

March 19, 2003

Mr. Jeff Jensby
State Farm Insurance Companies
P.O. Box 11620
Reno, NV 89510

RE: Your Insured: [REDACTED]
V.I.N.: 1B7KF23W2YJ [REDACTED]
Your Claim No.: 283114949
Our File No.: 10192890

Dear Mr. Jensby:

This will further acknowledge your recent contact with DaimlerChrysler Motors Corporation, regarding the above mentioned loss.

I have had the opportunity to review the information contained in your latest correspondence, and must advise you that I am not convinced of a manufacturer's responsibility. The recall you quote in your letter does not involve this vehicle.

With this in mind, I would not accept your subrogation claim, and can only suggest arbitration as your next logical step.

Sincerely,

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

sh

10192890

State Farm Insurance Companies®



March 10, 2003

Reno Claim Office
800 South Rock Blvd.
P. O. Box 11620
Reno, NV 89510

Warranty Litigation Department
Daimler Chrysler Motors Corporation
M. H. Martell
P.O. Box 218004
Auburn Hills, MI 48321-8004

RECEIVED

MAR 17 2003

SPECIAL INVESTIGATIONS¹

RE: Claim #: 28-3114-949
Our Insured: [REDACTED]
Date of Loss: July 5, 2002
Make, Model, and Year: 2000 Dodge Ram 2500 pickup
VIN: 1B7KF23W2YJ [REDACTED]
Your Reference #: 10192890

Dear Mr. Martell:

Our insured's 2000 Dodge Ram 2500 pickup was involved in a Comprehensive loss. We settled a claim with our insured in the amount of \$2,553.95 which includes our insured's deductible.

Our estimator inspected the vehicle and found that the hood latch did not work and the loss was due to hood latch failure. Our insured, [REDACTED], contacted Ray Patane, Service Manager at Carson City Dodge, immediately following the accident and advised him that her vehicle is located at Gilson Auto Body in Carson City and understood that a Daimler Chrysler representative would inspect the vehicle.

Please review your recall 01V040000 that describes the defect as corrosion of the return spring on the hood secondary latch that could cause the mechanism to bind in the release position.

Our insured, [REDACTED], contacted your office, was given reference number 10192890, and was told to proceed through her insurance company who could in turn collect for the monies paid out directly from Daimler Chrysler Corporation.

Enclosed please find repair estimates and photos for your consideration.

✓

Warranty Litigation Department
Daimler Chrysler Motors Corporation
Claim #28-3114-949
Page 2
March 10, 2003

Please consider this letter as our demand to Daimler Chrysler Motors Corporation for reimbursement of \$2,553.95.

Sincerely,

Jeff Jensby
CLAIM REPRESENTATIVE
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
Phone #: (775) 858-5923

018/0308012r1

Enclosures: Repair estimate
Photos

Date: 7/10/02 12:10 PM
Estimate ID: 28-3114-94901
Estimate Version: 1
Supplement: 1(P) 7/10/02 12:10:50 AM
FINAL
Profile ID: STATE FARM INS.

Gilson Autobody
405 Moses St. Carson City, NV 89703
(775) 887-9099
Fax: (775) 884-3299

Damage Assessed By: DARREN STEWART
Supplemented By: DARREN STEWART

Type of Loss: Comprehensive
Date of Loss: 7/5/02
Deductible: 100.00
Claim Number: 28-3114-94901

Insured: [REDACTED]
Address: [REDACTED] NV [REDACTED]
Telephone: Work Phone: [REDACTED] Home Phone: [REDACTED]

Mitchell Service: 914527

Description: 2000 Dodge Pickup R2500
Body Style: 2D PkUpQua 8' Bed 155" WB
VIN: 1B7KF23W2YJ [REDACTED]
Mileage: 81,013
OEM/ALT: 0
Color: BLACK

