



808 N Highlander Way
PO Box 947
Howell MI 48843 0947
Fax Number: 508/926-2084
Telephone: 800/628-0250 Ext 3243

April 11, 2007

RECEIVED
APR 18 REC'D
SPECIAL INVESTIGATIONS

7004 0750 0000 1228 2497

DAIMLER CHRYSLER WARRANTY LITIGATION
1000 CHRYSLER DR
AUBURN HILLS MI 48326-2766

Re: Our Insured: [REDACTED]
Claim Number: 29 438719 Adjuster Code: 0P8
Date of Loss: 03/13/07
Your Insured: DAIMLER CHRYSLER
Your Claims No:

Dear Warranty Litigation:

Our investigation indicated the above incident was caused by the negligence of your insured. Enclosed are our subrogation papers, please forward your payment for the total amount listed below.

Our Payment:	\$1,944.16
Deductible:	\$500.00
Total Claim:	\$2,444.16

Thank you for your cooperation in this matter.

Very truly yours,

Kristina Anderson
Recovery Specialist

Enclosure(s)

2007 APR 13 PM 1:26
CEBT
BY [Signature]
SEC. OF STATE/PROCESS SERVER

OFFICE OF THE GENERAL COUNSEL
DAIMLER CHRYSLER CORPORATION

* We have the failed batch if
you need to inspect it.

DPAY 2943871901

END OF CLAIM

DATE SEARCH (MMDDYY) =

CLAIM PAYMENT RECORD

CLAIM NUMBER 29438719 FEA NO 01 POLICY A4B 6840301 09 LOSS DATE 031307

ISSUE DATE 031907 SIGNER 99 AMOUNT \$1,994.16 NUMBER 00489514
FOR COLL LESS DED
CLAIM PAYMENT

PAYEE	PAYEE CODE R	MAIL TO
GREAT REFLECTIONS		GREAT REFLECTIONS
AND GREG PETTIBONE		6968 ST MARYS ST
6968 ST MARYS ST		PO BOX 127
PO BOX 127		BROWN CITY, MI 48461
BROWN CITY, MI 48461		

PF8 SCROLL FORWARD PF7 SCROLL BACKWARD

03/15/2007 AT 08:31 AM

CLAIM SUMMARY

29-438719-01-001

ADJUSTER: GADBURY, BRANDON
APPRAISER: SWEENEY, LYNN

CLAIM #: 29-438719-01-001
POLICY #: [REDACTED]

INSURED: [REDACTED]
OWNER: [REDACTED]
ADDRESS: [REDACTED]
NORTH BRANCH, MI [REDACTED]

LOSS TYPE: COMPREHENSIVE
EVENING: [REDACTED]
EVENING: [REDACTED]

VEHICLE: 2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT
VIN: 3B7HF13Z71M5 [REDACTED] ODOMETER: 93022 COLOR: RED LICENSE: N8HPE MI
DRIVEABLE: YES PRIMARY IMPACT POINT: 12. FRONT



PLACE OF INSPECTION:
PETTIBONE, GREG
1654 TOZER RD
NORTH BRANCH, MI 48461

ESTIMATE TO REPAIR		TOTAL LOSS VALUATION	
ESTIMATE	\$ 2,366.47	VEHICLE VALUATION	\$ 0.00
PRE-TAX SUBTOTAL	\$ 2,366.47	PRE-TAX SUBTOTAL	\$ 0.00
TAX	77.69	TAX	0.00
AFTER-TAX SUBTOTAL	\$ 2,444.16	AFTER-TAX SUBTOTAL	\$ 0.00
BETTERMENT	0.00		
DEDUCTIBLE	500.00	DEDUCTIBLE	500.00
APPEARANCE ALLOWANCE	0.00		
0% NEGLIGENCE	0.00	0% NEGLIGENCE	0.00
CALCULATED NET LOSS	\$ 1,944.16	CALCULATED NET LOSS	\$ -500.00
LKQ PARTS NOT INCLUDED		VALUATION REQUEST #	
A/M PARTS INCLUDED			

