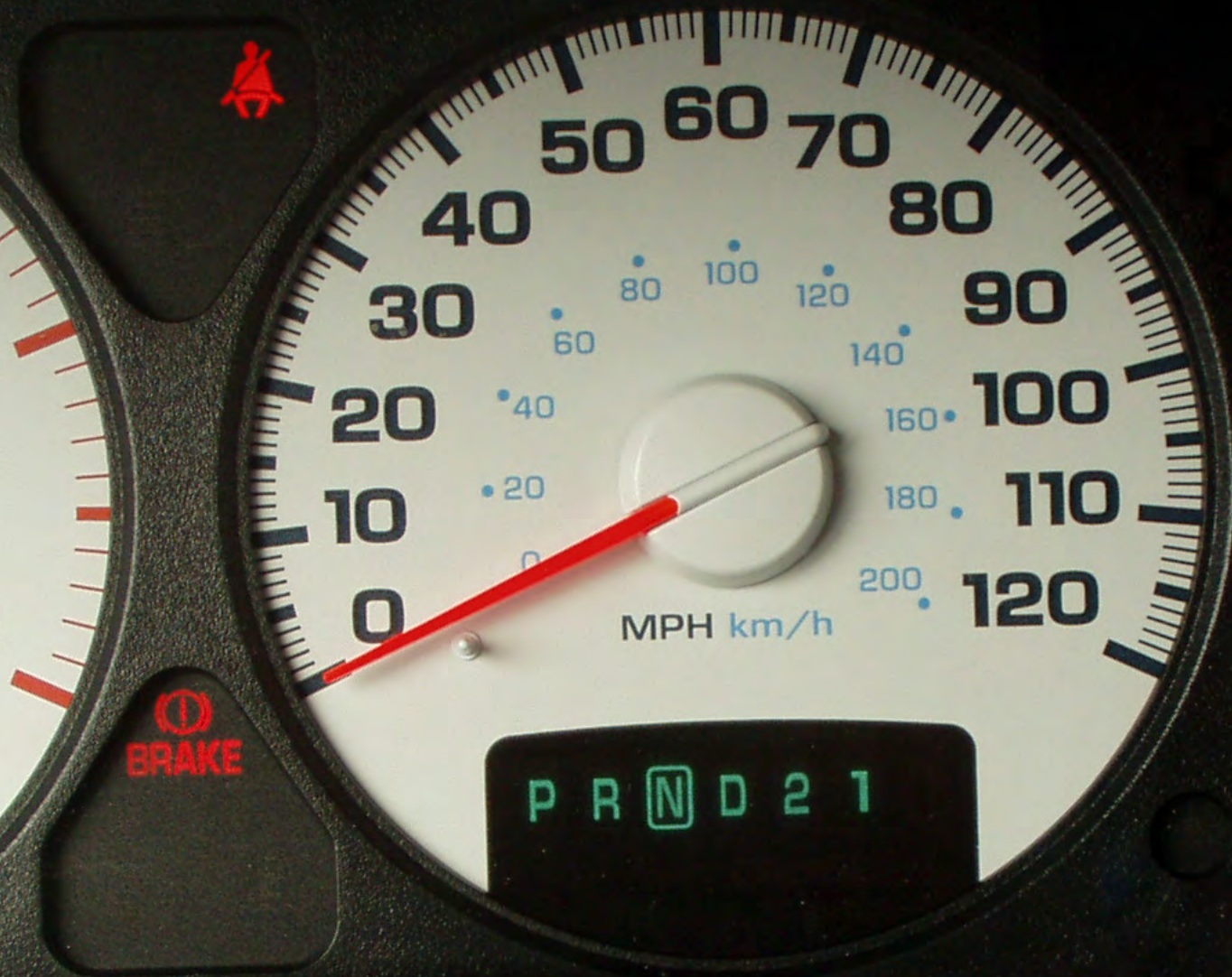
P R N D 2 1



9368
LAMP OUT

P R N D 2 1







4

5

30

20

10

0

50

80

100

120

140

160

180

200

60

70

80

90

100

110

120

MPH km/h

P R N D 2 1

40

0

110



140

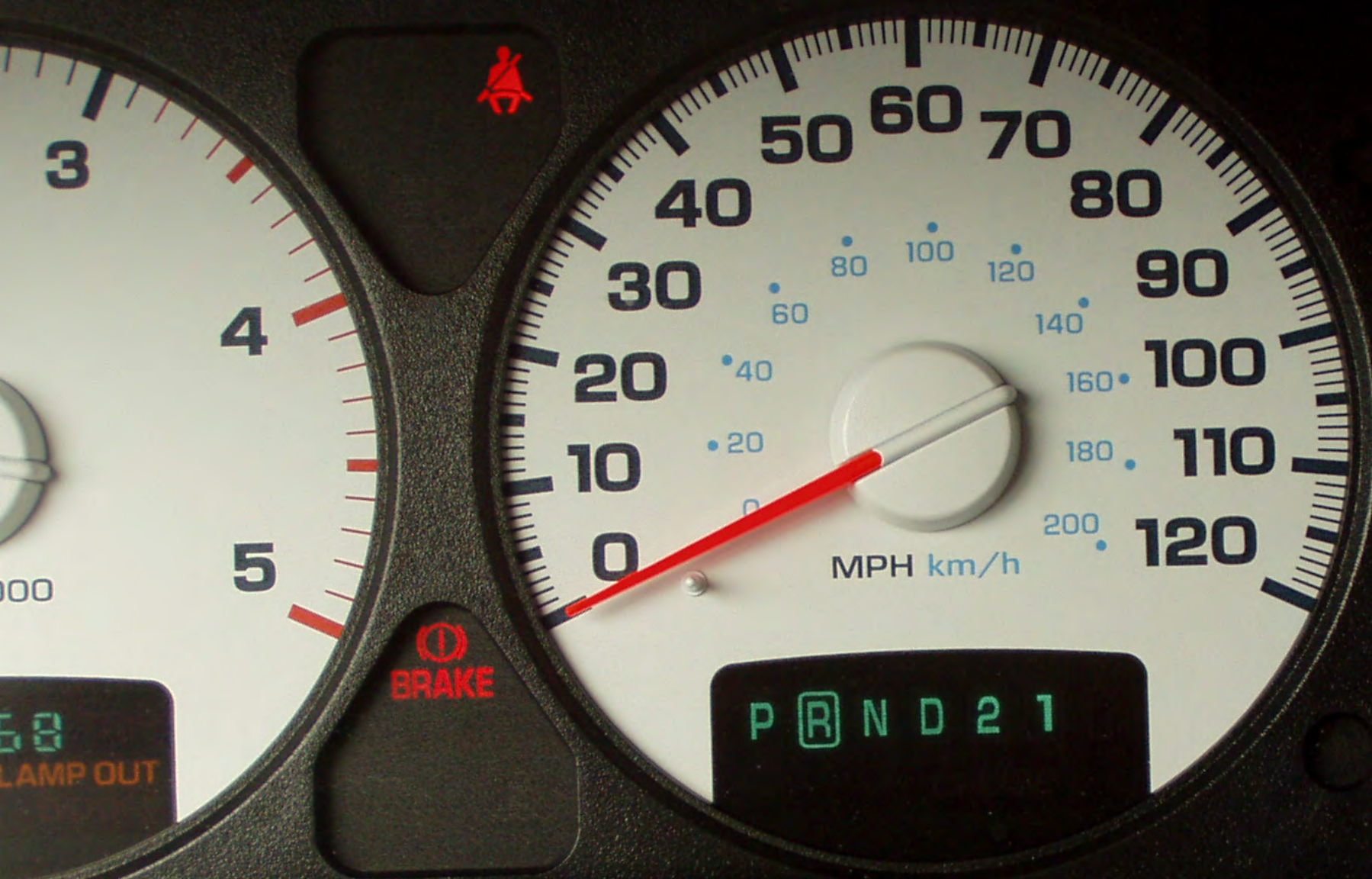
200

245



OUT





58
LAMP OUT

P R N D 2 1



National City
Bank

ATM Banking

SHAW
NOW
OPEN

6400
SCOTT HALL PHOTOGRAPHY
American Express Financial Advisors
Assessment & Family Therapy Center
ALDRY E. ELLENWOOD, Ph.D.
OFFICE BUILDING IN REAR

Enter

Exit

OMSTOCK
SALE

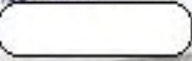


44575

New Process Gear



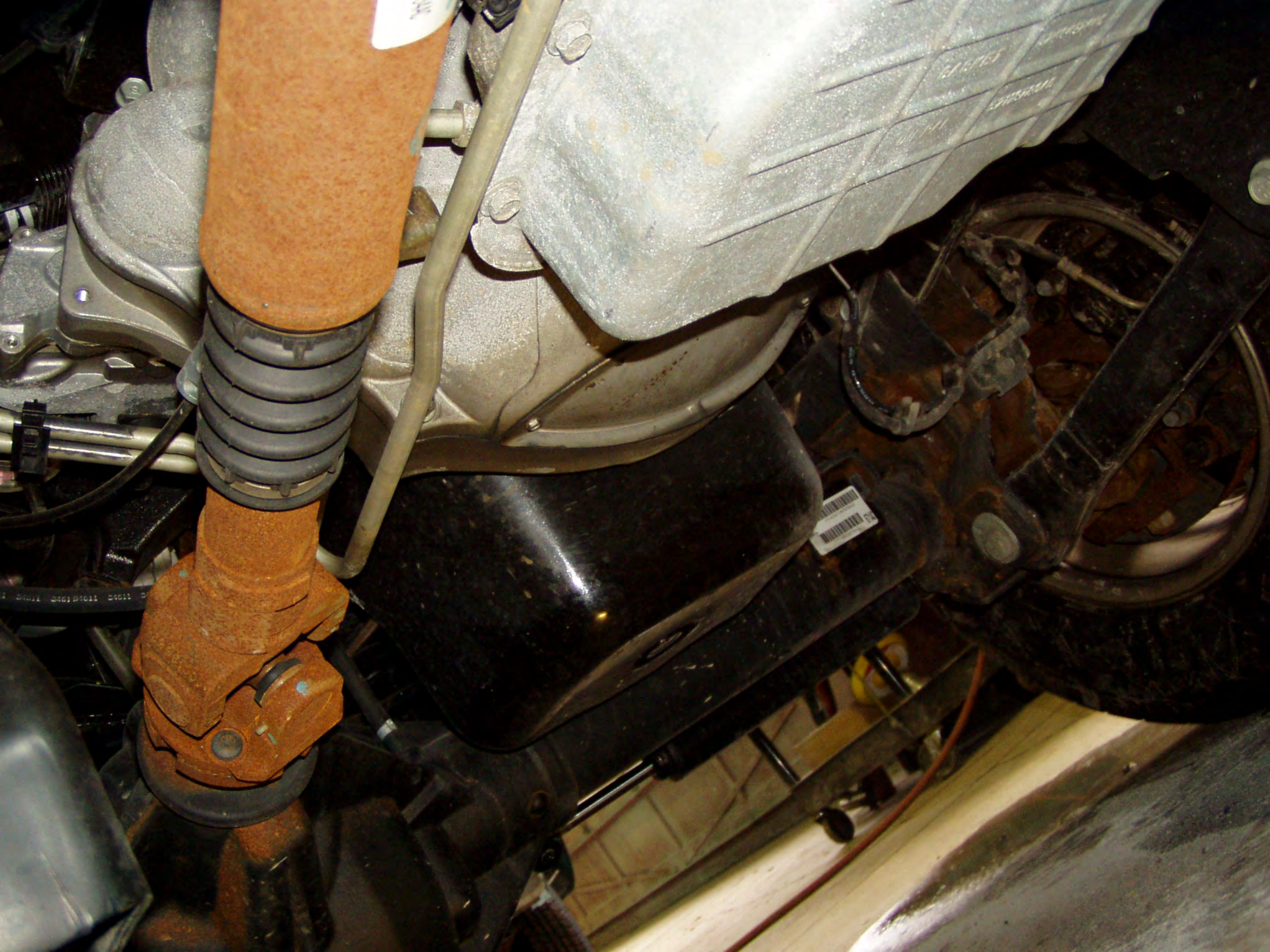
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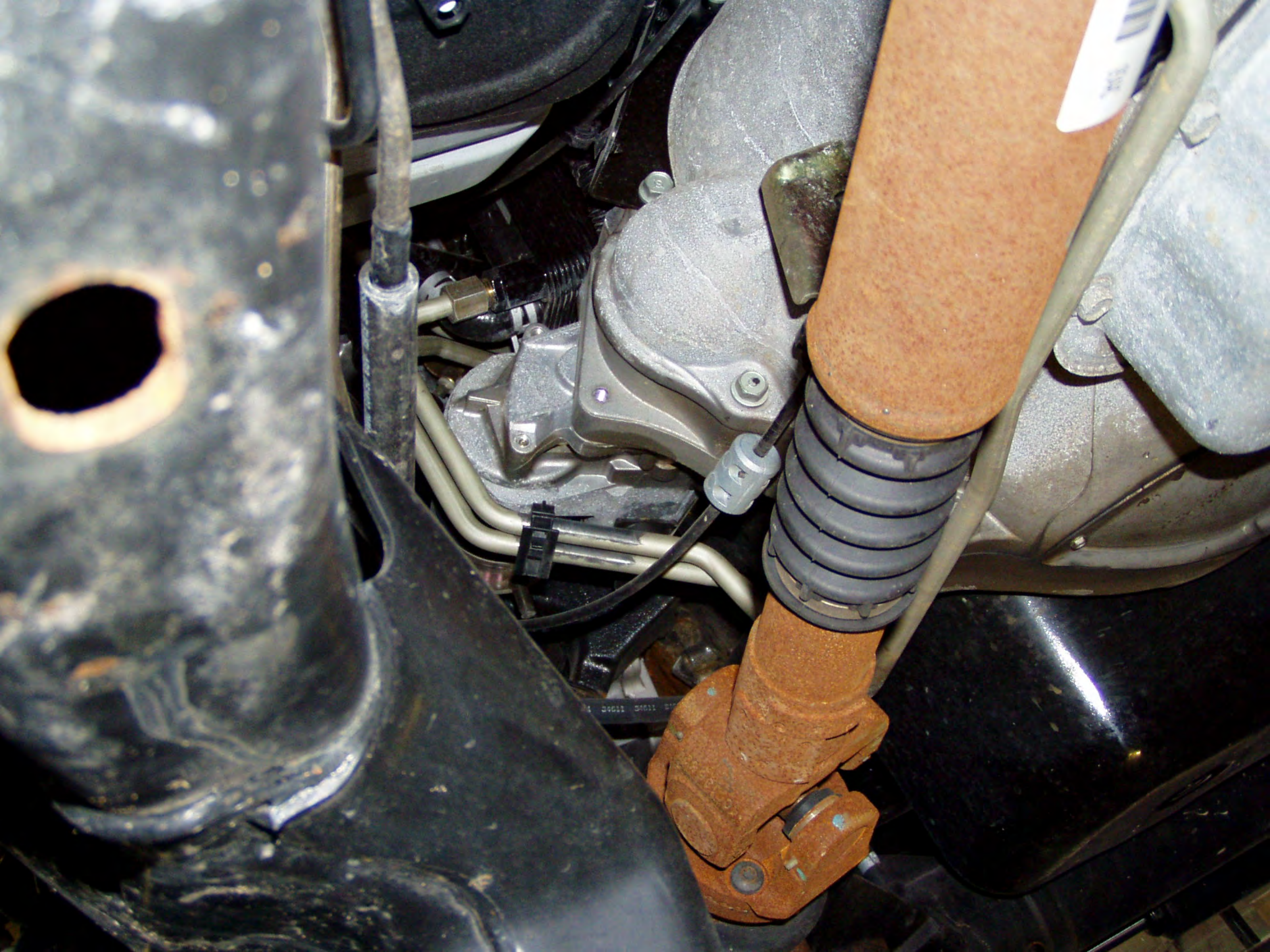