Drive Train: 8.0L Inj 10 Cyl4WD
License: [REDACTED]
Search Code: None

Line	Entry	Labor		Line	Item	Part Type/ Part Number	Dollar	Labor
Item	Number	Type	Operation	Description			Amount	Units
1	436285	BDY	REMOVE/REPLACE	GRILLE	55076550AB		270.00	INC #
2	436308	BDY	REMOVE/REPLACE	HOOD PANEL	55075923AD		625.00	1.3
3	AUTO	REF	REFINISH	HOOD OUTSIDE			C	3.2
4	AUTO	REF	REFINISH	HOOD UNDERSIDE			C	1.6
5	402270	BDY	REMOVE/REPLACE	HOOD INSULATOR RETAINER	6003351		27.75*	
S1 6	436309	BDY	REMOVE/REPLACE	R HOOD HINGE	55076270AC		76.50	0.2 #
7	AUTO	REF	REFINISH	R HINGE				0.3
S1 8	436310	BDY	REMOVE/REPLACE	L HOOD HINGE	55076271AC		76.50	0.2 #
9	AUTO	REF	REFINISH	L HINGE				0.3
10	402310	BDY	REMOVE/REPLACE	HOOD STRIKER	55075937		9.50	INC
11	400111	BDY	REMOVE/REPLACE	HOOD PRIMARY LATCH	55275379		31.35	0.3
12	402370	BDY	REMOVE/REPLACE	HOOD SECONDARY CATCH	55076367		11.25	INC
13	437463	GLS	REMOVE/REPLACE	W/SHIELD GLASS	**Qual Repl Part		336.25*	1.8 #
S1 14	401459	BDY	REMOVE/REPLACE	W/SHIELD REAR VIEW MIRROR	55076403AB		32.45	INC
S1 15	424100	MCH	REMOVE/INSTALL	INSTRUMENT PANEL ASSY		-M		3.0
16				TO CLEAN GLASS FROM VENTS				
S1 17	936001		ADD'L COST	TOWING			150.75*	
18	AUTO	REF	ADD'L OPR	CLEAR COAT				1.9
19	AUTO		ADD'L COST	PAINT/MATERIALS			146.00*	

ESTIMATE RECALL NUMBER: 7/02/02 12:10:50 28-3114-94901

Mitchell Data Version: JUN_02_A
UltraMate Version: 4.8.009

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Page 1 of 4

Date: 7/10/02 12:10 PM
Estimate ID: 28-3114-94901
Estimate Version: 1
Supplement: 1(P) 7/10/02 12:10:50 AM
FINAL
Profile ID: STATE FARM INS.

20 AUTO ADD'L COST HAZARDOUS WASTE DISPOSAL 3.07*

* - Judgement Item
- Labor Note Applies
C - Included in Clear Coat Calc

Remarks

GLASS WENT IN THE VENTS, TO CLEAN UP GLASS NEED TO R&I INSTRUMENT
PANEL ASSY.

ESTIMATE RECALL NUMBER: 7/02/02 12:10:50 28-3114-94901

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 Estimate ID: 28-3114-94901
 Estimate Version: 1
 Supplement: 1(P) 7/10/02 12:10:50 AM
 FINAL
 Profile ID: STATE FARM INS.

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	2.0	42.00	0.00	0.00	84.00	Taxable Parts	1,496.55
Refinish	7.3	42.00	0.00	0.00	306.60	Sales Tax @ 7.000%	104.76
Glass	1.8	40.00	0.00	0.00	72.00		
Mechanical	3.0	60.00	0.00	0.00	180.00	Total Replacement Parts Amount	1,601.31
Non-Taxable Labor					642.60		
Labor Summary	14.1				642.60		
III. Additional Costs					Amount	IV. Adjustments	Amount
Taxable Costs					146.00	Insurance Deductible	100.00-
Sales Tax @ 7.000%					10.22	Customer Responsibility	100.00-
Non-Taxable Costs					153.82		
Total Additional Costs					310.04		
						I. Total Labor:	642.60
						II. Total Replacement Parts:	1,601.31
						III. Total Additional Costs:	310.04
						Gross Total:	2,553.95
						IV. Total Adjustments	100.00-
						Net Total:	2,453.95
						Less Original Net Total:	1,869.67
						Net Supplement Amount:	584.28
						S1: DARREN STEWART	584.28