SETTLEMENT
SETTLEMENT TYPE: REPAIRABLE
NEGOTIATED SETTLEMENT: \$1,944.16 ON WITH
SETTLEMENT OUTSTANDING: \$1,944.16

COMMENTS

VEH INSPECTED AT RES 3-15-07. DAMAGE APPEARS TO BE IN LINE W/REPORT
CAUSE OF LOSS APPEARS TO BE CORRODED LATCH AND SECONDARY LATCH.
POSSIBLE SUBRO--CHRYSLER??? I HAVE SEEN THIS HAPPEN IN THE PAST AND DAMAGE IS
THE RESULT OF FAULTY LATCHES. SINCE LATCH IS THE CAUSE, LATCHES ARE NOT
INCLUDED ON ESTIMATE. PER INSD, SECONDARY LATCH WAS REPLACED BY A RECALL APPROX
3 YEARS AGO.
LKQ CALLS: LKQ CORP 823035, MIKES (CHRIS), WELLER 430507, AND SCHRAM
182709-----NO LKQ AVAILABLE
APPL A/M INC ON EST
UNRELATED DENTS IN BOTH LT SIDE DOORS
COPY OF EST LEFT W/INSD AND COPY FAXED TO SHOP
PLEASE PROCESS PAYMENT

03/15/2007 AT 08:31 AM

CLAIM SUMMARY

29-438719-01-001

OWNER: PETTIBONE, GREG

CLAIM #: 29-438719-01-001

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT

EVENTS

```
=====
03/13/2007 12:00 AM DATE ASSIGNED = 03/13/2007.
03/13/2007          LOSS OCCURRED
03/13/2007          LOSS REPORTED
03/13/2007 03:40 PM ASSIGNMENT RETRIEVED.
03/13/2007 03:40 PM VEHICLE WORKFILE WAS CREATED.
03/13/2007 03:40 PM RECYCLED PART DATA FILES ADDED TO THE WORKFILE.
03/15/2007 08:08 AM FIRST PRELIMINARY ESTIMATE LINE WRITTEN.
03/15/2007 08:24 AM ESTIMATE OF RECORD CREATED.
03/15/2007 08:24 AM VEHICLE WORKFILE STATE CHANGED FROM ASSIGNED TO INSPECTED
03/15/2007 08:24 AM ESTIMATE OF RECORD WAS FIRST PRINTED.
03/15/2007 08:31 AM ESTIMATE REPORT FILE WAS CREATED.
03/15/2007 08:31 AM IMAGE WORKFILE WAS CREATED.
03/15/2007 08:31 AM WORKFILE DATA COPY WAS PLACED IN OUT BOX.
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03/15/2007 AT 08:31 AM
38347

29-438719-01-001

THE HANOVER INSURANCE GROUP
CITIZENS INSURANCE COMPANY
P O BOX 943
HOWELL, MI 48843-0943
(989)860-2326 FAX: (508)635-1061

ESTIMATE OF RECORD

WRITTEN BY: LYNN SWEENEY 03/15/2007 08:24 AM
ADJUSTER: BRANDON GADBURY

INSURED: [REDACTED] CLAIM #29-438719-01-001
OWNER: [REDACTED] POLICY [REDACTED]
ADDRESS: [REDACTED] DATE OF LOSS: 03/13/2007 AT 12:00 AM
NORTH BRANCH, MI TYPE OF LOSS: COMPREHENSIVE
EVENING: [REDACTED] POINT OF IMPACT: 12. FRONT

INSPECT 1654 TOZER RD
LOCATION: NORTH BRANCH, MI 48461

EVENING: (810)441-5424
HOME

REPAIR GREAT REFLECTIONS
FACILITY: 6968 ST MARY'S
BROWN CITY, MI 48416

BUSINESS: (810)346-3755
5 DAYS TO REPAIR
LICENSE # 38 3061660

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT RED INT:GREY
VIN: 3B7HF13Z71M [REDACTED] LIC: [REDACTED] MI PROD DATE: 12/2000 ODOMETER: 93022
AIR CONDITIONING TILT WHEEL CRUISE CONTROL
INTERMITTENT WIPERS DUAL MIRRORS PRIVACY GLASS
FOG LAMPS CLEAR COAT PAINT POWER STEERING
POWER BRAKES POWER WINDOWS POWER LOCKS
POWER MIRRORS AM RADIO FM RADIO
STEREO SEARCH/SEEK CD PLAYER
ANTI-LOCK BRAKES (2) DRIVER AIR BAG PASSENGER AIR BAG
CLOTH SEATS SPLIT BENCH SEATS REAR STEP BUMPER
SLIDING REAR WINDOW TRAILERING PACKAGE AUTOMATIC TRANSMISSION
4 WHEEL DRIVE OVERDRIVE ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		HOOD & GRILLE					
2**	REPL	A/M CAPA HOOD FROM 12-6-93	1		422.00	1.5	3.2
3		ADD FOR CLEAR COAT					1.3
4		ADD FOR UNDERSIDE (COMPLETE)					1.6
5	REPL	INSULATOR RETAINER	6		18.00		
6	REPL	RT HINGE	1		118.00	0.3	0.3
7	REPL	LT HINGE	1		121.00	0.3	0.3
8	REPL	EMBLEM RAM'S HEAD	1		17.95	INCL.	
N 9**	REPL	A/M GRILLE	1		278.00	0.5	1.2
10		ADD FOR CLEAR COAT					0.2
11		WINDSHIELD					
12	REPL	MIRROR ASSY STANDARD	1		35.45	0.3	
