

June 19, 2003

11389097

Daimler Chrysler Motors Corp.  
Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

Customer Center:

On May 17, 2003 my son took our Dodge Ram into the Anderson Chrysler dealer in Lake Havasu City, AZ for service. He had had an accident in which the truck slipped out of gear and rolled down hill into a gas station light pole. The front bumper was severely dented in a "V" from the pole. When the adjuster came to see the truck, he noted the oil leaking from the transmission and advised my son to take it directly to the dealer (he had extended warranty through this dealer). Neither the adjuster nor my son opened the hood of the truck at this time, preferring to wait until the truck was taken to a body shop after the transmission was assessed.

Anderson Chrysler kept the truck 16 days and completed 4.1 hours of service on it. As I said, the initial complaint was transmission leak and gear slippage. The 4x4 warning light was also illuminated. Please see the attached invoice for service rendered.

When my son went to pick up his truck on June 3, 2003, he started the engine only to notice that the 4x4 light was still illuminated. He shut off the truck and brought it to the attention of the mechanic. They said they would have it fixed in a minute, which they did. My son drove a couple hundred feet from the dealership and his hood, apparently left unlatched, flew up and smashed his window. To say he was irritated at this point would be a definite understatement. I coincidentally happened to pass him by as he was standing at the side of his road with the truck - it was greater than 110 degrees that day. He was so angry he could barely speak. He had spent the past several hours at the dealer and was by this point dehydrated. I gave him water and he was attempting to get the dealership to come and tow his truck away. The response he got from the service department was LAUGHTER! They thought it was absolutely hilarious. After a considerable length of time, someone from the dealership finally picked him up and gave him a ride to a service station, leaving his truck on the road. They did, after several hours, have the truck towed to a body shop.

I advised my son not to go to or speak to the dealer until we had an estimate of damage. When I did call them with the estimate, the service department manager, Rick Roberts, denied responsibility and even went so far as imply that Adam unlatched his own hood before he left. My son could have been killed or could have injured someone else in this accident. I explained to Mr. Roberts that the bumper was so dented that I highly doubted Adam would have attempted to raise it, nor would he even have a reason to do so. He continued to insist his people were professionals and would never have left a hood unlatched.

I have attached an estimate for damages sustained by the negligence of this dealership and also a copy of the service done by this "professional" group. If you will notice on the invoice, the mechanic replaced a harness vacuum on the front axle obviously thinking this was the reason for the 4x4 light illuminating.

The owner of Quality Auto Body, Mr. Bill Nunno, informed us that Anderson Chrysler had "fixed" the warning light by unplugging it. He further stated that there continued to be oil leaking from the seals and from looking at the bolts under the truck, they did not appear to have been touched. He further stated he thought it odd that a transmission pan gasket had been replaced while the pan it self was still covered with oil and road grime. He concluded by saying, "you went to the dealer with oil leaking from the transmission and the warning light on. Off hand, I would say you paid \$336.20 for absolutely nothing and came out with \$2,557.56 worth of damage to your vehicle.

I apologize for the length of the letter. This was my son's first major purchase for which I cosigned. He has now lost a total of one-month work and sustained additional costs because of the refusal of this dealer to take care of his responsibility in fixing this problem. We have contacted all the persons recommended by our warranty book and hope you can be of some help.

Thank you,

[REDACTED]  
Lake Havasu City, AZ  
Phone [REDACTED]

109134

75896

\*INVOICE\*

**ANDERSON**  
 The Winning Team


CHRYSLER



3920 NORTH HWY 95 • LAKE HAVASU CITY, ARIZONA 86404

(928) 764-5153 • FAX (928) 764-9001

www.anderson-automotive-group.com

 LHC, AZ  
 HOME

BUS:

PAGE 1

SERVICE ADVISOR: 834 EDWARD SCOTT ELLIOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	00	DODGE RAM 2500	1B7HF13Y3YJ		63536/63536	T3699	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN2001			20:00 31MAY03		0.00	COUPS	30MAY2003
R.O. OPENED		READY	OPTIONS: STK:3058A DLR:67183 ENG:5.2_Liter_MPI				
19MAY03		30MAY03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A TRANSMISSION SLIPPED OUT OF PARK