Inspection Site: GILSON AUTO BODY INC

Body Shop: GILSON'S AUTO BODY
 Address: 405 MOSES ST
 CARSON CITY, NV 89703
 Telephone: (702) 887-9099

ESTIMATE RECALL NUMBER: 7/02/02 12:10:50 28-3114-94901

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Date: 7/10/02 12:10 PM
Estimate ID: 28-3114-94901
Estimate Version: 1
Supplement: 1(P) 7/10/02 12:10:50 AM
FINAL
Profile ID: STATE FARM INS.

Cycle Time Information

Drop Off Date: 7/9/02	Time: 12:00	Repair Dates:
Promise Date: 7/19/02		Start Date: 7/9/02
Pick Up Date: 7/19/02	Time: 05:00	Completion Date: 7/19/02
Is Vehicle Driveable (Y/N)?:	N	
Assisted With Rental (Y/N)?:	N	

WARNING: Accidental air bag deployment is possible. Personal injury may result. Avoid area near steering wheel and instrument panel even if air bags have deployed. Dual-stage air bag modules may be present that could contain an undeployed stage. When disposing of a deployed dual-stage air bag, always treat it as a "live" module. See appropriate MITCHELL(R) AIR BAG SERVICE & REPAIR MANUAL, or OEM information.

ESTIMATE RECALL NUMBER: 7/02/02 12:10:50 28-3114-94901

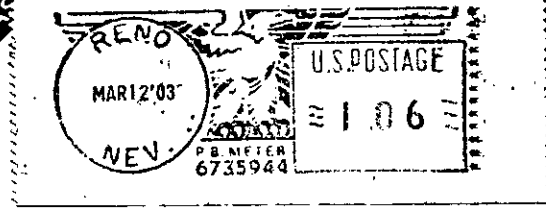
Mitchell Data Version: JUN_02_A
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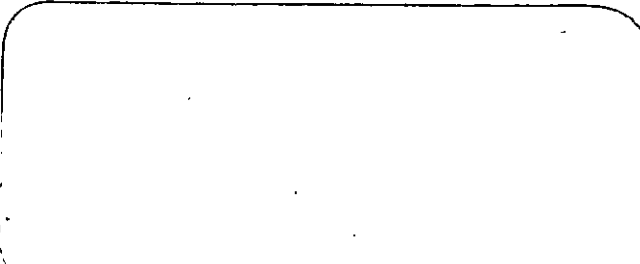
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166-852A

State Farm Insurance Companies
P.O. Box 11620
Reno, Nevada 89510-1620



FIRST CLASS MAIL



DAIMLERCHRYSLER

October 7, 2002

DaimlerChrysler
Motors Corporation

Mr. Jeff Jensby
STATE FARM INSURANCE COMPANIES
P.O. Box 11620
Reno, NV 89510

Claim No.: 283114949
Insured: [REDACTED]
Our Reference No.: 10192890
V.I.N.: 1B7KF23W2YJ [REDACTED]

Dear Mr. Jensby:

This will further acknowledge your recent contact with DaimlerChrysler Motors Corporation, regarding an incident in the above mentioned vehicle.

I have thoroughly reviewed all of the information contained in your file, and also [REDACTED] previous contacts.

Nowhere is there any information on a District Manager inspection of this vehicle.

With this in mind, I would be totally dependent on you for proof of a manufacturer's liability.

If you are in receipt of such liability, in the form of an accident report, a reconstructionist's report, a failed part report, or other information you feel shows our liability, I would appreciate prompt receipt of this by return mail.

After a review of this information, I will be in a better position to determine our response.

