From:

To: customerassist@daimlerchrysler.com Date: Sat May 27 11:02:17 EDT 2006

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

airbag light is on

Comments:

I backed out of my driveway and came off my curb hard. The airbag light went on and is not going off. I can't get in touch with anyone because service is closed and my another mechanic is also closed so i just wanted to know if it was safe to drive the van or are the airbags going to go off without warning

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

June 8, 2006

From:

Slidell, La

Reference: Dodge Grand Caravan

Vin: 2D4-GP44L76R-

File: 101645-06

I am having problems with my overhead monitor in regards to gas mileage. Now my air bag light keeps coming on during driving. My AC unit at times does not seem to get very cool.

The front snap on end piece must have not been snapped on good and must have flew off on my luggage rack. I called in May and was told I had to order the whole kit which I did.

I went to the dealership on June 2, 2006 I went to pick it up it was the wrong part. The parts department said they could not find the part in their system to replace it that I may need to buy a new luggage rack. He said he would call Chrysler. I called on June 7, 2006 he said Chrysler did not call him back yet check in a week.

This is a 2006 van purchased as a new van. I would expect that parts would be available. I do not know if they put a 2005 rack on it or what rack but I do know that I should be able to get the part. I still have all the above problems and now this.

I also on just several occasions have smelled a strong gas smell for just a short period when driving perhaps only 4 times since I have had the van.

I would like someone to assist me with these problems.





BATON ROUGE
LA 708 5 T
O9 JUN 2006 PM

Døimler Chyslir Coodomer sestem Cada.

Po Box 218004

De 5-- Holls, m/ 48321 - 8004 RECD JUN 19 2006

From:

To: customerassist@daimlerchrysler.com
Date: Fri Aug 04 11:13:44 EDT 2006

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

In Nov 2005 we purchased a Town & Country fully loaded Limited edition van. In the last 6 weeks it has been in the shop 3 times for failing to start and a constant air bag light. It has approximately 6,500 miles on it. Are these known problems? We pick up the van today and must say that if we must have it towed or taken in again for these issues we will want to talk to someone at Chrysler about this. PLEASE DO NOT USE OUR CONTACT INFO FOR UPDATES, INCENTIVES OR SPECIAL OFFERS. Thank you.

Comments:

Sender Information:

_...

Title:

First Name: Middle Initial:

ac iniciai.

Last Name:

```
From:
To: customerassist@daimlerchrysler.com
Date: Sun Aug 06 15:29:33 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance (KMM4075314I252
Dear
Thank you for responding to our note, we appreciate it.
My daytime phone number is:
559-673-3586 Ext. 26
My office hours are normally from 9:30 AM until early evening. I work for
AAA of Northern California. It's possible you will get my voice mail if I
am with a client. Should that happen please leave your contact information
so I can return your call.
I look forward to talking with you.
Phillip Allard
---- Original Message ----
From: "customerassist" <customerassist@daimlerchrysler.com>
Sent: Saturday, August 05, 2006 7:19 AM
Subject: Re: DaimlerChrysler Customer Assistance (KMM4075314I252
> Dear
> Thanks for contacting Dr.Z. Your message has been forwarded to us for
> response.
> I would like to discuss this matter with you in more detail. Therefore,
> I am seeking your permission to contact you by telephone. If this is
> possible, please reply to the link below with a daytime telephone number
> where you can be reached.
> I look forward to your reply.
> Thanks again for your "Z"mail.
> Sincerely,
> Cynthia
> Senior Staff Representative
> Dr.Z's Customer Action Team
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 15253641
> EMAIL CASE NUMBER: 1463285
> REPLY LINK:
http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4075314I25261L0K
M&
>
> Original Message Follows:
```

```
> US Customer Service - ASKDRZ Brand Site
> Brief Description:
> In Nov 2005 we purchased a Town & Country fully loaded Limited edition
> van. In the last 6 weeks it has been in the shop 3 times for failing to
> start and a constant air bag light. It has approximately 6,500 miles on
> it. Are these known problems? We pick up the van today and must say that
> if we must have it towed or taken in again for these issues we will want
> to talk to someone at Chrysler about this. PLEASE DO NOT USE OUR CONTACT
> INFO FOR UPDATES, INCENTIVES OR SPECIAL OFFERS. Thank you.
> Comments:
> VIN:
> Mileage:
> Servicing Dealer:
> Title:
 First
>
> Middle Initial:
> Last Name:
 Address 1:
>
> Address 2:
> City:
>
        Coarsegold
> State:
>
        CA
> Zip:
>
> Email:
>
> Work Phone:
>
```

From: customerassist@daimlerchrysler.com

To:

):

Date: Sat Aug 05 10:18:39 EDT 2006

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

I would like to discuss this matter with you in more detail. Therefore, I am seeking your permission to contact you by telephone. If this is possible, please reply to the link below with a daytime telephone number where you can be reached.

I look forward to your reply.

Thanks again for your "Z"mail.

Sincerely,

Cynthia

Senior Staff Representative Dr.Z's Customer Action Team

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 15253641 EMAIL CASE NUMBER: 1463285

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4075314I25261L0K

M&

Original Message Follows:

US Customer Service - ASKDRZ Brand Site

Brief Description:

In Nov 2005 we purchased a Town & Country fully loaded Limited edition van. In the last 6 weeks it has been in the shop 3 times for failing to start and a constant air bag light. It has approximately 6,500 miles on it. Are these known problems? We pick up the van today and must say that if we must have it towed or taken in again for these issues we will want to talk to someone at Chrysler about this. PLEASE DO NOT USE OUR CONTACT INFO FOR UPDATES, INCENTIVES OR SPECIAL OFFERS. Thank you.

Comments:

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name: Addres Address 2:

City:
Coarsegold
State:

CA

Zip:

Email:

Work Phone:

From: <u>customerassist@daimlerchrysler.com</u>

To:

Date: Mon Aug 07 08:39:19 EDT 2006

Subject: Re: DaimlerChrysler Customer Assistance (KMM4075314I252

Dear :

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

- · Vehicle owner name
- · Vehicle owner address
- · Day and evening phone numbers
- · Vehicle Identification Number (VIN)
- · Name of dealership where vehicle was purchased
- · Date of purchase
- · Dealership where service was performed
- · Date of last service
- · Current vehicle mileage
- · An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Thank you again for your "Z"mail.

Sincerely,

Cvnthia

Senior Staff Representative Dr.Z's Customer Action Team

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 1463285

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4080128I25

Original Message Follows:

Dear

Thank you for responding to our note, we appreciate it.

My daytime phone number is: 559-673-3586 Ext. 26

My office hours are normally from 9:30 AM until early evening. I work for AAA of Northern California. It's possible you will get my voice mail if I am with a client. Should that happen please leave your contact information so I can return your call.

```
---- Original Message -----
From: "customerassist" <customerassist@daimlerchrysler.com>
Sent: Saturday, August 05, 2006 7:19 AM
Subject: Re: DaimlerChrysler Customer Assistance (KMM4075314I252
> Dear
> Thanks for contacting Dr.Z. Your message has been forwarded to us for
> response.
> I would like to discuss this matter with you in more detail. Therefore,
> I am seeking your permission to contact you by telephone. If this is
> possible, please reply to the link below with a daytime telephone number
> where you can be reached.
> I look forward to your reply.
> Thanks again for your "Z"mail.
> Sincerely,
> Cynthia
> Senior Staff Representative
> Dr.Z's Customer Action Team
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 15253641
> EMAIL CASE NUMBER: 1463285
> REPLY LINK:
http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4075314I25
М&
>
> Original Message Follows:
>
> US Customer Service - ASKDRZ Brand Site
> Brief Description:
> In Nov 2005 we purchased a Town & Country fully loaded Limited edition
> van. In the last 6 weeks it has been in the shop 3 times for failing to
> start and a constant air bag light. It has approximately 6,500 miles on
> it. Are these known problems? We pick up the van today and must say that
> if we must have it towed or taken in again for these issues we will want
> to talk to someone at Chrysler about this. PLEASE DO NOT USE OUR CONTACT
> INFO FOR UPDATES, INCENTIVES OR SPECIAL OFFERS. Thank you.
> Comments:
>
> VIN:
```