2402



FRONT
REAR
LEFT
RIGHT



*3D7KU28CX3G





RAM 2500





AS
PEOPLE





DODGE
HEAVY DUTY

RAM 2500

RAM
TURBO DIESEL











DODGE
HEAVY DUTY

4x4

DODGE
HEAVY DUTY

4X4
SLT

DODGE





NTAS

FORM PEOPLE





PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12116319

CUSTOMER COMPLAINTS

Vin	3D7KA2869	3	Cair #	12116319	Open Date	3/4/04	
Model	DR2H41	Model Year	03	Built Date	9/26/02		
In Service Dt	2/7/03	Dealer	60020	Dealer Zone	63	Mileage	90000
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	BAYTOWN	State	TX	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	
Advise Owner / Incomplete Recall	Recalls were already completed
Automatic Trans / Transaxle - Jumps Out of Gear/Park	Jump out of parked

AZ455 03/04/04 Customer claims that the vehicle shifted out of park and hit the customers other vehicle. Customer claims that the dealer advised her that there was other vehicle having these issues.

What is/was the date of the incident? 02/28/04

What is the exact location at which the incident occurred? In the parking lot at Ikea in Houston TX Antoine Rd.

Where is the vehicle currently located? BAYTOWN TX

What is the telephone # for contact at the current location of the vehicle?

Was a p

Was the insurance company notified? Yes, Progressive Auto Policy# 04666060-2.

Customer stated that she travels all the time because of her work and would like to be called at her cell phone 3-4-04 please contact owner and arranged incident. thanks. art gilbert

CAIR NUMBER 12116319 REQUEST EAA INSPECTION 03-04-2004 10:59

CAIR NUMBER 12116319 E-MAIL SENT TO EAA 03-04-2004 10:59

3-8-04 eaa inspector called. owner out of town until 3-16-04. will contact owner then.

Owner called back and stated vehicle had another accident on yesterday. The inspector Keith Lawhon came out today and inspected vehicle. She was not driving but a passenger. The driver put the vehicle in park while stopped at a traffic light.

Another police report was filed The inspector_ advised her to call DCCAC back and advise of the 2nd accident.

It was on 52nd street and the vehicle suddenly jerked back into the vehicle behind them, causing a vehicular damage and injury to the vehicle behind.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/19/04 AT 06:00 12116319

3-19-04 eaa report received. parking pawl engages. parking brake operational. no manufacturing responsibility. requested letter to owner.

3-19-04 letter mailed.

Owner called back for status. Advised letter has been mailed.

[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 12116319

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	DODGE RAM 2500 QUAD CAB PICKUP	3D7KA28693G []		09-26 09	90000	02/07/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[]		[]		BAYTOWN	TX	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[]	Bright White Clear Coat	DR2	[]		[]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
FERGUSON DODGE LLC		63	44275	NORMAN	OK	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
KEITH LAWHON			ENGINEERING ANALYSIS		281-422-8782	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE []

INTERVIEW DATE: **03/18/2004** DATE OF INCIDENT: **02/28/2004** TIME OF INCIDENT: **05:00** AM PM INSPECTION DATE: **03/18/2004**

1. DRIVER'S DESCRIPTION OF EVENT: [] **STATED THAT SHE HAD BEEN DRIVING FOR 300 MILES WITH OUT SHUTTING ENGINE OFF WHEN SHE STOPPED IN A PARKING LOT. SHE STOPPED TO MOVED A SHOPPING CART, LEFT THE VEHICLE IDLING IN PARK BUT DID NOT SET THE PARKING BRAKE BEFORE EXITING. SHE OBSERVED THE THE VEHICLE BACKING UP AND STRUCK ANOTHER VEHICLE OWNED BY [] THIS WAS ON FEB. 28TH AND ON MARCH 17TH THE VEHICLE BACKED INTO ANOTHER VEHICLE DIRECTLY BEHIND IT WHILE IDLING IN PARK.**

Insurance Company Name: **PROGRESSIVE**

Personal Injury: Were there Personal Injuries? Yes No

If Yes, complete section "B"

Any Indicator/Warning Lights on Prior? Yes No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL



28635 Mound Road
Warren, Michigan 48092-3499
(586) 753-3326
FAX (586) 753-3335

**Facsimile Cover Sheet
DaimlerChrysler Vehicle Investigation**

Owner:

Project No. DAIM-2003

CAIR No.: 12116319

TO: Keith Lawhon

FROM: Tina Martin

Date Sent: 3/5/04

DUE DATE: 3/10/04

***PLEASE ACKNOWLEDGE PROMPTLY BY FAX OR EMAIL**

***Receipt of CAIR and Accepting case for investigation? Yes No**

Date: 3-5-2004

**Coversheet for DaimlerChrysler (Service Associate Use Only)
(Also fax or email to EAA for closure)**

***Closure Date: 3-18-2004**

DaimlerChrysler Fax No.: 248-512-8748

Bennis (248) 944-7036

Martell (248) 944-7038

Bott (248) 944-7056

Susalla (248) 944-7149

Gilbert (248) 944-7037

Porterfield (248) 944-7134

Comments: _____

RO - Copies

March 19, 2004

[Redacted]

Baytown, TX [Redacted]

Reference No.: 12116319

VIN: 3D7KA28693G [Redacted]

Dear [Redacted]

This is in regard to the inspection performed on your vehicle on March 18, 2004, by a representative of Engineering Analysis Associates.

As stated in your owner's manual, DaimlerChrysler Motors Corporation recommends that the gear selector be placed in park with an automatic transmission and first gear with a manual transmission, the parking brake set, the ignition turned off, and the keys removed whenever the vehicle is left unattended. Therefore, we must, respectfully decline participation with any costs associated.

Sincerely,

A. L. Gilbert
Special Investigations
(248) 944-7037

ALG/mtr

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12137019

CUSTOMER COMPLAINTS

Vin	3D7KU28CX	4	Cair #	12137019	Open Date	3/11/04
Model	DR7H41	Model Year	04	Built Date	11/26/03	
In Service Dt	12/30/03	Dealer	99999	Dealer Zone		Mileage 6000
Last Name		Middle Int		First Name		Contact Type T
Address			Home Phone			
City	CHICAGO	State	IL	Country	USA	Zip
Remark	text					

Property Damage	
Recall	Advised no recalls.
Product in Accident	Customer advised the vehicle slipped out of gear.

03.11.04 jpl31. Customer advised that while the engine was running and in park. He stated that it jumped out of park, went forward, and smashed into a fence.

Incident date?: March 10 2004.

Incident location?: 8955 s Genoa, Chicago IL 60620 (in parking lot)

Current location?: at home.

Telephone contact?: () ome), () mobile)

Police report?: no

Insurance company notified?: no, Alstate ins. Pol#

Customer advised that the vehicle is stuck in 4 wheel drive. He alleged a fault by the manufacturer. Agent advised the vehicle must remain unrepaired in order for the investigation to proceed. Agent advised that the report would be forwarded to the appropriate department which would determine what action would be taken if any. Agent advised no recalls. Agent forwarding CAIR to MHM1 for analysis.

 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, MHM1.

CAIR NUMBER 12137019 REQUEST EAA INSPECTION 03-12-2004 14:09

CAIR NUMBER 12137019 E-MAIL SENT TO EAA 03-12-2004 14:10

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/18/04 AT 06:00 12137019

 Iinspection reviewed, no problem found with trans, or shift linkage.













DODGE

4x4





7524



P R N D 2 1







7524



P R N D 2 1





7524



P R N D 2 1





7524



PRND@1









[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 12137019

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2004	DODGE RAM 2500 QUAD CAB PICKUP	3D7KU28CX4G []		11-26 00	7524	12/30/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[]		[]		CHICAGO	IL	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[]	Bright Silver Metallic Clear Coat	DR7	[]		[]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
PARK PLAZA DODGE		51	45126	FOREST PARK	IL	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
Edward Mays M			EAA		630-790-2059	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input type="radio"/> MINOR <input checked="" type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 1.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE []

INTERVIEW DATE: **03/15/2004** DATE OF INCIDENT: **03/10/2004** TIME OF INCIDENT: **09:00** AM PM INSPECTION DATE: **03/16/2004**

1. DRIVER'S DESCRIPTION OF EVENT: [] stated that he pulled into his work lot, exited the vehicle with the engine running and the transmission in park and as he walked away the vehicle drove through a fence. He stated that one of his employees got in and stopped the vehicle but it was up to the top of the windshield by then. He said that the transmission was in drive when it was stopped. No injuries and no police report.

Insurance Company Name: **Allstate**

Personal Injury: Were there Personal Injuries? Yes No

If Yes, complete section "B"

Any Indicator/Warning Lights on Prior? Yes No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

[Help Key]

PART A- GENERAL

March 23, 2004

[Redacted]

Chicago, IL [Redacted]

Reference No.: 12137019

V.I.N.: 3D7KU28CX4G [Redacted]

Dear [Redacted]

This will further acknowledge your recent contact with DaimlerChrysler Motors Corporation, regarding an accident in the above mentioned vehicle.

I have had the opportunity to review the inspection report generated by our engineering firm, and can advise you that we have been unable to determine a manufacturer's responsibility in this loss.

With this in mind, I can only suggest allowing your insurance carrier to continue the handling of this claim. Should they determine a DaimlerChrysler Motors Corporation responsibility exists, they have full subrogation rights under the terms of your policy.

Sincerely,

M. H. Martell
Special Investigations
(248) 944-7038

sh

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12155108

CUSTOMER COMPLAINTS

Vin	3D7KA2869	3G	Cair #	12155108	Open Date	3/18/04
Model	DR2H41	Model Year	03	Built Date	9/26/02	
In Service Dt	2/7/03	Dealer	44275	Dealer Zone	63	Mileage 95114
Last Name		Middle Int		First Name		Contact Type T
Address				Home Phone		
City	BAYTOWN	State	TX	Country	USA	Zip
Remark	text					

Product in Accident	
Information Request	Completed recalls C42 and C44.
Gear Selector / Linkage - Jumps Out of Gear/Park	Customer alleges vehicle jumped out of gear for the second time.

What is the date of the incident? March 17, 2004

What is the exact location at which the incident occurred? Corner of State Line Road and 52nd Street.

Where is the vehicle currently located [REDACTED], Baytown, TX

What is the telephone number for contact at the current location of the vehicle? Cell # [REDACTED] -

Was a police report filed? Yes, case # T04-02428

Was the insurance company notified? Yes, Progressive Insurance, Claim [REDACTED] contact person Keith Cooper 870-862-0508.

May 18, 2004 JMT60 Customer alleges she was a passenger in her vehicle, stopped at a red light on 52nd Street, the vehicle was in Park due to the fact that she and her driver were going through some papers which referred to a previous accident of the same type, the vehicle suddenly jerked back into the vehicle behind them, causing vehicular damage and injury to the driver behind. The customer alleges she met with Keith Lawhon, from STX Engineering Analysis Associates - representing Daimler Chrysler - in regards to her first accident which occurred in February. The analyst allegedly expressed that he was not surprised at the second incident. The writer verified ownership information, updated mileage and advised the cair number and provided the DCX number. The customer is requesting vehicle replacement as soon as possible as the vehicle is used for commercial purposes.

3-18-04 injury. to 82t

CAIR assignend to kwk3

Spoke with customer

sent acknowledgement letter

Inspection Requested: 3/24/2004

Inspection Conducted: 3/18/2004

Inspection Report Received: 3/29/2004

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12197816

CUSTOMER COMPLAINTS

Vin	3D7LU38C9	4G	Cair #	12197816	Open Date	4/5/04	
Model	DR8H41	Model Year	04	Built Date	12/8/03		
In Service Dt	1/22/04	Dealer	43453	Dealer Zone	74	Mileage	2700
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	RYE	State	CO	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	

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

Owner Alleges:

Original owner states that vehicle was left running in what he thought to be park while shopping at a hardware store. Customer states he was in the store for no more than ten minutes when he looked out and saw the vehicle running backward.