N 13#	SUBL	WINDSHIELD	1		309.47	X	
14		CAB					

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29-438719-01-001

ESTIMATE OF RECORD
2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT RED INT:GREY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
15*	RPR	ROOF PANEL QUAD CAB				1.5*	3.4
16		OVERLAP MAJOR ADJ. PANEL					-0.4
17		ADD FOR CLEAR COAT					0.6
N 18#	R&I	TOPPER				0.5	
19		REAR LAMPS					
N 20*	R&I	HIGH MOUNT LAMP W/O CARGO LAMP				0.3*	
N 21#	REFN	TINT FOR COLOR MATCH					1.0
22#	SUBL	HAZARDOUS WASTE	1	2.00	X		
23#	REPL	COVER CAR	1	5.00		0.2	
SUBTOTALS ==>				1326.87		5.4	12.7

LINE 9 : A/M GRILLE LOCATED AT LKQ CORP 800-837-2787 REF 823035
LINE 13 : SAFELITE INSTALLED PRICE INCLUDES TAX AND LABOR
LINE 18 : NECESSARY TO REFINISH ROOF
LINE 20 : NECESSARY TO REFINISH ROOF
LINE 21 : TINT TO ELIMINATE BLEND OF FENDERS AND DOORS

PARTS			1015.40
BODY LABOR	5.4 HRS	@ \$ 42.00/HR	226.80
PAINT LABOR	12.7 HRS	@ \$ 42.00/HR	533.40
PAINT SUPPLIES	12.7 HRS	@ \$ 22.00/HR	279.40
SUBLET/MISC.			311.47
SUBTOTAL			\$ 2366.47
SALES TAX	\$ 1294.80	@ 6.0000%	77.69
TOTAL COST OF REPAIRS			\$ 2444.16
ADJUSTMENTS:			
DEDUCTIBLE			500.00
TOTAL ADJUSTMENTS			\$ 500.00
NET COST OF REPAIRS			\$ 1944.16

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29-438719-01-001

ESTIMATE OF RECORD
2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT RED INT:GREY

THIS IS NOT AN AUTHORIZATION TO REPAIR. REPAIR MUST BE AUTHORIZED BY THE VEHICLE OWNER.

NO ADDITIONAL PAYMENT WILL BE ALLOWED UNLESS APPROVED BY A COMPANY REPRESENTATIVE IN WRITING.

WHEN AUTHORIZED, THE UNDERSIGNED AGREES TO COMPLETE AND GUARANTEE THE REPAIRS AS LISTED,

FOR THE AGREED PRICE\$ _____

AGREED BY: _____

DATE: _____ TIME: _____

COPY TO OWNER () COPY TO SHOP ()

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES THAT APPLY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTOR, OR INSURER OF THESE PARTS.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR3TA94 DATABASE DATE 02/2007, CCC DATA DATE 02/2007, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE BLEMISHED PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. 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. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECON. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2006 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

03/15/2007 AT 08:31 AM
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29-438719-01-001

ESTIMATE OF RECORD
2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT RED INT:GREY

ALTERNATE PARTS SUPPLIERS

2 A/M CAPA HOOD FROM 12-6-93	PART NO.	CH1230187PP	PRICE 422.00
KEYSTONE - COMPLETE	(800) 594-9084		
35799 INDUSTRIAL	(734) 542-9264		
LIVONIA, MI 48150			
KEYSTONE - COMPLETE	(800) 833-2030		
2700 29TH AVE. N.	(906) 789-2200		
ESCANABA, MI 49829			
KEYSTONE - COMPLETE	(800) 966-3300		
85 - B CLEVELAND STREET	(615) 373-2050		
NASHVILLE, TN 37207			
KEYSTONE - COMPLETE	(888) 540-8609		
28255 CHARLOTTE AVE BLDG 1	(574) 206-1421		
ELKHART, IN 46517			
KEYSTONE - COMPLETE	(800) 622-0096		
3327 WEST 47TH PLACE	(773) 927-9600		
CHICAGO, IL 60632			
KEYSTONE - COMPLETE	(800) 525-4639		
3334 MESILLA COURT	(317) 895-0530		
INDIANAPOLIS, IN 46226			
KEYSTONE - COMPLETE	(800) 878-0905		
960 FREEMAN, S.W.	(616) 452-6066		
GRAND RAPIDS, MI 49503			
KEYSTONE - COMPLETE	(800) 968-7509		
1149 S PENNSYLVANIA AVE.	(517) 482-0046		
LANSING, MI 48912			