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> Mileage:
> Servicing Dealer:
> Title:
> First Name:
> Middle Initial:
> Last Name:
> Address 1:
> Coarsegold
> State:
> CA
> Zip:
> Email:
> Work Phone:
> Work Phone:
```

From:

To: customerassist@daimlerchrysler.com
Date: Fri Aug 25 12:56:03 EDT 2006

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Why is that I buy a 2006 Chrysler Town and Country in March - then in August the airbag sensor comes on. I take it in, the sensor brain is dead and I am told that it is on backorder. I am then told that this is not a problem - and that all of the the airbags have a chance of not deploying until this sensor is replaced. I decided to purchase a TC over a Toyota or Honda because I felt that it was as safe or safer for my wife and 3 kids. Now I have to wait 2weeks (plus - no idea on ship date).

Comments:

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassist@daimlerchrysler.com

To:

Date: Sat Aug 26 09:59:25 EDT 2006

Subject: Re: DaimlerChrysler Customer Assistance

Dear _____

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

I regret your dissatisfaction in your DaimlerChrysler product, (or quality of your product,) and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced. Thank you for contacting DaimlerChrysler.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday, if the part has not yet arrived. Before calling the Customer Assistance Center, please have the following information handy:

- · Vehicle owner name
- · Vehicle owner address
- · Day and evening phone numbers
- · Vehicle Identification Number (VIN)
- · Name of dealership where vehicle was purchased
- · Date of purchase
- · Dealership where service was performed
- · Date of last service
- · Current vehicle mileage
- · An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Thanks again for your "Z"mail.

Sincerely,

Amelia

Senior Staff Representative Dr.Z's Customer Action Team

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 15345291 EMAIL CASE NUMBER: 1495039

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4162874I25

EMAIL CASE NUMBER: 1495039

Original Message Follows:

US Customer Service - ASKDRZ Brand Site Brief Description:

Why is that I buy a 2006 Chrysler Town and Country in March - then in August the airbag sensor comes on. I take it in, the sensor brain is dead and I am told that it is on backorder. I am then told that this is not a problem - and that all of the the airbags have a chance of not deploying until this sensor is replaced. I decided to purchase a TC over a Toyota or Honda because I felt that it was as safe or safer for my wife and 3 kids. Now I have to wait 2weeks (plus - no idea on ship date).

Comments:

VIN:
Mileage:
Servicing Dealer:
Title:
First Name:
Middle Initial:
Last Name.
Address 1:
Address 2:
City: Lebanon
State:
Zip:
Email:
Work Phone:

Las Vegas, NV

Survey Return Date: 05/03/2006

CȘI SCORE: 0

Based on your satisfaction with this vehicle, CEATAINKY NoT FROM Definitely Probably Do Not Probably Based on your satisfaction with this vehicle, THIS DEALER - WIII WIII Know WIII Not WIII Not	Definitely Will Not
how would you rate your chances of buying or leasing another DaimlerChrysler product?	
Very Satisfied 1. How satisfied are you with your recent service experience at	- Very Dissatisfied
Integrity Chrysler Jeep Dodge?	₩.
About the Service Staff At	
	Ctransle
Integrity Chrysler Jeep Dodge Strongly Agree	Strongly Disagree
2. I was satisfied with the treatment I received from the	5 2
	5 2
3. The service staff listened and understood my needs	Very
4. How satisfied are you with the quality of the service work	Dissatisfied
performed on your vehicle? THE FULL HAD AUBRATION []	X
AFTER I REC'D MY VEHICLE FROM SERVICE	
5. How satisfied are you with service staff's ability to have your vehicle ready when promised? No エテーロ・Comfetion □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □	*
The Dealership's Facility	
Apply Yes	No
6. a. Was the service write-up area neat and clean?	
b. Was the waiting area/customer lounge neat and clean?	
c. Were the restrooms neat and clean?	
d. Approximately how many miles are on your vehicle? <u> </u>	
The Service Staff At SERVICE ADVISOR SCORE: 25	
Integrity Charles Joan Dadge	
7. Please rate your satisfaction with your Service Advisor on the following: Satisfied Satisfied	Very Dissetisfied
a. The promptness with which you were greated	ň
b. Courtesy in dealing with you.	<u> </u>
c. Overall dress and grooming	
d. Consideration of your time	≅
e. Ability to listen, understand, and answer your questions	∑3 ∑3
g. Providing a clear explanation of the repairs and/or charges	Z
h. Fulfilled all commitments made to you	
The Service Staff At (continued)	
Doesn't	No
Integrity Chrysler Jeep Dodge	No ▽
8. a. Was it easy to schedule your service visit?	<u>™</u> .
	Mara Mara An
b. From the time you arrived at the dealership to pick up your 2006 Chrysler	More than 20 Minutes

About the Service Work Performed	<u> </u>					
9. Was your recent service need corrected/com	pleted		Yes	•	₩9	
on the first visit?			🛣 (Go t	0 Q.11.)	☐ (Go	to Q.10a.)
				2 Vįsits	3 Visits	4 or More Visits
 a. How many visits did it take to have your reneed corrected/completed? 	cent service	i		🗖	Ď	
b. Why wasn't your vehicle fixed on the first vi Parts were not in stock Service Department could not duplicate cond Service Department's schedule too full Work performed did not correct condition Other (Please specify)	sit? (Check all fi	;		-	·	
 Compared to other automotive service provid tell us how much you agree that this dealershi 		Strongly Agree		,		Strongly Disagree
a. Overall service process is convenient b. Value of services performed is competitive	WARRANT TOO MY RE	Y D	0		0	23 23.
Communicating With You					<u></u> -	
12. During the service process, did the dealer kee your service or repair?				Docsn't · Apply · ·	Yes	%o ♥ X
		•		Doesn't Apply	Yes	No
 a. Did you contact Integrity Chrysler Jeep Dod by phone to inquire about the progress of y 	ge Your service wo	: ork?		•	Ď	▽
b. If you were put on hold, did you consider the					. 🗖	