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

Original owner was shopping for a snow shovel on 4/3/04 at 2:00 P.M. Vehicle was left running and customer thought the shifter was left in park. Shopping trip last about ten minutes and while signing charge receipt customer looked up and saw vehicle running backward. Owner's vehicle struck a small SUV. Caller is unsure of the type of vehicle his truck struck. Police were not contacted due to minor damage.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Farmers Insurance

Policy number: [REDACTED]

Phone number: [REDACTED]

Claim number:

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

Vehicle is located at customer's home:

[REDACTED]

Cell [REDACTED]

Is there other vehicles involved in the accident?

Yes

Small SUV

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

No

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

Original owner states he is unsure of the type of vehicle his vehicle struck. Owner of vehicle number two [REDACTED] Provided process overview.

4/5/04.82T

Assigned to TK27.

sent acknowledgement letter

Inspection Requested: 4/8/2004

Denial Letter Sent: 4/27/2004

Owner calls seeking update regarding above... owner states he has not been informed of the results of the inspection... advised owner letter has been sent.







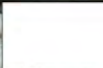


DODGE
HEAVY DUTY

[Redacted License Plate Area]

Parker
Garage

DODGE
HEAVY DUTY



2333 KG (5150 LB)

LT265/70 R17

SAVR REAR

WITH TIRES

2790 KG (6150 LB)

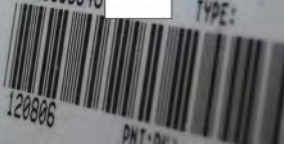
LT265/70 R17-

THIS VEHICLE CONFORMS TO ALL APPLICABLE
PREVENTION STANDARDS IN EFFECT ON THE

VIN: 3D7LU38C94G



TYPE:



NDH:

120806

PNT: 011

RPM X 1000

364.8 TRIP






BRAKE

P R N D 2 1



20

10

0

40

20

0

160

180

200

10

1

12

MPH km/h

P R N D 2 1



P R **N** D 2 1



P R N D 2 1



10
0

20
0

180
200

110
120

MPH km/h

P R N D 2 1



10
0

+20
0

180
180
200
110
120

MPH km/h

P R N D 2 1

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12198436

CUSTOMER COMPLAINTS

Vin 3D7LU38C9 4 [REDACTED] **Cair #** 12198436 **Open Date** 4/5/04

Model DR8H42 **Model Year** 04 **Built Date** 10/28/03

In Service Dt 12/13/03 **Dealer** 24240 **Dealer Zone** 74 **Mileage** 4000

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

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

City DENVER **State** CO **Country** USA **Zip** [REDACTED]

Remark text

Other	Advised all previous recalls have been completed.
Gear Selector / Linkage - Jumps Out of Gear/Park	Customer alleges the vehicle jumps out of park and into reverse.

CF169 04/05/04 The customer stated that he was camping when his vehicle jumped out of gear into reverse and travelled about 100 yards before his wife was able to stop the vehicle. The customer stated that there was no damage and he wanted this documented. Writer advised customer that his concern would be documented and advised of no recalls. Writer provided DCCAC number for any further information.

Customer states that vehicle was left running and transmission shifted into reverse. Customer states that transmission has shifted into reverse on multiple occasions. Advised customer that concerns have been documented.

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12217153

CUSTOMER COMPLAINTS

Vin	3D7LU38C5	4	Cair #	12217153	Open Date	4/13/04	
Model	DR8H42	Model Year	04	Built Date	10/15/03		
In Service Dt	1/24/04	Dealer	44148	Dealer Zone	74	Mileage	4500
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	FAIRPLAY	State	CO	Country	USA	Zip	
Remark	text						

Product in Accident

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

Owner Alleges:

Vehicle transmission was in the 'Park' position, engine running. Owner claims the transmission shifted into 'Reverse'.

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

When: April 8th

Where: Park County, Colorado

What: Owner stopped along the roadway to assist another motorist during a 'roll over' accident. Owner and his wife exited their truck, leaving the engine running and the trans in 'PARK'. Owner said the truck began to move backwards, about 200 feet, striking his wife with the open driver's side door. Before the owner could catch up with the moving vehicle, the door 'brushed along' the other motorist's vehicle that had originally 'rolled over'.

Has the owner's insurance company been contacted?

n/a

If yes provide name/policy number and phone number

NO ANSWER PROVIDED BY AGENT

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

Vehicle is located at selling dealership.

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

no

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

Yes. Colorado State Police - report # n/a

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

Owner calls DCX on the advice of the dealership (Rick Martin)- assistant service manager - per owner. Dealer will not perform any repairs until the vehicle has been inspected. Vehicle was towed to dealer.

Owner is seeking rental vehicle during repair process. Writer questioned owner whether or not the vehicle was inspected by the dealer and if the concern was duplicated. Owner said the transmission had acted in this way on two other occasions. Owner insists on DCX involvement.

Writer will reassign cair to RAB32

J ELWAY DODGE SOUTHWEST

DT

DENVER

CO

TO 82T.

Assigned to TK27.

Inspection Requested: 4/14/2004

spoke with customer

acknowledgement letter mailed

spoke with customer

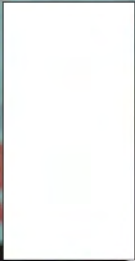
Inspection Conducted: 4/16/2004

Inspection Report Received: 4/28/2004

5/6-Rick from dealer calls seeking update. writer advised last update was

4/29. Rick states repairs are almost complete on vehicle.

5/10 Owner calls for number to CCRG, agent provided number.



94

HPALAT



TC3250



RAM
TURBO DIESEL

RAM

RUGGED TRAIL





Vogelond

DODGE
HEAVY DUTY
John Deere

4x4
SLT

vision



Vogelband

4x4
SLT



Vagabond

4x4
SLT

Warrior





RAMBRO

BFGoodrich





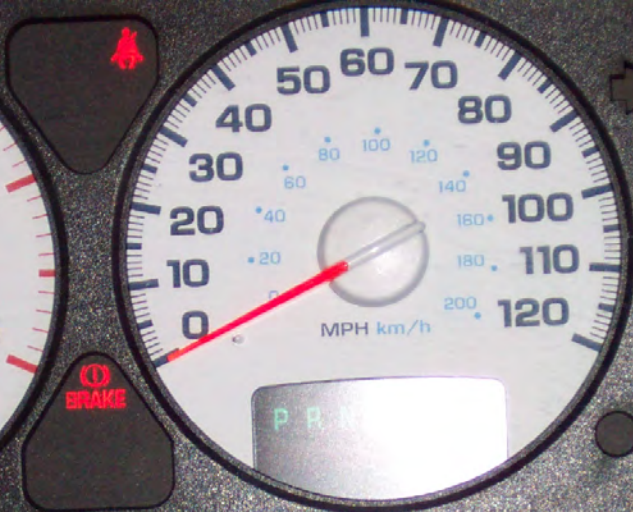


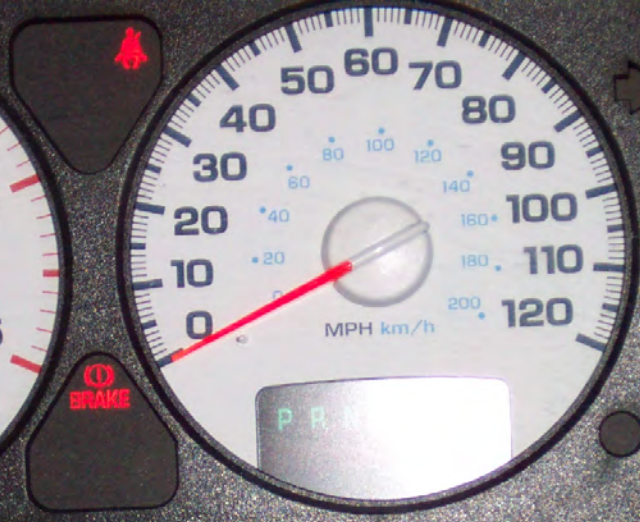


6788



STOP AIR







BRAKE

DOOR
AJAR



RPM X1000

6708


BRAKE

P R N

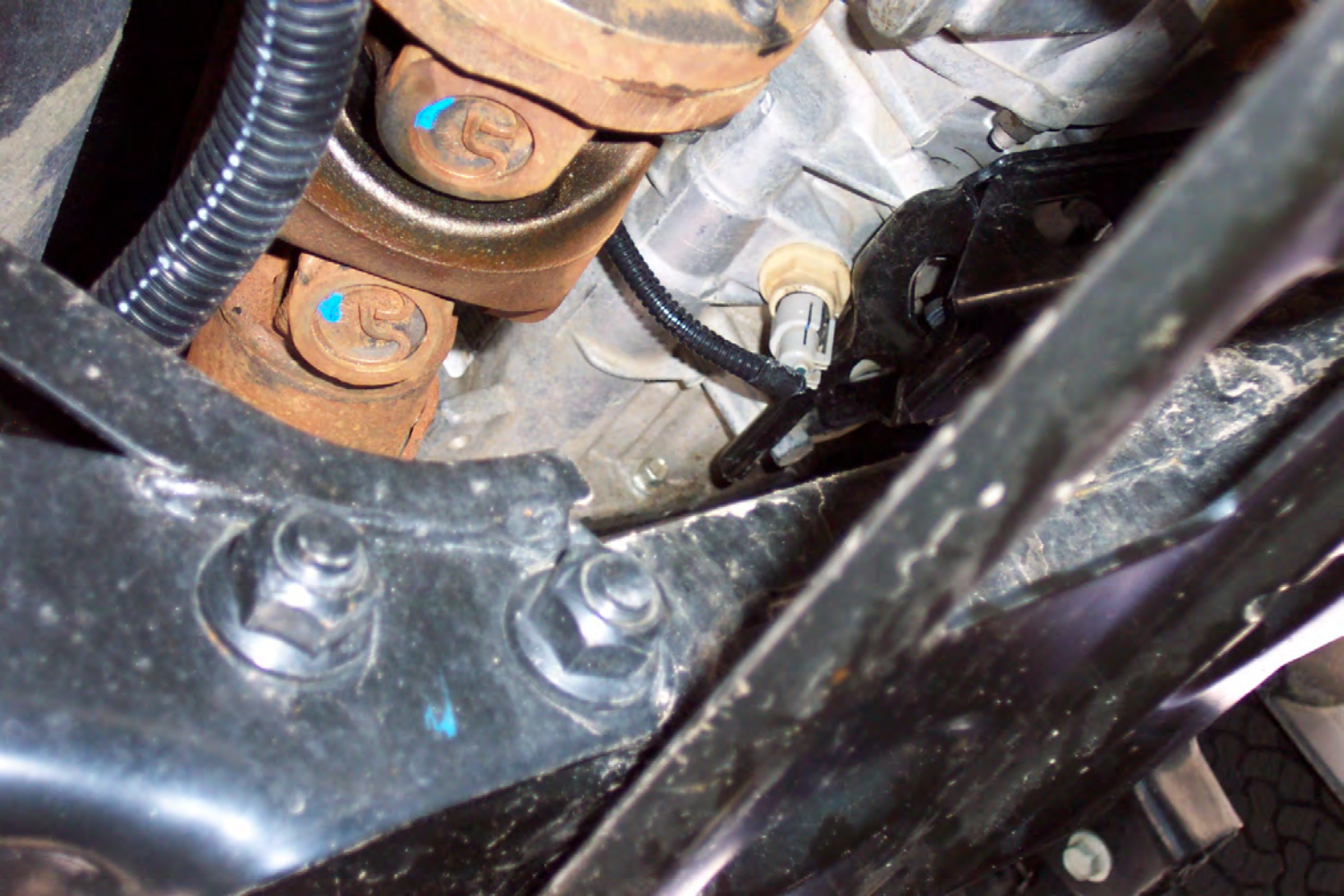
MPH km/h

200
140 245

DOOR
AJAR











14-D BA
COMBINATION
OF THE FOLLOWING
MFR. OR MFR.

MFD BY	DAIMLERCHRYSLER CORPORATION		DATE OF MFR	10-03	GWR	4491 KG(9990 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	
2790 KG(6150 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: 3D7LU38C540 [] TYPE: TRUCK SINGLE X DUAL



MHD: 101508 PNT:PDR VEHICLE MADE IN MEXICO TRN:H9DV 4648507

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12229099

CUSTOMER COMPLAINTS

Vin	3D7KU2868	4	Cair #	12229099	Open Date	4/20/04	
Model	DR7H41	Model Year	04	Built Date	9/12/03		
In Service Dt	10/15/03	Dealer	59029	Dealer Zone	71	Mileage	30106
Last Name		Middle Int		First Name		Contact Type	L
Address		Home Phone	() -				
City	ORANGE COVE	State	CA	Country	USA	Zip	
Remark	text						

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

***** EMAIL BRIEF DESCRIPTION CONTENT *****

My vehicle went into reverse while idling unattended in park. It backed down a driveway with the door open and hit a service pole causing damage to the driver door and front fender. I'm lucky it didn't run over me.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

I was really high on this vehicle. I'm not sure that I will be comfortable driving it again once it is fixed because no one seems to want to explain how this could happen. I had been out of the truck for at least a minute when it suddenly went into reverse and started backing up. I'm thankful that no one was hurt but I have been imagining how serious a problem this could cause and need some answers before I'll ever be at ease with this pickup. I hope someone will respond to this correspondence

Bruce

4/20- Sent response requesting phone contact.

