

# DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name: \_\_\_\_\_

Requestor PROFS ID: \_\_\_\_\_

CAIR Number: \_\_\_\_\_

Zone Number: \_\_\_\_\_

District Number: \_\_\_\_\_

\* CHECK CUT TO STEW HANSEN'S 41267  
FOR REIMBURSEMENT OF REPAIR COSTS.

# DAIMLERCHRYSLER

DaimlerChrysler  
Motors Corporation

June 12, 2002

[REDACTED]  
Norwalk, IA [REDACTED]

Reference No.: 10068930  
V.I.N.: 1B7MC33W01J [REDACTED]

Dear [REDACTED]

This writer/turner acknowledges 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 must advise you that I am not convinced of a manufacturer's responsibility.

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

Sincerely,

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

sh

6 5 9 0 7

**STEW HANSEN'S DODGE CITY, INC.**  
**UNDER THE STARS & STRIPES**

12103 Hickman Rd.

(515) 331-2902

Des Moines, Iowa 50323

NORWALK, IA

HOME : [REDACTED] BUS : [REDACTED]

PAGE 2

SERVICE ADVISOR: 506 TONY SPOSATO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	01	DODGE RAM PICKUP	1B7MC33W01J [REDACTED]		10717/10720	T0113	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16MAY2001			17:00 03JUN02		0.00	CASH	20JUN2002
R.O. OPENED		READY	OPTIONS: STK:1917520 DLR:41267 ENG:8.0_Liter_MPI				
03JUN02		20JUN02					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
MISC MATL							
PO#65907							
			WB			252.36	252.36
HOOD FLEW UP CAUSING DAMAGE							
C** RENTAL CAR							
95400041 RENTAL CAR CONTRACT #8411							
		9999	WR	0.00		540.00	540.00
				0	0	TPARTS	
				0	54000	TLABOR	

COST, SALE, & COMP TOTALS	93601	221607	0
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## DISCLAIMER OF WARRANTY

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

DESCRIPTION	TOTALS
LABOR AMOUNT	997.38
PARTS AMOUNT	966.33
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	252.36
TOTAL CHARGES	2216.07
LESS ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2216.07

**X**

**CUSTOMER SIGNATURE**

WARRANTY COPY 1

9618280

6 5 9 0 7

**STEW HANSEN'S DODGE CITY, INC.  
UNDER THE STARS & STRIPES**

\*WARRANTY\*

12103 Hickman Rd.

(515) 331-2902

Des Moines, Iowa 50323

NORWALK, IA

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 506 TONY SPOSATO

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLU	01	DODGE RAM PICKUP		1B7MC33W01J			10717/10720		T0113
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO.	RATE	PAYMENT	INV DATE	
16MAY2001			17:00 03JUN02			0.00	CASH	20JUN2002	
R.O. OPENED		READY		OPTIONS: STK:1917520 DLR:41267 ENG:8.0_Liter_MPI					
03JUN02		20JUN02							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A HOOD BLEW UP							
CAUSE: HOOD FLEW UP CAUSING DAMAGE							
23852101 PANEL, HOOD-Replace (A)							
		9999	WB	1.30		77.22	77.22
1	55075923AD	HOOD			625.00	525.00	525.00
1	55075794AC	HINGE			83.70	70.28	70.28
1	55075795AC	HINGE			83.70	70.28	70.28
1	55275379	LATCH			31.35	26.32	26.32
1	55156334AD	MIRRORPKG-TRAILOR TOW			295.00	247.80	247.80
1	CAXM9730	CATCH-HOOD SAFETY			11.25	11.25	11.25
1	4685574	MAST			17.50	15.40	15.40
FC: 11							
PART#: 55075923AD							
COUNT:							
CLAIM TYPE:							
AUTH CODE:							
23852151 Panel, hood-Refinish							
		9999	WB	3.90		231.66	231.66
23850101 BASIC PAINT PREPARATION							
		9999	WB	0.60		35.64	35.64
23414501 LATCH, HOOD-Replace (C)							
		9999	WB	0.30		17.82	17.82
23405002 HINGE, HOOD-Replace (B)							
		9999	WB	0.60		35.64	35.64
23405003 HINGE, HOOD-Replace (B)							
		9999	WB	0.60		35.64	35.64
23415101 CATCH, HOOD LATCH SAFETY-Replace (C)							
		9999	WB	0.20		11.88	11.88
23042504 MIRROR GLASS, OUTSIDE							
DOOR-Replace/Repair (C)							
		9999	WB	0.20		11.88	11.88
68365 96633 TPARTS							
0 45738 TLABOR							