c. Did you feel that the person handling your 1. Professional and courteous?	call was:	· · · · · · · · · · · · · · · · · · ·	V/A	. []		000
14. Have you been contacted by the dealership rewith the service received? Yas, MITH. AND TO THIS SU 15. a. Did you have any concerns regarding your brought to the attention of the dealership?	ETTER BE RUEY service experi	RAES[WC고.! ence that you		,	. 15 0	
b. If YES, how satisfied are you with the deale		Very Satisfied			1	Very Dissatisfied
resolution of your concerns?		🗖				Æ
Future Coming Intentions	- 1	 				·····
16. Considering your experience with this dealer how likely will you be to return for required	ship,	Definitely Will	Probably Will	Do Not Know	Probably Will Not	Definitely Will Not
maintenance/repair work that you pay for?						
		Strongly				Strongly Disagree
I would recommend Integrity Chrysler Jeep Deto my family and friends				<u> </u>	Ö	Z
Comments about your service experience:	LNFORTU	NATELY IN	15 WAS TH	ie wors	T AUTO	Buyinf
EXPERIBNCE I HAVE EVE	l.	•			_	=
TO REALIZE THEY COMED HA	1				•	
JUST DID NOT WONT TO.		! !				
<u> </u>						

Service Advisor: Simons,M Purchase Date: 03/06/2006 Transaction Date: 03/13/2006 Survey Mail Date: 04/03/2006 VIN: 2A4GP44R06R FIFTLIN 13 2006
APRIL 15

TO WHOM IT MAY CONCEAN

LET ME BEGIN BY FIRST STATING I DO NOT BELIEVE THAT

MY NEGATIVE EXPERIENCE AT INTEGRITY CHRYSLER, BEING

DESCRIBED TO YOU THE MANUFACTURER WILL IN ANY WAY CHANGE

THINGS AT INTEGRITY. THAT BEING SAID I BELIEVE THIS TO BE

PNEED TO KNOW SITUATION FOR CHRYSLER.

UAN. HAVING ALWAYS LEANED TOWARDS THE CHRYSTER TOWAY COUNTRY, WE PROCEEDED TO THATEGRITY CHRYSLER, TO LOCK OUER THEIR SELECTION. WE WERE FIRST APPROACHED BY LAMES ANDERSON WHO SHORTLY TURNED US OVER TO JIM, DUE TO PRIOR CELICATION PRESENTING ITSELF

DESCRIBED TO JIM WHAT I ENSIGNALLY WANTED IN THE VEHICLE, WHICH WEIZE, A CRUISE & TENIP, DIRECTION DISPLAY & ALLOW WHEELS .) SEW. GO, PLUS COLER. WE FINALLY SETTLED ON THE UELLICLE WE FURCHASED, CONTENT THAT CHIK WIEHES HAD BEEN SATISFIED. A NOTE WHILE TEST DRIVING THE WEHICLE, I NOTICED TWO THINGS, THE DRAKE (RED) & AIRTAG (GLUCK) WARNING LIGHTS WER REMAING ON, AND THE CRUISE BUTTONS ON THE STEEPING WHEEL WERE NOT AT UP. I BROWDET THIS TO JIMS ATTENTION, AND THE CRUISE STAYING ON WAS WORMAN AND HE WOULD BE TORNED OF AT FIRST SERVICE AT INTEGRITY, PLUS HE SAID AT THAT TIME THAT I LIMIN WATION OF THE CRUISE CONTROL BUTTON'S WOULD BE TAKEN CORE OF VET SOMETHING WAT DIDN'T SEEM WOULD BE TAKEN CORE OF VET SOMETHING WAT DIDN'T SEEM RIGHT FIRST THE WARNING LIGHTS.

ON BRIMARCH 7 I RETURNED TO INTEGRITY, SAW THE SER JUG PEASING IN THE DEALERSHIP, AND SHE FILLED OUT A SERVICE REQUEST TO TAKE CARE OF THE TWO AFORMENTIONED PROBLEMS. AWHILE LATER I WAS

PAGE 2 PARIL 15 2006

SUMMONED TO THE SERVICE BAY DREA, WHERE I MET KIMBERY
PROCTOR, A SERVICE MANAGER. SHE HAD A SERVICE TECH. EXPLAIN
TO ME THAT ILLUMINATED CONTROL BUTTONS ON THE STEERING
WHEEL AND DOORS WERE SPECIAL ORDER ITEMS ON THE LX, NEEDLESS
TO SAY I WAS DEVASTATED DUE TO THE FACT THAT I AM 58, AND
HAVE SENIOR MOMENTS MORE OFTEN THAN I WISH TO POMIT, SE,
I HAD PAID \$ 30000 TOR A USHICKE THAT DID NOT HAVE A.
QUALITY I WAS IN NEED OF HAUING. NEXT, I SPEKETKIMBERLY
PROCTOR, WHO ADDISED THE THAT I NEEDED TO HAVE THE CUPRNING LIGHTS
ATTENDED TO A.S. A. P. THAT ANY NO OF PROBLEMS COULD BE CHIE NO.
THEM TO STAY ON. I WOORMED HER THAT MY SERVICE CONTRACT MAY
PROVIDE A USHICLE FOR ME TO DRIVE, WHICE THE WARRANTY REPAIR
WAS ACCOMPLISHED NOT SO ACCORDING TO HER, MY WIFE AND I WOULD
HAVE TO WAIT FOR A SHUTTLE (THEIRS), AND FIND OUR OWN WAY BACK TO
PICK UP OUR UAND. I WASTRUELY SHOCKED DISMAVED. CUR EXCITING
EXPERIENCE WAS TURNING INTO A NIGHT MARE A QUESTICHT
TO THE DUE READING THIS, DO YOU KNOW THE EMOTIONS INDENDED
KNOWING YOU HAVE BEEN LIED TO RECARDING THE SECOND INIST
EXPENSIVE DECISION OF ONES LIFE? I STILL FORL IT!
NOT HADING AAKONE DRIVE ME BACK, AND HAVING TO GO THROUGH THE CITY
ABOUT 7 MILES FROM N TO 5 TO GET TO INTEBRITY, I FOUND MYSELF
IN A DIFFICULT STUATION. WELL, MY WEEKEND FROM WERK IS MON.
AND TUES, SO I COULD NOT DO ANTIHING UNTIL THE FOLLOWING .
WEEK!
ON MARCH 13, I RETURNED TO INTEGRITY CHRYSLER, TO SEE THE
SALES MANAGER, AND EXPLAIN THE DISAPPOINTING EVENTS THAT
HAD TRANS PIRED TO THAT PRINTS WHILE WAITING TO SEE HIM I WAS.
NUTICED BY LAMBS ANDERSON OR CRAMEM BER HIM). HE PEDCEADED
TO SIT WITH ME, AND LISTEN TO MY TAKES OF WOE HE RESPONDED.

WITH ACTION, FOR THE FIRST TIME AT INTEGRITY, SOME ONE WAS ATTEMPT TING TO HELP ME. AS JOMES WENT TO SEE THE SALES MANUAGER, I'MY SAKESPERSON, JIM, THE ONE WHO LIED TO ME, SO HE COULD, "GET THE SALE". ASKED ME HOW THINKS WEAR, I TOLD HIM I WAS NOT USEN HAPPY, HE GAVE AN EXCUSE, AND DISAPPEARED. I WAS NOT SURPRISED AT HIS QUICK EXIT.

JAMAS RETURNS: HE PROCEEDED TO SAY THAT THE SAKEY MANAGER, WHO WAY HAVE PEEN EMANUAL EPENO (SORRY, ITS ERNO HAD TOLD HIM THAT HE COULD DO NOTHING ABOUT THE ALLOY WHEELS, OR THE ILLUMANATED CONTROL BUTTONS, EXCEPT TO SELL ME ANOTHE VEHICLE, CESTING ME THOUSANDS, BECAUSE AN LOSA HAD BEEN PICKED UP BY CHRUSLES FINANCE, AND MY BRAND NEW VEHICLE WITH 46 MILES ON IT WOULD BE CONSIDERED ATRADE IN. I DO UNDER -STAND HOW THIS PROCESS WERKS, AND I ALSO UNDERSTAND THAT THE SALBS MANAGER CIVED HAVE MADE THE STIGHT ON RIGHT. IN ADDITION HE (THE SALES MGR) DID NOT HOUR THE COMMON DEPENCY PAD PROFILTSION PLISM TO TELL MYSELF AND MY WIFE IN PERSON, HE SENT JAMES, NEXT JAMES PRECREDED TO THE SERVICE DEPT, WHERE HE WAS ABLE TO ARRANGE THE WARRANTY SERVICE ON THE WARNING LIGHTS, AND PROQUEE A RENT A COR FROM ENTERPRISE, WHO HAVE AN OUTLET ATTHE DEMERSHIP, HMMM, IMMAGINE MY SURPRISE. IN MY INSTAL CONTACT WITH SERVICE, THROUGH THE MANAGER KIMBERLY THE OPTION OF BEING ABLE TO RENT A CAR WAS NOT EVEN MENTIONED. WELL, THANKS TO JAMES ANDERSON, I WAS ABLE TO HAVE THE WARNING LIGH ATTENDED, WITH RENTAL OF THE VEHICLE FROM ENTERPRISE BEING NO CHARGE TO ME. POLS, BLY HE SHOULD BE MOVED UP TO SALES MANAGER, IF NOT FOR HIS CUSTOMED RELATIONS ABILITIES M(ONG.

FINALLY, AFTER PICKING UP OUR CHRYSLERTUW IN LATER THAT

PAGE H APRIL 15 2006