Customer replies:

Re Number [redacted] daytime phone number i [redacted] I look forward to talking to someone about this accident. Thanks,

Bruce

4/21- Writer contacted owner to discuss further and left message.

4/21- Writer spoke with owner regarding the situation.

**Owner states that that accident occurred on 4/15/04 at his ranch. Owner states that he put the vehicle in park, still running, and got out of the vehicle. The drivers door remained open. Owner states that he heard a grinding noise and then the vehicle went into reverse. Owner states that it hit a service pole and he was then able to stop it. No injuries suffered. Damage to the drivers door and front fender.

**Insurance is through Infinity Insurance and they were contacted.

**Vehicle is currently located at:

The Hot Rod Shop
Reedley, CA
(559)643-0844 - Contact is Jim

**Advised information would be forwarded for review. Provided file number.

4.22.2004

Please arrange inspection including PVIR report, DRB codes, Police report, Photos and any important information.. m rp

CAIR NUMBER [redacted] REQUEST EAA INSPECTION 04-22-2004 09:06

CAIR NUMBER [redacted] E-MAIL SENT TO EAA 04-22-2004 09:06

4/22/04-returned to SI because inspection was ordered, did not come to 82T-rlg

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/27/04 AT 06:00 12229099

4.30.2004

LETTER: No manufacturing resp. . .mrp

Customer replies:

To Whom It May Concern; RE Number [redacted] would very much like, and expect some correspondence in regards to the investigation that was performed on my vehicle at Manning Dodge by [redacted] the problem with the shift selector continues to be a concern. Only about half of the time does it require you to have your foot on the brake to take it out of the park position. This vehicle scares me because my type of use requires me

CUSTOMER COMPLAINTS

to leave it in park with the engine running all the time. Thanks in advance for your attention [REDACTED]

.....
5/6- Writers reply:

Dea [REDACTED]

Tha [REDACTED] ur reply.

I indicate that a letter is forthcoming to you regarding the investigation.

Thank you again for your email.









ACT WESTERN

ACT



 CHRYSLER
CORPORATION

DRB III™

Vehicle Scan Tool



Page

F1

F2

F3

F4





RAM 2500





RES + ACC



RPM X 1000

30106

MPH

1021

40

110

200

245





RPM X1000
38:06

MPH

321

200
140 245



2 3

4

5

RPM x 1000

30:05

50 60 70

80

90

100

110

120

MPH

151

40

110

140

200

245



From:
To: customerassistre@daimlerchrysler.com
Date: Fri Apr 16 18:21:15 EDT 2004
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

My vehicle went into reverse while idling unattended in park. It backed down a driveway with the door open and hit a service pole causing damage to the driver door and front fender. I'm lucky it didn't run over me.

Comments:

I was really high on this vehicle. I'm not sure that I will be comfortable driving it again once it is fixed because no one seems to want to explain how this could happen. I had been out of the truck for at least a minute when it suddenly went into reverse and started backing up. I'm thankful that no one was hurt but I have been imagining how serious a problem this could cause and need some answers before I'll ever be at ease with this pickup. I hope someone will respond to this correspondence Bruce

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

From: customerassistre@daimlerchrysler.com
To:
Date: Tue Apr 20 10:56:28 EDT 2004
Subject: Re: DaimlerChrysler Customer Assistance
Dear

Thank you for your recent email to DaimlerChrysler Motors regarding your 2004 Dodge Ram 2500.

I would like to discuss this matter with you in more detail. Therefore, I am seeking your permission to contact you by telephone. If this is possible, please reply to the link below with a daytime telephone number where you can be reached.

I look forward to your reply.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 12229099
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM1136735C0KM&

Sincerely,

Stacie Perry
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information
Brief Description:

My vehicle went into reverse while idling unattended in park. It backed down a driveway with the door open and hit a service pole causing damage to the driver door and front fender. I'm lucky it didn't run over me.

Comments:

I was really high on this vehicle. I'm not sure that I will be comfortable driving it again once it is fixed because no one seems to want to explain how this could happen. I had been out of the truck for at least a minute when it suddenly went into reverse and started backing up. I'm thankful that no one was hurt but I have been imagining how serious a problem this could cause and need some answers before I'll ever be at ease with this pickup. I hope someone will respond to this correspondence

Sender Information:

Title:
First Name:

From:
To: customerassist@daimlerchrysler.com
Date: Tue Apr 20 11:16:55 EDT 2004
Subject: Reply to DaimlerChrysler (KMM)
Reply Comments:

Re Number:
My daytime phone number is I look forward
to talking to someone about this accident.
Thanks,

[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 12229099

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2004	DODGE RAM 2500 QUAD CAB PICKUP	3D7KU28684G []		09-12 11	30106	10/15/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[]		[]		ORANGE COVE	CA	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[]	Graphite Metallic Clear Coat	DR7	[]		[]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
JIM MANNING DODGE CHRYSLER JEEP		71	59029	DINUBA	CA	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Dale Brown O		EAA		805-534-0576		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input type="radio"/> MINOR <input checked="" type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 3215.32		

INTERVIEW

 INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE []

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
04/22/2004	04/15/2004	11:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	04/23/2004

1. DRIVER'S [] stated he left his vehicle with the engine ideling, Transmission in park, park DESCRIPTION OF EVENT: **brake not set and the left door open. About thirty seconds later he heard a rattichitting noise and saw his vehicle rolling backwards and the open door striking the utility pole.**

Insurance

Company **Infinity**

Name:

Personal Injury:

Were there Yes No

If Yes, complete section "B"

Personal

Injuries?

Any Indicator/

Warning Lights Yes No

If Yes, What light:

on Prior?

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

From:
To: customerassist@daimlerchrysler.com
Date: Thu May 06 14:00:43 EDT 2004
Subject: Reply to DaimlerChrysler (KMM1)
Reply Comments:

To Whom It May Concern;
RE Number 12229099
I would very much like, and
expect some corespondence in regards to the investigation that was
preformed on my vehicle at Manning Dodge by Dale Brown. The problem with
the shift selector continues to be a concern. Only about half of the time
does it require you to have your foot on the brake to take it out of the
park position. This vehicle scares me because my type of use requires me to
leave it in park with the engine running all the time.
Thanks in advance
for your attention

From: customerassist@daimlerchrysler.com

To:

Date: Thu May 06 14:11:23 EDT 2004

Subject: Re: Reply to DaimlerChrysler (KMM11-)

Dear

Thank you for your reply.

I indicate that a letter is forthcoming to you regarding the investigation.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM1268837C0KM&

Sincerely,

Stacie Perry
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Reply Comments:

To Whom It May Concern;

RE Number

I would very much like, and

expect some correspondence in regards to the investigation that was performed on my vehicle at Manning Dodge by . The problem with the shift selector continues to be a concern. Only about half of the time does it require you to have your foot on the brake to take it out of the park position. This vehicle scares me because my type of use requires me to leave it in park with the engine running all the time.

Thanks in advance

for your attention

APR-26-2004 03:35P FROM:

FAX COVER PAGE FROM THE DESK OF DALE O. BROWN, ASSOCIATE WITH ENGINEERING ANALYSIS ASSOCIATED OF WARREN MICHIGAN.

DATE SENT 4-26-04 TIME SENT _____

TO- [Redacted]

FROM- DALE O. BROWN

NO OF PAGES 14 PHONE 805-534-0578 CEL 805-431-5594 FAX 805-534-9167-

SUBJECT CAIR FORM # [Redacted]

<u>ATTACH 1 - PVIR, PAGES</u>	<u>5</u>	<u>5</u>
<u>PHOTOS TAKEN BY OWNER</u>	<u>4</u>	<u>4</u>
<u>REPAIR BILL FROM DEALER</u>	<u>1</u>	<u>1</u>
<u>BODY REPAIR ESTIMATE</u>	<u>1</u>	<u>1</u>

13

THANKS 



May 3, 2004

[Redacted]

Orange Cove, CA [Redacted]

Reference No.: [Redacted]

V.I.N.: 3D7KU28684G [Redacted]

Dear [Redacted]

This letter will further acknowledge your contact to DaimlerChrysler Motors Corporation, regarding your 2004 Ram 2500 pickup quad cab.

Naturally, we were sorry to learn of the incident described to us during the initial contact, however, we have had the opportunity to review the inspection report, and I am not convinced that a manufacturing responsibility exists in this matter.

Our inspection revealed that the parking pawl, transmission linkage, and all associated parts are operating properly. Therefore, we must respectfully decline any responsibility associated with this incident. Please refer to your owner's manual which clearly states that when exiting the vehicle, the vehicle should be placed in the park position, the engine turned off, the key removed and the parking brake set.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for the opportunity to review this matter with you.

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12274303

CUSTOMER COMPLAINTS

Vin	3D7KU28C1	3G773881	Cair #	12274303	Open Date	5/5/04	
Model	DR7H41	Model Year	03	Built Date	1/27/03		
In Service Dt	8/13/03	Dealer	68279	Dealer Zone	66	Mileage	22281
Last Name	PLATT	Middle Int	S	First Name	JOHN	Contact Type	T
Address	PO BOX 347		Home Phone		(863) 735-2257		
City	ZOLFO SPRINGS	State	FL	Country	USA	Zip	33890-0347
Remark	text						

Transmission / Transaxle Inquiry

Customer alleges that vehicle jumped into reverse

Service Director, Robert Austin, contacted DM in regards to vehicle. Robert states customer is alleging that last week the customer was at his home address when he was in the vehicle and it allegedly jumped into reverse from park and caused an accident. Robert states the customer alleges that this caused damage to the driver door as it was open at the time. Robert states there were no injuries, only damage is to vehicle, although it hit a gate, the gate is not damaged. Robert states there was no police report and insurance has not been involved. Insurance agent is George Wadwarth, Farm Bureau of Wauchula, (863) 773-3117. Robert states estimate of damages to vehicle are \$1142.81. Vehicle is currently located at English CDJ. alf9

68279 ENGLISH CHRYSLER-DODGE-JEEP CO., CJDT
1401 HIGHWAY 17 SOUTH WAUCHULA FL 33873 863-773-4744
5-5-04 please contact owner and arrange for inspection of alleged incident. thanks. art gilbert

CAIR NUMBER 12274303 REQUEST EAA INSPECTION 05-05-2004 08:47

CAIR NUMBER 12274303 E-MAIL SENT TO EAA 05-05-2004 08:47

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/09/04 AT 06:00 12274303

5-11-04 eaa report received. parking brake operational. parking pawl engages. vehicle however at times could be shifted from park to reverse without depressing brake pedal. no manufacturing responsibility. sending letter to owner addressing owner's manual. may want to look into BTSI as vehicle is still under warranty. alg

5-12-04 letter_mailed

States that the vehicle popped out of gear again. States that the rear quarter panel was damaged. Accident took place yesterday. States that he left the truck running while still in park. Vehicle ran backwards and hit a tree. States that the vehicle is currently in the owner possession. No repairs have been performed. No injuries. Agent will forward file to ALG2.

5/20/04 RCH6 owner calls dealer and tells dealer that his truck jumped out of gear while parked on a slope and hit a tree damaging the vehicle. Writer called the owner and told the owner that DC will not be investigating this incident. Owner stated that he would sue DC.

CHRYSLER
10/31/3000

10/31/3000

- STAND ALONE MAIN MENU
- 1. 1998 - 2005 Diagnostics
 - 2. 1983 - 1997 Diagnostics
 - 3. Vehicle Module Scan
 - 4. Customer Preference
 - 5. Junction Port Tool
 - 6. TechCONNECT DataRecorder

Page 1 of 1

F1
HELP

F0
MAIN

59.2

CHRYSLER
DIAGNOSTICS

DIAGNOSTICS

1998 - 2005 DIAGNOSTICS

- 1. ALL (Except Below)
- 2. 01 - 05 Stratus/Sebring Coupe
- 3. 98 - 00 Avenger/Sebring Coupe
- 4. 1998 Talon
- 5. 2004 - 2005 Crossfire
- 6. 2003 - 2004 Sprinter

Page 1 of 1

F1
HELP

F2
SYS

F0
MAIN

59.2

SELECT SYSTEM

1. Engine
2. Transmission & T-Case
3. Body Interior
4. Chassis & Body Exterior
5. Anti-lock Brakes
6. Passive Restraints
7. Theft Alarm
8. System Monitors

Page 1 of 1

HELP

EXIT

MAIN

1/1/97 10:59:2

747000000

JD1300000

- Transmission Menu
- 1. Transmission Module
 - 2. Transfer Case Module
 - 3. Shift Lever Assembly Module
 - 4. Final Drive Control Module

Page 1 of 1

F4
HELP

F2
SYS

F0
MAIN

59.2

TRANSMISSION DIAGNOSTICS

Determining Controller
Type

Please Wait...

