

Customer Assistance Inquiry Record (CAIR)#**15758138**

Vin	3D7MX48C4	6C	Open Date	12/11/2006	Build Date	11/18/2005	
Model Year	06	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB PICKUP			
In Service Dt	01/20/2006	Dealer	59819	Dealer Zone	63	Mileage	35,600
Name:						Contact Type	
Address						Home Phone	
	CROWLEY TX					Country	UNITED STATES

Product - Fuel System - Unknown - Poor Fuel Economy - Default	poor fuel economy
Corporate - Outbound - Survey Follow-Up - CSI - Default	
Product - Steering - Steering Wheel / Column - Other - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Slips - Default	

****** OUTBOUND CSI/IQS CAIR ******

Would like to be called back Monday, December 11th anytime during the day is fine. The number given is his Cell phone, easier to reach him that way. Writer called Customer 12/11. Customer stated that vehicle steering column is in need of repair but transmission concern which was initial concern is no repaired. Customer thinks also that there may be an issue with fuel injection system also. Customer mentions poor fuel economy. Customer stated he trusts dealer can fix the steering column and turn signal switch concern he stated when he turns and engages turn signal the signal goes wrong way. Writer encouraged Customer to have dealer run a fuel economy test and referred service concerns back to dealer for resolve. Customer mentions with the transmission repair he was two days intransit and went to Econolodge and Comfort Inn. Stated each day cost him \$80.00 as transmission failure left him stranded. Writer agreed to assist with approximate two day refund TOTAL COST REFUND =\$ 160.00. Request proof of these paid receipts for the Goodwill reimburse. Provided DCCAC address.

Customer Assistance Inquiry Record (CAIR)#**16075710**

Vin	3D7LX38CX	6G [REDACTED]	Open Date	03/27/2007	Build Date	10/21/2005	
Model Year	06	Body	D18P42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	11/17/2005	Dealer	44474	Dealer Zone	32	Mileage	70,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	N SYRACUSE NY [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights go out & left turn signal turns on right signal
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*****EXECUTIVE REFERRAL STAFF*****

Owner stated he is experiencing the same problem with the headlights going out while driving down the road. Also, when he uses the left turn signal the right turn signal comes on. He had disconnected the wiring at his shop because he did not have any head lights. Writer asked if he brought vehicle to the dealer for inspection. Owner wants to trade out of the vehicle however, the dealer will only give him \$21,000 and he owes \$37,000. He is dealing directly with the dealer owner Don Lessord. Writer spoke with Mr. Lessord and he advised this is the best offer he can provide due to the mileage on the truck. He is a very good customer. Writer would like to have vehicle inspected at the dealer for the condition and asked if the dealer would have an available truck for owner to drive. He stated he could make arrangements for a truck to drive. Writer spoke with owner and advised in regards to the trade difference, DCX could not cover that gap. DCX would like to have the dealer inspect and writer would address covering the repair and the dealer would provide a truck to drive. He doesn't want to keep the truck and stated he has sold a lot vehicles for DCX. Writer explained the vehicle cannot be replaced by DCX and only assistance in the repair can be offered. He stated then DCX will lose a customer. Explained a Tech Adviser would be involved in reviewing the electrical concerns. He wants DCX to cover \$10,000 of the difference. Writer explained that would not be possible. Writer reviewed with engineering on the two concerns and advised that DM/TA would have to review further. The totally integrated power module (TIPM) was replaced in Apr 06. Owner had the same condition on his other truck (6G169640).

