

State Farm Insurance Companies®



June 26, 2002

ATTN: Warranty Litigation Department
Daimler Chrysler Motors Corporation
1000 Chrysler DR
Auburn Hills MI 48326-2766

RECEIVED

SEP 3 0 2002

SPECIAL INVESTIGATIONS

10122908
Fairfax Service Center
4401 Village Drive
P.O. Box 10125
Fairfax VA 22030-5619
Phone: (703) 218-0400
1-800-394-1792

Re: Claim Number: 46-0602-870
Our Insured: [REDACTED]
Date of Accident: June 14, 2002
Vehicle: 2001 Dodge Ram 1500 Pickup Truck
VIN: 3B7HF13Z61G [REDACTED]

Dear Warranty Litigation Department:

This State Farm® insured owns a 2001 Dodge Ram 1500. The vehicle was involved in an accident on June 14, 2002.

The owner was traveling on a two-lane road when the hood latch broke and the hood flew back and damaged the passenger side cab of the vehicle. We are presently inspecting the vehicle and handling repairs with our insured. The repairs also include our insured's deductible amount of \$100 toward the repairs.

Our investigation revealed the cause of this loss was due to the hood latch mechanism failing while he was driving his vehicle.

Enclosed is the documentation of State Farm's claim. The evidence is being held for your inspection. You may contact me at (703) 218-0592 to make arrangements to inspect the 2001 Dodge Ram 1500. Please consider this letter as our demand to Daimler Chrysler Motors Corporation for reimbursement of monies paid toward the repairs on this vehicle.

Sincerely,

Michael J. Girdy
CLAIM SPECIALIST
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
PHONE (703) 218-0592

MJG/016/0626015

Enclosure

RECEIVED

SEP 26 2002

Warranty Litigation
Office of General Counsel
DaimlerChrysler Corporation



RBZ00032
date: 09-23-02
time: 02:14 PM

route to: Girdy, Michael

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

VEHICLE DAMAGE REPORT

claim number
46-0602-870

date of loss
06-14-02

```
*****  
* Estimate Vehicle Info *  
*  
* Vehicle Owner: [REDACTED] *  
* Vehicle Description: 01 DODG BR1500 4X4 QUAD 4D SHORT BLUE *  
*  
*****
```

07/09/2002 AT 07:03 AM
10577

JOB NUMBER: 4720

TEMPLETON BODY WORKS
BODY WORKS BY TEMPLETON
8598 LEESBURG PIKE
VIENNA, VA 22182
(703)790-3220 FAX: (703)790-3232

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: PETE MCDERMOTT # 07/09/2002 07:03 AM
ADJUSTER: PROCESSOR TEAM 54 #

INSURED:
OWNER:
ADDRESS:
EVENING:
DAY:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

CLAIM #46-0602-87001
POLICY #
DEDUCTIBLE: 100.00
DATE OF LOSS: 06/14/2002 AT 04:10 AM
TYPE OF LOSS: COLLISION
POINT OF IMPACT:

INSPECT TEMPLETON BODY WORKS
LOCATION: 8598 LEESBURG PIKE
VIENNA, VA 22182

FAX: (703)790-3232

INSURANCE STATE FARM INSURANCE COMPANIES
COMPANY: 8598 LEESBURG PIKE
VIENNA, VA 22182

BUSINESS: (703)790-3220
DAYS TO REPAIR

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT BLUE INT:GRAY
VIN: 3B7HF13Z61G188182 LIC: AU FABER VA PROD DATE: 03/2000 ODOMETER: 32127
AIR CONDITIONING REAR DEFOGGER TILT WHEEL
CRUISE CONTROL INTERMITTENT WIPERS KEYLESS ENTRY
THEFT DETERRENT/ALARM TINTED GLASS BODY SIDE MOLDINGS
DUAL MIRRORS ROOF CONSOLE CLEAR COAT PAINT
METALLIC PAINT POWER STEERING POWER BRAKES
POWER WINDOWS POWER LOCKS POWER DRIVER SEAT
POWER MIRRORS AM RADIO FM RADIO
STEREO CASSETTE CD PLAYER
ANTI-LOCK BRAKES (2) DRIVER AIR BAG PASSENGER AIR BAG
CLOTH SEATS SPLIT BENCH SEATS RECLINE/LOUNGE SEATS
REAR STEP BUMPER SLIDING REAR WINDOW RUNNING BOARDS/SIDE STEPS
BEDLINER TRAILERING PACKAGE TONNEAU
AUTOMATIC TRANSMISSION 4 WHEEL DRIVE OVERDRIVE
ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#	S01	*****	1				
2#	S01	FINAL BILL	1				
3#	S01	COPY OF ESTIMATE TO OWNER	1				
4#	S01	*****	1				
5		HOOD & GRILLE					
6	R&I	R&I HOOD ASSY				0.5	
7*	RPR	HOOD FROM 12-6-93				10.0*	3.2
8		ADD FOR CLEAR COAT					1.3

07/09/2002 AT 07:03 AM
10577

JOB NUMBER: 4720

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT BLUE INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
9	R&I	GRILLE ALL CHROME				0.5	
10	REPL	LOCK	1		31.35	0.5	
11	REPL	SAFETY CATCH	1		11.25	0.3	
12	REPL	HANDLE W/ROD W/O SPORTS PACKAGE	1		9.35		
13	REPL	GUIDE	1		3.70		
14	REPL	RT HINGE FROM 10-20-97	1		76.50	0.3	0.3
15	REPL	LT HINGE FROM 10-20-97	1		76.50	0.3	0.3
16		WINDSHIELD					
17*	SUBL	MOLDING	1		54.00*	X	
18		CAB					
19*	RPR	ROOF PANEL QUAD CAB				3.0*	3.4
20		OVERLAP MAJOR ADJ. PANEL					-0.4
21		ADD FOR CLEAR COAT					0.6
22#		CORROSION PROTECTION	1		7.00	X	
23#		HAZARDOUS WASTE REMOVAL	1		3.00	X	
24#		CAR COVER PROTECTANT	1		5.00	X	
SUBTOTALS ==>					277.65	15.4	8.7

ESTIMATE NOTES:

CLAIM# 46-0602-87001, DATE OF LOSS=06-14, LOG# 06-14, APPROX TIME TO REPAIR 7 DAYS, O/D=MINOR SCRATCHES, DOOR DINGS, LT FNDR DENTED TOP FRT, W/SHIELD STONE CHIP LT SIDE, NO LKQ CALLED FOR.

COPY OF ESTIMATE MAILED TO OWNER.

PARTS				208.65
BODY LABOR	15.4 HRS	@ \$ 36.00/HR		554.40
PAINT LABOR	8.7 HRS	@ \$ 36.00/HR		313.20
PAINT SUPPLIES	8.7 HRS	@ \$ 22.00/HR		191.40
SUBLET/MISC.				69.00
SUBTOTAL			\$	1336.65
SALES TAX	\$ 208.65	@ 4.5000%		9.39
GRAND TOTAL			\$	1346.04
ADJUSTMENTS:				
DEDUCTIBLE				100.00
CUSTOMER PAY			\$	100.00
INSURANCE PAY			\$	1246.04

07/09/2002 AT 07:03 AM
10577

JOB NUMBER: 4720

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT BLUE INT:GRAY

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR3TA94 DATABASE DATE 6/2002 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.

07/09/2002 AT 07:03 AM
10577

JOB NUMBER: 4720

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT BLUE INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
----- ADDED ITEMS -----							
1#	S01	*****	1				
2#	S01	FINAL BILL	1				
3#	S01	COPY OF ESTIMATE TO OWNER	1				
4#	S01	*****	1				
SUBTOTALS ==>					0.00	0.0	0.0

ESTIMATE NOTES:

CLAIM# 46-0602-87001, DATE OF LOSS=06-14, LOG# 06-14, APPROX TIME TO REPAIR 7 DAYS, O/D=MINOR SCRATCHES, DOOR DINGS, LT FNDR DENTED TOP FRT, W/SHIELD STONE CHIP LT SIDE, NO LKQ CALLED FOR.
COPY OF ESTIMATE MAILED TO OWNER.