EVENING, I NOTICED A SAAKING IN THE FRONT WHEELS . THIS
PROBLEM WAS NOT EUIDENT BEFORE THE SERVICE. I DROVE OVER
TO DISCOUNT TIRE STORE, HAVING DEBAT WITH THEM BEFORE, AND THEY
TOD ME THE BALANCE WAS OFF ON ONE OF MY FRONT TIRES, BEFORE
HAU, NO THEM CORRECT THIS PROBLEM (ONE CAUSED BY THE SERVICE
ON MY VEHICLE AT INTEGRITY, ONE THAT WILLD HAVE BEEN VERY NOTICAL
TO A SERVICE TECH, HAD THEY BOTHERED TO POAD TRST OUR VAN), I MOUIRE
ABOUT A SET OF RICH RIMS, WHICH THEY PROVIDED FOR AN FACE
ILENT PRICE, TIMELY INSTALLATION, AND THE MOST POSITIVE Y
SUPBRTIUE CUSTOMER RELATIONS.
THAT IS MY PACCOUNT OF A EXTREMELY NEGATIVE VEHICLE
PURCHASE EXPERIENCE FROM INTEGRITY CHRYSLER JEEP DODGE , SAUG
THE EFFORTS OF DAR MAN SAMES ANDERSON SR. INTEGRITY'S
ADDRESS: 6779 RED WOOD ST. LAS DEBAS NV 89118, PHONE!
(702) 870 - 9793 , FRX! (702) 851 - 8312 WILL ANY POSITIVE ACTION
('CIMA AS A RESULT OF THIS ACCURATE ACCOUNT, I DON'T KNOW,
HOWEVER SEEING AS I HAVE PINOTIONAL + PONCOLOGICAL ISSUES, DNE
BEING AGGRAPHOBIA, IT CAUNOT PUT INTO WORDS THE TRAUMA
THIS SITURATION HAS CHUSED ME, 9 MY WIFE EMOTIONALLY, AND
PSYCOLOGICALLY.
P.S. I HAND PRINTED THIS ACCOUNT, TO MAKE IT MORE
PERSONNAL MISSINE, HOWEVER, IT PLSE WAS DIFFICULT TO DO
AS I HAVE RHEAMATOLD PRTHRITIS IN MY HAND & WRIST. I SUPP
. OSE THE INDICATES DETERMINATION, AMAZING WHAT ONE CAN DE IF
THEY REALLY WANT TO PROLOGIES FOR THEY PROCRESSIVELY
SHAKE PRINTING.
2 Nemair

From: customerassist@daimlerchrysler.com

To:

Date: Mon Oct 09 19:27:37 EDT 2006

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for your recent email to DaimlerChrysler Motors.

Your email was received by the DaimlerChrysler Customer Assistance Center that addresses issues with vehicles currently in the United States. We recommend that you contact our Military Sales/Service office in Europe by calling 49-6173-704256 or contact them at custserv@militarycars.com. That Center is staffed with trained professionals, ready to address your concerns.

Thank you again for your email.

Sincerely,

Teresa

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 15497599 EMAIL CASE NUMBER: 1530619

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4291653I25

M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Car problems

Comments:

I purchase a Town & Country Van last year and I had to change the brakes at 10,973. I think this is abnormal and I shouldn't have to pay for the brakes at such an early stage of my car. Please inform me of my options. Thanks and additionally my airbag light came on today while driving. This is my first Chrysler car and this is the third time something has occured out of the norm. Thanks

VIN:

5R

Mileage:

18359

Servicing Dealer:

Aviano Italy

Title:

Mr.

First Name:

Middle Initial:
С
Last Name:
Address 1.
Address 2:
APO
City:
AE
State:
NY
Zip:
Email:
Home Phone:

Roque Bluffs, ME

Survey Return Date: 08/09/2006

CSI SCORE: 100

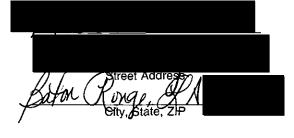
Overall Satisfaction					
Based on your satisfaction with this vehicle, how would you rate your chances of buying or leasing another DaimlerChrysler product?	Definitely Will	Probably Will ❤	Do Not Know	Probably Will Not	Definitely Will Not
During the past six months, have you returned to Darling's Auto Mall for any type of service work performed on your 2006 Dodge Grand Caravan?	Y≅	lease indicate below.)	,	Please stop and rei	tum in envelope.)
Routine Maintenance Repair Accessory Insta	allation	<u> </u>			
Approximately how many miles are on your vehicle?		Miles			M
How satisfied are you with your recent service experience at Oarling's Auto Matt?	Very Satisfied ☐	>			Very Dissatisfied
About the Service Staff At		-			
Darling's Auto Mall	Strongty				Strongly
I was satisfied with the treatment I received from the	Agree				Disagree
service staff					
3. The service staff listened and understood my needs	Verv				Uery Very
How satisfied are you with the quality of the service work performed on your vehicle?	Satisfied				Dissetisfied
How satisfied are you with service staff's ability to have your vehicle ready when promised?	,		<u>-</u>		
The Dealership's Facility					
The Dealership's Facility	Doesn't Apply	-	Yes		No
6. a. Was the service write-up area neat and clean?	Apply		\$\$		28 D D D
a. Was the service write-up area neat and clean?		7 25-1 00	¥\$		0 0
a. Was the service write-up area neat and clean?	SOR SCO	DRE: 100	¥es		♦ □ □ □
a. Was the service write-up area neat and clean?		DRE: 100	\$\$ X 0 0		0 0
6. a. Was the service write-up area neat and clean?	A M M M M M M M M M M M M M M M M M M M	DRE: 100		000000	Very
6. a. Was the service write-up area neat and clean? b. Was the waiting area/customer lounge neat and clean? c. Were the restrooms neat and clean? The Service Staff At SERVICE ADVIS Darling's Auto Mall 7. Please rate your satisfaction with your Service Advisor on the following: a. The promptness with which you were greeted. b. Courtesy in dealing with you. c. Overall dress and grooming. d. Consideration of your time. e. Ability to listen, understand, and answer your questions. f. Advising you on your service needs. g. Providing a clear explanation of the repairs and/or charges.	A M M M M M M M M M M M M M M M M M M M		00 0000000	000000	Very Dissatisfied
6. a. Was the service write-up area neat and clean? b. Was the waiting area/customer lounge neat and clean? c. Were the restrooms neat and clean? The Service Staff At SERVICE ADVIS Darling's Auto Mall 7. Please rate your satisfaction with your Service Advisor on the following: a. The promptness with which you were greeted b. Courtesy in dealing with you c. Overall dress and grooming d. Consideration of your time e. Ability to listen, understand, and answer your questions f. Advising you on your service needs g. Providing a clear explanation of the repairs and/or charges h. Fulfilled all commitments made to you The Service Staff At (continued)	A M M M M M M M M M M M M M M M M M M M		Doessi		Very Dissetisfied