2001

2001

2001

51.7

Powertrain Control Module Info
2003 DR S, 9L 16 Direct Injection
Module; Cal 18.0, SEP 20
Turbo Diesel, Diesel Fuel
Federal/Canadian Module
Auto Trans, RW Drive, Heavy Duty
Cummins Engine, JTEC+ (Trans Onl)
No Electric Fan
PCM Part#: 56040476AD
Homologation ID: UBCAAA
EPA OBD Vehicle

HELP

SVS

MAIN

59.2

VEHICLE LEARNED COM 16
B/C Status : Non Equipped
S/C Status : Equipped

Press ENTER to Continue

24000000

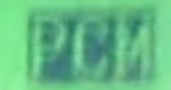
DRIVE

SELECT FUNCTION

1. System Tests
2. DTCs & Related Functions
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Monitor Display
7. Custom Display
8. Actuator Tests
9. OBD II Monitors

Page 1 of 2

HELP 59.2 MAIN



CHRYSLER

DRIVEN

DTCs & Related Functions

- 1. Read DTCs
- 2. Secondary Indicators
- 3. Clear DTC's & OBDII Info
- 4. Clear PCM (Batt Disconnect)
- 5. Distance Since MI Set

Page 1 of 1

F1 HELP F2 SYS 59.2 F3 MAIN PCM

--- PCM DTCs ---

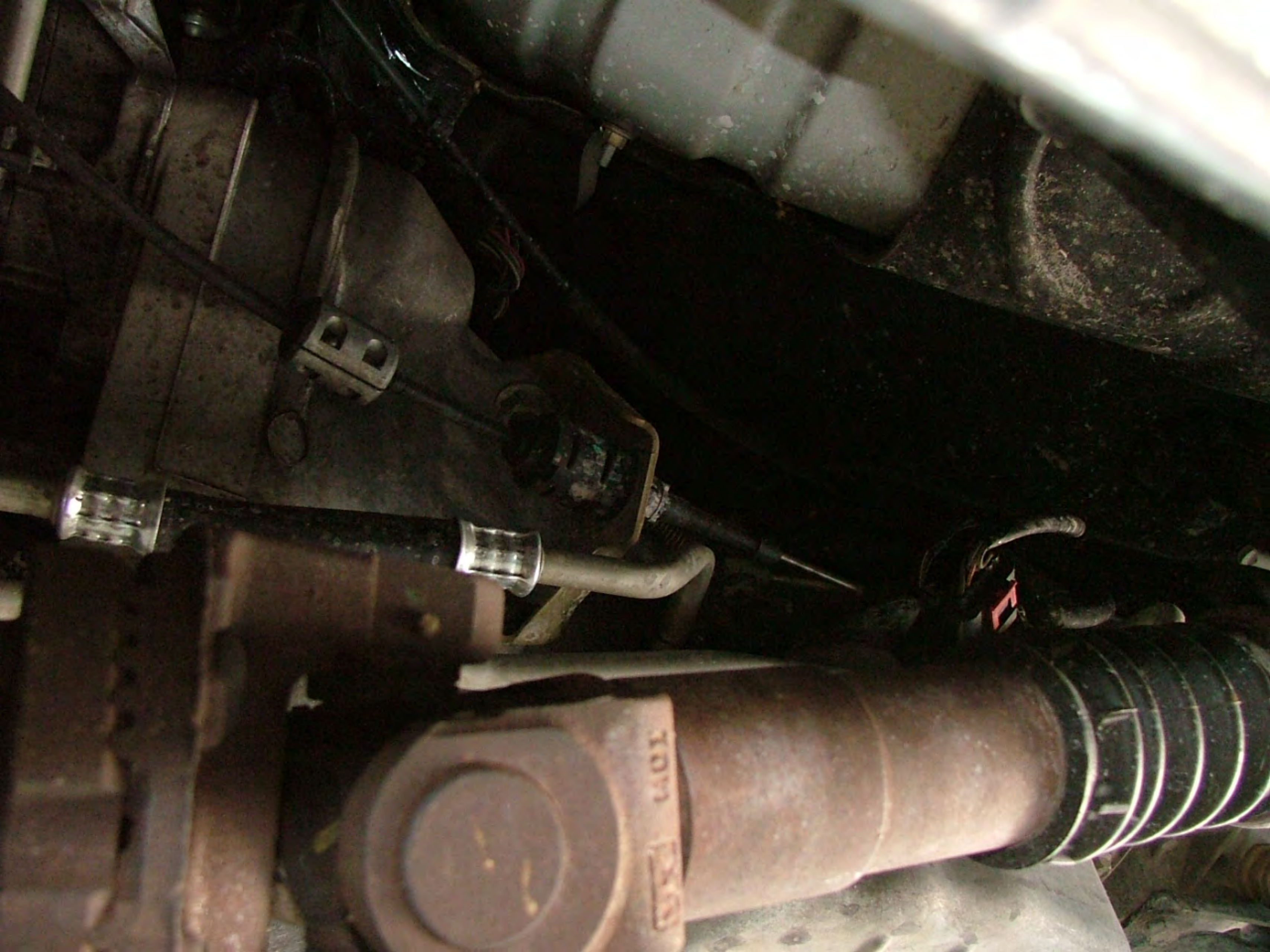
NO DTCs DETECTED

Starts Since Clear : 1

Page back to exit







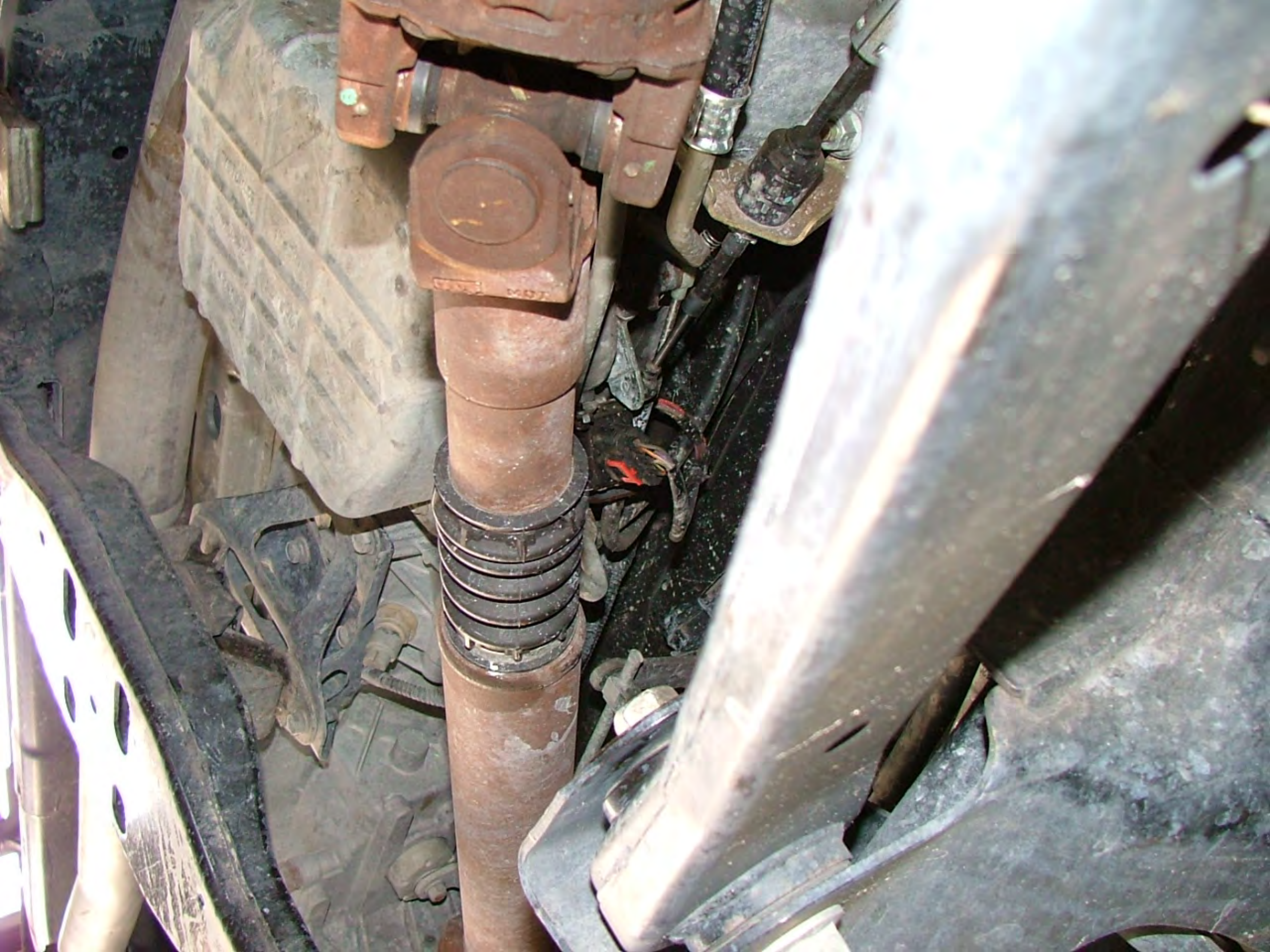




















DOOR A!



DOOR AJAR

A red warning light in the shape of an open door, indicating that a door is not fully closed.



22819



P R N D 2 1



DOOR
AJAR



DOOR AJAR

A red warning light with the text DOOR AJAR, indicating that a door is open.



22819



P R N D 2 1



DOOR AJAR



P R N D 2 1



DOOR AJAR

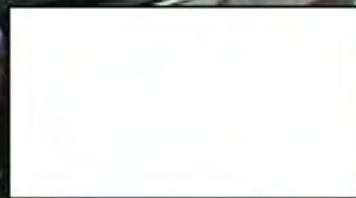
22819







RAM 2500





[Redacted license plate area]





MFD BY DAIMLERCHRYSLER CORPORATION DATE OF MFR 1-03 GVW 4003 KG(89000 LB)
 GVW FRONT WITH TIRES RIMS WT COLD
 2359 KG(5200 LB) LT265/70R17-E 17X7.5 413 KPA(60 PSI)
 GVW REAR WITH TIRES RIMS WT COLD
 2722 KG(6000 LB) LT265/70R17-E 17X7.5 492 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: 307KL29C [REDACTED] VPE: TRUCK SINGLE X 20H

K0N: 012710 PNT1PEJ VEHICLE MADE IN MEXICO T0M-BLLS *040047

[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 12274303

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2003	DODGE RAM 2500 QUAD CAB PICKUP	3D7KU28C13G		01-27 10	22281	08/13/2003
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
				ZOLFO SPRINGS	FL	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
	LT. Almond Pearl Metallic Clear Coat	DR7				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
ENGLISH CHRYSLER-DODGE-JEEP CO ,		66	68279	WAUCHULA	FL	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
TERRY DUNHAM B			EAA		407-880-1258	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE []

INTERVIEW DATE: **05/07/2004** DATE OF INCIDENT: **04/24/2004** TIME OF INCIDENT: **07:30** AM PM INSPECTION DATE: **05/07/2004**

1. DRIVER'S DESCRIPTION OF EVENT: **VEHICLE OWNER [] ALLEGES THAT HE PLACED HIS VEHICLE IN THE "PARK" POSITION AND GOT OUT OF THE VEHICLE TO OPEN A GATE ON HIS FARM. [] FURTHER ALLEGES THAT WHILE HE WAS OUTSIDE HIS VEHICLE, THE TRANSMISSION MOVED FROM THE "PARK" TO THE "REVERSE" POSITION, AND THAT HIS VEHICLE MOVED BACK WARD INTO A FENCE POST. [] FURTHER ALLEGES THAT HIS VEHICLE SUSTAINED DAMAGE ON THE LF DOOR AND NEAR THE TAIL GATE AS A RESULT OF THE INCIDENT. SEE PHOTOS. [] FURTHER ALLEGES THAT HIS VEHICLE HAS MOVED FROM THE "PARK" TO THE "REVERSE" POSITION ON OTHER OCCASIONS.**

Insurance Company Name: **FARM BUREAU**

Personal Injury: Were there Personal Injuries? Yes No

If Yes, complete section "B"

Any Indicator/Warning Lights on Prior? Yes No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

[Help Key]

PART A- GENERAL

May 11, 2004

[redacted]

Zolfo Springs, FL

[redacted]

Reference No.: [redacted]

VIN: 3D7KU28CT3G [redacted]

Dear [redacted]

This is in regard to the inspection that was performed on your vehicle on May 7, 2004, by a representative from Engineering Analysis Associates.

As stated in your owner's manual, DaimlerChrysler Motors Corporation recommends that the gear selector be placed in park with an automatic transmission and first gear with a manual transmission, the parking brake set, the ignition turned off, and the keys removed whenever the vehicle is left unattended.

Therefore, we must, respectfully decline participation with any costs associated.

Sincerely,

A. L. Gilbert
Special Investigations
(248) 944-7037

ALG/kat

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12276088

CUSTOMER COMPLAINTS

Vin	3D7KU28C7	4	Cair #	12276088	Open Date	5/5/04	P
Model	DR7H41	Model Year	04	Built Date	11/18/03		
In Service Dt	3/24/04	Dealer	68043	Dealer Zone	63	Mileage	2708
Last Name		Middle Int		First Name		Contact Type	L
Address				Home Phone			
City	HUTTO	State	TX	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	
Advise Owner / Incomplete Recall	Recall was completed during course of call

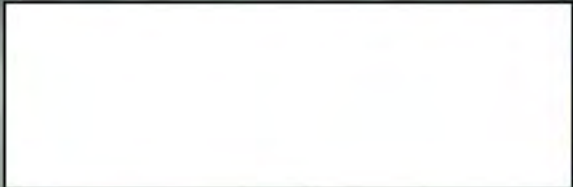
**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:
 Vehicle spontaneously backed into another vehicle
 Description of the incident (what, when, where, injuries, etc)
 Owner parked vehicle at his house on a level surface, exited vehicle with it still running, and closed door. Owner states parking brake was not engaged. Owner states vehicle backed into his other truck, causing damage. Owner states when he got back into his vehicle, he saw it was still in park, though the reverse lights were on. There were no injuries, just damage sustained on both vehicles.
 Has the owners insurance company been contacted ?
 Yes, but owner did not file a claim yet.
 If yes provide name/policy number and phone number
 Allstate 512-244-0062
 Robert E. Lander (Agent)
 Where is the vehicle exactly located (provide name/address/phone #)
 Dealer 68043
 Is there property damage or other vehicles involved in the accident?
 Yes, there was damage to both owner's vehicles
 Has a Police or Fire report been filed (what municipality & report #)
 No