PARTS	0.00
SUBTOTAL	\$ 0.00

ESTIMATE	1346.04	PETE MCDERMOTT
SUPPLEMENT S1	0.00	PETE MCDERMOTT

JOB TOTAL \$ 1346.04

CUSTOMER PAY \$ 100.00
INSURANCE PAY \$ 1246.04

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PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

07/09/2002 AT 07:03 AM
10577

JOB NUMBER: 4720

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT BLUE INT:GRAY

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0



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.: 10122908

TO: Wayne Arnold

FROM: Tina Martin

Date Sent: 6-17-02

DUE DATE: 6-20-02

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

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

Date: 6/18/02

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

*Closure Date: 6/20/02
PAGES: 13

DaimlerChrysler Fax No.: 248- 512-8748

☐ Bennis (248) 944-7036

☐ Martell (248) 944-7038

☐ Bott (248) 944-7056

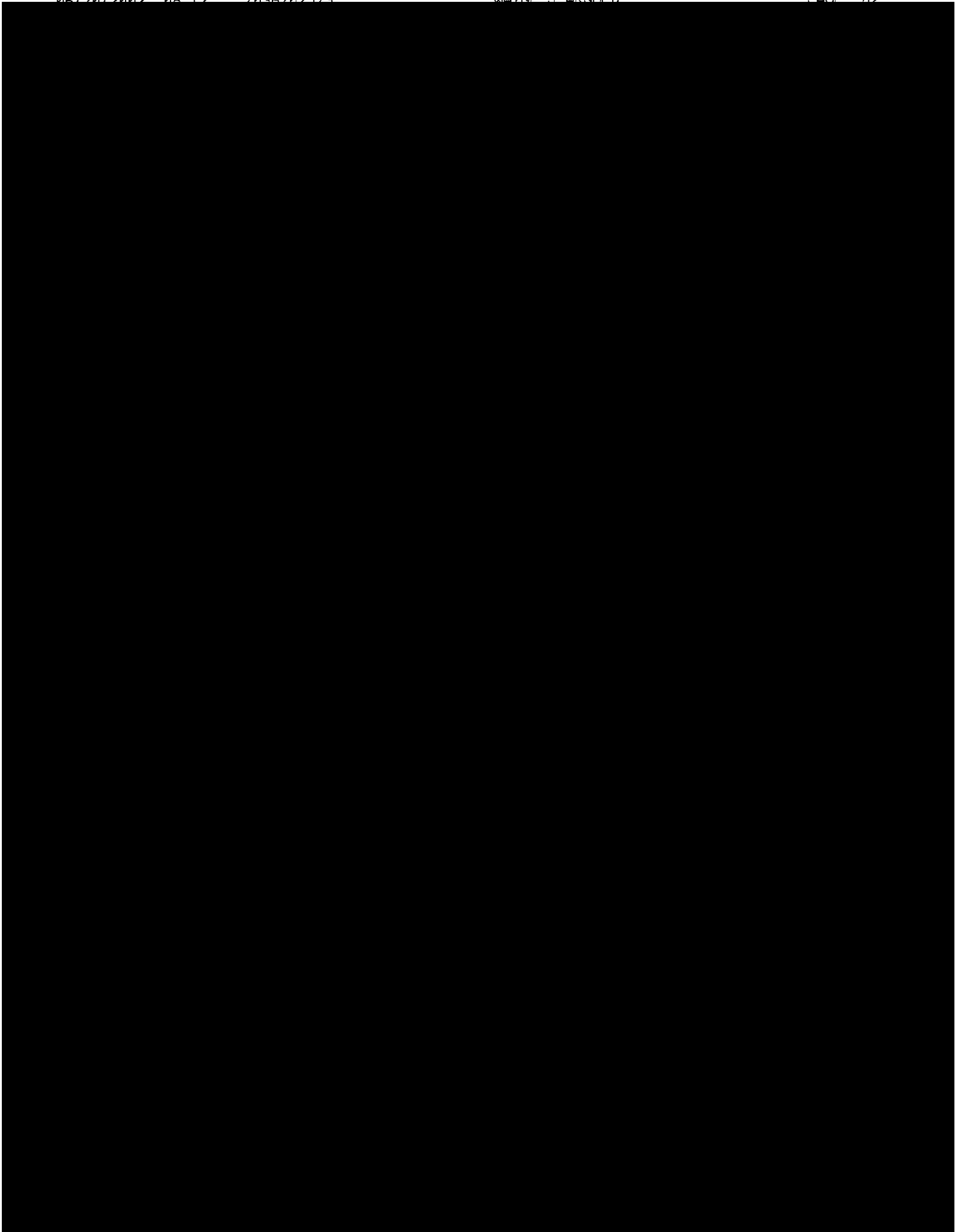
☐ Susalla (248) 944-7149

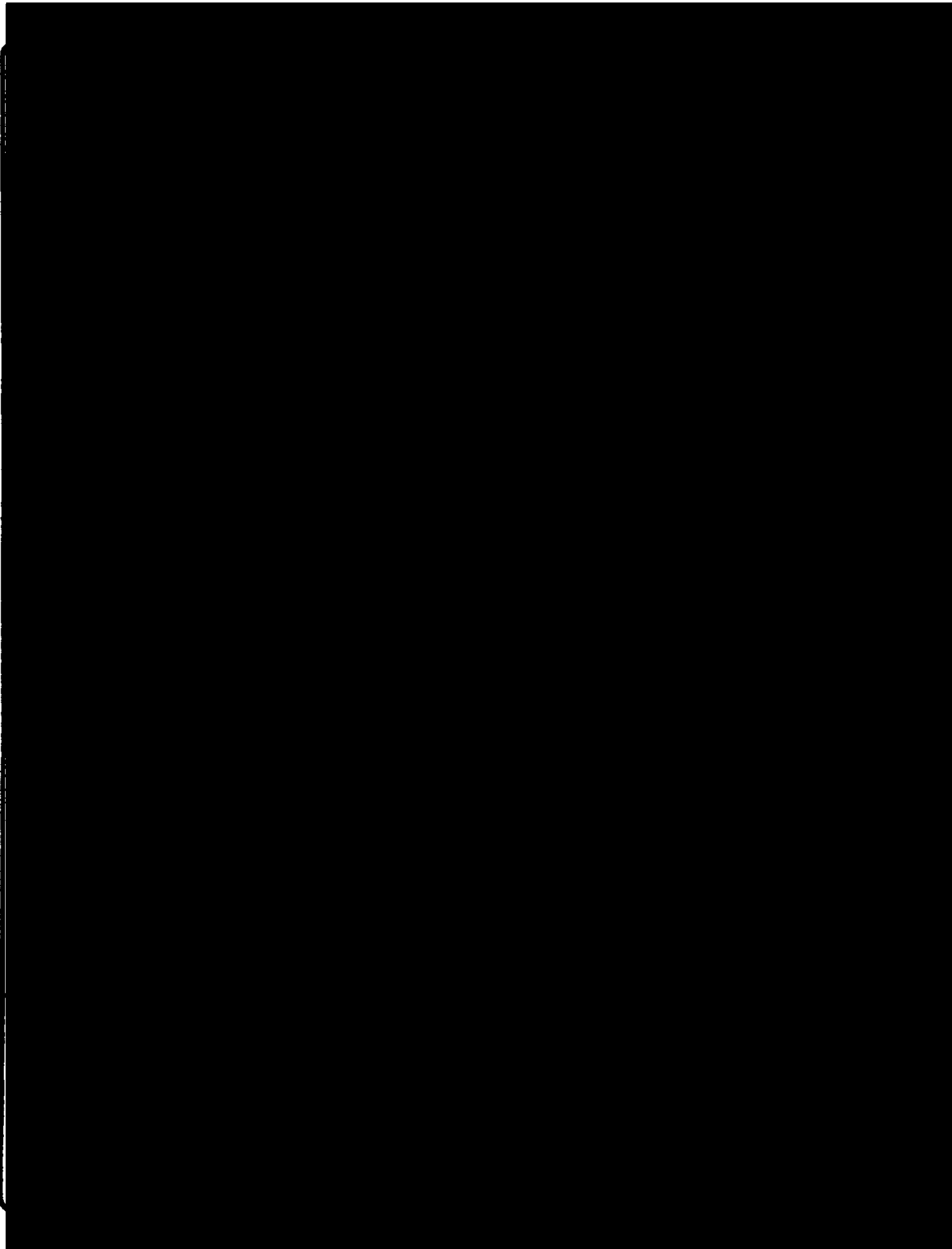
☐ Gilbert (248) 944-7037

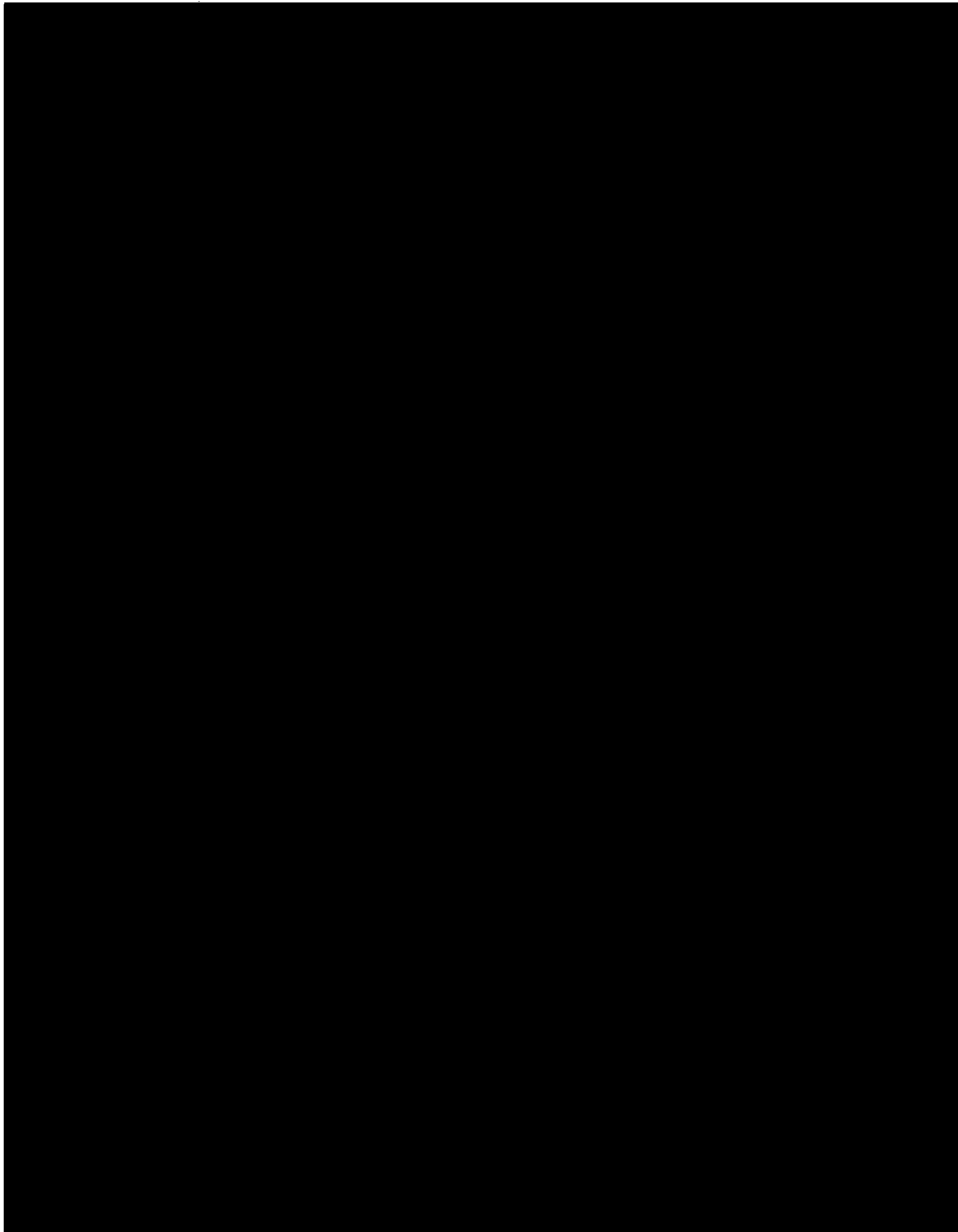
☒ Porterfield (248) 944-7134

Comments: _____

A large handwritten checkmark is drawn in the bottom right corner of the page.