6. a. Was the service write-up area neat and clean? b. Was the waiting area/customer lounge neat and clean? c. Were the restrooms neat and clean? The Service Staff At SERVICE ADVIS Darling's Auto Mall 7. Please rate your satisfaction with your Service Advisor on the following: a. The promptness with which you were greeted b. Courtesy in dealing with you c. Overall dress and grooming d. Consideration of your time e. Ability to listen, understand, and answer your questions f. Advising you on your service needs g. Providing a clear explanation of the repairs and/or charges h. Fulfilled all commitments made to you	SOR SSIED TO TANK TO THE TOTAL SCRIPTION TO THE SCRIPTION	000000	00 0000000		Very Dissatisfied

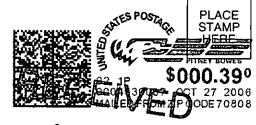
Abo	out the Service Work Performed		V		N/m	
9.	Was your recent service need corrected/completed		Yes		No	
	on the first visit?		🗖 (Go to t	Q.11.)	□ (6)	to Q.10a.)
			-	2 Vicite	3 Visits	4 or More Visits
10.	a. How many visits did it take to have your recent service			2 Visits	<u> </u>	Visits
	need corrected/completed?	. .				
	b. Why wasn't your vehicle fixed on the first visit? (Check all that apply.)				
	Parts were not in stock					
	Service Department could not duplicate condition					
	☐ Service Department's schedule too full					
	☐ Work performed did not correct condition					
	Other (Please specify.)					
11,	Compared to other automotive service providers, please	Strongly				Strongly
	tell us how much you agree that this dealership's	Agree				Disagree
	a. Overall service process is convenient	$\boldsymbol{\varkappa}$	П			
	b. Value of services performed is competitive				. 🗖	
		/-				
Cor	nmunicating With You					
	•			Doesn't	Von	No.
12.	During the service process, did the dealer keep you informed of the	progress o	of	Apply	Yes ▽	No ▽
	your service or repair?			Ø.		
				Doesn't		
13	a. Did you contact Darling's Auto Mall			Apply	Yes	₩o
	by phone to inquire about the progress of your service work?				区	
	b. If you were put on hold, did you consider the length of time accept				, K	
	c. Did you feel that the person handling your call was:				ξ -	
	Professional and courteous?	<i></i>		1		
	2. Responsive?			1		
	3. Knowledgeable?			# 5		
	I face you have protected by the declarable reporting your estimates	tion.			Yes	₩
14.	Have you been contacted by the dealership regarding your satisfact with the service received?					ň
				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	. =	
15.	Did you have any concerns regarding your service experience the brought to the attention of the dealership?				52	
	brought to the attention of the dediciship:	Very			. 44	Very
	b. If YES, how satisfied are you with the dealership's	Satisfied				Dissatisfied
	resolution of your concerns?					⊠(
	•	_	- -	_	_	• •
Eut	ure Service Intentions					
		Definitely	Probably	Do Not	Probably	Definitely
16.	Considering your experience with this dealership,	Mili.	Will	Know	Will Not	Will Not
	how likely will you be to return for required maintenance/repair work that you pay for?		₹.			
	Thankonarouropan work that you pay for	Strongly	7	_	_	Strongly
		Agree				Disagree
17.	I would recommend Darling's Auto Mall		_	F4	_	Ť
	to my family and friends	Ø				LJ
	Comments about your service experience:					
	5 ac nota					
						· · · · · ·
						

Comment about the service experience

The air bag warring light started coming on during the trip home from the last routine service. It is still intermittently coming on, some times during turns or on ruff roads. Because of the distance to the dealership and family problems I have not returned the vehicle to have it repaired but plan to call it to there attention when I take the vehicle in for the next routine maintenance. I mention this problem to the person from the dealership that called regarding service satisfaction but have not gotten any follow up from it.

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER Customer Name Address (State) (Street) (Zip) Daytime Telephone VIN Number o Date of Purchase February Mileage /1 Servicing Dealer Number of days vehicle has been Out-of-Service 14 ine 5 days, 2 thine 1-7 days Description of Concern: 1/10





OCT 3 4 2006

OWNER RELATIONS

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DaimlerChrysler Motors Company LLC Customer Center P.O. Box 21-8004 Auburn Hills, MI 48321-8004 DaimlerChrysler Motors Company LLC Customer Center

Customer Name Address (Street) Daytime Telephone Servicing Dealer Number of days vehicle has been Out-of-Service 19th 5 days, 2 thine 5 Tdays Number of repair attempts to repair same condition

Baton Rouge, LA

Date: October 13, 2006

RE: 06 Town & Country Touring

Linen Gold

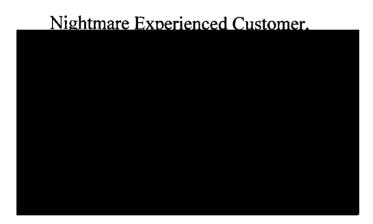
VIN#2A4GP54L96R

To: Daimler Chrysler

My husband purchased this van for me because he decided that he wanted me to have a brand new vehicle. Every since I took possession of this vehicle a month to the exact date of purchase I have been bringing this vehicle to the shop. One problem after another or the same repeat of a previous problem. I have been lied to about the repairs of the vehicle. I have been lied on when it was said that I didn't ask for certain repairs and I had. Michael Bauman is one of the service advisors who lied on me. The drivers door handle outside had to be changed, the hood had to be adjusted. The door panel on the driver side had to be changed. The clock spring has been changed or replaced twice. The tire pressure light kept coming on, also the air bag light kept coming on. I was told by Michael Bauman to check the tire pressure in all four tires and the spare tire under the van. I was advised by another advisor that the spare tire pressure had nothing to do with why the tire pressure light would be on. The vehicle has shut down on me numerous times, the dashboard lights flash, I could put the car in park and it would start back up again. The air conditioner blows hot air at will. The alarm works when it wants, along with the automatic doors that open when they want to along with the automatic hatch. The vehicle makes loud noises humming is another noise it makes. The steering column is making a grinding noise and shaking. The noise and shaking scared my children. This vehicle is not safe for my family or me nor is it safe for any other individual or family. I have a sick child whom I have been taking to New Orleans Children's Hospital every other week, his pediatrician's office in Plaquemine and taking them back and forth to school. I often have to go back to pick him up when his stomach hurts him, this has been for numerous months. I have to travel to church also, which is a good distance from my home. The vehicle that I need has got to be a safe one to transport my children in my husband and myself. I can't tell you how frustrating,

