

State Farm Insurance Companies

10839007



May 30, 2003

Sterling Heights Service Center
43900 Schoenherr
Sterling Heights, MI 48313-1143
Toll Free (888) 552-2128

Diamler Chrysler Motors Corporation
Attention: Roger Bott
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RECEIVED

JUN 03 2003

SPECIAL INVESTIGATIONS

RE: Claim Number: 22-V848-215
Date of Loss: October 2, 2002
Our Insured: [REDACTED]

Dear Mr. Bott:

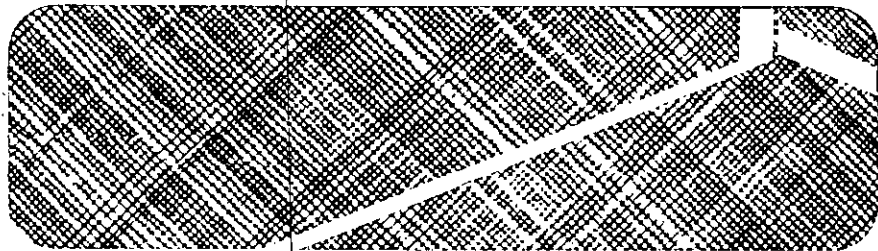
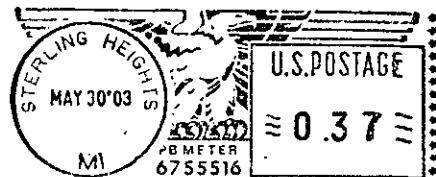
I sent you subrogation proofs on January 10, 2003. Please advise me of the status of this subrogation claim.

Sincerely,

Peggy Rice
Claim Processor
(586) 247-9602

State Farm Mutual Automobile Insurance Company

STATE FARM INSURANCE CLAIM OFFICE
43900 Schoenherr Road
Sterling Heights, Michigan 48313-1143



48326+2766 02

431-00-00



June 9, 2003

Ms. Peggy Rice
STATE FARM INSURANCE COMPANIES
43900 Schoenherr
Sterling Heights, MI 48313-1143

Claim No.: 22-V848-215
Date of Loss: October 2, 2002
Your Insured: [REDACTED]
Reference No.: 10839007
V.I.N.: 1B7KF23Z6YJ [REDACTED]

Dear Ms. Rice:

This is in regard to your letter of May 30, 2003, regarding the above matter.

I have reviewed your subrogation request and must advise you that we feel that this is not a warranty or recall matter. Please be aware that there is no hood latch recall letter on 2000 Dodge trucks. In view of this, we consider this to be an insurance matter.

Sincerely,

R. A. Bott
Special Investigations
(248) 944-7056

RAB/lls

State Farm Insurance Companies



January 10, 2003

State Farm Insurance Claim Office
43900 Schoenherr Road
Sterling Heights, Michigan 48313-1143

CERTIFIED MAIL – Return Receipt Requested

Daimler Chrysler Motors Corporation
1000 Chrysler Driver
Auburn Hills, MI 48326-2766
Attention: Warranty Litigation Dept.

Re: Claim Number 22-V848-215
Our Insured [REDACTED]
Date of Loss October 2, 2002
Vehicle 2000 Dodge Ram 2500 Pick-up
VIN 1B7KF23Z6Y [REDACTED]

RECEIVED
JAN 15 2003
SPECIAL INVESTIGATIONS

RECEIVED
JAN 13 2003
Warranty Litigation
Office of General Counsel
DaimlerChrysler Corporation

This State Farm insured vehicle was involved in a loss where the hood flew up and caused damage to our insured's vehicle. We settled a claim with our insured in the amount of \$1,460.42, which includes our insured's deductible.

Our investigation revealed the cause of the loss was due to the hood latch not engaging, therefore causing the hood to fly up.

Enclosed is the documentation of State Farm's claim. I understand that there were recalls issued on the 1994-1996 model years, however the same secondary latch is used on model years 1994-2001. I have enclosed the estimate of the damages and some photo's.

Please consider this letter as our demand to Chrysler for reimbursement of \$1,460.42.

Sincerely,

Peggy Rice
Senior Claim Processor
596/247-9602
Toll Free 888/552-2128

Date: 11/22/02 03:44 PM
Estimate ID: 22-V848-21501
Estimate Version: 1
Supplement: 1(P) 11/22/02 03:44:39 PM
Profile ID: 'MACOMB COUNTY'

State Farm Insurance
32600 Stephenson Highway PO Box 9634 Madison Heights, MI 48071
(248) 597-7290
Fax: (248) 597-7301

Damage Assessed By: Donald Kinch

Appraised For: Processor Team 1
(800) 520-3581

Supplemented By: PAM THOMAS

Condition Code: Good
Date of Loss: 10/2/02
Deductible: 100.00
Claim Number: 22-V848-21501

Insured: [REDACTED]
Address: [REDACTED] MOUNT CLEMENS, MI [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: 1B7KF23Z6YJ [REDACTED]
Mileage: 79,776
Color: WHITE
Options: 4WD or AWD, Anti-Lock Brake Sys. (ABS), Alum/Alloy Wheels, Air Conditioning, Power Steering, Power Brakes,

Drive Train: 5.9L Inj 8 Cyl4WD
License: C05 48Q MI

Power Windows, Power Door Locks, Tilt Steering Wheel, Cruise Control, AM-FM Stereo, AM-FM Stereo Cassette, Compact Disc Player-Single, Leather Seats, Sliding Rear Window, Automatic Transmission, Step Bumper, Deep Tinted Glass, Bed Liner, Trailer Towing Pkg., Pickup Bedcap, Power Driver Seat, Fog Lights, Center Console, Passenger Front Air Bag, Bug Deflector, Heated Mirror, Power Remote Mirror, Transmission Oil Cooler, Rear Wheel Drive, Single Exhaust, 4-Door Pickup, Driver Front Air Bag.