06/20/2002 08:12
CAIR 10122400

7036202573

WAYNE J ARNOLD

PAGE 06

TEMPLETON DODGE
VIENNA, VA.

2001 DODGE RAM
3B7HF13Z61G

P.1

SERVICE HISTORY

RO No: 221179 Opened: 28JUL00 Closed: 28JUL00 Mileage: 8039
Line Code: A Booker: 23 Comeback: N
Complaint: PROGRAM KEYLESS ENTRY
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
26 5261 CPD RKE * PROGRAM KEYLESS ENTRY REMOTE(S)

Press return to continue, S to list the story for this RO, or E to exit: ?

RO No: 33037 Opened: 02MAY00 Closed: 17MAY00 Mileage: 723

Line Code: A Booker: 446 Comeback: N

Complaint: PAINT PEELING ON TAILGATE

Cause: E

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

446 563 WC 23703701 TAILGATE-Refinish (A)

446 WC 9997 NO DESCRIPTION

Press return to continue, S to list the story for this RO, or E to exit: ?

RO No: 217195 Opened: 26APR00 Closed: 26APR00 Mileage: 490

Line Code: A Booker: 23 Comeback: N

Complaint: GR8 COMPLETE ECP PACKAGE

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

30 60 IGR GR8 COMPLETE ECP PACKAGE

Press return to continue, S to list the story for this RO, or E to exit: ?

RO No: 215598 Opened: 20MAR00 Closed: 21MAR00 Mileage: 2

Line Code: A Booker: 23 Comeback: N

Complaint: PDI PRE-DELIVERY INSPECTION

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

30 9169 IDPDI PDI PRE-DELIVERY INSPECTION

Line Code: B Booker: 23 Comeback: N

Complaint: VAI VIRGINIA SAFETY INSPECTION W/PDI

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

30 3632 ID VAI VIRGINIA SAFETY INSPECTION W/PDI

Line Code: C Booker: 23 Comeback: N

Complaint: WASHD PRE-DELIVERY WASH DODGE

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

30 60 IGR WASHD PRE-DELIVERY WASH DODGE

Press return to continue, S to list the story for this RO, or E to exit: ?

-----VEHICLE INFORMATION PLUS SUMMARY REPORT-----

06/20/2002 06:56

HERITAGE

PAGE 1

VIN: 3B7HF13Z61G WCC: 336 Current Odometer: 32127 Miles
Yr/Model: 2001 DODGE RAM 1500 P/U QUAD CAB In-Serv Date: 04/13/2000

-----VEHICLE SUMMARY-----

BodyStyle: BE6L33 Build Date: 03/02/2000 Hour: 10
Color 1: PB7A - Patriot Blue Pearl Coat
2: QPKA - Light Driftwood Satin Glow
Engine: Engine - "Magnum" 5.9L SMPI V8
Trans: Transmission - 4-Spd. Automatic, 46RE
Seller: 43977 TEMPLETON DODGE
Address: 8598 LEEBSBURG PIKE Zone: 35
City: VIENNA
State/Province: VA Desc: VIRGINIA
Postal Code: 22182
Country: USA Desc: UNITED STATES
Phone: 703.893.8100
Sale Type: 1-DIRECT RETAIL Last Odometer: 7 Miles on 05/16/2000

-----CUSTOMER NAME AND ADDRESS-----

**** CURRENT OWNER NAME ****

Title Code: 01 MR
First Name: [REDACTED]
Preferred Name:
Middle Initial: K
Last Name: [REDACTED]
Address: [REDACTED]
City: ASHBURN
Province/State: VA VIRGINIA
Postal Code: [REDACTED]
Phones - Home: [REDACTED] Bus:
Fax:
Language Pref: 010 ENGLISH
Country: USA UNITED STATES