KEYSTONE - COMPLETE	(888) 200-9323		
225 E. 16TH ST.	(231) 947-0202		
TRAVERSE CITY, MI 49684			

03/15/2007 AT 08:31 AM
38347

29-438719-01-001

ESTIMATE OF RECORD
2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT RED INT:GREY

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 2

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 2

;

CAIR # _____

DOCUMENT RETENTION

SEE DOCUMENT RETENTION

Items placed in document retention because:

X photos are unscannable.

_____ originals are too light.

_____ originals are too dark.

_____ photocopies are too light.

_____ photocopies are too dark.

_____ [REDACTED]

_____ brochure, booklet, newspaper, etc. unscannable.

Other LEGAL

NOT IN DOCUMENT RETENTION

Item NOT placed in document retention:

1 Poor legibility on original document.

_____ Original _____ survey forwarded on (date) _____

_____ Original check given to _____ for hand

_____ Other _____

_____ No envelope attached.



A company of The Hanover Insurance Group

CLAIM ADMINISTRATION & SUBROGATION
P.O. Box 947 ■ Howell, MI 48844-0947

ADDRESS SERVICE REQUESTED

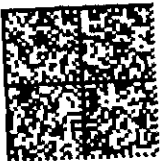


7804 0750 0000 2

FIRST CLASS MAIL

Daniela Chupela
Inventory Specialist
1000 Chupela Dr.
Dubuque IA 52001

485-13-4



UNITED STATES POSTAGE
PRIMEV BROOKS
\$ 05.36
02 1A
0004391496
APR 12 2007
MAILED FROM ZIP CODE 48843

May 15, 2007

Ms. Kristina Anderson
Hanover Insurance Group
808 N. Highlander Way
P.O. Box 947
Howell, MI 48843-0947

RE: Your Insured: [REDACTED]
Your Claim Number: 29 438719
Adjustor Code: OP8
Our File No.: 16203079
V.I.N.: 3B7HF13Z71M [REDACTED]

Dear Ms. Anderson:

This is in regard to your subrogation letter concerning your insured's 2001 Dodge Ram pickup.

After reviewing your subrogation request, we respectfully decline participation in any fashion with regard to this incident.

Please be advised that this vehicle is out of warranty by several years and has no recalls relating to a hood latch. We consider this to be an insurance matter.

Thank you for contacting DaimlerChrysler Motors Corporation and allowing us the opportunity to review this matter with you.

Sincerely,

Roger
Special Investigations
(248) 944-7056

RAB/kat

Docket #: A049-00277-07-00

RECEIVED

AUG 31 REC'D

**Data Center: Atlanta Data Center
PO BOX 105517**

Auto-Form

SPECIAL INVESTIGATIONS

*This is a Binding arbitration. Nonmembers
answering are bound by this decision.*

Printed Date 08/24/2007

Atlanta GA 30348-5517

Online Filing Form

Telephone: (888)-272-9338

☐ Check if Counterclaim (Rule 3-8)

I. APPLICANT INFORMATION and ALLEGATIONS (Rule 2-2)

Company Code 00709 - 0007 Billing Code G09001
Company/Subsidiary Name HANOVER INSURANCE COMPANY
Representative MICHELLE JOHNSON
Rep. Address PO BOX 947
 HOWELL, MI 48844-0947 US

Telephone Number 800-628-0250
Fax Number 508-926-2093

Insured [REDACTED]
File Number 29438719
Date of Loss 3/13/2007
City NORTH BRANCH State MI
 LOCATION OF ACCIDENT

Company Claim Amount \$ 1,994.16
Insured Deductible \$ 500.00
Legal Fees Sought \$0.00

☒ I will accept policy limits (Article Second (d)).
☐ I request One Year Deferment (Rule 2-11).
☐ I request Notice of Hearing (Rule 3-1).
☐ I request a Three Person Panel (Rule 3-3).
☐ This file will be represented in person (Rule 3-7).
☐ Automatic Counter Response
Attach Contentions Sheet
Administrative Requests
CERTIFICATION OF SERVICE The Applicant certifies that requirements
