



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.: 10293415

TO: B. Wilson

\$ 15.00
15.00

FROM: Tina Martin

Date Sent: 8-6-02

DUE DATE: 8-9-02

*PLEASE ACKNOWLEDGE PROMPTLY BY FAX OR EMAIL

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

Date: _____

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

*Closure Date: 8-8-02

DaimlerChrysler Fax No.: 248- 512-8748

☐ Bennis (248) 944-7036

☒ Martell(248) 944-7038

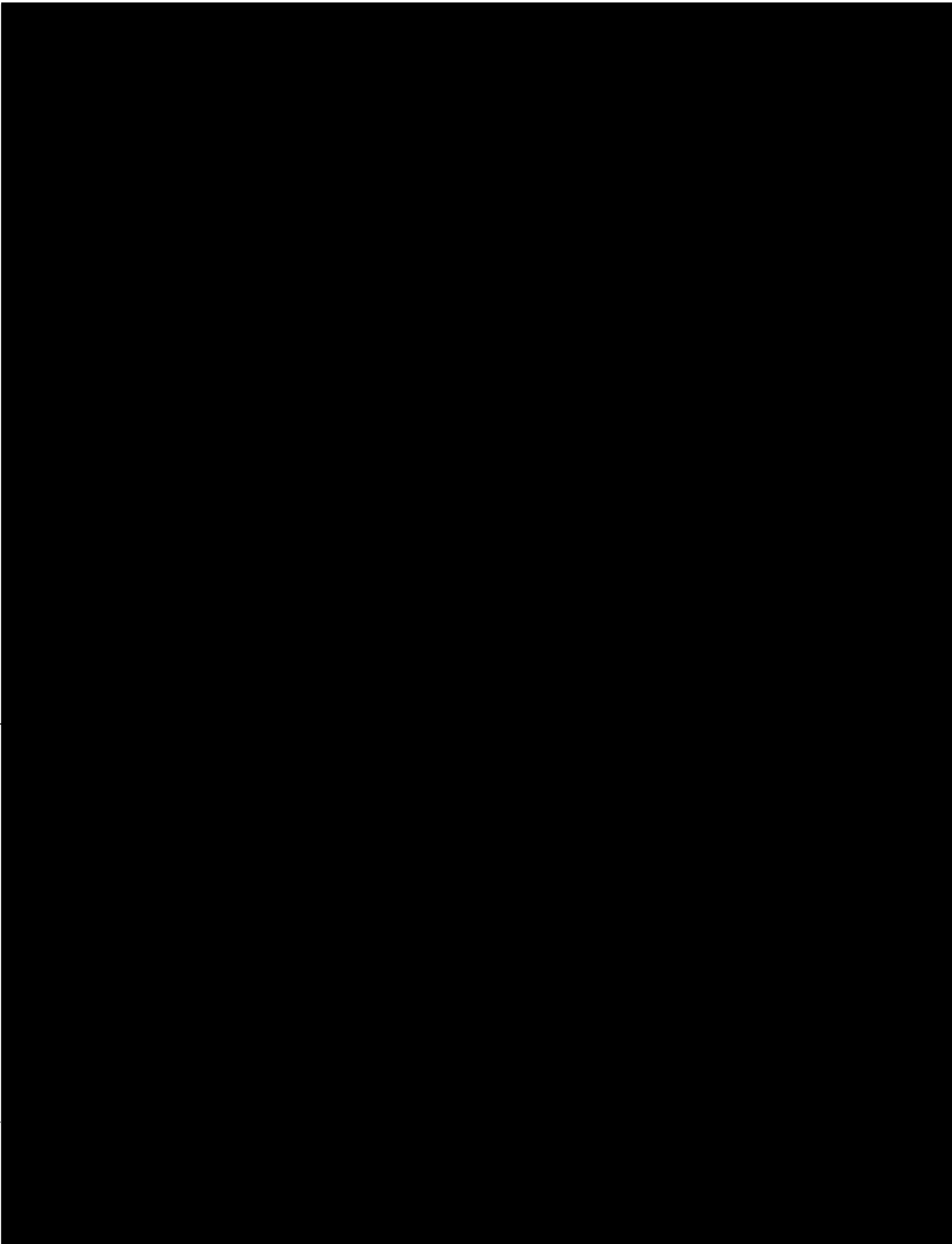
☐ Bott (248) 944-7056

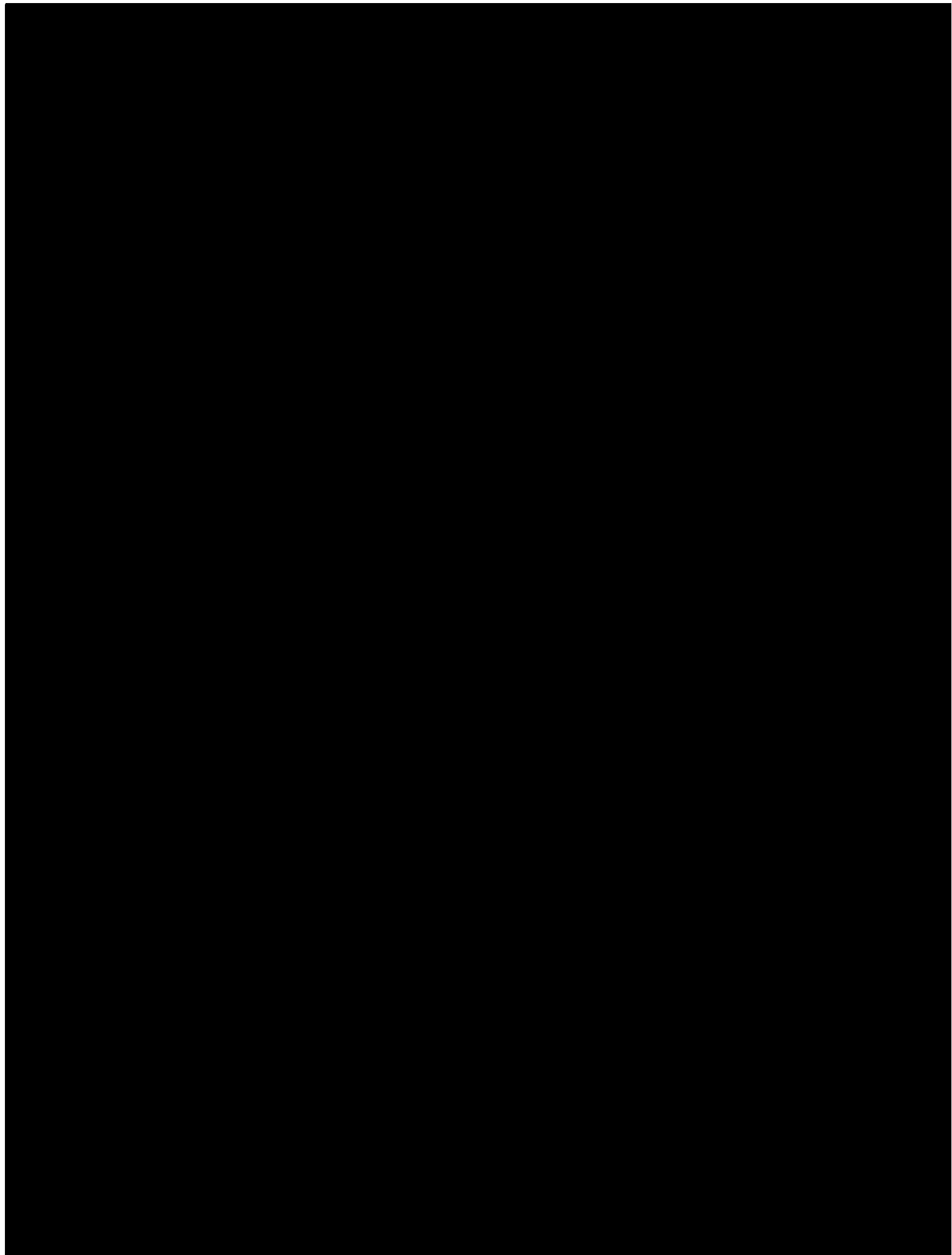
☐ Susalla(248) 944-7149

☐ Gilbert(248) 944-7037

☐ Porterfield (248) 944-7134

Comments: _____





[REDACTED]

August 13, 2002

[REDACTED]
Cedar, IA [REDACTED]

Reference No.: 10293415

VIN: 3B7HF13Z31G [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 we do not feel a manufacturer's responsibility exists in this loss.