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

Owner states he wants to report the incident. Owner states vehicle is at dealer. Owner contacted his insurance, but has not filed a claim yet; owner states he wanted to speak with DCX first. Owner states dealer verified the recall is not related to incident. Writer informed owner that his file will be sent to the appropriate group and provided CAIR number.
 68043 TEXAS CHRY-PLYM-DODGE-JEEP CJDT
 5255 IH 35 GEORGETOWN TX 78626 512-869-1555
 5-6-04 please contact owner and arrange for inspection of alleged incident. thanks. art gilbert
 CAIR NUMBER 12276088 REQUEST EAA INSPECTION 05-06-2004 09:11
 CAIR NUMBER 12276088 E-MAIL SENT TO EAA 05-06-2004 09:11
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/13/04 AT 06:00 12276088
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/13/04 AT 06:00 12276088
 5-14-04 eaa report received. no problem found. Steve Williams (veh. safety)wants vehicle shipped to him. please contact owner and arrange for replacement. msrp to msrp. waive milage. asap. thanks. art gilbert (special investigations).
 #####
 #####
 5/18/04 Spoke with Owner...he now states he filed a claim. Writer will contact SI to update. ms
 5/19/04 Left message for SI re: Owner's insurance claim. ms
 5/20/04 Received message from SI...returned call,left message. ms
 5-20-04 talked to zone. 91. vehicle already repaired (body damage) letter to owner.
 5-20-04 advised safety office.
 5-25-04 letter mailed to owner advising no manufacturing responsibility.
 5/26/04 Left message for SI, to please call. ms

3LWYKU28C74G



RPM X 1000

2717

SELECT SYSTEM

- 1. Engine
- 2. Transmission & I-Case
- 3. Body Interior
- 4. Chassis & Body Exterior
- 5. Anti-lock Brakes
- 6. Passive Restraints
- 7. Theft Alarm
- 8. System Monitors

Page 1 of 1

F1
HELP

F2
SYS

F0
MAIN

59.0

Transmission Menu

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

F1
HELP

F2
STOP

F3
MAIN

Engine Control Module Info

2004 D... 9L 16 Direct Injection

Turbo Diesel, Diesel Fuel

EVN: 11150706, EPA Federal OBD

Auto Trans, RW Drive, Heavy Duty

Cummins Engine, Cummins 848

Single Fan, Variable Speed

ECM Part#: 15305153AF

Homologation ID: U2C

SELECT FUNCTION

1. System Tests
2. **DIPS & Related Functions**
3. Module Display
4. Sensor Display
5. Input/Output Display
6. Monitor Display
7. Custom Display
8. Actuator Tests
9. OBD II Monitors

Page 1 of 2

ECM

F1
HELP

F2
SYS

F3
MAIN

59.0

DTCs & Related Functions

- 1. Read DTCs
- 2. Freeze Frame Data
- 3. 1 Trip Failures

--- ECM DTCs ---

NO DTCs DETECTED

Page back to exit





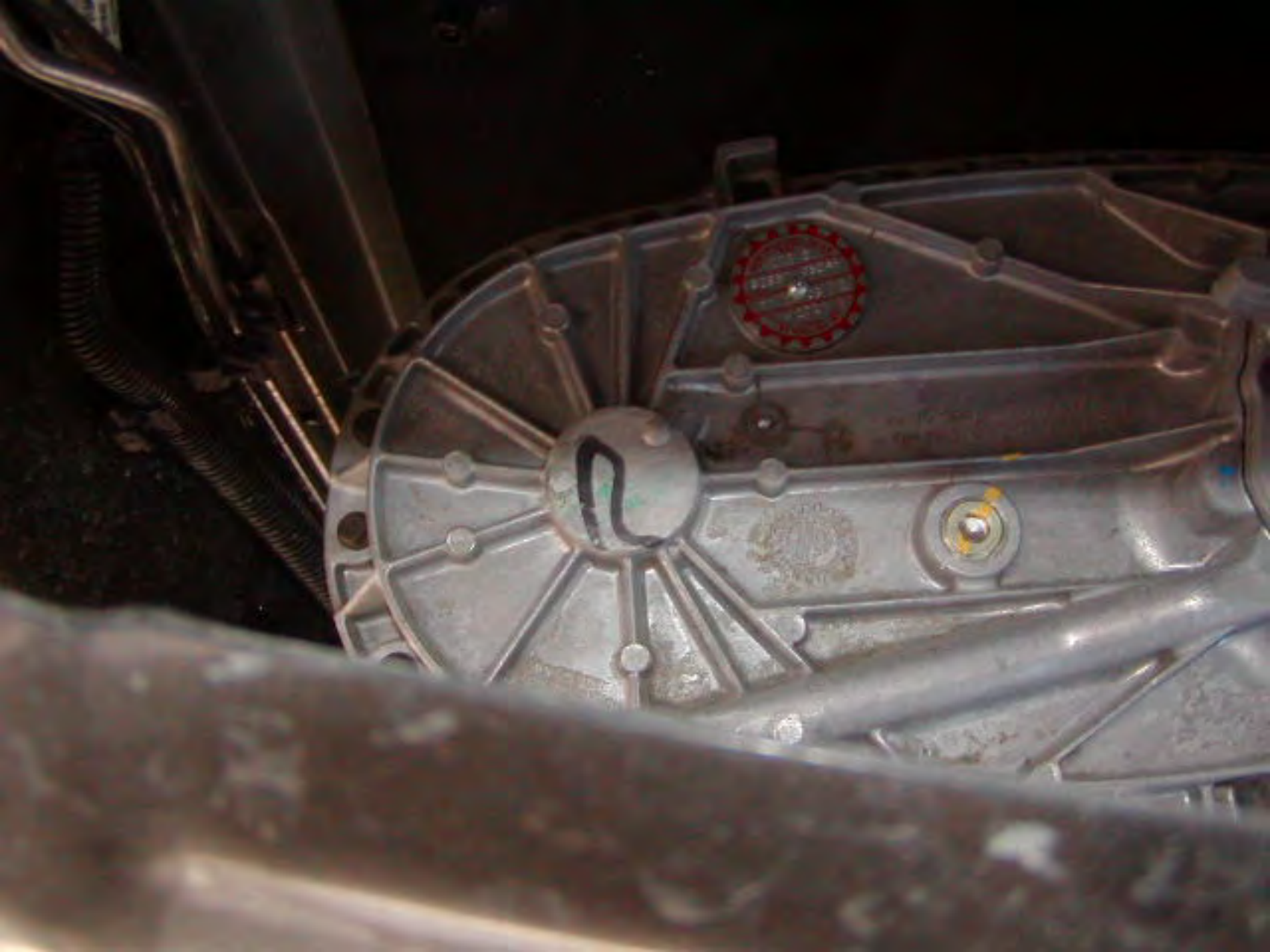
















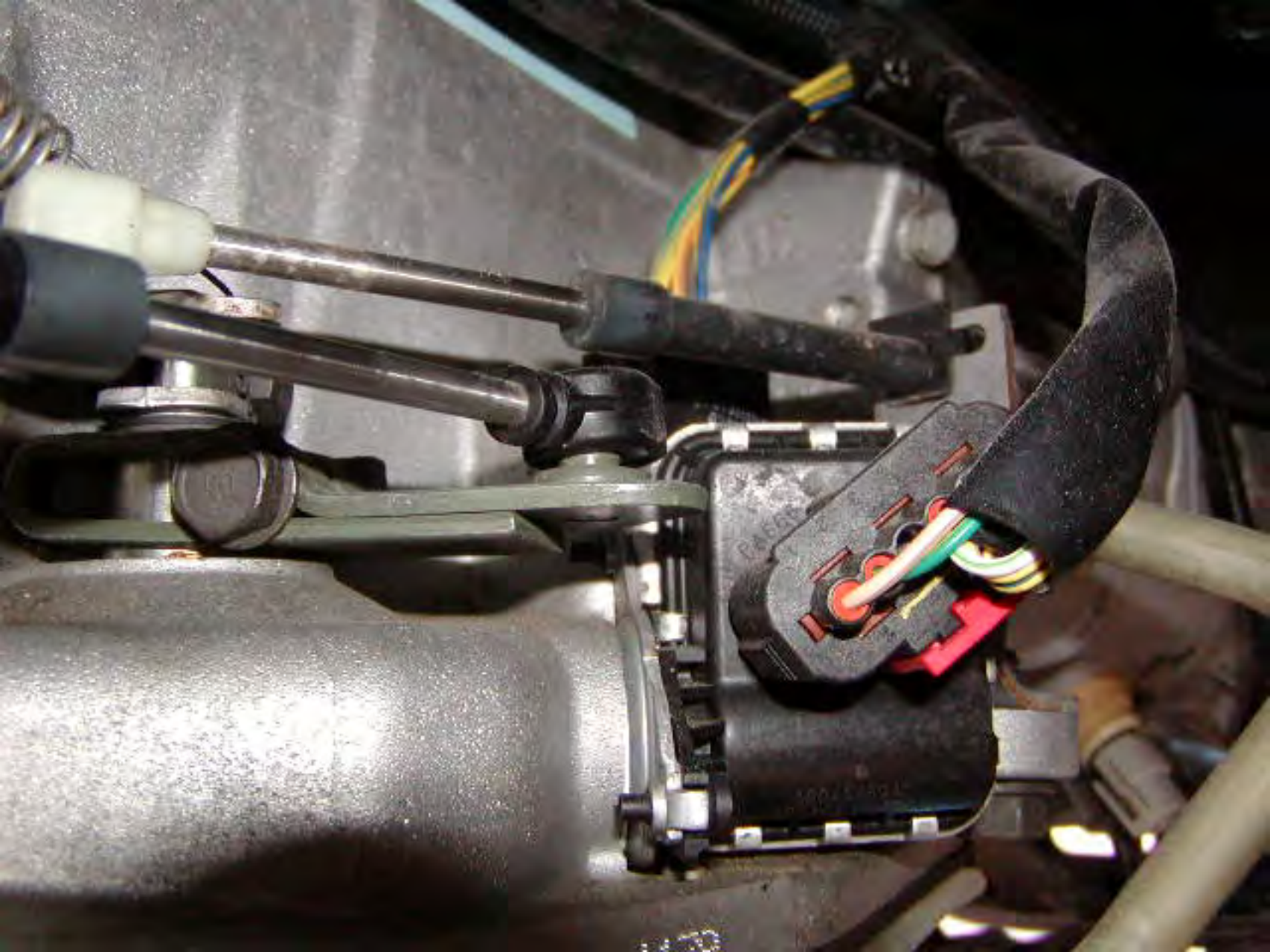










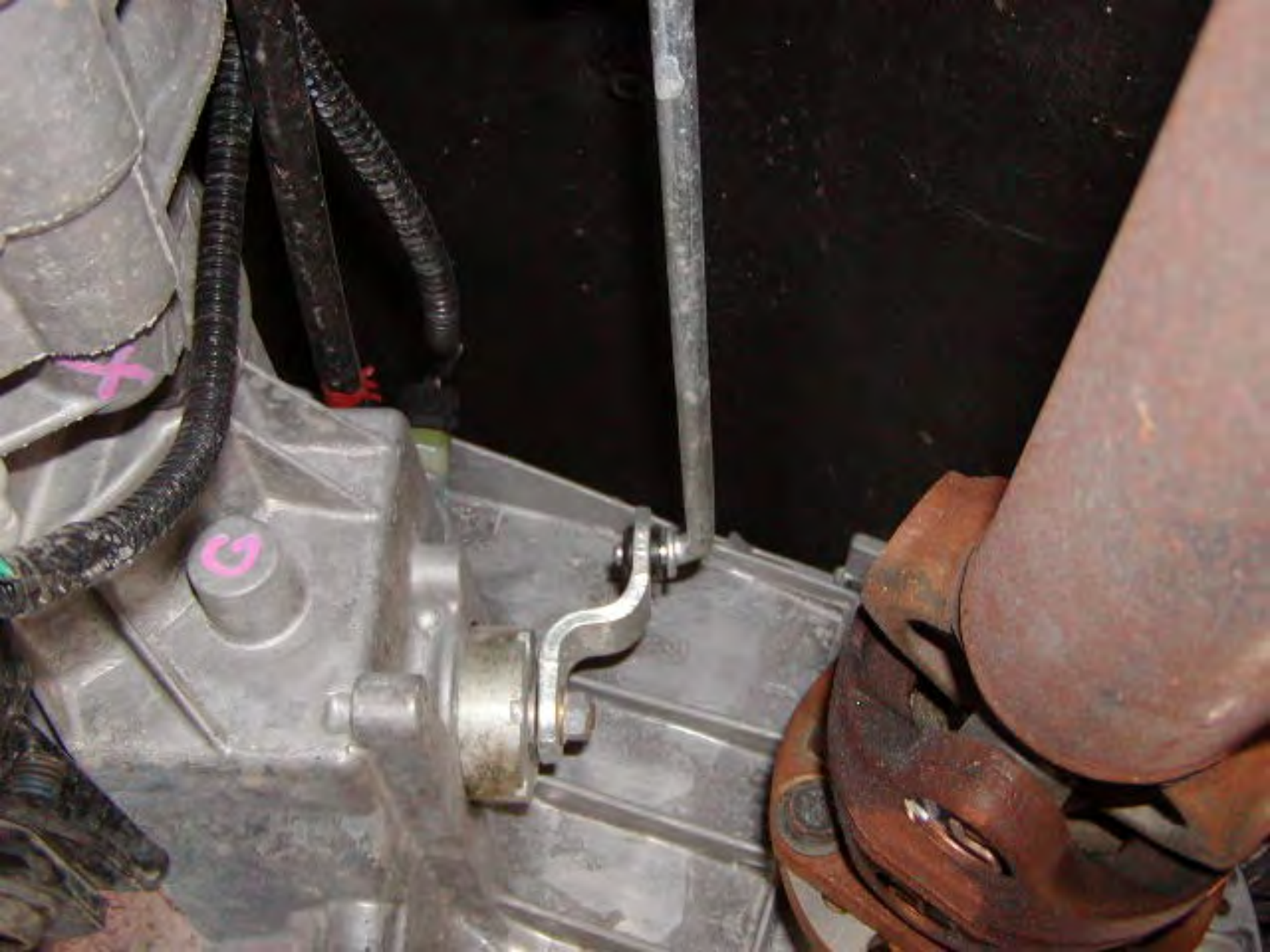


11

AK53540004

2887

113







MPH km/h

P R N D 2 1


BRAKE



P R N D 2 1

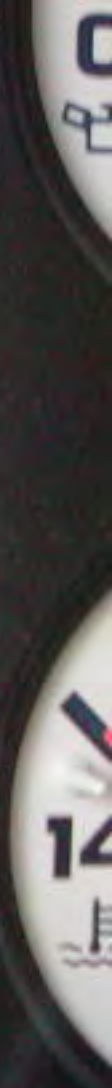



BRAKE

P R **N** D 2 1



P R N  2 1



ⓘ
BRAKE

10

0

• 20

0

MPH km/h

180

110

200

120

P R N D **2** 1


BRAKE



P R N D 2 1



DODGE
HEAVY DUTY

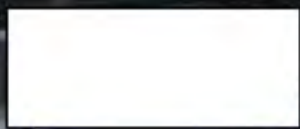
4x4
SLT

[Redacted License Plate]