Customer Assistance Inquiry Record (CAIR)#**16343152**

Vin	3D7MX48C6	6C	Open Date	05/27/2007	Build Date	02/02/2006	
Model Year	06	Body	D18P42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	05/06/2006	Dealer	66684	Dealer Zone	66	Mileage	17,000
Name:	[REDACTED]					Contact Type	ROADSIDE
Address	[REDACTED]					Home Phone	[REDACTED]
	LAUREL HILL FL [REDACTED]					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2007-05-25
Road Side File Created 05-27-07 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
8634 CR 141 1005 S CEDAR AVE
HWY 75/117
HENAGAR S PITTSBURG
AL USA TN
CALLER_COMMENTS DUALY WHEELS...ALT#256-657-6078
DEALER CODE : 66684 MOSS MOTOR COMPANY INC
Purchased New or Used? NEW
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle? NA
Customer stated having a problem with no start and has been at dealer
(12) times and had to leave on charger every night and afraid his
warranty will be expire before dealer can repair and requesting Recall
information. Agent checked and advised customer there are no incomplete
recalls. Customer was informed they will be notified by letter if a
there was a recall on the vehicle using the address on file. Agent
called Dealer spoke with Service Manger, Don and he verified vehicle
arrived: 07/13/07 - Mileage: 20,539 - Concern: Turn signals work
backwards since new computer was installed - Diagnosis: Repaired turn
signals.
Vehicle arrived: 06/11/07 - Mileage: 19,492 - Concern: Battery going
dead - Diagnosis: Engine controller not powering up - Replaced engine
computer. Agent advised sending a Direct to Dealer. Agent provided
Reference number and advised customer their file is being forwarded to
the dealership to get the appropriate parties involved to resolve vehicle
issue.

Customer Assistance Inquiry Record (CAIR)#**16483895**

Vin	3D7MX48C6	6C	Open Date	07/09/2007	Build Date	02/02/2006	
Model Year	06	Body	D18P42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	05/06/2006	Dealer	66684	Dealer Zone	66	Mileage	20,539
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HENAGAR AL					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer claims that you turn the left bliner on the right one comes on.
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Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer claims that computer was replaced in his vehicle. Customer states that he put on a left turn signal and the right signal came on. Customer claims that the shifting decater switch is bad and they could not get them from Chrysler. Agent contacted dealer 66684 and spoke with the Assistant Service Manager Thomas. Thomas states that they are waiting on parts. Thomas claims that shipping keeps losing the parts.

Part#4659677a. Thomas has verified there is a

concern with the turn signals. Customer claims that it is attorney times. Agent asked what customer was requesting at this time. Customer claims that he just wants help getting his part shipped. Agent advised customer that his part is in transit to the dealership.

DIRECT-TO-DEALER (Code=1C)

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Thomas to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: 2566326100, 8502170869

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REASSIGNED TO BC/DLR 66 66684 07/09/07 10:01 O 16483895

*****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: La Shon

Telephone: (248)944-7238

Spoke with parts manager Greg, who was on vacation last week, and is unsure if part came in. Greg will research and call agent direct.

Spoke with SM Don, who says the multifunction and neutral safety switches were replaced. Says customer also had a complaint regarding the a/c, but a performance test was run and no problem was found. Don says the customer picked the vehicle up on 7/13.

Spoke with Mrs. Carter who says that the vehicle has been repaired.

Provided direct number, which customer says she will pass on to her husband.

*Contact Date:07/31/2007

Service Manager at the dealership has closed the Cair# 16483895

Warranty repair has been documented on Repair Order#006924

CAIR RETURNED FROM DEALER ON 7/31/2007 AT 03:22:206 R 16483895

Customer Assistance Inquiry Record (CAIR)#**16493082**

Vin	3D7ML46C7	6G	Open Date	07/10/2007	Build Date	07/19/2005	
Model Year	06	Body	D13H62	DODGE RAM SLT 4X2 3500 REG CAB PICKUP			
In Service Dt	11/28/2005	Dealer	45352	Dealer Zone	66	Mileage	37,000
Name:						Contact Type	
Address						Home Phone	
	CARROLLTON AL					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that his turn signals do not work properly.
Product - Air Conditioning / Heater - Auto Temp Control System - Inadequate Cooling - Default	Customer states the vehicle is not cooling.

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states his vehicle has had several issues. Customer states he vehicle has been to dealership 23841 and 45352 and 43646, that is no longer in business. Customer states that he would like to get another vehicle that works properly. Agent contacted the dealership 45352 to get the repair history. Agent spoke with Johnathan. Johnathan states that the only repair he shows was an open ticket when the customer came in this morning for the blower motor being replaced. Johnathan states they have already installed the blower motor and they are checking for the A/C leak the customer complained about. Johnathan states they have not been able to duplicate the turn signal issue he mentioned. Agent advised since the vehicle is at his dealership she will have to forward the file to his dealership for customer satisfaction. Agent contacted dealership 23841 and to get repair history and spoke with the Service Manager, she states the vehicle came in on 06/14/06 at 10151 miles stating the tail lights were not working; unable to duplicate at that time. 7/20/06 at 10424 miles Customer states tail lights were not working; updated front control module. 09/07/06 at 13029 miles. Customer came in complaining of vibration and over heating. ordered the fan and shroud, and replaced the driver fan hub assembly. 09/19/06 at 14319 miles Came back to have shroud replaced. Complained tail lights were not working. Replaced front control module.