Line Entry	Labor		Line Item	Part Type/	Dollar	Labor
Item Number	Type	Operation	Description	Part Number	Amount	Units
HOOD						
1	500227 BDY	REMOVE/REPLACE	REPLACE HOOD	Qual Recycled Part	375.00 *	0.7
2	REF	REFINISH	HOOD			C 2.6
3	REF	REFINISH	ADD FOR UNDERSIDE			C 1.2
4			L.K.Q. HOOD PER L.K.Q. CORP			
5			W/O HINGES - TOM - REF#177536			
6			1-800-686-8494 - IN STOCK			
7			LINE MARKUP %35.00		131.25	
8	500228 BDY	REMOVE/REPLACE	R HOOD HINGE	Qual Recycled Part	INC**	0.2
9	500229 BDY	REMOVE/REPLACE	L HOOD HINGE	Qual Recycled Part	INC**	0.2
10			*** END OF ATG SECTION ***			
			GRILLE			
11	401360 BDY	REMOVE/INSTALL	GRILLE ASSY			0.2
MANUAL ENTRIES						

ESTIMATE RECALL NUMBER: 11/13/2002 12:57:36 22-V848-21501

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Mitchell Data Version: NOV_02_A
UltraMate Version: 4.8.012

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Date: 11/22/02 03:44 PM
 Estimate ID: 22-V848-21501
 Estimate Version: 1
 Supplement: 1(P) 11/22/02 03:44:39 PM
 Profile ID: "MACOMB COUNTY"

12	900500	BDY*	REMOVE/INSTALL	HOOD BUG DEFLECTOR & KNUBS	Existing		0.5 *
13	900500	BDY*	REPAIR	HAZORDOUS WASTE DISPOSAL	Sublet	2.00 *	INC *
				HOOD			
14	402210	BDY	REMOVE/REPLACE	W/INSULATOR			0.3
15	436309	BDY	REMOVE/REPLACE	R HOOD HINGE	55076270AC	76.50	INC **
16		REF	REFINISH	R HINGE			0.3
17	436310	BDY	REMOVE/REPLACE	L HOOD HINGE	55076271AC	76.50	INC **
18		REF	REFINISH	L HINGE			0.3
S1 19	400111	BDY	REMOVE/REPLACE	HOOD PRIMARY LATCH	55275379	31.35	0.3
				FRONT FENDER			
20	407130	REF	BLEND	R FENDER OUTSIDE			C 0.8
				MANUAL ENTRIES			
21	900500	BDY*	REMOVE/INSTALL	RT/LT FNDR DEFLECTOR'S	Existing		0.4 *
				FRONT FENDER			
22	407140	REF	BLEND	L FENDER OUTSIDE			C 0.8
				ADDITIONAL OPERATIONS			
23		REF	ADD'L OPR	CLEAR COAT			1.9
				HOOD			
24			ADD'L COST	PAINT/MATERIALS		126.40 *	

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

Remarks

DRAFT ISSUED PER INSURED REQUEST. PHONE SUPP BY P THOMAS 11-22-02.

Prior Damage

W/SHIELD - STONE CHIPS.

ESTIMATE RECALL NUMBER: 11/13/2002 12:57:36 22-V848-21501

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I. Labor Subtotals					Totals	II. Part Replacement Summary		Amount
Units	Rate	Add'l Labor Amount	Sublet Amount					
Body	2.8	32.00	0.00	2.00	91.60	Taxable Parts		559.35
Refinish	7.9	32.00	0.00	0.00	252.80	Parts Adjustments		131.25
						Sales Tax @ 6.000%		41.44
Non-Taxable Labor					344.40	Total Replacement Parts Amount		732.04
Labor Summary	10.7				344.40			
III. Additional Costs					Amount	IV. Adjustments		Amount
Taxable Costs					126.40	Insurance Deductible		100.00-
Sales Tax @ 6.000%					7.58	Customer Responsibility		100.00-
Total Additional Costs					133.98	I. Total Labor:		344.40
						II. Total Replacement Parts:		732.04
						III. Total Additional Costs:		133.98
						Gross Total:		1,210.42
						IV. Total Adjustments		100.00-
						Net Total:		1,110.42
						Less Original Net Total:		1,067.59
						Net Supplement Amount:		42.83
						S1: PAM THOMAS		42.83

Point(s) of Impact

16 NON-COLLISION (P)

Body Shop: RICHMOND CHRYSLER
Address: 67567 SOUTH MAIN STREET
RICHMOND, MI
Telephone: (586) 727-7577

ESTIMATE RECALL NUMBER: 11/13/2002 12:57:36 22-V848-21501

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Profile ID: ''MACOMB COUNTY''

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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<input type="checkbox"/>	copies - too light or dark	
<input type="checkbox"/>	highlighted areas - won't scan	
<input type="checkbox"/>	small parts enclosed	
<input type="checkbox"/>	booklet/newspaper etc. - unscannable	
<input type="checkbox"/>	other:	

Items NOT in REGULAR doc. retention

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LEGAL LETTER

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