## DISCLAIMER OF WARRANTY

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X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS ADJUSTMENT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY COPY 1

Ryan / Tim  
65907

STEW HANSEN'S DODGE CITY, INC.  
UNDER THE STARS & STRIPES

CUSTOMER #: 9618280

WORKORDER

12103 Hickman Rd.

(515) 331-2904

PAGE 1

Fax: (515) 331-2914

Des Moines, Iowa 50323

NORWALK, IA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 506 SPOSATO, TONY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	01	DODGE RAM PICKUP	1B7MC33W01J [REDACTED]		10717/	T0113	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16MAY2001			17:00 03JUN02		0.00	CASH	
R.O. OPENED		READY	OPTIONS: STK:1917520 DLR:41267 ENG:8.0_Liter MPI				

03JUN2002 10:26

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

# A REF WB HOOD BLEW UP

# B REF WB HOOD BLEW UP

Broke pass mirror glass

55075923AD  
55075794AC  
55075795AC  
55275379  
CAX-49730  
4675374

TECH  
COPY

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

I authorize the repair work described (including parts and materials) and agree to pay for it in CASH unless otherwise agreed on this order. If the work is charged, I agree to pay your regular finance charge. I understand that under laws here you may keep the vehicle until payment is made. You are not responsible for delays caused by unavailability of parts or delays in parts shipment, or for loss or damage to the vehicle or any articles left in it care of fire, theft or any other cause beyond your control. I agree to pay a standard charge for supplies and materials. (Refer to reverse side of this order.)

DATE SIGNED \_\_\_\_\_

X \_\_\_\_\_  
CUSTOMER SIGNATURE

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

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

☐ SAVE PARTS  
☐ DISCARD PARTS

INSURANCE INFORMATION		CROSS REFERENCE TO
AMOUNT OF DEPRECIATION IF ANY		PAINT CODE
AMOUNT TO BE PAID BY CUSTOMER		CLAIM #
AMOUNT TO BE PAID BY INSURANCE CO.		
NAME OF INS. CO.		
NAME OF ADJUSTOR		
ADJUSTOR'S PHONE NO.		

ALL PARTS  
NEW OR ORIGINAL  
EQUIPMENT  
UNLESS OTHERWISE  
SPECIFIED

06/17/2002 at 07:44 AM  
76671

Job Number:

STEW HANSEN'S DODGE CITY BODY SHOP  
MON THRU FRIDAY 7:30 - 6:00  
12103 HICKMAN ROAD  
DES MOINES, IA 50323  
(515)331-2904 Fax: (515)331-2914

PRELIMINARY ESTIMATE

Written by: JAMIE MORRIS #  
Adjuster:

OK to Start  
6-17  
Need done  
by Fri. Please  
37

Insured: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED]  
Evening: [REDACTED]  
NORWALK [REDACTED]

Claim #  
Policy #  
Deductible:  
Date of Loss:  
Type of Loss:  
Point of Impact: 12. Front

34

Inspect STEW HANSEN'S DODGE CITY BODY SH  
Location: 12103 HICKMAN ROAD  
DES MOINES, IA 50323

Business: (515)331-2904

Insurance  
Company:

Days to Repair

2001 DODG BR3500 4X2 QUAD CAB 10-8.0L-F 4D P/U PB7/BLUE Int:

VIN: 1B7MC33W01J [REDACTED] Lic: [REDACTED] Prod Date: Odometer: 10717

Intermittent Wipers	Dual Mirrors	Clear Coat Paint
Metallic Paint	Power Steering	Power Brakes
Power Mirrors	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Split Bench Seats	Rear Step Bumper
Dual Rear 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	
5		Add for Clear Coat				0.3	
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	Repl	Lock	1	31.35	0.5		
9	Repl	Safety catch	1	11.25	Incl.		
10		FENDER					
11	Blnd	RT Fender assy				0.9	
12	Blnd	LT Fender assy				0.9	
13		ELECTRICAL					
14	R&I	Mast			0.1		
15		FRONT LAMPS					
16	R&I	R&I headlamp assy			0.5		
17	R&I	R&I headlamp assy			0.5		
18	Repl	Aim headlamps	1		0.5		

06/17/2002 at 07:44 AM  
76671

Job Number:

PRELIMINARY ESTIMATE

2001 DODG BR3500 4X2 QUAD CAB 10-8.0L-F 4D P/U PB7/BUE Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
19#	R&I	BUG SHIELD			0.5	
20		FRONT DOOR				
21	Repl	RT Mirror glass w/heat	1	30.95	0.3	
22#	Rpr	BUFF PASSENGER DOOR			0.5	
Subtotals ==>				851.55	5.5	8.8
Parts						
						851.55
Body Labor			5.5 hrs @	\$ 44.00/hr		242.00
Paint Labor			8.8 hrs @	\$ 44.00/hr		387.20
Paint Supplies			8.8 hrs @	\$ 23.00/hr		202.40
SUBTOTAL						\$ 1683.15
Sales Tax			\$ 1480.75 @	6.0000%		88.85
GRAND TOTAL						\$ 1772.00
ADJUSTMENTS:						
Deductible						0.00
CUSTOMER PAY						\$ 0.00
INSURANCE PAY						\$ 1772.00

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TA94 Database Date 5/2002 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.

06/17/2002 at 07:44 AM

Job Number:

**PARTS LIST**

Owner: [REDACTED]

2001 DODG BR3500 4X2 QUAD CAB 10-8.0L-F 4D P/U PB7/BLUE Int:

VIN: 1B7MC33W01J [REDACTED] LIC: 287CXK

Prod Date:

Odometer: 10717

NO.	DESCRIPTION	PART NUMBER	QTY	EXT. PRICE
2	Hood from 12-6-93	55075923AD	1	625.00
6	RT Hinge from 10-20-97	55076270AC	1	76.50
7	LT Hinge from 10-20-97	55076271AC	1	76.50
8	Lock	55275379	1	31.35
9	Safety catch	55076367	1	11.25
21	RT Mirror glass w/heat	5019892AA	1	30.95

CUSTOMER #: 9618280

65907

STEW HANSEN'S DODGE CITY, INC.  
UNDER THE STARS & STRIPES

WORKORDER

12103 Hickman Rd.

(515) 331-2904

PAGE 1

Fax: (515) 331-2914

Des Moines, Iowa 50323

NORWALK, IA

HOME: [REDACTED] US:

SERVICE ADVISOR: 506 SPOSATO, TONY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	01	DODGE RAM PICKUP	1B7MC33W01	[REDACTED]	10717/	T0113	
IN. SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
16MAY2001			17:00 03JUN02		0.00	CASH	

UNISER | Reynolds and Reynolds | UNISER

Condition: Overall Clean-has mats. NO present damage

8411

AGREEMENT FOR TEMPORARY SUBSTITUTE VEHICLE REPLACEMENT ONLY

6/01/02

CITY & STATE

Norwalk, IA

DATE AND TIME IN DATE AND TIME OUT DRIVER'S LICENSE NO.

6-1-02 9:15a [REDACTED]

VEH. NO. MAKE BODY STYLE

02 Caravan 22524850

PURCH. ORD. NO. AGREEMENT

MADE THIS DAY OF June-02

CREDIT CARD

OTHER REFERENCE

REMARKS

INSURANCE CO. AGENT

State Farm Ins

MILEAGE LIMITATION (SEE 3. ON REVERSE SIDE)

MILE RADIUS IOWA BY ONLY

REQUEST FOR PERMISSION FOR PERSON OTHER THAN CUSTOMER TO DRIVE

I hereby request Dealer's permission to allow to drive this vehicle.