Agent advised customer his file will be forwarded for customer satisfaction.

\$\$\$ DIRECT-TO-DEALER Code=4A \$\$\$\$\$\$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

This Direct-to-Dealer CAIR is being sent for the following reason:

Unresolved vehicle concern

Please update this CAIR as required.

Agent called dealer and spoke to Johnathan to inform that CAIR was being sent.

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REASSIGNED TO BC/DLR 66 45352 07/10/07 19:38 O 16493082

Customer provided reference number. Customer states that he contacted DCCAC yesterday. States that he was contacted by the dealer today and they advised him that they could not duplicate the issue with the blinkers. States when the blinkers are turned on, they go the opposite direction. States the other blinker does not work at all. States that the dealership wants them to come get it. States that he was advised by the dealer that the blinkers began working on there own. States that currently the blinkers are operating. Advised customer that his statements has been documented. Advised customer that being that the blinkers are operating normal, agent will document his statements. Advised customer that in the event he continue to have issues with the blinkers in the future, he can contact DCCAC back at that time for his concern to be looked into. Customer thanked.

*Contact Date:07/16/2007

Dealer 45352 has updated the mileage to 35893.

Service Director at the dealership has closed the Cair# 16493082

Warranty repair has been documented on Repair Order#2840

CAIR RETURNED FROM DEALER ON 7/16/2007 AT 09:26:944 R 16493082

Customer Assistance Inquiry Record (CAIR)#**16619668**

Vin	3D7MX48C6	6C	Open Date	08/13/2007	Build Date	09/20/2005	
Model Year	06	Body	D18P42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	02/10/2006	Dealer	68771	Dealer Zone	71	Mileage	16,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FLAGSTAFF AZ					Country	UNITED STATES

Product - Suspension - Unknown - Vibration - Unknown	Customer reporting vibration problem
Product - Exhaust - Exhaust Pipe / Tail Pipe - Other - Default	Reporting black smoke coming from tail pipe
Product - Engine - Oiling System / Pan / Pump - Leaks - Default	Reporting oil leak problem

Purchased New or Used? New

If Used, date purchased? n/a Mileage? /na

From whom did customer purchase used vehicle? n/a

Customer seeking to pursue lemon law under AZ. Please review CAIR s 16331105 and 16222446. Customer claims that issue was originally being reviewed in UT as that is where vehicle was purchased. Placed customer on hold to reievw previous CAIR s. When checking with customer, call was lost.

Customer states that he was disconnected from the last caller and customer is seeking to find out updates on the Lemon Law request. Customer states that the regional representative from UT advised customer to contact Customer Service regarding the request. Agent consulted with DJP99 who states to contact dealership 68771 to obtain information and if need be to send another direct to dealer. Agent attempted to contact dealership, Agent unable to speak with anyone, due to severe weather. Customer states that the service manager - Mike is no longer at the dealership, and new service manager has taken over. Customer states that this has been ongoing since the beginning part of the year, Customer states that he is still inquiring about Lemon Law for the state of Arizona. Customer states that the vehicle has been down at the dealership for a total of 32 days starting in April 2007. Customer states that the vehicle is currently in the owners possession. Customer states that the vehicle is now having electrical issues; started within May 2007. Customer states that when the turn signal is turned to the left, the right one will come now. Customer states that he is wanting to know what the outcome of the vehicle and his request for Lemon Law. Customer states that he can be reached at 928-853-6237. Agent offered customer call back once the information is received from the dealership. Agent advised customer that this could take upto 24-48 hours. Agent contacted dealership and spoke with Julie - Service Advisor who states that the Service Manager is not available. Agent to contact at a later time.