upsetting, time consuming and out of the way this vehicle has cost me. I have a dad that I am helping take care of, I need a dependable vehicle and the one I have is everything but dependable. I have referred several of my family and friends to the Chrysler dealership and now, I have to tell them about my experience with the dealership, the vehicle, the service to the vehicle and all of my suffering because of it. There were 2 times that I can recall when I was told that I didn't have to sign any paperwork for my vehicle repairs. I was also told that nothing was wrong with my vehicle when I brought it in for service, like I'm crazy or throwed-off, even when their service advisor Michael Bauman told Al Burton that her heard some noises. I spent numerous hours setting at A K Durnin waiting on my vehicle to be repaired and twice after waiting hours, when I asked what was taking so long is when I was told that it would be a while and I was given a rental car twice. I had a rental car for 5 days the first time, you would think they would have examined the vehicle extensively. I got the vehicle back it was doing the exact same thing about a week later, I got frustrated and upset. I took the van back at that time and had to leave it their because my son was being hospitalized in New Orleans. I left the vehicle on 9/26/06 and took possession of the vehicle again on 10/2/06 and had to take it back again on 10/10/06 and took possession of it again on 10/12/06. From 9/26/06 I had a rental car for those 7 days. On 10/10/06 I was not given a rental car or asked if I wanted one, so my husband came and took me home. After they decided that something was in fact wrong with the vehicle, no one called us, my husband called and found out that the power steering fluid reservoir screen was restricted and that it had debris in it, the air conditioner was blowing hot air, it was told to my husband that the freon level was at 2.18 and it should have been 2.83 and that is a manufacturer fault per Al Burton (Service) Supervisor) on 10/12/06. I had to also ask about a rental car because I had been with out a vehicle since the day before when I dropped mine off. I was given a loaner vehicle on 10/11/06@ 4:45 p.m. or so. I also took my vehicle there on a ½ tank of gas and when I took possession of it again it was on the notch before E, which provoked me to go to the gas station immediately. I was also told that now since the passenger front door panel is peeling that I was not going to get a new door panel, per Al Burton who stated that he has a guy who comes in on Thursdays and that he would get him to paint the door panel, because the door panel cost \$300.00 by itself without the labor, and he would have the labor of replacing it. This van, Michael Bauman, Al Burton has made my life very very complicated, this has been a nightmare for my family as a whole. I am very tired of this van and I am exhausted with the problems that I have had and know in my heart that I am going to

have with this vehicle. My experience with my salesman Mr. John Brown was the only good experience I have had at A K Durnin, anything other than that has been a very bad experience, a down right nightmare. I do not want this vehicle, I have need of a new vehicle. This vehicle is a true LEMON and it has made my life very sour since I took possession of it on February 6,06. I wanted so much to enjoy my van, but I have not. A 2006 Town & Country Touring, VIN#2A4GP54L96R Linen Gold in color. I had previously spoken with one of the Daimler Chrysler Customer Service Reps. named Kiona on Monday, October 2, 2006. I am also enclosing a copy of all of the service receipt that I have in my possession along with the 2 rental car receipts.



In the event legal action is necessary to enforce this contract, I will pay teasonable attorned the below repair work to be done along with necessary materials. You and your entures on vehicle to secure the amount of repairs thereto you want my risk. An experience of the string, inspection or delivery at my risk. An experience of the string inspection of delivery at my risk. An experience of the articles left in vehicle in case of the string inspection of the string in the PLIES - A 5% CHARGE OF LABOR WITH A MAX. OF \$10.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE APPLICABLE SUPPLY JEWS ARE WILLIAM FUNDERS, CARBURETOR CLEANER, TOWELS, PRINS, AERO-SPRAY, SPECIAL DIRECT, PAGS, CARBURETOR CLEANER, TOWELS, ADVISOR HAT NO. 1974 INVOICE DATE INVOICE NO. CHCS1197

IABOR PATE O LICENSE NO. MILEAGE COLOR GOLD STOCK NO. W602 CUSTOMER NO. 20254 -OS/CHRYSLER/TOWN & COUNTRY/VAN FWD PELVERYDATE ZHOLE ID NO. P 5 4 L 9 6 K F.T.E. NO. H.O. DATE 03/06/06 BATON ROUGE, LA JOB# 1 CHARGES---LABOR----LAPOR

J# 1 10CHZ10 ENGINE STALLS UNITS: TECH(S):8541

CUST STATED VEHICLE STALLED 1 TIME WHILE AT RED LIGHT

CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME. MARKANT JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL JOHN 2 CHARGES-LABOR BODY ADJUSTMENTS UNITS: TECH(S):8541

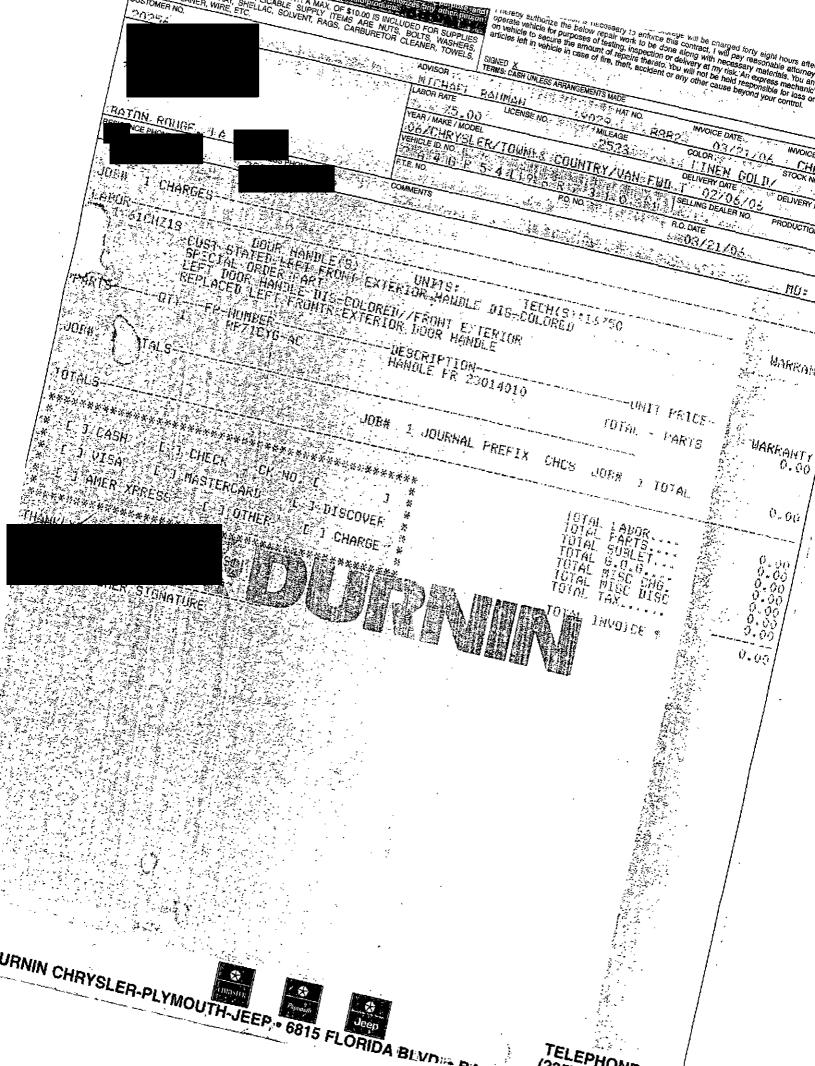
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remainded forly evaluation only. Material is extra. Storage will be charged forly evaluation









Including any implicative reality of interesting the second of the control of the	ped forth eight hours after repairs are compli- pay reasonable attorney's fees and court o- cessary materials. You and your employees risk. An express mechanic's lien is acknowled leid responsible for loss or damage to vehic use beyond your control.