None

Driver's Lic. No.

APPROVED BY DEALER:

CUSTOMER:

NOT VALID UNLESS APPROVED BY DEALER'S REPRESENTATIVE.

IMPORTANT - READ BEFORE SIGNING

The undersigned hereby acknowledges that the Dealer is not providing any type of insurance protection or collecting any charges therefor. In consideration of the foregoing acknowledgment, the undersigned agrees to pay for all loss and damage to the described vehicle and to hold Dealer harmless from any liability as a result of the customer's usage thereof.

- I have read carefully all driving and use restrictions on the reverse side.
- I am responsible for all traffic violations and must turn in all summonses upon return of vehicle.
- I

CUSTOMER'S SIGNATURE

PHONE

TERMS ON REVERSE SIDE

DRIVE SAFELY

INSURANCE PROTECTION FOR TEMPORARY SUBSTITUTE VEHICLE TO BE PROVIDED BY CUSTOMER'S INSURANCE POLICY

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	TIME	OFF
C/P	2.8	65907	6.8	11:21:59
		EMP. NO. OPER. NO.		ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	TIME	OFF
T/C	5.5	65907		11
		EMP. NO. OPER. NO.		ON

1. Remove Hood
2. Remove Grille
3. Remove R. Hinge
4. Remove L. Hinge
5. R & I Latch
- 6 R & I Lock
- 7 R & I Head lights
8. R & I Antenna
9. R & I Bag shield

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	TIME	OFF
C/P	C/O	65907	5.7	2
		EMP. NO. OPER. NO.		ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	TIME	OFF
C/P	C/O	65907	3.4	
		EMP. NO. OPER. NO.		ON