CAUSE: COULD NOT SIMULATE CONCERN

2100 AUTO TRANS

3276 CP

0.00 0.00

\*\*\*\*\*

B TRANSMISSION LEAK UNDER VEHICLE ADVISE

CAUSE: LEAK AT TRANSFER CASE INPUT SEAL, TRANSMISSION OUTPUT SEAL AND

TRANS PAN GASKIT

2100 AUTO TRANS

3276 CP

336.20 336.20

1 5019020AA SEAL-INPUT GEAR

20.85 20.85 20.85

1 4269956AB SEAL

14.30 14.30 14.30

1 2464324AC GASKET

21.00 21.00 21.00

8 ATF4BULK ATF 4

3.11 3.11 24.88

1 52118789 FILTER-VALVE BODY

15.22 15.22 15.22

\*\*\*\*\*

C PULLS TO THE LEFT

CAUSE: NEEDS ALIGNMENT FOR STARTERS \$89.95

100 GENERAL MAINT.

3276 CP

0.00 0.00

\*\*\*\*\*

D 4X4 LITE CAME ON ADVISE

2100 AUTO TRANS

3276 CP

82.00 82.00

1 52105299AB HARNESS-VACUUM FRONT AXLE

39.60 39.60 39.60

\*\*\*\*\*

E FOG LITES NOT WORKING ALSO HEARD SURGE SOUND FROM FUSE PANEL

CAUSE: CUT WIRES ON FRONT BUMPER

800 ELECTRICAL

3276 CP

0.00 0.00

\*\*\*\*\*

F INTERIOR LITES KEEP ?/

CAUSE: COULD NOT SIMULATE CONCERN

800 ELECTRICAL

## NOTICE TO CONSUMER:

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Parts & Service Warranty Disclaimer.

 ORIGINAL  
 ESTIMATE \$  
 CUSTOMER SIGNATURE

 AUTHORIZED  
 REVISED  
 ESTIMATE \$

X

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

 Thank  
 You!

109134

75896

\*INVOICE\*



3920 NORTH HWY 95 • LAKE HAVASU CITY, ARIZONA 86404

(928) 764-6183 • FAX (928) 764-9001

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HC, AZ  
HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 834 EDWARD SCOTT ELLIOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
BLACK	00	DODGE RAM 2500	1B7HF13Y3YJ		63536/63536	T3699	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
11JAN2001			20:00 31MAY03		0.00	COUPS	30MAY2003
R.O. OPENED		READY		OPTIONS: STK:3058A DLR:67183 ENG:5.2 Liter MPI			

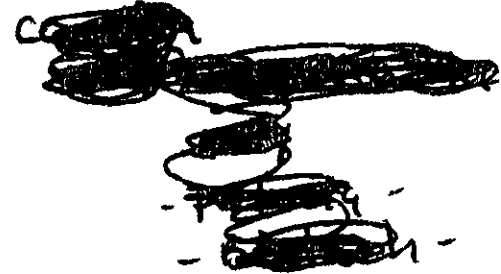
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		3276	CP			0.00	0.00
*****							
3	SUSPENSION SAGGING						
	100 GENERAL MAINT.						
		3276	CP			0.00	0.00
*****							
H**	SERVICE LITE CAR/TRUCK TRANS						
	SAT SERVICE LITE CAR/TRUCK TRANS						
		3276	CP			62.65	62.65
*****							

EST: 100.00 30MAY03 15:24 SA: 834  
 CONTACT: PAT 854-1767  
 SEALS \$100.00 DED AND TRANS SERVICE \$100.00

ATUH NUMBER 131A43A19D5D FOR  
 \$399.25 SMART CHOICE

YOU MAY RECEIVE A SURVEY FROM CHRYSLER SOON.  
 WE WOULD APPRECIATE IT IF YOU WOULD FILL IT  
 OUT AND MAIL IT AT YOUR EARLIEST CONVENIENCE  
 THANK YOU !

THE ANDERSON WINNING TEAM



*Thank  
You!*

NOTICE TO CONSUMER:  
 I acknowledge notice and oral approval of any additional  
 customer or warranty work performed and/or increase in  
 original estimate price. I also acknowledge and approve all  
 repairs as itemized and/or receipt of vehicle. I also acknowledge  
 receipt of additional consumer warranty and service information  
 contained in the Parts & Service Warranty Disclaimer.