DODGE
HEAVY DUTY

4x4
SLT







[] **Prior Approval Required Before Duplicating**

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 12276088

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2004	DODGE RAM 2500 QUAD CAB PICKUP	3D7KU28C74G []		11-18 23	2717	03/24/2004
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[]		[]		HUTTO	TX	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[]	Black Clear Coat	DR7	[]	[]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
TEXAS CHRY-PLYM-DODGE-JEEP		63	68043	GEORGETOWN	TX	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Tim Straubel		EAA		210-497-2135		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 2534.00		

INTERVIEW

 INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE []

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
05/10/2004	05/05/2004	07:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	05/12/2004

1. DRIVER'S DESCRIPTION OF EVENT: **Estimate faxed to DC--Customer stated that he had Parked the Veh. at his house on a level surface, exited the Veh. with it still running, and closed the door, parking brake not applied, the Veh. then backed into another Veh. Customer stated that when he got back into the Veh., he saw that it was still in Park and that the reverse light were on. Customer stated that there were no injuries.**

 Insurance Company **Alstate**

Name:

Personal Injury:

 Were there Personal Injuries? Yes No

If Yes, complete section "B"

Any Indicator/

 Warning Lights on Prior? Yes No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

05/12/2004 at 09:31 AM
30436

ART GILBERTI

Job Number: 59571

5 PGS

12276088

2485125748

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Round Rock, TX

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

Written By: KEVIN NEBHUT
Adjuster: DD 53191760HQH05062

Insured: [Redacted]
 Owner: [Redacted]
 Address: [Redacted]
 HUTTO, TX [Redacted]
 Day: [Redacted]
 Business: [Redacted]

Claim # [Redacted]
 Policy # [Redacted]
 Deductible: \$500.00
 Date of Loss: 05/05/2004
 Type of Loss: Collision
 Point of Impact: 10. Left Front Pil

Inspect CALIBER - ROUND ROCK-COMMERCE
 Location: 105 Commerce Blvd.
 Round Rock, TX 78664

Business: (512)244-3800

Insurance ALLSTATE INSURANCE COMPANY
 Company: 16700 E. Hardy, Suite A
 Houston, TX 77032

Days to Repair

2004 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT BLACK Int:
 VIN: 3D7KU28C74 [Redacted] Lic: [Redacted] TX Prod Date: [Redacted] Odometer: 2717

Air Conditioning Tilt Wheel Intermittent Wipers
 Dual Mirrors Clear Coat Paint Power Steering
 Power Brakes Power Windows Power Locks
 Power Mirrors 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		FRONT BUMPER				
2		O/H front bumper			1.4	
3**	Repl	RECOND Face bar chrome	1	325.00	Incl.	
4*	Rpr	Bumper cover primed			1.5	1.0
5		Add for Clear Coat				0.4
6	S01 Repl	Step pad	1	22.50	Incl.	
7		FRONT LAMPS				
8	R&I	LT R&I headlamp assy			0.4	
9	S01 Repl	Aim headlamps	1		0.5	
10		FENDER				
11*	S01 Rpr	LT Fender			7.0	1.8
12		Add for Clear Coat				0.7
13#	Repl	Nameplate "Cummins"	1	18.00	0.2	
14		FRONT DOOR				
N 15	S01 Repl	LT Door shell	1	482.00	4.0	3.8

Digital Printing
Scanning
Copying
Faxing

CopyMax

Inside OfficeMax

9631 San Pedro Avenue
San Antonio, Texas 78216
(210) 340-3944 VOX
(210) 342-2218 FAX
email: cmx0406@copymax.com

Desktop Publishing
Business Cards
Custom Stamps
Resumes

FAX TRANSMISSION

Number of pages including cover sheet 2

Attention: ART GILBERT
Company: DC
Phone: _____
Fax: _____

Date: FEB 17 2001
From: _____
Company: _____
Phone: _____

Comments: CUST. ADVISED AFTER INTERVIEW
THAT HE HAD BEEN IN TO ALR. (NOT
IN FBI HISTORY) GOT CABLE ADJ.

FYI

10

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12277852

CUSTOMER COMPLAINTS

Vin	3D7MU48C7	4	Cair #	12277852	Open Date	5/6/04	P
Model	DR8H42	Model Year	04	Built Date	1/30/04		
In Service Dt	4/29/04	Dealer	68908	Dealer Zone	74	Mileage	1036
Last Name		Middle Int		First Name		Contact Type	L
Address				Home Phone			
City	VERNDALE	State	MN	Country	USA	Zip	
Remark	text						

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

District Manager advises Denver BC that subject owner has contacted the selling dealer and stated that he was in his vehicle, left it running in park and that it 'jumped out of gear' went approximately 100 yards and now has damage as a result. Steve Montgomery at dealer is the contact, and can be reached at 218-732-3353. He has left a message for the owner who is set to leave town tomorrow and is concerned owner will not bring vehicle in. Steve has been advised by DM to offer a rental vehicle which will be paid. The vehicle is located at the selling dealership.

68908 PARK RAPIDS CHRYSLER CENTER LLC CJDT
 1205 PARK AVENUE SOUTH PARK RAPIDS MN 56470 218-732-3353
 Please contact Steve Montgomery or Scott Gilbertson, for details.

_5.06.2004

Please arrange inspection including PVIR report, DRB codes, Police report, Photos and any important information... m rp
 CAIR NUMBER 12277852 REQUEST EAA INSPECTION 05-06-2004 09:49
 CAIR NUMBER 12277852 E-MAIL SENT TO EAA 05-06-2004 09:49
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/14/04 AT 06:01 12277852
 5/14/04-DMM contacted by Steve Montgomery salesperson from dealership. Owner

r contacted dealership not happy with inspectors findings. DMM contacted BC Cust. Relations dept. and owner is free to take truck. Dealer wants to inspect vehicle, advised him that his independant and can do this if he wants, however, DC has already inspected. jah

Requested clarification on status of inspection via email to mrp1.
 Steve Montgomery contacts writer direct. Writer reiterates that the owner's concerns as stated by him (S. Montgomery) have been forwarded to mrp1 and that DCX is waiting on results of investigation. Steve states that he wants DCX to pay for a dealer investigation, stating that the customer has a 'warranty concern' with his transmission. Writer advises again, that the transmission issue was the subject of the special investigation and that no outcome has yet been posted. Steve requests to call writer Monday for update, writer agrees.

_5.17.2004

LETTER: No manufacturing resp. unable to duplicate the customer's concerns
 m rp

Sales Rep, S. Montgomery leaves message for writer to call. Writer returns call this date and time and leaves message with receptionist.

5.19.2004 I spoke to S. Montgomery on may 16th and he stated that the customer has been buying new vehicles from this dealership for a number of years and is a very good customer. He wants to tear down the trans. I stated that we dont do invasive inspection and he would have to discuss a tear down with his dm.. mrp

***** PLEASE NOTE *****

6/3/04 Steve Montgomery from dealer contacts writer and states that he received message from owner in which owner claims that on Sunday night, he put vehicle in park and that while reaching to engage the emergency brake the vehicle allegedly 'went into reverse.' Customer described to Steve that there was no noise or clunking associated with movement, but added that the shift indicator can take several minutes to register gear on dash and also back up lights do not work. Customer also stated that vehicle is getting harder to shift out of gear and didn't know if any of these items were related. PLEASE ADVISE...no new property damage, no current accident. Based on history, will special investigations pursue or should dealer diagnose as warranty concern.

CUSTOMER COMPLAINTS

6.04.2004

Diagnose as a warranty claim. mr p

Writer advises Steve Montgomery to review per terms and conditions of the warranty. Steve requests information with regard to technical assistance if necessary. Writer advises that Service Manager/Technician have both the STAR hotline and a Technical Advisor available for consultation if needed. General Manager, Steve Montgomery states that the dealership has attempted to duplicate the concern and they have been unable to do so. GM states that they will further test drive and return to owner. Advised that dealer should attempt to diagnose, but that this should be done quickly and efficiently.







DODGE

HEAVY DUTY

4x4

SLT









4x4
TRD



DODGE
HEAVY DUTY







1037

A digital display showing the current RPM reading, which is 1037.







P R N D 2 1





PAND21



PRND 21

30
20
10
0

30
100
110
120

MPH km/h

200
140





PRND21















0164 -8069-02

USE IN
CAUTION



HOLD

[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 12277852

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2004	DODGE RAM 3500 QUAD CAB PICKUP	3D7MU48C74G []		01-30 06	1036	04/29/2004
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[]		[]		VERNDALE	MN	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[]	Deep Molten Red Pearl Coat	DR8	[]		[]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
PARK RAPIDS CHRYSLER CENTER LLC		74	68908	PARK RAPIDS	MN	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
FLOYD MONROE L			EAA		218-863-2274	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 2365.60		

INTERVIEW

 INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE NEISIUS DENNIS J

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
05/11/2004	05/06/2004	12:15 <input checked="" type="radio"/> AM <input type="radio"/> PM	05/10/2004

1. DRIVER'S DESCRIPTION OF EVENT: **DRIVER STATES: HE DROVE THE TRUCK FOR ABOUT ONE HOUR A LITTLE OVER 50 MILES PULLING A TRAILER. HE THEN STOPPED AND PARKED IN FRONT OF THE OFFICE BUILDING HE WORKS OUT OF, HE PUT THE GEAR SELECTOR IN PARK POSITION, HE LEFT THE TRUCK RUNNING AND WENT INTO THE BUILDING, A FEW MINUTES LATER SOME ONE TOLD HIM HIS TRUCK WAS MOVING FORWARD. HE RAN OUT AND SAW HIS TRUCK STOPPED AND THE END OF THE PARKING LOT IN A GROUP OF PINE TREES HE GOT IN THE TRUCK IT WAS STILL RUNNING THE GEAR SHIFT WAS IN THE DRIVE POSITION. ALSO WHEN HE PUT IN NEUTRAL THE TRUCK MOVED FORWARD. HE THEN DROVE THE TRUCK TO PARK RAPIDS CHRYSLER.**

 Insurance Company Name: **FARM BUREAU**

 Personal Injury: Were there Personal Injuries? Yes No

If Yes, complete section "B"

 Any Indicator/Warning Lights on Prior? Yes No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key



PART A- GENERAL

12277852

5-13-04

To : Roy Porterfield

CAIR # : 122 77852

From : 
Ph # : 

Message : Repair estimate

Pages : 3

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12278663

CUSTOMER COMPLAINTS

Vin	3D7KA28C3	4	Cair #	12278663	Open Date	5/6/04	
Model	DR2H41	Model Year	04	Built Date	2/26/04		
In Service Dt	3/24/04	Dealer	44544	Dealer Zone	71	Mileage	4000
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	QUEEN CREEK	State	AZ	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	customer vehicle accident

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

Owner Alleges:

Owner alleges while running and vehicle was in park the vehicle shifted into reverse and hit his garage

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

Customer states that he backed up to his garage and got out of the vehicle to open the garage the vehicle engaged into reverse and hit the garage.

Has the owners insurance company been contacted ?

no

If yes provide name/policy number and phone number

no

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

Avondale Dodge phone# (623)925-0011 10101 west papago fwy. in Avondale, AZ 85323

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

customers garage

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

no

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

05/06/04 Original owner states that while the was running in park the vehicle engaged into reverse and hit the customers garage. Customer states that no one was injured and that dealer 44544 is repairing the concern

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, MHM1.

