# DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name:	
Requestor PROFS ID: T6741JC JFC12	·
CAIR Number: 10068930	· , ·
Zone Number: 57-K DES MOINES-	<del></del>
District Number:	<del>.</del>
* CHECK CUT TO STEW HANSENS	41267
FOR REIMBURSOMENT OF REPAIR LOST	5.

# DAIMLERCHRYSLER

DaimlerChrysler Motors Corporation

June 12, 2002

Norwalk, IA

Reference No.: 10068930 V.I.N.: 1B7MC33W01J

Dear

This will runner 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

5

DalmierChryster Motors Corporation
- PO Box 21-8004
- Auburn Hits MI USA 48321-8004
Phone 800-992,1997

9618280

NORWALK, IA

65907

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

\*WARRANTY\*

12103 Hickman Rd (515) 331-2902 Des Moines, Iowa 50323

PAGE 2

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9618280

65907

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

\*WARRANTY\*

12103 Hickman Rd. (515) 331-2902

Des Moines, Iowa 50323

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Ryan / Tim

65907

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

WORKORDER

12103 Hickman Rd. (515) 331-2904

PAGE 1

Fax: (515) 331-2914 Des Moines, Iowa 50323.

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CUSTOMER #:9618280

NORWALK,

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DISCLAIMEN OF WARRANTY

THE SELLING DEALER MAKES NO IVARRANTY OF ANY KIND WHATSORVER 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 DETWEEN THE MANUFACTURER AND THE PURCHASER. CSOSS REFRENCE 10 INSURANCE INFORMATION AMOUNT OF DEPRECIATION IF ANY PAINT CODE 11 outborize the report work described (including ports and materials) and agree to pay for it in CASH trusts otherwise agreed on this order. If the work is charged. Lagree to pay your regular finance charge, it understand that under lower low you may keep the vanies until payment is indue, you we not reparable for delays caused by unavariability of parts of delays in parts shipmant or for loss or damage to the volute or any artificials lit in it care of free that or any other cause bay any your control brings to be voluted as stundard charge for supplies and motornis. "Refer to reverse side of this parts." AMOUNT TO BE PAID CLAIM # BY CUSTOMER AMOUNT TO BE PAID BY INSURANCE CO. ALL PARTS NAME OF INS. CC. NEW ORIGINAL CUSTOMER SIGNATURE CUSTOMER SHAPE YOU HAVE THE DIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED DOS'T OF REPAIRS OR SERVICE WILL BE MORE THAN TENT DOLLARS, YOUR BILL MILL NOT BE LIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNILSS YOUR APPROVE A HIGHER AWOUTH BEFORE REFAIRS ARE FINISHED, INITIAL YOUR CHOICE EQUIPMENT NAME OF ADJUSTOR UNLESS OTHERWISE SPEC:FIED ADJUSTORS PHONE NO. No estimate. Call me if ropairs and source will Written estimate. SAVE CASTS DISCARD PARTS be more than 3

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

OK to Start

Need done

by fr... Please

PRELIMINARY ESTIMATE

Written by: JAMIE MORRIS # Adjuster:

Insured: Owner:

Evening:

Address:

NORWALK

Claim # Policy #

Deductible:

Date of Loss: Type of Loss:

3.4

Point of Impact: 12. Front

Inspect STEW HANSEN'S DODGE CITY BODY SH

Location: 12103 HICKMAN ROAD

DES MOINES, IA 50323

Insurance

Company:

Days to Repair

Business: (515)331-2904

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

VIN: 1B7MC33W01J Lic: Prod Date:

Intermittent Wipers Metallic Paint Power Mirrors Passenger Air Bag

Dual Mirrors Power\*Steering Anti-Lock Brakes (4) Split Bench Seats

Odometer: 10717 Clear Coat Paint Power Brakes Driver Air Bag Rear Step Bumper

Dual Rear Wheels

			_ :			
NO.	OP.	DESCRIPTION	QTY	EXT. PRIC	E 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
· <b>4</b>		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/BLUE Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
19# 20	R&I	BUG SHIELD FRONT DOOR		<b>- -</b>	<b></b>	0.5	
21. 22#	Rpr	RT Mirror glass w/heat BUFF PASSENGER DOOR	1	30	. 95	0.3	
		Subtotals ==>	·	851	. 55	5.5	8.8
		Parts Body Labor Paint Labor Paint Supplies	8.	.8 hrs	3 @ \$ 4	14.00/hr 14.00/hr 23.00/hr	387.20
		SUBTOTAL Sales Tax		\$ 1480	).75 @	\$ 6.0000%	1683.19
		GRAND TOTAL				\$	1772.00
		ADJUSTMENTS: Deductible	-				0.00
		CUSTOMER PAY INSURANCE PAY		· <del>-</del> -		<del></del> \$ \$	0.00 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:

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

VIN: 1B7MC33W01J LIC: 287CXK Prod Date: Odometer: 10717

	<del>-</del>		<b></b>	- <b></b>	
	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

for 1, 2

STEW HANSEN'S DODGE CITY, INC. 65907 UNDER THE STARS & STRIPES #:9618280 12103 Hickman Rd. WORKORDER (515) 331-2904 PAGE 1 Fax: (515) 331-2914 Des Moines, iowa 50323 NORWALK, IA HOME: SERVICE ADVISOR: 506 SPOSATO, TONY MILEAGE IN/OUT LICENSE COLOR YEAR MAKE/MODEL 10717 T0113 1B7MC33W01 DODGE RAM PICKUP PAYMENT RATE PROMISED IN SERVICE DATE PROD. DATE WARR. EXP. 17:00<u>03JUN02</u> 16MAY2001 Condition: Conditi AGREEMENT FOR TEMPORARY SUBS VEHICLE REPLACEMENT ONL DATE RATE: PER c PFR MILF MILES CREDIT CARD MILEAGE OTHER REFERENCE MILEAGE OUT **MILES** DRIVEN **WEEKS** MONTHS @ REQUEST FOR PERMISSION FOR PERSON OTHER THAN CUSTOMER TO DRIVE I hereby request Dealer's permission to allow \_\_\_\_\_ to drive this vehicle. APPROVED DAMAGE CUSTOMER: NOT VALID UNLESS APPROVED BY DEALER'S REPRESENTATIVE. SUB TOTAL **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 TAX 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. **NET AMOUNT DUE**  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. INSURANCE PROTECTION FOR **TEMPORARY SUBSTITUTE** VEHICLE TO BE PROVIDED BY **CUSTOMER'S INSURANCE POLICY** DRIVE SAFELY FORM CFD-252-SL (9/98) TO DISCARD PARTS ;

R. O. NO 65907 5 5 4867 Ran

- 1. Remove Hood
  2. Remove Forille
  3. Remove the Kingo

- 1/2 Removette. Hinge
- S-RJI Latch
- ER+ILock

7RJII Acad lights 8. R+I Antenna

1. RAI Bug shold

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O.NO. 55907 ENP.NO. OPER.NO 4567 Kam	5.7	OFF 2
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 65107 EDP. NO. OPER NO. VSC 7 Ram	TIME 34	OFF LANGE ON