-----ORIGINAL OWNER NAME-----

First Name: [REDACTED]
Middle Initial:
Last Name: [REDACTED]

-----SERVICE HISTORY (LAST 24 MONTHS)-----

NO SERVICE HISTORY FOR THIS VEHICLE

-----WARRANTY COVERAGE SUMMARY-----

WCC: 336	Original	Deduct	Expires	Remaining
BASIC: 36 Mos or 36000 Miles	0	04/13/2003	10 Mos or 3873 Miles	
POWERTRAIN: 36 Mos or 36000 Miles	0	04/13/2003	10 Mos or 3873 Miles	
PERFORMANCE: 60 Mos or 100000 Miles	0	04/13/2005	34 Mos or 67573 Miles	
EMISSIONS: 36 Mos or 36000 Miles	0	04/13/2003	10 Mos or 3873 Miles	
ADJUSTMENTS: 36 Mos or 36000 Miles	0	04/13/2003	10 Mos or 3873 Miles	
AIR COND.: 36 Mos or 36000 Miles	0	04/13/2003	10 Mos or 3873 Miles	
EX.FED.EMIS: 96 Mos or 80000 Miles	0	04/13/2008	70 Mos or 47873 Miles	

In-Service Odometer: 7 Miles
Master Shield : N/A

Roadside Assistance : YES
Transferable - Factory Warranty: N/A

Veh. Restrictions : NO RESTRICTIONS

- Service Contract: YES

*** Above info has been adjusted in accordance to local laws ***

-----CURRENT VEHICLE TRANSFER INFORMATION-----

Restrictions: NO RESTRICTIONS

FACTORY WARRANTY ODOMETER LEFT: 10.758 % TIME LEFT: 27.148 %

WCC	MODEL YRS	BASIC	POWERTRAIN	DED	RUST PROTECTION
336	1995-96	3/36	3/36	0	7/100
	1997-01	3/36	3/36	0	5/100

WARRANTY COVERAGE GOES WITH THE VEHICLE. INFORM DAIMLER-CHRYSLER OF ANY SUBSEQUENT OWNER'S NAME AND ADDRESS CHANGES USING 'VEHICLE OWNERSHIP INFO UPDATE/TRANSFER' ON THE VIP UPDATE MENU.

THIS VEHICLE IS ELIGIBLE FOR SERVICE CONTRACT TRANSFER

Use 'VEHICLE OWNERSHIP INFO UPDATE/TRANSFER' on the VIP update menu to xfer.

-----SERVICE CONTRACT ----- CONTRACT 1 of 1-----

SERVICE CONTRACTS WITH A PLAN SALE DATE AFTER 09-30-1997 ARE ONLY TRANSFERRABLE ONE TIME, EXCEPT PLANS SOLD IN THE STATE OF FLORIDA. THE 7/70 WRAP AROUND PLAN IS NOT ELIGIBLE FOR TRANSFER BEYOND THE 2ND OWNER OF THE VEHICLE.

Contract No.: 13769459

Name: MR

B K BROWN

Plan Code: MD5100G

Desc: 5YR/100,000 MAXIMUM CARE \$50

Effective Date/Odometer: 04/13/2000 at 7 Miles Plan Sale Dte: 04/13/2000
Expiration Date/Odometer: 04/13/2005 at 100000 Miles HI TECH: NO

Deductible: 50 USD
Maximum Rental Amount Per Day: 30 USD
Maximum Rental Allowance Per Visit: 150 USD
Towing Allowance: 0 USD
Maximum Oil Change Allowance: N/A
Roadside Assistance: YES - PRIOR APPROVAL REQUIRED (800-521-2779)
Road Hazard: NO Trip Interruption: YES First Day Rental: NO
Cancellation Fee: 50 USD Transfer Fee: 50 USD Transferred: NO

-----RECALL INFORMATION-----

Recall Number	Description	Launch Date	Repair Date
--INCOMPLETE RECALLS--			
B04	POWER DISTRIBUTION CENTER CABLE CONN	05/17/2002	

