

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

# Facsimile Cover Sheet DaimlerChrysler Vehicle Investigation Report (VIR)

Owner:	[REDACTED]
EAA No:	DF01- 48908
CAIR No:	9712540

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

To:	Leary Benson
Phone No:	
Fax No:	952-888-4209

From:	Tina Martin
Date Faxed:	2-27
Due Date:	3-4

Please acknowledge promptly by FAX or phone.

Receipt of CAIR and Accepting case for investigation X YES    NO DATE 2/28/02

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

Closure Date: 3/1/02 DaimlerChrysler Fax Number: 248-512-8748

Number of pages (including cover) 15

TO:

- ☐ Bennis (248) 944-7036
- ☐ Bott (248) 944-7056
- ☐ Gilbert (248) 944-7037

- ☐ Martell (248) 944-7038
- ☐ [REDACTED] (248) 944-7038
- ☒ Porterfield (248) 944-7134

Comments:

9712540

Feb 27, 10:15 EST by: 0000-Admin(0000)

(10:24) Page 4 of 4

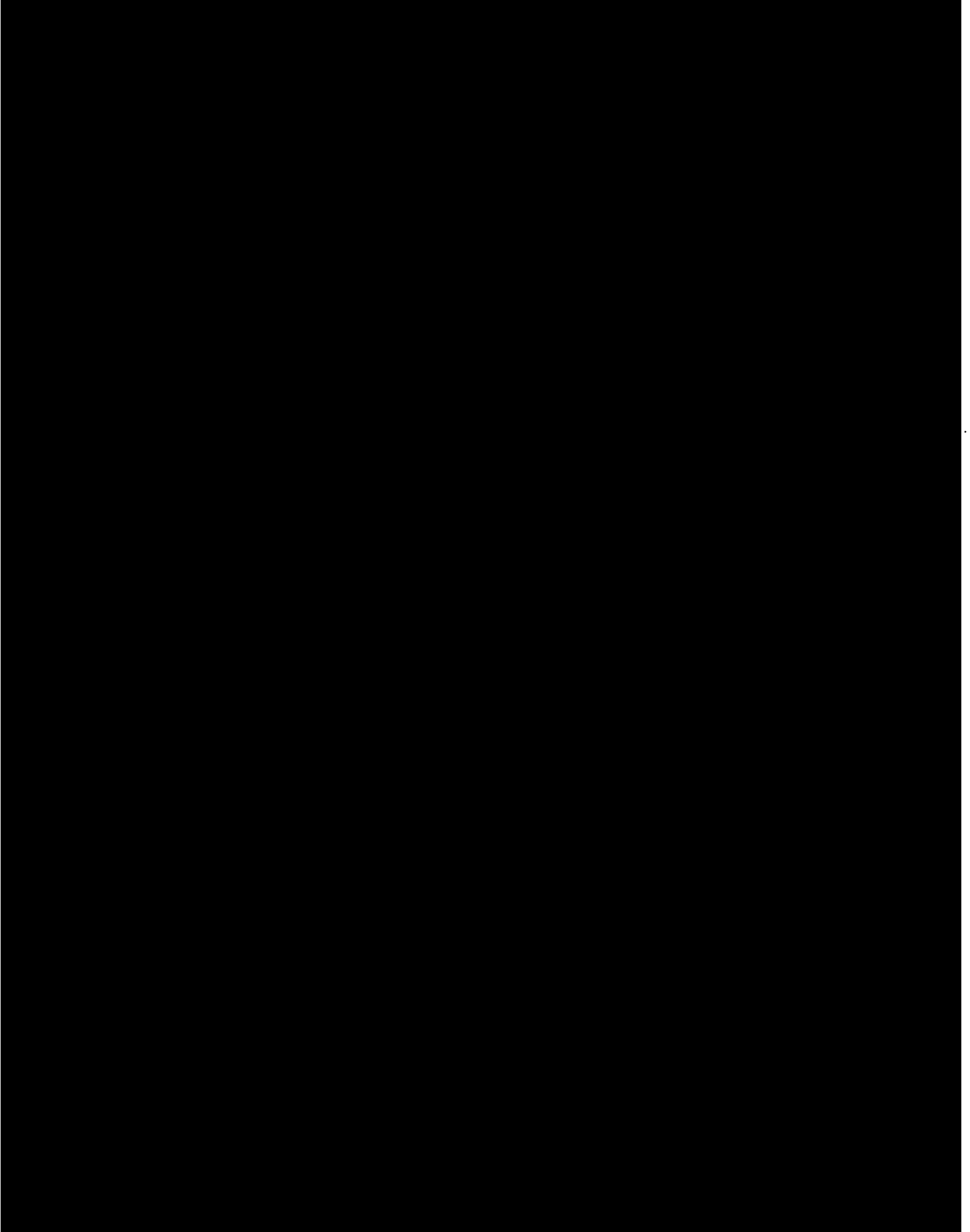
48908

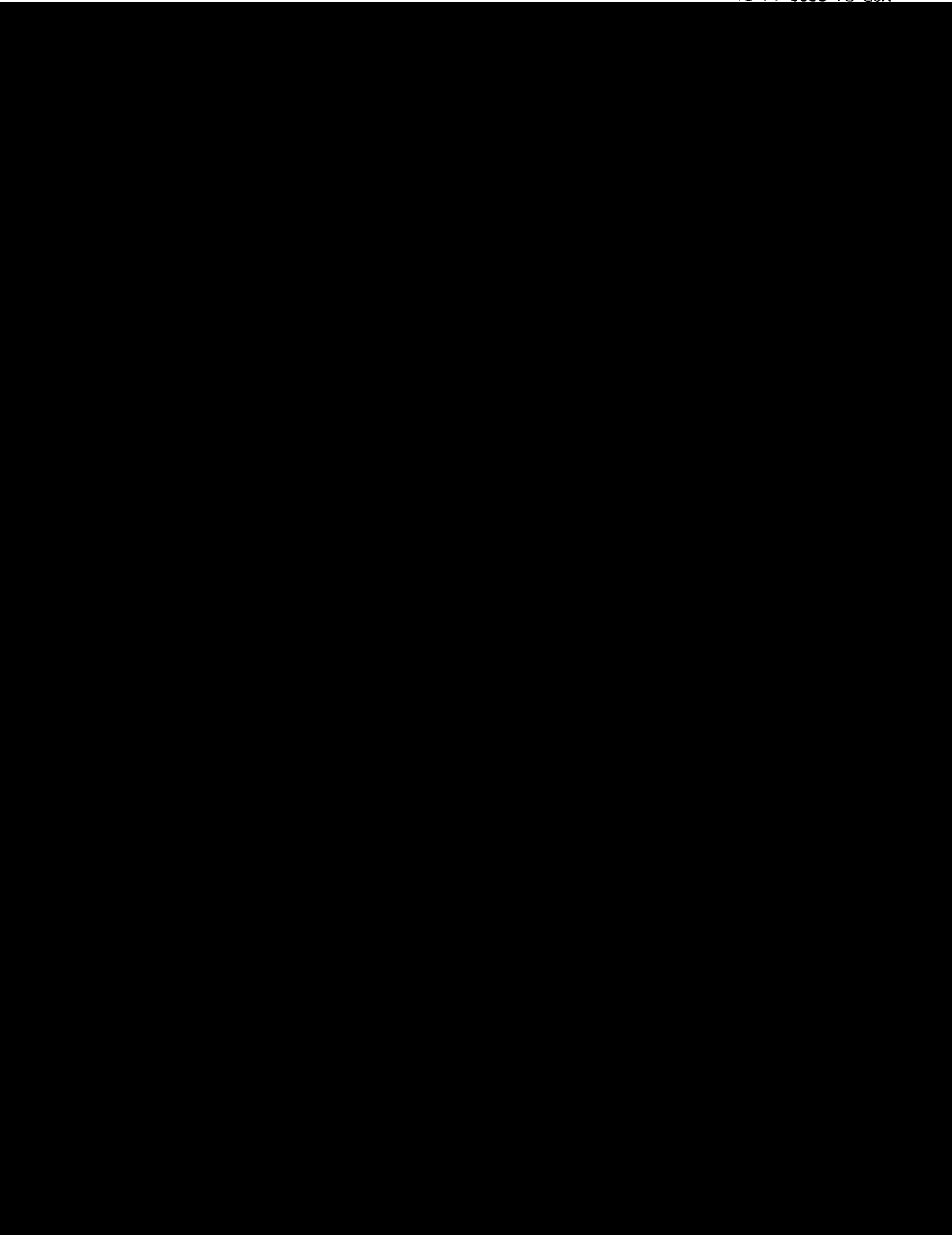
dealership. The customer is worried about who is paying for the rental vehicle. Advised that the Service Manager is aware of the situation. Advised the customer of the above and provided the file number.  
\*--> NARRATIVE ADDED BY W. J. GELLHAUS ON 02/21/02 AT 04:55PM  
Mike, service manager from 43943 calls stating the customer does not want to be responsible for any possible rental charges and wants his vehicle back. I told Mike that the customer can take his vehicle back but if he does, he needs to contact DCCAC for an update on where the vehicle will be or a contact phone number so the inspector knows where to go for the inspection. Mike will inform the customer of the above.  
\*--> NARRATIVE ADDED BY M. R. PORTERFIELD ON 02/25/02 AT 09:05AM  
20.25.2002