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

**Facsimile Cover Sheet  
DaimlerChrysler Vehicle Investigation**

Owner: [REDACTED]  
Project No. DAIM-0001

CAIR No.: 10068930

TO: Bill Wilson

FROM: Tina Martin

Fax No.: 641-856-6537

Date Sent: 6-5-02

VENDOR ID: WILR10

DUE DATE: 6-10-02

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

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

Date: 6-6-02

---

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

**\*Closure Date:** 6-6-02

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

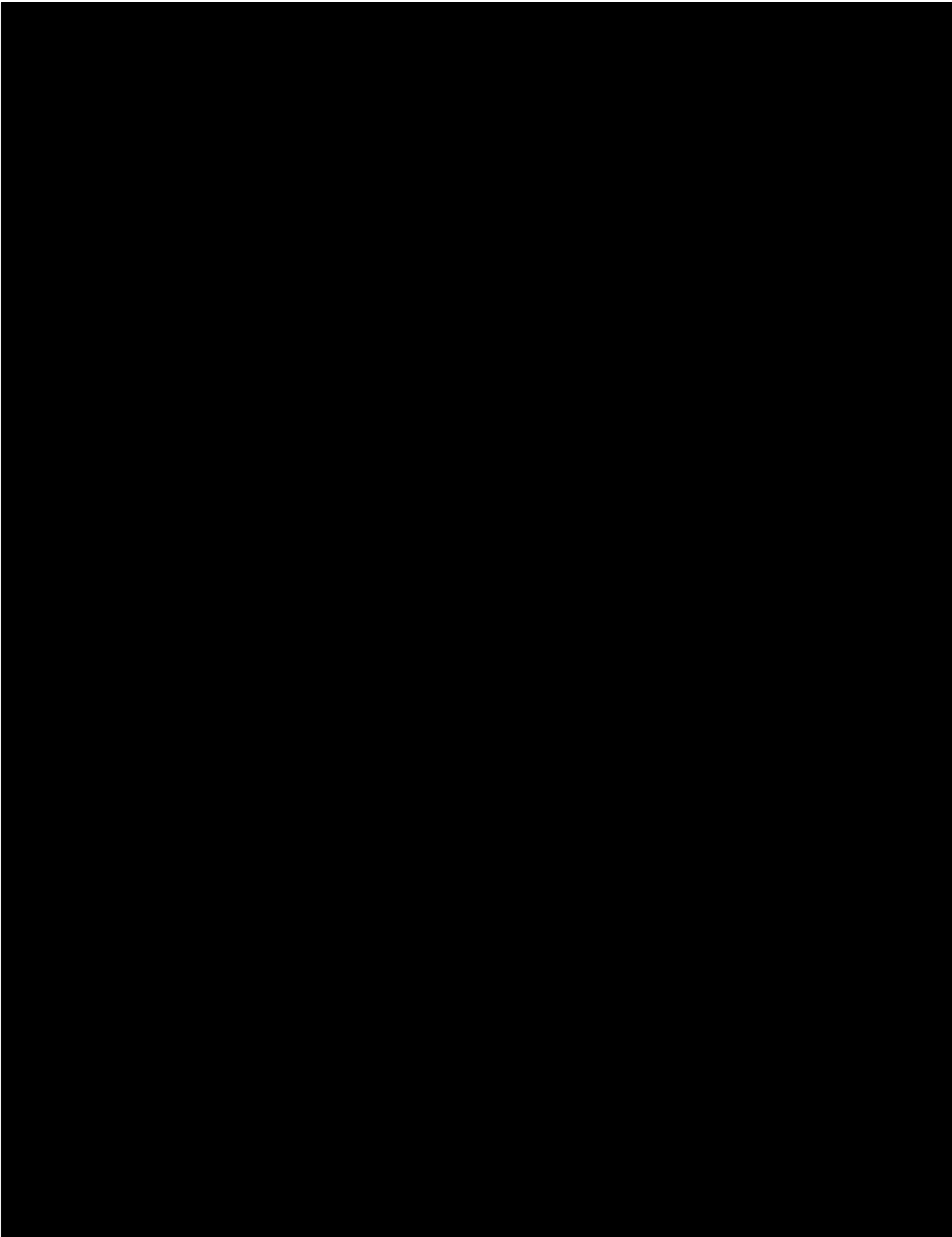
☐ Porterfield (248) 944-7134

Comments:

FROM : BILL WILSON

FAX NO. : 641 856 6537

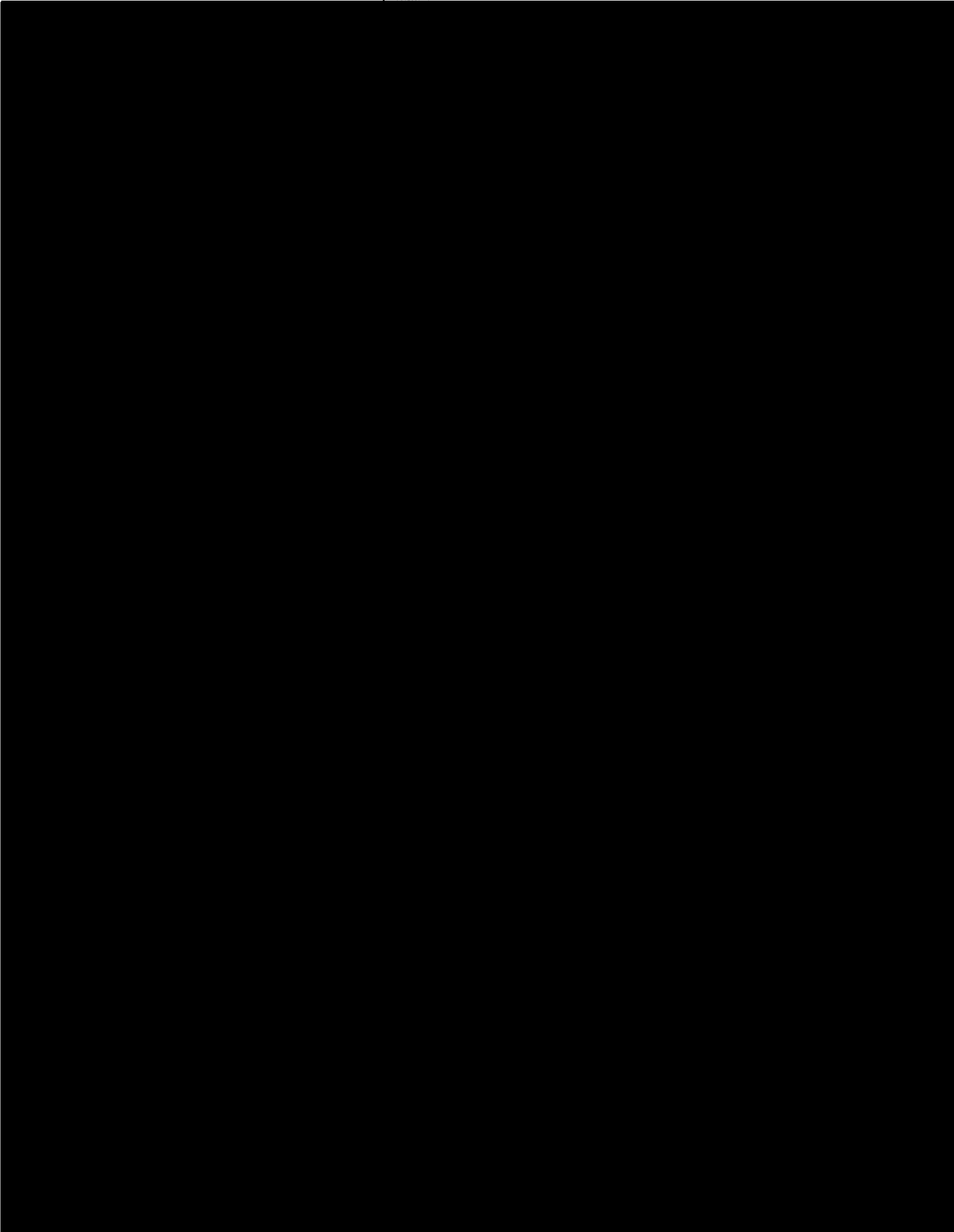
Jun. 06 2002 04:26PM P2



FROM : BILL WILSON

FAX NO. : 641 856 6537

Jun. 06 2002 04:27PM P3









28635 Mound Road  
Warren, Michigan 48092-3499  
(686) 753-3326  
FAX (686) 753-3335

**Facsimile Cover Sheet**  
**DaimlerChrysler Vehicle Investigation**

Owner: [REDACTED]  
Project No. DAIM-0001

CAIR No.: 10068930

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Fax No.: 641-856-6537

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

Date: 6-6-02

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

**\*Closure Date:** 6-6-02

DaimlerChrysler Fax No.: 248- 512-8748

☐ Bennis (248) 944-7036

☒ Martell (248) 944-7038

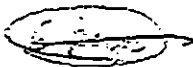
☐ Bott (248) 944-7056

☐ Susalla (248) 944-7149

☐ Gilbert (248) 944-7037

☐ Porterfield (248) 944-7134

Comments:



1 page

## Additional Comments

Ref # 10068930

Hood was tied down with a nylon strap when I arrived and listed below is what I observed.

1. Secondary hood latch is bent almost to the point that the hook end will contact the mount.
2. The handle to latch rod retainer at secondary latch is not snapped over the rod, the rod was still attached to the secondary latch.
3. The primary latch was in the hood open position. It will latch and hold in latch position using a screwdriver attempting to pry it unlatched. This procedure was repeated 6 times.

No service history other then LOF and check rear brakes RO # 84694 at Southtown Chry, Indianola IA.

Driver hurt his hand while attempting to close hood after incident.

Police not involved.

Tom Sherwood S/D at Stew Hansen stated owner was a good customer and had purchased 3 new trucks from them. and was "going to hire a lawyer if Chry did not repair his truck"

When owner was asked if he had notified his insurance co. he stated, they said it was Chryslers problem and should be handled under warranty. Insurance co. has not looked at truck.

I observed nothing to indicate a product defect.

# DAIMLERCHRYSLER

DaimlerChrysler  
Motors Corporation

June 12, 2002

[REDACTED]  
Norwalk, IA [REDACTED]

Reference No.: 10068930

V.I.N.: 1B7MC33W01 [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 must advise you that I am not convinced of a manufacturer's responsibility.

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

Sincerely,

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

sh