28635 Mound Road Warren, Michigan 48092-3499 (686) 753-3326 FAX (586) 753-3335

# Facsimile Cover Sheet DaimlerChrysler Vehicle Investigation

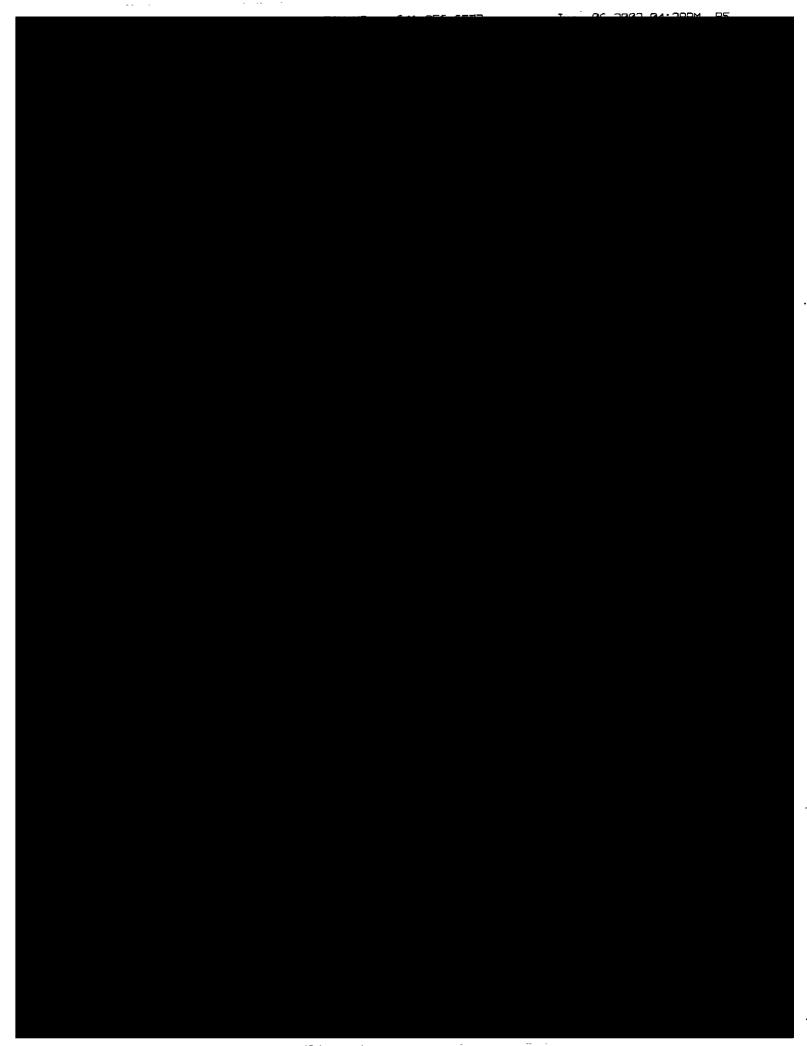
Owner: Project No. DAIM-0001	CAIR No.: 10068930								
TO: Bill Wilson	FROM: Tina Martin								
Fax No.: 641-856-6537	Date Sent: <u>6-5-02</u>								
VENDOR ID: WILBIO  DUE DATE: 6-10-02									
*PLEASE ACKNOWLEDGE PROMPTLY BY FAX OR EMAIL									
*Receipt of CAIR and <u>Accepting</u> case for investigation? X Yes No									
	Date: 6-6-02								
	hrysler (Service Associate Use Only) mail to EAA for closure)								
*Closure Date: 6-4-02	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 B56 6537 Jun. 06 2002 04:27PM P3

JUN 05 2002 17:27 641 856 6537 PAGE.04



FROM : BILL WILSON



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

# Facsimile Cover Sheet DaimlerChrysler Vehicle Investigation

Owner:		•							
Project No. DAIM-0001 CAIR No.: 10068930									
TO: Bill Wilson FROM: Tina Martin									
Fax No.: <u>641-856-6537</u>		Date Sen	ıt; <u>6-5-02</u>						
VENDOR ID: WILB10		DUE DATE: <u>6</u>	<u>-10-02</u>						
*PLEASE ACKNOWLEDGE	PROMPTLY BY	FAX OR EMAIL							
*Receipt of CAIR and <u>Accepting</u> case for investigation? 💢 Yes 🔲 No									
			Date: 6-6-02						
Coversheet for (A	r DaimlerChrysle lso fax or email t	er (Service Associa o EAA for closure)	te Use Only)						
*Closure Date: 6-4-0	<u>Daimle</u>	erChrysler 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	1 page	Porterfield	( <b>248)</b> 944 <del>-713</del> 4						
Comments:									

### 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



Reference No.: 10068930

V.I.N.: 1B7MC33W01

Dear 1

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

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