Customer Assistance Inquiry Record (CAIR)#**16971751**

Vin	3D7MX48C6	6C	Open Date	11/26/2007	Build Date	02/02/2006	
Model Year	06	Body	D18P42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	05/06/2006	Dealer	66684	Dealer Zone	66	Mileage	29,380
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HENAGAR AL					Country	UNITED STATES

Product - Drivability - Unknown - No Start - Default

Customer reporting no start problem

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer stated having a problem with no start and has been at dealer (12) times and had to leave on charger every night to be able to start in the mornings and afraid his warranty will be expire before dealer can repair and requesting Recall information. Agent checked and advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if there was a recall on the vehicle using the address on file. Agent called Dealer spoke with Service Manger, Don and he verified vehicle arrived: 07/13/07 - Mileage: 20,539 - Concern: Turn signals work backwards since new computer was installed - Diagnosis: Repaired turn signals. Vehicle arrived: 06/11/07 - Mileage: 19,492 - Concern: Battery going dead - Diagnosis: Engine controller not powering up - Replaced engine computer. Agent advised sending a Direct to Dealer. Agent provided Reference number and advised customer their file is being forwarded to the dealership to get the appropriate parties involved to resolve vehicle issue.

Agent called Dealer 67364, spoke with Service Manager, Lennie and he verified vehicle arrived: 12/04/06 - Mileage: 13,595 - Concern: Reject electrical system - Diagnosis: Unable to duplicate. Vehicle arrived: 10/24/06 - Mileage: 11,957 - Concern: Electrical check, battery goes dead - Diagnosis: Checked battery - replaced alternator. Vehicle arrived: 09/25/06 - Mileage: 10,574 - Concern: No start - Replaced ignition switch. Vehicle arrived: 09/20/06 - Mileage: 10,442 - Concern: Battery goes dead, check and advise - Diagnosis: Performed new flash, replaced fuel filter. Lennie stated they contacted STAR and customer uses vehicle as a commercial usage and was told if vehicle sets for a long time, suggested he use a triple charger to keep battery charged.

DIRECT-TO-DEALER 1A

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Service Manager, Don to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: 256 632 6100 and 850 217 0869.

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Agent consulted with JLM172 - approved 1A Direct to Dealer.

REASSIGNED TO BC/DLR 66 66684 11/26/07 14:00 O 16971751

*Contact Date:11/28/2007

Service Manager at the dealership has updated the Cair# 16971751

An appointment has been set with the customer.

*Contact Date:12/04/2007

Service Manager at the dealership has closed the Cair# 16971751

Warranty repair has been documented on Repair Order#601038

CAIR RETURNED FROM DEALER ON 12/04/2007 AT 09:15:661 R 16971751

Customer Assistance Inquiry Record (CAIR)#**17897575**

Vin	3D7LX38C9	6G	Open Date	09/12/2008	Build Date	04/28/2006	
Model Year	06	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB PICKUP			
In Service Dt	09/25/2006	Dealer	53806	Dealer Zone	74	Mileage	60,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CASCADE CO				Country	UNITED STATES	

Product - Electrical - Unknown - Other - Default	Vehicle indicator is indicating in the wrong direction
Referral - Tier Three - Default - Default - Default	goodwill

Customer states the Vehicle indicator is indicating in the wrong direction. Customer is seeking for goodwill assistance from Chrysler as the vehicle is not under warranty. Agent transferred the call to T3.

Purchased New or Used? NEW

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle?

CDJ dealer

Customer called stating that the turn signals in the vehicle is not working properly. Customer states that when using the left turn signal the vehicle indicates right. Customer states that he feels this is a safety defect and is seeking assistance with the repairs.

Informed customer that before Chrysler considers

offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer.

Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

Customer is seeking out of warranty assistance in the form of covering the cost to repair the indicator lights of the vehicle.

Customer states that he should not have to pay for the cost of the diagnosis because this is a safety concern and a manufacturers defect.

Agent advised customer that the diagnosis is at his expense and warranty covers manufacturers defect and this vehicle is outside of warranty.

Customer requested to speak to agents supervisor. Agent advised customer that writers supervisor is for administrative purposes only. Customer states that he will go to the news station. Agent advised caller that would be at his expense and discretion. Customer requested agents name and employee ID number. Agent provided.