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	NG DEALER NO. PRODUCTION DATE
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I hereby authorize the below repair work to be done along with necessary materials. You and your employe operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknown whiche to secure the amount of repairs thereto. You will not be held responsible for loss or damage to ve articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. "SUPPLIES - A 5% CHARGE OF LABOR WITH A MAX. OF \$10.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO-SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE ETC. TERMS: CASH UNLESS ARRANGEMENTS MADE INVOICE DATE: . 19029 . . . PAUMAN: 07/28/06 MICHAEL 20256 втоскио. MILEAGE LICENSE NO. LINEN GOLDI LABOR RATE 9076 35,400 DELIVERY DATE YEAR / MAKE / MODEL T 02/03/06 06/CHRYSLER/TOWN & COUNTRY/VAN FWD VEHICLE ID. NO. 2.55 SELLING DEALER NO. PRODUCTION DATE Sec. 25. 12. 14. R.O. DATE - 07/28/06 F.T.E. NO. BATON ROUGE ... LA COMMENTS 刊0: 907 JOEN 1 CHARGES CABOR INTERIOR TRIM PANELS UNITS: TECH(S):371 J# 1 60CHZ15 WARRARTY CUST STATED LEFT FRONT DOOR BEZEL CRACKED//SPECIAL ORDER
LEFT INTERIOR DOOR HANDLE BEZEL CRACKED
REFLACED LEFT FRONT INNER DOOR TRIM PANEL PM81101-AL PANEL FRO 23092005 WARRANTY TOTAL - PARTS 0.00 JOB# 1 TOTALS= JOHN JOBE 1 JOURNAL PREFIX CHCS JOBE 1 TOTAL 0.00 JOER 2 CHARGES ---LABOR -- Z JH 2+51CHZ12 WIPER/WASHER UNITS: TECH(S):371
RECALL F-10//WINDSHIELD WIPER MOTOR
RECALL F-10//WINDSHIELD WIPER MOTOR WARRANTY -----PHIL PRICE-WARRANTY TOTAL - PARTS 0.00 2 TOTALS-TETCATION 2 TOTAL 0.00 TECHNICIAN CERTIFICATION TOWALD & HALLS TOTALS TOTAL LABOR 0.00 并实验的证据是不是不是不是不是不是不是不是不是不是不是不是不是不是不是不是不是不是 TOTAL PARTS.... 0.00 C 1 CASH C 1 CHECK CK NO. 1 0.00 TOTAL 6.0.6... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX.... 0.00 E 1 VISA C 1 MASTERCARD E 1 DISCOVER * 0.000.00 TO AMER XPRESS CONTHER LOCHARGE 0.00 TOTAL INVOICE # 0.00

CUSTOMER SIGNATURE :-







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PAGEA.K. DURNIN CHRYSLER-PLYMOUT	⇔ CIRSTER TH-JEEF	## Puprowifi • 681	Je 5 FLOR	RIDA B	LVD. •	BAT		EPHONE: 927-3900 927-3900 LA 70806	i

If the everil legal action is necessary to entitle a material in the everil legal action is necessary in earlier. It hereby authorize the below repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. SUPPLIES - A 5% CHARGE OF LABOR WITH A MAX. OF \$10.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO-SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC. SIGNED X
-TERMS: CASH UNLESS ARRANGEMENTS MADE CUSTOMER NO. 19029 HAT NO. 5355 MYSCHAEL BAUMAN INVOICE DATE 2/06 COMPREN GOLDY STOCK NO. WAOZO LABOR RATES . OC LICENSE NO. YEARY MAKEY MODELRY TOWN & COUNTRY/VAN FUD PELVETEPUS/05 DELIVERY MILES SELLING DEALER NO. BATON ROUGE, LA MO: 15031 RESIDENCE PHONE, 374 JOB# 11 CHARGES-JH 1 52CHZ12 SUP RESTRAINT SYS UNITS: TECH(S):16750 CUST STATED AIR BAG LIGHT FLASHES ON AND OFF SEE JOB 3 WARRANTY JOBH : 1 TOTALS-0.00 - JOBH - I JOURNAL PREFIX CHCS JOBH I TOTAL JOBH 2 CHARGES DOOR HANDLE UNITS: TECH(S)
CUST STATED RIGHT FRONT DOOR HANDLE BEZEL PEALING
PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.
ODERED RT INTERIOR PULL HANDLE BEZEL UH 2 60CHZ04 TECH(S):16750 >JOB# - 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00 JOB# 3 CHARGES --INTERIOR LIGHTING UNITS: TECH(S):16750 CUST STATED INTERIOR LIGHT FLICKER ON AND OFF INTERMITTENLY BCM HAS INTERNAL SHORT > ~ WARRANTY ACED BCM RE-SET WULLD LE MAN DE LE M REPLACED BON RE-SET QUICK LEARN 0.00 JOBH 4 CHARGES LABOR ---E AIR CONDITIONING WARRANTY CUST STATED AVC THOP INTERMITTENLY CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME. 1.7 JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00 TOTALS --TOTAL PARTS....
TOTAL SUBLET... 0.00 0.00 SECTOPHECK OF CKIND FOR 0.00 TOTAL 0.0.6.... TOTAL MISC CHS. TOTAL MISC DISC 0.00 E-3 MASTERCARD Co *E *I DISCOVER 0.00 0.00 I AMER XPRESS SI JOTHER SALES I CHARGE * TOTAL TAX..... 0.00 TUTAL INVOICE & 0.00 THANK-YOU FOR YOUR BUSINESS H









vehicle in case of fire, theft, accident or any other cause beyond your control. *SUPPLIES - A 5% CHARGE OF LABOR WITH A MAX. OF \$10.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO-SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIFE, ETC. (^ SIGNED X TERMS: CASH UNLESS ARRANGEMENTS MADE CUSTOMER NO. ADVISOR AFT HELITAN 19029 HAT NO. 7020 INVOICEDATE 2/06 INVOIDENS 2: STOCK NO. WE LICENSE NO. COLOREN GOLD! YESPLAKENSPER/TOUN & COUNTRY/VAN FUD PELVERY PUB/06 DELIVERY MILES CON K E.B cd ⋅ € 3 VEHICLE P. NO. P. 5 4 1 9 6 R BATON ROUGE LA F.T.E. NO. P.O. POTE 11/06 RESIDENCE SHONE 374 BUSINESS PHONE O TO COMMENTS MO: 15: JH 1 TOCHZIO ENGINE STALLS UNITE: TECH(S):8541
CUST STATED VEHICLE STALLS WHILE DRIVING SOME TIMES
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME. MARRAN JOBH J TOTALS-JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL LABOR

JR 2 45CHZO1

CUST STATED POWER STEERING MOISE//SHUDDER WHEN HOT
PS FLUID RESERVOIR SCREEN RESTRICTED CAUSING SHUDDEN
REPLACED POWER STEERING RESERVOIR/FLUSHED AND RE-FILLED WARRAN" SYSTER ARTS - DESCRIPTION - UNIT PRICE-14749012 AAA RESERVOIR 19054180 15013457 AAA OIL AUTOR 1081018 TOTAL PARTS MARRANT ···· WARRANT JOHN 2 TOTALS-JOBH 2 JOURNAL PREFIX CHCS JOBE 2 TOTAL

JOBH 3 CHARGES

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AVC NOTICUOLING

DRITS!

FITECHISTIC CHCS JOBE 2 TOTAL

LOUF REAR LOUD ROARINGZHUMMING HOLSE WHEN PERIOLECHOT EN LEVEL

ADJUSTED FREON LEVEL//ALL OK AT THIS TIME WARRANT JOHN & TOTALS ----JOSH 3 JOURNAL PREFIX CHCS JOSH 3 TOTAL LOBOR-LABOR TRIM UNITS: TECH(S):15750

TRIM ON RT DOOR HANDLE BEELING

RT DOOR PAMEL PEELING

PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.

ORDERED RT FRONT DOOR PANEL WARRANT JOBN 4 JOURNAL PREFIX CHUS JOBS 4 TOTAL





STATE OF STREET STREET	displants all system a par an ability of times for a thorize other (assumes for authorize	articles left in ve	hicle III case of the	or de ivery \$11.00 You will not be held respondition to any other cause beyond your confirmance of the cause of the	INVOICE NO. 24