Please arrange inspection including PVIR report, Police report, Photos and any important information.....mrp  
CAIR NUMBER 09712540 REQUEST EAA INSPECTION 02-25-2002 09:05  
CAIR NUMBER 09712540 FAX SENT TO EAA 02-25-2002 09:15  
CAIR NUMBER 09712540 REQUEST EAA INSPECTION 02-27-2002 10:11









SAVAGE, MN

#9712540

Continuation of driver statement from Page #1

HIS HOME AT ABOUT 6:00 AM. ON NEVADA. TURNED EAST ON MC CALL AVE. TURNED SOUTH ON COUNTY ROAD 21. TRAVELED ABOUT 2 BLOCKS AT 45 MPH WHEN HOOD FLEW OPEN. PULLED OF TO THE RIGHT SIDE OF THE ROAD. USED A HAMMER AND SOME OTHER TOOLS TO STRAIGHTEN HOOD HINGES TO BE ABLE TO FORCE HOOD TO CLOSE. REPORTED INCIDENT TO CHRYSLER 2/20/02 - TOOK TO BODY SHOP 2/25/02 TO CORRECT DAMAGE FROM FIRST INCIDENT.

CONTINUATION OF ADDITIONAL COMMENTS SECTION

RESULT OF EITHER INCIDENT. (POSSIBLE STONE DAMAGE) ESTIMATES OF BOTH INCIDENTS ARE ATTACHED. REPAIRS RELATING TO THE FIRST INCIDENT WERE COMPLETED PRIOR TO MY INSPECTION THIS DATE.

03/01/2002 at 12:44 PM  
20240

Job Number: 2128

## PHIL'S BODY SHOP INC.

License #:20240 Federal ID #:410974244  
 Serving Dakota County Since 1953  
 2955 West 160th Street  
 Rosemount, MN 55068  
 (651)423-2433 Fax: (651)423-3655

## PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

Written by: RON HALL #20240  
 Adjuster: JESSICA TEPPER #

Customer

Insured: Claim #R01100637  
 Owner: Policy #  
 Address: Deductible:  
 SAVAGE, MN Date of Loss:  
 Day: Type of Loss: Liability  
 Evening: Point of Impact: 12. Front

Inspect  
 Location:

Insurance PDA  
 Company:

Business: (612)967-1673  
 Days To Repair

2001 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D LONG BLUE INC:

VIN: 1B7KF236X1 Lic: GUC 209 MN Prod Date: Odometer:  
 Air Conditioning Tilt Wheel Cruise Control  
 Intermittent Wipers Dual Mirrors Clear Coat Paint  
 Power Steering Power Brakes Power Windows  
 Power Locks AM Radio FM Radio  
 Stereo Cassette Search/Seek  
 Anti-lock Brakes (4) Driver Airbag Passenger Airbag  
 Split Bench Seats Rear Step Bumper Trailering Package  
 Automatic Transmission 4 Wheel Drive Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2*		O/H front bumper			1.4	
3*	Repl	Front bumper chrome from 11-1-94	1	345.00	Incl.	
4	Repl	Upper cover	1	76.20	Incl.	
5	Repl	Valance w/fog lamps textured	1	104.00	Incl.	
6*	R&L	License bracket			0.2	
7	S01	Repl Air deflector w/o tow hook	1	74.70	Incl.	
8	S01	Repl RT Sight shield w/fog lamp	1	21.85	Incl.	
9		HOOD & GRILLE				
10*	Repl	Grille all chrome	1	270.00	0.3	
11		FRONT LAMPS				
12*	S01	Repl RT Headlamp assy w/o sport	1	149.00	0.3	
13#		Aim lamps	1		0.4	
14	S01	Repl RT Fog lamp assy w/o sport	1	81.50	0.2	

1

#1 of 4



9712540

03/01/2002 at 12:44 PM  
20240

Job Number: 2128

## PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

2001 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D LONG BLUE Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
15		WHEELS				
16	S01 Repl	LT/Rear Center cap 8 stud wheel 16x6.5 wheel, chrome CAB	1	63.60		
17						
18*	Rpr	LT Corner panel			0.5	2.1
19*		Add for Clear Coat				Incl.
20		FRONT DOOR				
21*	Blnd	LT Outer panel 4 door				1.1
22*	R&I	LT Mirror 9x6 assembly electric, black, heated w/foldaway			0.2	
23	S01 Repl	LT Body side mldg	1	45.85	0.3	
24	S01 Repl	LT Nameplate "RAM 2500 CUMMINS TURBO DIESEL" silver	1	37.85	0.2	
25*	R&I	R&I trim panel			Incl.	
26*	R&I	LT Handle, outside			0.5	
27		REAR DOOR				
28*	Rpr	LT Door shell			1.0	2.6
29		Overlap Major Adj. Panel				-0.4
30*		Add for Clear Coat				Incl.
31*	Repl	LT Body side mldg	1	24.25	0.2	
32#	R&I	Trim panel			0.3	
33*	R&I	LT Glass Chrysler			0.8	
34#		Clear coat	1			1.6
35#		Tint color	1			0.5
36#		Corrosion protection	1		0.3	
37#		Paint/Materials	1	172.50 X		
Subtotals ==>				1466.30	7.2	7.5

Parts		1293.80
Body Labor	7.2 hrs @ \$ 40.00/hr	288.00
Paint Labor	7.5 hrs @ \$ 40.00/hr	300.00
Sublet/Misc.		172.50

SUBTOTAL		\$ 2054.30
Sales Tax	\$ 1293.80 @ 6.5000%	84.10
GRAND TOTAL		\$ 2138.40

ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 2138.40

NO WARRANTY ON RUST!

#274

9712540

03/01/2002 at 12:44 PM  
20240

Job Number: 2128

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**

2001 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D LONG BLUE Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TA94 Database Date 8/2001 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM or Qual Repl Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.

#374

9712540

03/01/2002 at 12:44 PM  
20240

Job Number: 2128

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**

2001 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D LONG BLUE Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- CHANGED ITEMS -----						
10*	Repl	RT Headlamp assy w/o sport	1	-174.00	-0.3	
12* S01	Repl	RT Headlamp assy w/o sport	1	149.00	0.3	
----- DELETED ITEMS -----						
13	Repl	Center cap 5 stud wheel (WND)	1	-12.85		
17	Repl	LT Side molding club cab	1	-27.45	-0.2	
21*	Repl	LT Body side mldg	1	-39.35	-0.2	
22	Repl	LT Nameplate "RAM 2500" silver	1	-27.00	-0.2	
----- ADDED ITEMS -----						
7 S01	Repl	Air deflector w/o tow hook	1	74.70	Incl.	
8 S01	Repl	RT Sight shield w/fog lamp	1	21.85	Incl.	
14 S01	Repl	RT Fog lamp assy w/o sport	1	81.50	0.3	
16 S01	Repl	LT/Rear Center cap 8 stud whee	1	63.60		
23 S01	Repl	LT Body side mldg	1	45.85	0.3	
24 S01	Repl	LT Nameplate "RAM 2500 CUMMINS	1	37.85	0.2	
Subtotals ==>				193.70	0.2	0.0