ORIGINAL  
 ESTIMATE \$  
 CUSTOMER SIGNATURE

AUTHORIZED  
 REVISED  
 ESTIMATE \$

X

DESCRIPTION	TOTALS
LABOR AMOUNT	480.85
PARTS AMOUNT	135.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES / ADJ.	0.00
TOTAL CHARGES	616.70
LESS INSURANCE	28.11
SALES TAX	10.66
PLEASE PAY THIS AMOUNT	599.25

JUNE 11, 2003

Cust CC

200.00

Style: 4-Door Truck  
 Color:  
 Color Code:  
 Production Date: /0  
 License: State: AZ  
 VIN: 1B7F13Y3YJ  
 Miles In: 0  
 Miles Out: 0  
 Condition:  
 Estimator: Bill Nunno  
Insurance Company

Lake Havasu City, AZ  
 Home Phone:  
 Work Phone:  
 Fax #: (928)

Insured -

Home Phone: (928) -  
 Work Phone: (928) -  
 Fax #: (928) -

Insurance Information

Adjuster:

Claim #:

Policy #:

Deductible: \$0.00

Claim Rep:

Date of Loss: 6/5/03

Phone #1: -  
 Phone #2: -

Claimant -

Home Phone: (928) -  
 Work Phone: (928) -  
 Fax #: (928) -

Appraisal Company

Phone #: -

Fax #: -

Date Assigned: 6/5/03

Phone #: -

Fax #: -

Date of Inspection: 6/5/03

Description of Work	Part Number	Price	Labor	Paint	Other
<b>FRONT LAMPS - HEADLAMP COMPONENTS</b>					
1 R&L Right Front Headlamp assy, Headlamp assy, w/Sport	55077024AC		0.5 body		
2 R&L Left Front Headlamp assy, Headlamp assy, w/Sport	55077026AC		0.5 body		
<b>HOOD &amp; GRILLE - HOOD &amp; COMPONENTS</b>					
3 Replace Hood, from 12-6-93 +Clearcoat (1.3)	55075923AD	\$832.00	1.5 body	3.2	
				1.3	
4 Replace Right Hinge, from 10-20-97 -Adjacent (0.2)	55076270AC	\$76.50	0.3 body	0.3	
				-0.2	
5 Replace Left Hinge, from 10-20-97 -Adjacent (0.2)	55076271AC	\$76.50	0.3 body	0.3	
				-0.2	
<b>FENDER - FENDER &amp; COMPONENTS</b>					
6 Refinish Right Fender assy -Adjacent (0.4) +Clearcoat (0.6)	55234706AG			1.8	
				0.2	
7 Refinish Left Fender assy	55234709AG		Included		
<b>WINDSHIELD - GLASS</b>					
8 Replace Windshield, Chrysler, w/shade bar	4798841AB	\$509.00	2.1 body		
<b>FRONT DOOR - DOOR &amp; COMPONENTS</b>					
9 Refinish Left Front Outer panel, 4 door -Adjacent (0.4) +Clearcoat (1.0)	55274963AB			2.8	
				0.6	
<b>FRONT DOOR - OUTSIDE MIRRORS</b>					
10 R&L Left Front Door Mirror, 6x6 assembly, manual, black	55076479AC		0.3 body		
<b>FRONT DOOR - LOCK &amp; HARDWARE</b>					
11 R&L Left Front Door Handle, outside	55275023		0.3 body		
<b>Other operations</b>					
12 Repair color sand & buff			3.0* body*		
13 Cover Car		\$10.00 *	0.5* body*		
14 Refinish Tint Color				1.0*	
<b>Sub Totals</b>		<b>\$1,304.00</b>	<b>9.3</b>	<b>11.1</b>	

6/5/03

LARS (11/1/00) 011, 111, 00000

Phone #: (928) 855-2940

Fax #: (928) 463-2894

Report No. 1050

Claim #:

Assign No:

Sometimes After Work Has Been Started  
Additional Damaged Or Worn Parts Are  
Discovered Which Were Not Evident On  
First Inspection This Report Does Not Cover  
Or Include Any Additional Parts Or Labor  
Which May Be Required. All Parts Prices Are  
Subject To Invoice Hereby Authorize The  
Above Work And Acknowledge Receipt Of Copy

Sign x.....Date.....

	Hours	Rate	Total
Body Labor	9.3hrs	\$40.00/hr	\$372.00
Paint Labor	11.1hrs	\$40.00/hr	\$444.00
OEM Parts			\$1,304.00 †
Paint Supplies	11.1hrs	\$28.00/hr	\$310.80 †
Tax		\$1614.80 @ 7.8500%	\$126.76
<b>Grand Total</b>			<b>\$2,657.56</b>

Estimate based on MOTOR CRASH GUIDE (DR3TA94). 3/02

\* Indicates Estimator's Judgment

† Indicates Taxed Item

Lake Havasu City, Arizona



NV P&DC

JUN

21

2003

LAS VEGAS

Daimler Chrysler Motors Corp.  
Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004