-----COMPLETE RECALLS-----
** NO COMPLETE RECALLS **

-----OPEN CAIR SUMMARY-----

NO OPEN CAIRS FOR INQUIRING DEALER FOR THIS VEHICLE

-----E N D O F R E P O R T-----

06/18/2002 at 10:11 AM
10577

Job Number:

TEMPLETON BODY WORKS
 BODY WORKS BY TEMPLETON
 8598 LEESBURG PIKE
 VIENNA, VA 22182
 (703)790-3220 Fax: (703)790-3232

PRELIMINARY ESTIMATE

Written by: MARK JONES #
 Adjuster:

Insured: [REDACTED] Claim #
 Owner: [REDACTED] Policy #
 Address: [REDACTED] Deductible:
 ASHBURN, VA [REDACTED] Date of Loss:
 Day: [REDACTED] Type of Loss:
 Evening: [REDACTED] Point of Impact:

Inspect
 Location:

Insurance
 Company:

Days to Repair

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D LONG BLUE Int:

VIN: 3B7HF13261G [REDACTED] Lic: [REDACTED] Prod Date: [REDACTED] Odometer: 32127

Intermittent Wipers	Dual Mirrors	Clear Coat Paint
Power Steering	Power Brakes	Anti-Lock Brakes (2)
Driver Air Bag	Passenger Air Bag	Split Bench Seats
Rear Step Bumper	Styled Steel Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		HOOD & GRILLE					
2*	Rpr	Hood from 12-6-93	0	0.00	4.0	2.0	
3		Add for Clear Coat	0	0.00	0.0	0.8	
4*	Repl	RT Hinge from 10-20-97	1	76.50	0.3	0.1	
5*	Repl	LT Hinge from 10-20-97	1	76.50	0.2	0.1	
6*	Repl	Safety catch	1	11.25	0.2	0.0	
7		INFORMATION LABELS					
8*	Repl	Emission label Federal 5.9 liter	1	2.95	0.0	0.0	
Subtotals ==>				167.20	4.7	3.0	

Parts		167.20
Body Labor	4.7 hrs @ \$ 79.90/hr	375.53
Paint Labor	3.0 hrs @ \$ 79.90/hr	239.70
Paint Supplies	3.0 hrs @ \$ 40.00/hr	120.00
SUBTOTAL		\$ 902.43
Sales Tax	\$ 167.20 @ 4.5000%	7.52

06/18/2002 at 10:11 AM
10577

Job Number:

PRELIMINARY ESTIMATE

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D LONG BLUE Int:

GRAND TOTAL	\$ 909.95
ADJUSTMENTS:	
Deductible	0.00

CUSTOMER PAY	\$ 0.00
INSURANCE PAY	\$ 909.95

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TA94 Database Date 6/2002 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.

DAIMLERCHRYSLER

DaimlerChrysler
Motors Corporation

October 10, 2002

Mr. Michael Girdy
STATE FARM INSURANCE COMPANIES
P.O. Box 10125
Fairfax, VA 22030-5619

Insured: [REDACTED]
V.I.N.: 3B7HF13Z61G [REDACTED]
Claim No.: 46-0602-870
Date of Loss: July 14, 2002
Our File No.: 10122908

Dear Mr. Girdy:

This letter is in response to your correspondence of June 26, 2002, regarding the above referenced claim number.

I have again reviewed our file in its entirety, as well as your subrogation information, and I am still not convinced of a manufacturing responsibility to be associated with this incident.

If you are in possession of a failed part report, damage report, or any documentation that shows DaimlerChrysler's liability, will you please forward a copy to my attention for review. At that time, I will be able to formulate a more informed response to your subrogation.

Sincerely,

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

MRP/lls

June 27, 2002

[REDACTED]
Ashburn, VA [REDACTED]

Reference No.: 10122908

VIN: 3B7HF13Z61G [REDACTED]

Dear [REDACTED]

This is in regard to the inspection performed on your vehicle on June 18, 2002, by a representative of Engineering Analysis Associates.

[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,

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

ALG/mtr