Based on this information, I can only suggest allowing your insurance carrier to continue the handling of this claim. Should they determine that 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

MHM/mtr

DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name: [REDACTED]

Requestor PROFS ID:

T6741JC-JFC12

CAIR Number:

10293415

Zone Number:

51 - K

District Number:

K- DES MOINES

CHECK CUT TO STEW HANSEN'S DODGE Ctr
41267 FOR REIMBURSEMENT FOR
REPAIRING RECALL DAMAGE

9334410

7 5 2 9 1

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

WARRANTY

12103 Hickman Rd.

(515) 331-2902

Des Moines, Iowa 50323

DUPLICATE 1

PAGE 2

CEDAR, IA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 506 TONY SPOSATO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	01	DODGE BR1500	3B7HF13Z31G		27741/27746	T830	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN2001			17:00 24AUG02		0.00	CASH	03SEP2002

R.O. OPENED

READY

OPTIONS:

DLR:41267 ENG:5.9_Liter_MPI_LDC

13AUG02

03SEP02

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				15300 50490	TLABOR		

MISC MATL

PO#75291

WB

277.15

277.15

CONFIRMED COMPLAINT, HOOD BLEW OPEN, REPLACE HO OD, LATCH, HINGES,
 REPAINT ALL AFFLICTED AREAS AND RECHECK OPERATION TO VERIFY REPAIR, OK

ENTERED

SEP 11 2002

COST, SALE, & COMP TOTALS 92585 147603 0

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	504.90
PARTS AMOUNT	693.98
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	277.15
TOTAL CHARGES	1476.03
LESS ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1476.03

X

CUSTOMER SIGNATURE

WARRANTY COPY 1

9334410

7 5 2 9 1

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

WARRANTY

12103 Hickman Rd.

(515) 331-2902

Des Moines, Iowa 50323

DUPLICATE 1

PAGE 1

CEDAR, IA

HOME: BUS:

SERVICE ADVISOR: 506 TONY SPOSATO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	01	DODGE BR1500	3B7HF13Z31G		27741/27746	T830	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN2001			17:00 24AUG02		0.00	CASH	03SEP2002
R.O. OPENED		READY	OPTIONS: DLR:41267 ENG:5.9_Liter_MPI_LDC				

13AUG02

03SEP02

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A HOOD BLEW OPEN WHILE DRIVING DOWN ROAD...							
CAUSE: HOOD BLEW OPEN							

23405002 HINGE, HOOD-Replace (B)

4567 WB 0.60

35.64 35.64

1 55075794AC HINGE

83.70 70.28 70.28

1 55075795AC HINGE

83.70 70.28 70.28

1 55076367AC CATCH-HOOD SAFETY

2.50 2.10 2.10

1 55275379 LATCH

31.35 26.32 26.32

1 55075923AD HOOD

625.00 525.00 525.00

FC: 11

PART#: 55075923AD

COUNT:

CLAIM TYPE:

AUTH CODE:

23405003 HINGE, HOOD-Replace (B)

4567 WB 0.60

35.64 35.64

23852101 PANEL, HOOD-Replace (A)

4567 WB 1.30

77.22 77.22

23852151 Panel, hood-Refinish

4567 WB 3.90

231.66 231.66

23850101 BASIC PAINT PREPARATION

4567 WB 0.60

35.64 35.64

23700301 SEMI-CONCEALED AREA-Refinish (A)

4567 WB 1.00

59.40 59.40

23414501 LATCH, HOOD-Replace (C)

4567 WB 0.30

17.82 17.82

23415101 CATCH, HOOD LATCH SAFETY-Replace (C)

4567 WB 0.20

11.88 11.88

FC: 11 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

49570 69398 TPARTS

DISCLAIMER OF WARRANTY

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

X

CUSTOMER SIGNATURE

WARRANTY COPY 1

CUSTOMER #: 9334410

7 5 2 9 1

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

WORKORDER
REPRINT
PAGE 1

12103 Hickman Rd.
(515) 331-2904
Fax: (515) 331-2914
Des Moines, Iowa 50323

CEDAR, IA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 506 SPOSATO, TONY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	01	DODGE BR1500	3B7HF13Z31G [REDACTED]		27741/	T830
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
01 JAN 2001			17:00 24 AUG 02		0.00	CASH
R/O OPENED		READY	OPTIONS: DLR:41267 ENG:5.9 Liter MPI_LDC			
3 AUG 2002 15:47						

LINE	OP CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
A	REP	CBI	HOOD BLEW OPEN WHILE DRIVING DOWN ROAD...

B	REF	CBI	HOOD BLEW OPEN...
---	-----	-----	-------------------

*Sent hood latch to Mike Martell
3851-Hamlin Rd
Rockstar Hills MI
48309*

per Ken Smith - Tech Rep -

COLLISION CENTER

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 Iowa law 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 case 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 _____

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.

Oral estimate.