Sincerely,

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

MHM/lis

State Farm Insurance Companies®



September 24, 2002

Warranty Litigation Department
Daimler Chrysler Motors Corporation
1000 Chrysler Avenue
Auburn Hills, MI 48326-2766

Reno Claim Office
800 South Rock Blvd.
P. O. Box 11620
Reno, NV 89510

RECEIVED
OCT 04 2002
SPECIAL INVESTIGATIONS

10192890

RE: Claim #: 28-3114-949
Our Insured: [REDACTED]
Date of Loss: July 5, 2002
Make, Model & Year 2000 Dodge Ram 2500 pickup
or Product:
VIN #: 1B7KF23W2YJ [REDACTED]
Your Ref. #: 10192890

RECEIVED
OCT 3 2002
Warranty Litigation
Office of General Counsel
DaimlerChrysler Corporation

Dear Warranty Litigation Department:

This State Farm® insured's 2000 Dodge Ram 2500 pickup was involved in a comprehensive loss. We settled the claim with our insured in the amount of \$2,553.95 which includes our insured's deductible.

Our investigation revealed the cause of the loss was due to hood latch failure.

Enclosed is a documentation of State Farm's claim. We contacted Ray, the service manager at Carson Dodge, on July 10, 2002, informing him of the problem and understood that a factory representative inspected our insured's vehicle.

Please consider this letter as our demand to Daimler Chrysler Motors Corporation for reimbursement of \$2,553.95.

Sincerely,


Jeff Denaby
CLAIM SPECIALIST
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
Phone #: (775) 858-5923

012/0923016

Enclosures: Repair estimate
Photos

Date: 7/10/02 12:10 PM
Estimate ID: 28-3114-94901
Estimate Version: 1
Supplement: 1(P) 7/10/02 12:10:50 AM
FINAL
Profile ID: STATE FARM INS.

Gilson Autobody
405 Moses St. Carson City, NV 89703
(775) 887-9099
Fax: (775) 884-3299

Damage Assessed By: DARREN STEWART
Supplemented By: DARREN STEWART

Type of Loss: Comprehensive
Date of Loss: 7/5/02
Deductible: 100.00
Claim Number: 28-3114-94901

Insured: [REDACTED]
Address: [REDACTED] NV [REDACTED]
Telephone: Work Phone: [REDACTED] Home Phone: [REDACTED]

Mitchell Service: 914527

Description: 2000 Dodge Pickup R2500
Body Style: 2D PkUpQua 8' Bed 155" WB
VIN: 1B7KF23W2YJ [REDACTED]
Mileage: 81,013
OEM/ALT: 0
Color: BLACK

Drive Train: 8.0L Inj 10 Cyl4WD
License: 455-MAE NV

Search Code: None

Line	Entry	Labor		Line Item	Part Type/	Dollar	Labor
Item	Number	Type	Operation	Description	Part Number	Amount	Units
1	436285	BDY	REMOVE/REPLACE	GRILLE	55076550AB	270.00	INC #
2	436308	BDY	REMOVE/REPLACE	HOOD PANEL	55075923AD	625.00	1.3
3	AUTO	REF	REFINISH	HOOD OUTSIDE			C 3.2
4	AUTO	REF	REFINISH	HOOD UNDERSIDE			C 1.6
5	402270	BDY	REMOVE/REPLACE	HOOD INSULATOR RETAINER	6003351	27.75*	
S1 6	436309	BDY	REMOVE/REPLACE	R HOOD HINGE	55076270AC	76.50	0.2 #
7	AUTO	REF	REFINISH	R HINGE			0.3
S1 8	436310	BDY	REMOVE/REPLACE	L HOOD HINGE	55076271AC	76.50	0.2 #
9	AUTO	REF	REFINISH	L HINGE			0.3
10	402310	BDY	REMOVE/REPLACE	HOOD STRIKER	55075937	9.50	INC
11	400111	BDY	REMOVE/REPLACE	HOOD PRIMARY LATCH	55275379	31.35	0.3
12	402370	BDY	REMOVE/REPLACE	HOOD SECONDARY CATCH	55076367	11.25	INC
13	437463	GLS	REMOVE/REPLACE	W/SHIELD GLASS	**Qual Repl Part	336.25*	1.8 #
S1 14	401459	BDY	REMOVE/REPLACE	W/SHIELD REAR VIEW MIRROR	55076403AB	32.45	INC
S1 15	424100	MCH	REMOVE/INSTALL	INSTRUMENT PANEL ASSY			3.0
16				TO CLEAN GLASS FROM VENTS			
S1 17	936001		ADD'L COST	TOWING		150.75*	
18	AUTO	REF	ADD'L OPR	CLEAR COAT			1.9
19	AUTO		ADD'L COST	PAINT/MATERIALS		146.00*	