of Rule 2-2 and condition precedent have been fulfilled.
08/24/2007
Signature _____ Date _____

II. RESPONDENT INFORMATION and ALLEGATIONS (RULE 2-3)

Respondent #1

Subsidiary Name 01504-0003 DAIMLER CHRYSLER
Rep. Name ROGER LAST NAME NOT PROVIDED
Rep. Address PO BOX 218004
 AUBURN HILLS, MI 48321-
File # 16203079
Insured DAIMLER CHRYSLER

RESPONDENT# and COMPANY CODE

☐ Yes ☐ No Is the listed "Insured" an insured or self-insured
under your policy or contract?

☐ Yes ☐ No Has coverage been denied for this claim?

If yes, a copy of the denial letter must be attached.

I admit _____ % liability

Liability Deductible _____

☐ I request One Year Deferment (Rule 2-11).

☐ I request Notice of Hearing (Rule 3-1).

☐ I request Three Person Panel (Rule 3-3).

☐ This file will be represented in person (Rule 3-7).

COMPLETE THE FOLLOWING TO FILE A COUNTERCLAIM

☐ Yes, I would like to file a Counterclaim (Rule 2-3)

Company Claim Amount \$ _____
Insured Deductible \$ _____
Legal Fees \$ _____

Attach Contentions Sheet

CERTIFICATION OF SERVICE: The Respondent certifies that requirements
of Rule 2-3, and condition precedent have been fulfilled.

Signature _____ Date _____
Telephone Number _____
Fax Number _____

AUTOMOBILE ARBITRATION CONTENTIONS SHEET
(Required per Rules)

File provided by: **Applicant**

Date Printed 08/24/2007

Company Name: 00709 - 0007 HANOVER INSURANCE COMPANY

Insured: [REDACTED]

File # 29438719

AFFIRMATIVE DEFENSES/PLEADINGS:**DEFERMENT JUSTIFICATION:****Contentions: COMPLETE CONTENTIONS MUST BE SHARED WITH ALL PARTIES.**

This loss occurred on 03/13/2007 on North Branch Rd./M90 located in North Branch, MI.

Loss Details: While Applicant was driving approximately 50mph on North Branch Rd. their hood flew up unexpectedly crashing into the windshield. After inspecting the vehicle it was determined that the primary and secondary latch had corroded which caused the latch to fail.

Respondent has denied the Applicants claim indicating that there is no current recall including the 2001 Dodge Ram 1500 and that it is out of the manufactures warranty.

Applicant has found that there was a recall, which included Dodge Ram 1500's for the same exact concern/problem that the Applicants vehicle experienced, spanning 1994-1999. The original recall included the secondary hood latch and was issued for approximately 175,000 vehicles between 1994 - 1995 (see attached). This recall stated that this condition can cause the hood to fly up obstructing the drivers vision increasing the potential for vehicle accidents. This concern was recognized in 1995. It was not until 2001, seven years after the first concern was recognized, when the second recall was issued which spanned 1994-1999, adding four more model years, again concerning the secondary latch. This recall included over 700,000 vehicles. The second recall was recognized after hundreds of complaints were received by NHTSA (National Highway Traffic Safety Administration). The investigation showed of the 345 complaints, 159 occurred after the original recall work was completed and **158 occurred on vehicles outside of the recall population.**