No estimate.

Call me if repairs and service will be more than \$ _____

☐ SAVE PARTS

☐ DISCARD PARTS

INSURANCE INFORMATION

AMOUNT OF DEPRECIATION IF ANY

AMOUNT TO BE PAID BY CUSTOMER

AMOUNT TO BE PAID BY INSURANCE CO.

NAME OF INS. CO.

NAME OF ADJUSTOR

ADJUSTORS PHONE NO.

CROSS REFERENCE TO

PAINT CODE

CLAIM #

ALL PARTS
NEW ORIGINAL
EQUIPMENT
UNLESS OTHERWISE
SPECIFIED

Ryan/Tim
75291

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

CUSTOMER #: 9334410

WORKORDER
REPRINT
PAGE 1

12103 Hickman Rd.
(515) 331-2904
Fax: (515) 331-2914
Des Moines, Iowa 50323

CEDAR IA
HOME BUS

SERVICE ADVISOR: 506 SPOSATO, TONY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	01	DODGE BR1500	3B7HF13Z31G		27741/	T830
IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT
01JAN2001			17:00 13AUG02		0.00	CASH
R.O. OPENED		READY		OPTIONS: DLR:41267 ENG:5.9 Liter MPI LDC		
13AUG2002 15:47						

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A REP CBI REPAIR PER ESTIMATE

B REF CBI REFINISH AS PER ESTIMATE

Save old
Parts

Teck
copy

COLLISION CENTER

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 Iowa law 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 in case 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

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 YOU 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

ADJUSTORS PHONE NO.

ALL PARTS
NEW ORIGINAL
EQUIPMENT
UNLESS OTHERWISE
SPECIFIED

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 75291	TIME	OFF
4.10	8.4	52		
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 75291	TIME	ON
1.0	3.5	487 Ram		AUG 19 10.3
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 75291	TIME	OFF
1.0		4567 Ram		AUG 19 7.4
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 75291	TIME	ON
1.0		4567 Ram		AUG 20 10.2
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 75291	TIME	OFF
1.0	4.0	4567 Ram		AUG 20 8.0

1. R+I Grille
2. R+I Grille Bracket
3. R+I Latch on Hood
4. R+I Latch on Tie Bar
5. R+I Hood light
6. Replace Left Hinge
7. Replace Right Hinge
8. Replace Hood

1. prime Right Fender
2. Sand Right Fender
3. mask Right Fender
4. Base coat Right Fender
5. Clear coat Right Fender

1. Sand new hood
2. Seal new hood
3. Base coat hood
4. Clear hood

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 75291	TIME	OFF
5.10		52	7.7	ON

08/13/2002 at 06:31 PM
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

SAVE
OLD
PARTS

PRELIMINARY ESTIMATE

Written by: JAMIE MORRIS #
Adjuster:

Insured: [REDACTED] Claim #10293415
Owner: [REDACTED] Policy #
Address: [REDACTED] Deductible:
CEDAR Date of Loss:
Evening: [REDACTED] Type of Loss:
Business: [REDACTED] Point of Impact: 12. Front

Inspect STEW HANSEN'S DODGE CITY BODY SH Business: (515)331-2904
Location: 12103 HICKMAN ROAD
DES MOINES, IA 50323

Insurance
Company:

Days to Repair

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT RED/PR4 Int:
VIN: 3B7HF13Z31G [REDACTED] Lic: [REDACTED] Prod Date: Odometer: 27741
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		FENDER					
2*	Rpr	RT Fender assy				1.0	1.8
3		Add for Clear Coat					0.7
4		ELECTRICAL					
5	R&I	Mast				0.1	
6		HOOD & GRILLE					
7	Repl	RT Hinge from 10-20-97	1	76.50		0.3	0.3
8	Repl	LT Hinge from 10-20-97	1	76.50		0.3	0.3
9	Repl	Safety catch	1	11.25		Incl.	
10	Repl	Lock	1	31.35		0.5	
11	Repl	Hood from 12-6-93	1	625.00		1.5	3.2
12		Overlap Major Adj. Panel					-0.4
13		Add for Clear Coat					0.6
14		Add for Underside(Complete)					1.6
15		Add for Clear Coat					0.3
16#	R&I	BUG SHIELD				0.3	
Subtotals ==>				820.60		4.0	8.4

08/13/2002 at 06:31 PM
76671

Job Number:

PRELIMINARY ESTIMATE

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT RED/PR4 Int:

Parts		820.60
Body Labor	4.0 hrs @ \$ 53.50/hr	214.00
Paint Labor	8.4 hrs @ \$ 53.50/hr	449.40
Paint Supplies	8.4 hrs @ \$ 23.00/hr	193.20

SUBTOTAL		\$ 1677.20

GRAND TOTAL		\$ 1677.20
ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 1677.20

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TA94 Database Date 7/2002 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.