ESTIMATE RECALL NUMBER: 7/02/02 12:10:50 28-3114-94901

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Supplement: 1(P) 7/10/02 12:10:50 AM
FINAL
Profile ID: STATE FARM INS.

20	AUTO	ADD'L COST	HAZARDOUS WASTE DISPOSAL	3.07*
----	------	------------	--------------------------	-------

* - Judgement Item
- Labor Note Applies
C - Included in Clear Coat Calc

Remarks

GLASS WENT IN THE VENTS, TO CLEAN UP GLASS NEED TO R&I INSTRUMENT
PANEL ASSY.

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I. Labor Subtotals						II. Part Replacement Summary		Amount
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			
Body	2.0	42.00	0.00	0.00	84.00	Taxable Parts		1,496.55
Refinish	7.3	42.00	0.00	0.00	306.60	Sales Tax @ 7.000%		104.76
Glass	1.8	40.00	0.00	0.00	72.00			
Mechanical	3.0	60.00	0.00	0.00	180.00	Total Replacement Parts Amount		1,601.31
Non-Taxable Labor					642.60			
Labor Summary	14.1				642.60			
III. Additional Costs						IV. Adjustments		Amount
Taxable Costs					146.00	Insurance Deductible		100.00-
Sales Tax @ 7.000%					10.22	Customer Responsibility		100.00-
Non-Taxable Costs					153.82			
Total Additional Costs					310.04			
						I. Total Labor:		642.60
						II. Total Replacement Parts:		1,601.31
						III. Total Additional Costs:		310.04
						Gross Total:		2,553.95
						IV. Total Adjustments		100.00-
						Net Total:		2,453.95
						Less Original Net Total:		1,869.67
						Net Supplement Amount:		584.28
						S1: DARREN STEWART		584.28

Inspection Site: GILSON AUTO BODY INC

Body Shop: GILSON'S AUTO BODY
Address: 405 MOSES ST
CARSON CITY, NV 89703
Telephone: (702) 887-9099

ESTIMATE RECALL NUMBER: 7/02/02 12:10:50 28-3114-94901

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Estimate ID: 28-3114-94901
Estimate Version: 1
Supplement: 1(P) 7/10/02 12:10:50 AM
FINAL
Profile ID: STATE FARM INS.

Cycle Time Information

Drop Off Date: 7/9/02 Time: 12:00
Promise Date: 7/19/02
Pick Up Date: 7/19/02 Time: 05:00

Repair Dates:
Start Date: 7/9/02
Completion Date: 7/19/02

Is Vehicle Driveable (Y/N)?: N
Assisted With Rental (Y/N)?: N

WARNING: Accidental air bag deployment is possible. Personal injury may result. Avoid area near steering wheel and instrument panel even if air bags have deployed. Dual-stage air bag modules may be present that could contain an undeployed stage. When disposing of a deployed dual-stage air bag, always treat it as a "live" module. See appropriate MITCHELL(R) AIR BAG SERVICE & REPAIR MANUAL, or OEM information.

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