Parts		193.70
Body Labor	0.2 hrs @ \$ 40.00/hr	8.00
SUBTOTAL		\$ 201.70
Sales Tax	\$ 193.70 @ 6.5000%	12.59
TOTAL SUPPLEMENT AMOUNT		\$ 214.29
NET COST OF SUPPLEMENT		\$ 214.29

Estimate 1924.11 RON HALL  
 Supplement S1 214.29 RON HALL

Job Total \$ 2138.40

CUSTOMER PAY \$ 0.00  
 INSURANCE PAY \$ 2138.40

NO WARRANTY ON RUST!

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TA94 Database Date 8/2001 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM or Qual Repl Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.

#424

9712540

03/01/2002 at 04:35 PM  
20240

Job Number: 2128

**PHIL'S BODY SHOP INC.**

License #:20240 Federal ID #:410974244  
 Serving Dakota County Since 1953  
 2955 West 160th Street  
 Rosemount, MN 55068  
 (651)423-2433 Fax: (651)423-3655

**PRIOR DAMAGE ESTIMATE**  
 (Information Only)

Written by: RON HALL #20240  
 Adjuster: ~~ORVILLE TERRY~~ #

Insured:

Owner:

Address:

SAVAGE, MN

Day:

Evening:

Inspect

Location:

Claim # ~~20200000~~

Policy #

Deductible:

Date of Loss:

Type of Loss: ~~Collision~~

Point of Impact: 12. Front

Insurance ~~Co~~  
 Company:

Business: (612)967-1673  
 Days to Repair

2001 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D LONG BLUE Int:

VIN: 1B7KF236X1J  Lic: GUC 209 MN Prod Date: Odometer:

Air Conditioning	Tilt Wheel	Cruise Control
Intermittent Wipers	Dual Mirrors	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	AM Radio	FM Radio
Stereo	Cassette	Search/Seek
Anti-Lock Brakes (4)	Driver Airbag	Passenger Airbag
Split Bench Seats	Rear Step Bumper	Trailer Package
Automatic Transmission	4 Wheel Drive	Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		HOOD & GRILLE					
2	Repl	Hood from 12-6-93	1	625.00		1.5	3.2
3		Add for Clear Coat					1.3
4		Add for Underside(Complete)					1.6
N 5	Repl	Safety catch	1	11.25		Incl.	
6	Repl	RT Hinge from 10-20-97	1	76.50		0.3	0.3
7	Repl	LT Hinge from 10-20-97	1	76.50		0.3	0.3
8		FENDER					
9	Blnd	RT Fender assy					0.9
10	Blnd	LT Fender assy					0.9
11		FRONT DOOR					
12	Blnd	RT Outer panel 4 door					1.4
13	Repl	RT Nameplate "RAM 2500 CUMMINS TURBO DIESEL" blue	1	37.85		0.2	

#/A R 3

9712540

03/01/2002 at 04:35 PM  
20240

Job Number: 2128

**PRIOR DAMAGE ESTIMATE**

2001 DODG BR2500 4X4 QUAD CAB 6-5.9L-TD 4D LONG BLUE Int:

Pathways - A product of CCC Information Services Inc.

#3473

March 6, 2002

[REDACTED]  
Savage, MN [REDACTED]

Reference No.: 9712540

V.I.N.: 1B7KF236X1J [REDACTED]

Dear [REDACTED]

This letter will further acknowledge your contact to DaimlerChrysler Motors Corporation, regarding your 2001 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 must inform you that I am unable to associate this incident with any manufacturing responsibility.

Our inspection revealed that the primary and secondary hood latch both function properly and are not frozen in the open position. Based on this information, 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.

Sincerely,

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

MRP/lls