CAIR NUMBER 12278663 REQUEST EAA INSPECTION 05-06-2004 15:29

CAIR NUMBER 12278663 REQUEST EAA INSPECTION 05-06-2004 15:29

CAIR NUMBER 12278663 E-MAIL SENT TO EAA 05-06-2004 15:30

CAIR NUMBER 12278663 E-MAIL SENT TO EAA 05-06-2004 15:30

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/12/04 AT 06:00 12278663

Report reviewed, and sent to Veh Safety

TRUCK CORPORATION

2-04

400

GAWR FRONT

2155 KG(4750 LB)

WITH TIRES

LT265/70R17-E

RIMS AT

17X7.5

GAWR REAR

2722 KG(6000 LB)

WITH TIRES

LT265/70R17-E

RIMS AT

17X7.5

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

VIN: 3D7KA28C340

TYPE:

TRUCK



MDK:

022622

PNT:PS2

VEHICLE MADE IN MEXICO



RPM X1000

4257



RAM 2500







2500

TURBO DIESEL







-- ECM DTCs --

NO DTCs DETECTED

Page back to exit

and selected

and back to exit

[] - Prior Approval Required Before Duplicating

Preliminary Vehicle Investigation Report(PVIR)

CAIR# 12278663

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2004	DODGE RAM 2500 QUAD CAB PICKUP	3D7KA28C34G		02-26 22	4257	03/24/2004
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
				QUEEN CREEK	AZ	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
	Bright Silver Metallic Clear Coat	DR2				
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
AVONDALE DODGE		71	44544	AVONDALE	AZ	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE			INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.	
JAMES ELGAN M			E.A.A.		928-701-4242	
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 100.00		

INTERVIEW

INTERVIEW WITH:

DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

INTERVIEW DATE:

DATE OF INCIDENT:

TIME OF INCIDENT

INSPECTION DATE:

05/07/2004**05/05/2004****06:00** AM PM**05/07/2004**

1. DRIVER'S

DESCRIPTION OF
EVENT:

[] WAS SHOWING THE VEHICLE TO A NEIGHBOR IN HIS DRIVEWAY. HE HAD JUST PUT THE VEHICLE IN PARK AFTER BACKING INTO HIS DRIVEWAY AND EXITING THE VEHICLE. HE HAD LEFT THE ENGINE RUNNING AND HAD NOT SET THE PARKING BRAKE. SUDDENLY THE VEHICLE STARTED REVERSING UP THE DRIVEWAY AND RAN INTO THE CORNER OF THE GARAGE DOOR. THE DRIVEWAY HAS A 30 DEGREE INCLINE. THERE WAS NO DAMAGE TO THE TRUCK AND HE HAS REPAIRED THE GARAGE DOOR.

Insurance

Company

ALLSTATE

Name:

Personal Injury:

Were there

 Yes No

If Yes, complete section "B"

Personal

Injuries?

Any Indicator/

Warning Lights

 Yes No

If Yes, What light:

on Prior?

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

PE04-039

CHRYSLER

6-22-2004

ENCLOSURE 4

Subject Vehicles

Customer Complaints

12300185

CUSTOMER COMPLAINTS

Vin	3D7KU28C8	4	Cair #	12300185	Open Date	5/14/04	
Model	DR7H42	Model Year	04	Built Date	10/24/03		
In Service Dt	11/29/03	Dealer	68484	Dealer Zone	63	Mileage	18441
Last Name		Middle Int		First Name		Contact Type	T
Address				Home Phone			
City	AUSTIN	State	TX	Country	USA	Zip	
Remark	text						

Property Damage	
Product in Accident	

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

Owner Alleges:

Owner claims vehicle came out of park

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

05/10/04 8:15-8:30 AM In Highway 71 West in the paint store parking lot.

Owner claims vehicle was running and was in park and owner was about 50 feet away and the vehicle came out of park and started to roll backwards.

Owner states the vehicle backed into another vehicle. No injuries.

Has the owners insurance company been contacted ?

No

If yes provide name/policy number and phone number

NO ANSWER PROVIDED BY AGENT

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

Owner keeps the vehicle at his home address.

AUSTIN, TX

UNITED STATES

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

Yes the other vehicle that was backed into.

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

Owner states no police report was filed as they do not come to parking lots in the state of Texas

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

Owner feels this is a safety issue and wants someone to investigate.

Owner states the vehicle has come out of park on a few occasions before, but he was in the cab and he thought at that time it was driver error.

Owner states the Service Manger (SM) at dealer 68484 told him he has to really push the lever up in there to prevent this from happening.

5-14-04 please contact owner and arrange for inspection of alleged incident. thanks. art gilbert

CAIR NUMBER 12300185 REQUEST EAA INSPECTION 05-14-2004 14:06

CAIR NUMBER 12300185 E-MAIL SENT TO EAA 05-14-2004 14:06

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/20/04 AT 06:00 12300185

_Report reviewed, dictated response.

307KU286846143292

MFD BY DAIMLERCHRYSLER CORPORATION DATE OF MFR 10-03 GVWR 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: 3D7KU28C[REDACTED] PE: TRUCK SINGLE X DUAL



MDH: 102417 PNT:PX8 VEHICLE MADE IN MEXICO TRM:ULL5 4648507



RPM X1000

19174











DODGE
HEAVY DUTY

4x4
RAM



DODGE
HEAVY-DUTY

4x4
RAM





MICHELLE

Sunrider



RAM 2500

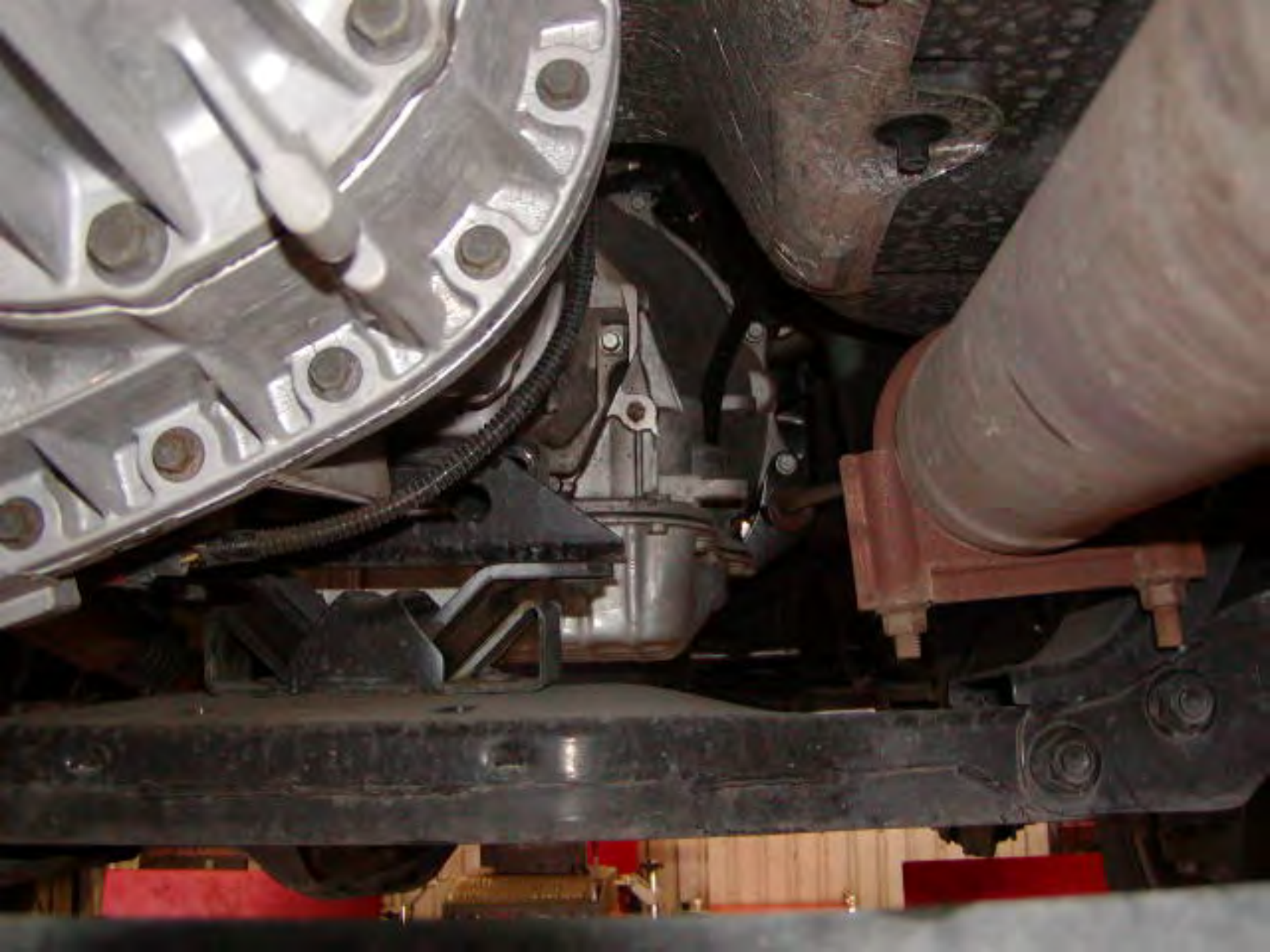




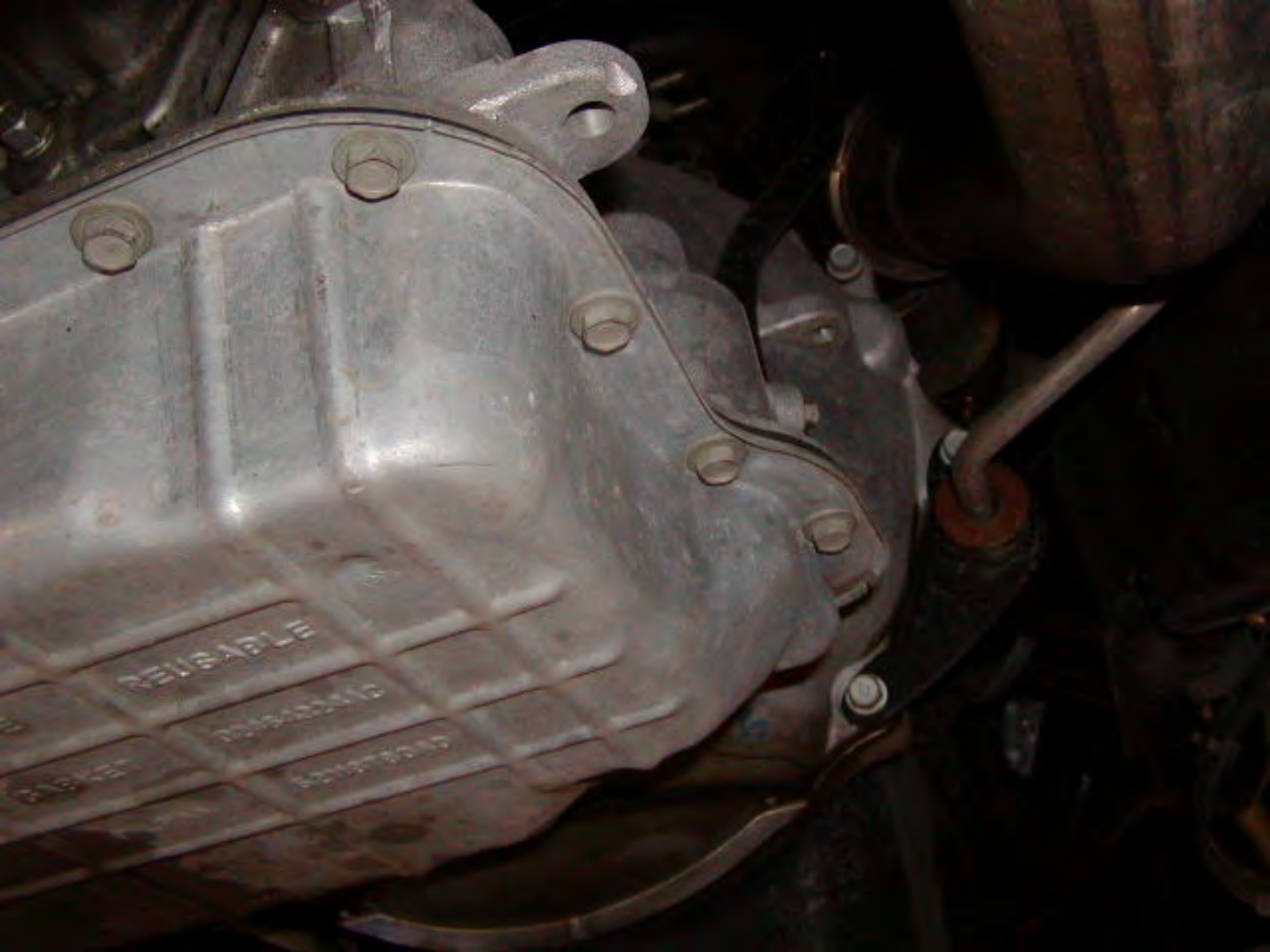
























100-1
P10025100700 2573 1162



FR320400044 2573 118



2573 116



2570 1182



DOOR
AJAR







DOOR
AJAR

19 174





DOOR
AJAR





PANDU1

DOOR AJAR

74



PAND20



DOOR AJAR

SELECT SYSTEM

Engine

Transmission & F-Case

3. Body Interior

4. Chassis & Body Exterior

5. Anti-lock Brakes

6. Passive Restraints

7. Theft Alarm

8. System Monitors

Page 1 of 1

F1
HELP

F2
SYS

F3
MAIN

59.0

Engine Control Module Info

2004 DR 5.9L 16 Direct Injection
Turbo Diesel, Diesel Fuel
VIN: 11150706, EPA Federal OBD
Auto Trans, RW Drive, Heavy Duty
Cummins Engine, Cummins 848
Single Fan, Variable Speed
ECM Part#: 15305153AF
Homologation ID: U2C

SELECT FUNCTION

System Tests

3. MILS & Related Functions

3. Module Display

4. Sensor Display

5. Input/Output Display

6. Monitor Display

7. Custom Display

8. Actuator Tests

9. OBD II Monitors

Page 1 of 2

F1
HELP

F2
SYS

F3
MAIN

59.0

DTCs & Related Functions

Head DTCs

Freeze Frame Data

1 Trip Failures

ECM DTCs

NO DTCs DETECTED

Page back to exit

May 26, 2004

[Redacted]

Austin, TX [Redacted]

Reference No.: [Redacted]

V.I.N.: 3D7KU28C84G [Redacted]

Dear [Redacted]

This will further acknowledge your recent contact with DaimlerChrysler Motors Corporation, regarding an incident in the above mentioned vehicle.

I have had the opportunity to review the inspection report generated by our engineering firm, and can advise you that we have been unable to determine a manufacturer's responsibility in this loss.

With this in mind, I can only suggest allowing your insurance carrier to continue the handling of this claim. Should they determine a DaimlerChrysler Motors Corporation responsibility exists, they have full subrogation rights under the terms of your policy.

Sincerely,

M. H. Martell
Special Investigations
(248) 944-7038

sh