Applicant recognizes that there is not a current recall applicable to the Applicants model year, however, Applicant has found further complaints made to NHTSA regarding the secondary latch and hood flying up while driving, which have been posted in 2005 and 2006 regarding 2001 Dodge Ram 1500's (see attached). Applicant feels that it is only a matter of time before the Respondent receives enough complaints, as they did in 2001, before they recognize there is still a concern with the secondary hood latch. The second recall, which added four more model years, was not instituted until after NHTSA opened an inquiry. The Respondent responded and investigated, which led to the second recall. As supported in Applicants evidence, the Respondents investigation showed that almost half of the complaints were on vehicles **outside of the original recall**.

Applicant feels the preponderance of evidence supports that their damages arose from a fault secondary hood latch as described in the attached recalls and seeks a decision in their favor.

AUTOMOBILE ARBITRATION CONTENTIONS SHEET

(Required per Rules)

File provided by: **Applicant**

Date Printed 08/24/2007

Company Name: 00709 - 0007 HANOVER INSURANCE COMPANY

Insured: XXXXXXXXXX

File # 29438719

EVIDENCE:

List evidence which will support contentions stated above (i.e., police report, damages, estimates, statements). Photocopies of evidence are suggested. Photos will not be returned without a sufficient size self-addressed envelope with adequate postage, per rules. **Administrative Request Section below.**

1 Other

Original part - Hood latch
 Recall summaries
 Current complaints made to NHTSA regarding the hood latch on 2001 Dodge Ram 1500's

2 Estimate of Repairs

3 Vehicle Damage Photos

4 Proof of Payment

ITEMIZATION OF DAMAGES:

Show math to support claim. Contested settlement value or disputed amounts must be itemized here for arbitrator consideration. If left blank, damages will not be considered an issue.

1. Auto Damage	\$1,994.16
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Total Itemized Damages (Excluding Salvage):	\$1,994.16
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Company Claim Amt:	\$1,994.16
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Legal Fees Sought:	\$0.00
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Insured Deductible:	\$500.00
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Administrative Requests:

Arbitration Forums, Inc.
Atlanta Data Center
PO BOX 105517
Atlanta, GA 30348-5517

TO: DAIMLER CHRYSLER

Attn: ROGER LAST NAME NOT PROVIDED
PO BOX 218004
AUBURN HILLS, MI 48321

Date Printed: 08/24/2007

Attached is an Application and Contentions Sheet for a case filed against your company in Arbitration Forum's Online Filing Program. This notice is being delivered on behalf of the Applicant/Company 1 via AF's Notification Service. The Docket Number, Hearing Date, and Last Day to Respond are listed below. You can view more information about this case by visiting AF's website at www.arbfile.org.

Case Information

Docket Number: A049-00277-07-00
Hearing Date: 11/01/2007
Hearing Type: SCHEDULED HEARING
Last Day to Respond: 10/17/2007

Reminder: A copy of your Response and Contentions MUST be received by AF and all parties involved on or before the last day to respond listed above.

Arbitration Forums, Inc.
Atlanta Data Center
PO Box 105517
Atlanta GA 30348-5517



PRESORTED
FIRST CLASS



PERMIT NO. 1000
ATLANTA, GA

02 1A
\$ 00.334
0004611723 AUG 28 2007
MAILED FROM ZIP CODE 33634

ARBITRATION APPLICATION

[Empty rounded rectangular box for application details]

FACCS31 44321