ED.EMIS: '96 Mos or 80000 Miles

0 12/06/2008 76 Mos or 52259 Miles

Service Odometer: 43 Miles
ter Shield : N/A
Restrictions : NO RESTRICTIONS

Roadside Assistance : YES
Transferable - Factory Warranty: N/A
- Service Contract: NO

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

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

Restrictions: NO RESTRICTIONS

FACTORY WARRANTY ODOMETER LEFT: 22.941 % TIME LEFT: 44.881 %

	MODEL YRS	BASIC	POWERTRAIN	DED	RUST PROTECTION
2	1995-96	3/36	3/36	0	7/100
3	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.

SERVICE CONTRACTS FOR THIS VEHICLE

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

-----SERVICE CONTRACT-----

NO SERVICE CONTRACTS FOR THIS VEHICLE

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

Recall Number	Description	Launch Date	Repair Date
-----INCOMPLETE RECALLS-----			
982	CLOCKSPRING	06/11/2001	
B04	POWER DISTRIBUTION CENTER CABLE CONN	05/17/2002	
-----COMPLETE RECALLS-----			
957	OWNER'S MANUAL ADDENDUM	11/06/2000	03/08/2001

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

NO OPEN CAIRS FOR INQUIRING DEALER FOR THIS VEHICLE

-----END OF REPORT-----

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

8/02/2002 14:10

STEW HANSEN DODGE

PAGE 1

VIN: 3B7HF13Z31G [REDACTED] WCC: 336
Yr/Model: 2001 DODGE RAM 1500 P/U QUAD CAB

Current Odometer: 27741 Miles
In-Serv Date: 12/06/2000

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

BodyStyle: BE6L33 Build Date: 08/09/2000 Hour: 17
Color 1: PR4A - Flame Red Clear Coat
Color 2: QR4S - Flame Red Clear Coat
Engine: Engine - "Magnum" 5.9L SMPI V8 BOOK: R
Trans: Transmission - 4-Spd. Automatic, 46RE CARLINE: T
Seller: 43775 SOUTHTOWN C-P-D INC Zone: 51
Address: 939 HWY 65 & 69 NORTH
City: INDIANOLA
State/Province: IA Desc: IOWA
Postal Code: 50125
Country: USA Desc: UNITED STATES
Phone: 515.961.8105
Sale Type: 1-DIRECT RETAIL Last Odometer: 17157 Miles on 09/05/2001
WARNING: OWNER'S LAST NAME WAS NOT ENTERED.

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

**** CURRENT OWNER NAME ****

Title Code: [REDACTED]
First Name: [REDACTED]
Preferred Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: CEDAR
Province/State: IA IOWA
Postal Code: [REDACTED]
Phones - Home: [REDACTED] Bus:
Fax: [REDACTED]
Language Pref: 010 ENGLISH
Country: USA UNITED STATES

Cell 641-660-2309 -
Wk 1-800 345-0044 -
1-641-933-4410

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

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

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

Repair Date	Dealer/Payee	Claim #	Transaction Type
09/05/2001	68421-LAFRENZ MOTORS INC	005223	WARRANTY REPAIR
	LOP: 21753000 UNASSIGNED		
08/24/2000	43775-SOUTHTOWN C-P-D INC	PREPNV	PREPARATION
	LOP: 95900040 ROAD READY		
	LOP: 95900045 ROAD READY FUEL FILL		

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

WCC: 336	Original	Deduct	Expires	Remaining
BASIC: 36 Mos or 36000 Miles	0	12/06/2003	16 Mos or 8259 Miles	
POWERTRAIN: 36 Mos or 36000 Miles	0	12/06/2003	16 Mos or 8259 Miles	
PERFORATION: 60 Mos or 100000 Miles	0	12/06/2005	40 Mos or 72259 Miles	
EMISSIONS: 36 Mos or 36000 Miles	0	12/06/2003	16 Mos or 8259 Miles	
ADJUSTMENTS: 36 Mos or 36000 Miles	0	12/06/2003	16 Mos or 8259 Miles	
AIR COND.: 36 Mos or 36000 Miles	0	12/06/2003	16 Mos or 8259 Miles	