



30700 Telegraph Road - Suite 4566
Bingham Farms, Michigan 48025-4532
Phone (248) 642-3232
Fax (248) 642-4568

9226004

Facsimile Cover Sheet DaimlerChrysler Vehicle Investigation Report (VIR)

Owner:	[REDACTED]
EAA No:	DF01-95985
CAIR No:	9226004

Transmitting 3 pages.
If transmission not complete, please
call the above phone number.

To:	Vern Smith
Phone No:	
Fax No:	215-364-6261

From:	Tina Martin
Date Faxed:	10-11
Due Date:	10-16

Please acknowledge promptly by FAX or phone.

Receipt of CAIR and Accepting case for investigation YES NO DATE 10-11-01

Fax Coversheet for DaimlerChrysler (Service Associate Use Only)
(also fax to EAA for closure)

Closure Date: 10-18-01 DaimlerChrysler Fax Number: 248-512-8748

Number of pages (including cover)

TO:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Bennis (248) 944-7036 | <input type="checkbox"/> Martell (248) 944-7038 |
| <input type="checkbox"/> Bott (248) 944-7056 | <input type="checkbox"/> Mucci (248) 944-7039 |
| <input type="checkbox"/> Gilbert (248) 944-7037 | <input type="checkbox"/> Porterfield (248) 944-7134 |

Comments: _____

October 23, 2001

[REDACTED]
New Providence, PA [REDACTED]

Reference No.: 9226004

V.I.N.: 3B7HF13Z51G [REDACTED]

Dear [REDACTED]

This will acknowledge your concern about the accident that occurred involving your 2001 Dodge Ram 1500 pickup.

Naturally, we were sorry to learn of this incident and the costly damage that occurred to your vehicle. At your request, DaimlerChrysler Motors Corporation provided for an independent inspector to examine your vehicle. DaimlerChrysler Motors Corporation feels that the expense of this inspection is in the best interest of you, our customer, and the Corporation, in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. It is the conclusion of this investigation that there was no manufacturing responsibility associated with this incident. Therefore, we must respectfully decline participation with any costs associated with this matter.

When an insurance company has paid a claim, the rights of recovery rest with them. Should they feel that there is a manufacturing responsibility with regard to their loss, they may subrogate which would include your deductible.

Thank you for this opportunity to address your inquiry.

Sincerely,

D. M. Bennis
Special Investigations
(248) 944-7036

DMB/lls

INFORMATION FAX SHEET

DATE: 10-20-01FROM: H. VERNON SMITH, JR
18 W. ELIZABETH LANE
RICHBORO, PA 18954

PHONE: 215-364-6260

FAX: 215-364-6261

CELL: 215-219-1234

TO: David BennisRE: Cair 9226004 attached is estimate for hood repairsPAGES INCLUDING COVER: 4

Vern Smith

9226004

Brubaker Chrysler Does not have
a Body Shop - (One is under
construction) - so we chose one that
is convenient and we trust. Cliff
will not be around after Tuesday
next week I can be reached at

717 { 33-1007 Wed & Thur
397-4310 - Fri until 3pm
464-9335 - Tue

Control 9226004

P.S. a new hood latch was needed but
computer states unavailable per Mike at

922604

Date: 10/19/01 07:10 AM
Estimate ID: 3362
Estimate Version: 0
Preliminary
Profile ID: Mitchell

THANK YOU FOR CHOOSING CROUSE'S BODY SHOP

CROUSE'S BODY SHOP

457 WEST 4TH STREET QUARRYVILLE, PA 17666
(717) 788-3148
Fax: (717) 788-1490

Damage Assessed By: CROUSE'S BODY SHOP

Deductible: UNKNOWN

Owner: [REDACTED]
Telephone: Home Phone: [REDACTED]

Mitchell Service: 814527

Description: 2001 Dodge Pickup R1500
Body Style: 2D Pickup 8' Bed 133" WB
VIN: 3B7HF13Z81G236851
OEM/ALT: 0
Options: 4 WHEEL DRIVE

Drive Train: 5.9L Inj 8 Cyl 4WD

Search Code: B908114

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	400484	BDY	REPAIR	HOOD PANEL	Existing		6.0*
2	AUTO	REF	REFINISH	HOOD OUTSIDE			C 3.2
3	438811	BDY	REMOVE/REPLACE	R HOOD HINGE	65076270AC	76.50	0.2 #
4	AUTO	REF	REFINISH	R HINGE			0.3
5	438512	BDY	REMOVE/REPLACE	L HOOD HINGE	65076271AC	76.50	0.2 #
6	AUTO	REF	REFINISH	L HINGE			0.3
7	407310	BDY	REPAIR	L FENDER PANEL	Existing		0.2*
8	AUTO	REF	REFINISH	L FENDER OUTSIDE			C 2.0
9	900500	BDY*	REMOVE/REPLACE	CAR COVER	New	5.00*	0.3*
10	AUTO	REF	ADD'L OPR	CLEAR COAT			1.7*
11	823017	REF	ADD'L OPR	COLOR SAND & BUFF			0.5*
12	AUTO		ADD'L COST	PAINT/MATERIALS		135.00*	
13	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL		3.00*	

* - Judgement Item

- Labor Note Applies

C - Included in Clear Coat Calc

ESTIMATE RECALL NUMBER: 10/19/01 07:07:19 3362

Mitchell Data Version:
UltraMate Version:

OCT_01_A
4.7.007

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9226004

Date: 10/19/01 07:10 AM
 Estimate ID: 3362
 Estimate Version: 0
 Preliminary
 Profile ID: Mitchell

I. Labor Subtotals						II. Part Replacement Summary		
Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			Amount	
Body	6.9	40.00	0.00	276.00	T	Taxable Parts	158.00	
Refinish	8.0	40.00	0.00	320.00	T	Sales Tax @ 6.000%	9.48	
Taxable Labor				596.00		Total Replacement Parts Amount	167.48	
Labor Tax @ 6.000%				33.76				
Labor Summary				631.76				
III. Additional Costs						IV. Adjustments		
				Amount			Amount	
Taxable Costs				138.00		Customer Responsibility	0.00	
Sales Tax @ 6.000%				9.28				
Total Additional Costs				146.28				
						I. Total Labor:	631.76	
						II. Total Replacement Parts:	167.48	
						RI. Total Additional Costs:	146.28	
						Gross Total:	945.52	
						IV. Total Adjustments:	0.00	
						Net Total:	945.52	

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

WARRANTY:

SATISFACTION IS OUR BUSINESS.
 1 YEAR WARRANTY FOR REFINISHING AND
 1 YEAR WARRANTY FOR LABOR.

WORK HAS BEEN COMPLETED TO MY SATISFACTION:

CUSTOMER SIGNATURE _____

CROUSE'S BODY SHOP OWNER/EMPLOYEE SIGNATURE _____

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TOTAL P.03

From: [REDACTED]
To: customerassist@dcx.com
Date: 2001-10-09 19:29:12.577
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Customer Type: NonOwner
Category: Vehicle
Sub Category: Current Dodge Vehicles
Brief Description:

hood safety release bent into a rectangle

Comments:

My son purchaed a 2001 dodge ram at lee dodge in fort walton beach, florida. He is in the US ARMY and was in scholl in flordia, he was then trandsfer to fort bragg in fayetteville nc and is currently deployed in Bosnia, therefore his truck is at our home (parents) the problem is on 09-27-01 my husband was going to check the fluids in the truck and received a telephone call, he ever returned to cocomplete the job- he had released the hood although he never went and actually opened the hood. on 09-28-01 he drove the truck 1/4 mile and the hood pops open causing damage to the hood and springs. upon looking under the hood there is no safety catch what was the safety is a rectangular shaped box. my problem is I took the truck to lancaster Dodge in Lancaster PA and they tell mey the have never seen a hood release like on his truck and if i want they will put a new latch on the truck but to go to Brubaker chrysler in lancaster maybe they can help. the mechanic there spent 4! 5 minutes pulling down the actual safety now the hood is not aligned and will not open they tell me since they sell only chrysler cars they know nothing about truck recalls, so i wwnt to Providence Dodge in New providence PA AND THEY TELL ME THERE WAS A RECALL ON THIS PROBLEM and Dan should have received one, with his being stationed at an air force base mail was poor at best and this summer he was stationed all over the east coast for periods of 2weeks at a time my question is was there a recall and is there some reinbursement for the damage to the hood caused by the hood releasing his vin number is 3B7HF13Z51C [REDACTED] the cell number ids his father's work number thank you cliff and glenna wilson

Sender Information:

VIN: 3B7HF13Z
Mileage: 31252
Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2: [REDACTED]
City: Lexington
State: VA
Zip: [REDACTED]
Contact Preference: Telephone
Work Phone: [REDACTED]
Email: [REDACTED]
Code: VJ
Submit Time: 2001-10-09 07:24:57

Promotion:
Formid: 10

From: Reply by Link Only@dcx.com

To: [REDACTED]

Date: 2001-10-09 19:31:36.267

Subject: Re: DaimlerChrysler Customer Assistance [#792998]

*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Thank you for your email inquiry. Your question has been sent to the DaimlerChrysler Customer Assistance Center in order to provide the best answer for your Chrysler, Dodge, or Jeep question. Every effort will be made to respond to your email within 3 business days.

While waiting for our response, feel free to visit our brand web sites at <http://www.chrysler.com>, <http://www.4adodge.com> or <http://www.jeepunpaved.com>. The "Assistance" button on the top navigation bar provides a search feature, which may provide the information you have requested.

NOTE: This is an automatically generated response. Our system is NOT able to accept email at this address. Please do not use the 'Reply' function of your email.

If this matter is urgent, please call us at 800.992.1997 (8:00 a.m. to 5:00 p.m., Monday thru Friday).

For ALL future communications (related to this email), please refer to the following information:

REFERENCE NUMBER: 9226004

TICKET (Tracking) NUMBER: 792998

---[REDACTED] Wrote ----

Form Selected:

Customer Type: NonOwner

Category: Vehicle

Sub Category: Current Dodge Vehicles

Brief Description:

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Comments:

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Sender Information:

VIN: 3B7HF13Z
Mileage: 31252
Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2:
City: Lexington
State: VA
Zip: [REDACTED]
Contact Preference: Telephone
Work Phone: [REDACTED]
Email: [REDACTED]
Code: VJ
Submit Time: 2001-10-09 07:24:57
Promotion:
Formid: 10