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المعنى	X- DETT SCRATCH Co-MISSING	PERMISSION GRANTED, TO-OPERATE VEHI	CLE ONLY IN THE STATE OF RENTAL AND TH	HE FOLLOWING STATE(S):	
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7	E IN NIBA 12 3/4 7/8 F	CPERATION IN ANY OTHER STATE OR COUN		TOWER THIS ASSOCIATION	
\leq	OPTIONAL PRODUCTS NOTICE:	RENTER DECLINES OPTIONAL COLLISION	RENTER ACCEPTS OPTIONAL COLLISION	N DESITED W	
	OUR CONTRACT OFFERS, FOR AN	DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY-SEE PAGE 2.	DAMAGE WAIVER (COW) STIFEE SHOWN IN COLUMN TO HIGHT, SEE OPTIONAL	<u>renter</u> x	n n
	ADDITIONAL CHARGE, AS OPTIONAL PRODUCTS: COLLISION DAMAGE		PRODUCTS NOTICE TO LEFT, "NOTICE" BELOW AND PAGE 3, PARAGRAPH (6		
	WAIVER; PERSONAL ACCIDENT		CDW IS NOT INSURANCE		•
	INSURANCE; AND SUPPLEMENTAL	ACCIDENT INSURANCE(PAI)	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE(PAI) AT HEE	L RENTER: X	
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3	ANY OF THESE OPTIONAL PROD-	RENTE	AND PACE 3 PARAGRAPH 18.		
=	UCTS, YOU MAY WISH TO DETER- MINE WHETHER YOUR PERSONAL	RENTER DECLINES OPTIONAL SUPPLEMENTA			
بات ا	INSURANCE OR CREDIT CARD PRO-	PARAGE	LIABILITY PROTECTION (SLP) AT FEE SH IN COLUMN TO RIGHT SEE OPTIONAL		
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Γ	THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE OPTION-	ACKNOWLED CO	GMENT OF THE ENTIRE AGREE DISISTS OF PAGES 1 THROUGH	MENT, A S	FUEL 0 3.75/GALLON
	AL PRODUCTS IS NOT REQUIRED TO	TEHAVE READ AND AGREE TO THE TERMS	CAND CONDITIONS ON PAGES 1 THROU	IGH A OF THIS AGREEMENT AND	
	RENT VEHICLE.	BY MY, SIGNATURE BELOW I AM THE "RE ING "OWNER" TO "PROCESS I CHARGES DEPOSITS, INCREMENTAL "AUTHORIZAT	ON MY CREDIT CARD(S) AND/OR D	DEBIT CARD(S) FOR ADVANCE RRED. AS WELL AS PAYMENTS	LAEXCISE 3.000 %
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	REPLACEMENT VEHICLE	RENT	DATE	9/26/06	
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	E <u>'</u>		#	- 615C3	TAX 9.8%
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(OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A	-CAR COMPANY, WHICH OWNS ALL RIGH	TS TO ENTERPRISE NAMES AND MARK	ks. © ENTERPRISE L	EASING COMPANY OF NEW ORLEAN.

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Dianter Chrysler Motors Co. LLC Enstoner Center

DAIMHERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM Approved Buyback Package -- 2/15/2007 Disposal Package Open STATUS: Check Request Approved VIN 6R CAIR 15767469 Dealer 08701 Zone 74 Owner VIN 2A4GP44R16R I/S/D 9/29/2006 Address Year 06 BISMARCK, ND M/M CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON Phone Miles 3,925 **CAIR** 15767469 **Amount** \$25,186.60 Warranty Expense \$2,090.34 Payee #1 CORWIN-CHURCHILL MTR INC Address 1112 MISSOURI AVE BISMARCK, ND 58502 **Total** \$25,186.60 Type Replacement Category Q - Potentially Qualifies for Lemon Law State Lemon Law Filed? No State? ____ DaimlerChrysler Arbitration Case Filed? No DC Case # _____ Date? Arbitration/LL/Litigation-Settled/Decision? FL Lemon Law Case # Disposal Type Title State _____ Title Number _____ Branding Required _____ Vehicle Location _____ Address

Contact:		Phone:	
Cannot Resell In:		Assign to Auction:	
Were mul	Itiple repair attempts made for the same nonconforn	nity?	
	Were there repairs to Steering/Brakes/Safety Haza	rds?	

No of Days ____

Describe Area Repaired and the Approximate Cost of Repair

RC	NONCONFORMITY	Status Code	DATE REPAIRED or OTHER COMMENTS
	1.		1.
	2.		2.
	3.		3.
	4.		4.
	5.		5.

Was the vehicle reacquired due to days out of service?

Any Prior or Current Accident Damage?

CAIR # 15767469 VIN # 2A4GP44R16R Owner Name:

New Vin 2A4GP44R46R		Old Vin 2A4GP44R16R	
USAGE FEE		OWNER'S COLLATERAL COSTS	
Mileage3,697 X\$0.20	= \$739.40	Taxes	<u></u> \$0.00_
(# of miles) (cost/mile)		License & Title Fees	\$0.00
AND/OR		Doc Fees	\$50.00
Purchase \$0.00 X 0 Miles	= \$0.00	Damage (Requires Estimate)	\$0.00
Price 100,000		Service Contract	\$0.00
(insert either 100,000 or 120,000)		Other	\$0.00
AND/OR		D. TOTAL COLLATERAL COSTS	\$50.00
Mileage Offset Calculation			
(Purchase Price * Miles / (100,000 or 120,000)) * 50%		VEHICLE COST	
\$0.00 X 0		New Vehicle Invoice Cost	\$26,344.00
100,000		Less Holdback	\$818.00
		Subtotal	\$25,526.00
= \$0.00 X 50%	= \$0.00	AfterMarket Accessories / Conversion	
(Usage Fee) (Offset)		(items added to new vin only)	
AND/OR			\$0.00
Flat Usage Fee	\$0.00	<u></u>	\$0.00
A. TOTAL USAGE FEE	_	\$739.40	\$0.00
MSRP CALCULATION	_	Owner Contribution (Step C) (+/-)	(\$739.40)
MSRP (New Vin)	\$27,980.00	E. TOTAL VEHICLE COST	\$24,786.60
AfterMarket Accessories / Conversion			
(when added at customer expense)		COLLATERAL COSTS	
	\$0.00	Taxes	\$0.00
	\$0.00	License & Title Fees	\$100.00
	\$0.00	Doc Fees	\$50.00
1. Total MSRP Value (New Vin)	\$27,980.00	Service Contract	\$0.00
MSRP (Old Vin)	\$27,980.00	Dealer Handling	\$300.00
AfterMarket Accessories / Conversion (only if items are not added to new Vin)		Other	
	\$0.00	Owner Contribution (Step D) (+/-)	(\$50.00)
	\$0.00	F. TOTAL COLLATERAL COSTS	\$400.00
	\$0.00		
2. Total MSRP Value (Old Vin)	\$27,980.00	TOTAL AMOUNT REQUESTED (E + F)	\$25,186.60
B. MSRP DIFFERENCE (1 - 2)		0	
C. OWNER CONTRIBUTION TO VEHICLE COST (A + E		\$739.40 OWNER CHECK TO DEALER (C + D)	\$789.40
REMARKS	=		

DATAM ERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM Approved Buyback Package -- 2/15/2007 (con't)

CAIR	15767469	VIN 6R	

Approval History

Check Request

Approved -- 2/15/2007 2:02:23 PM (Darrin G Dimitry)
Submitted for Approval -- 2/14/2007 4:20:26 PM (EJ Weeke)
Submitted for Review -- 2/14/2007 8:32:47 AM (Jason Pullen)
2/16/2007 0007095318 - CORWIN-CHURCHILL MTR INC \$25186.6 (Invoice #15767469-1A)

HISTORY

Original Selling Dealer Information

Dealer: 08701

Corwin-Churchill Mtr Inc

1112 Missouri Ave

Bismarck, ND 58502

Main Number: 701-223-1170

DAIMHERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM Approved Disposal Package -- 02/26/2007 STATUS: Check Request Approved Disposal Package Approved **CAIR** 15767469 VIN 6R Zone 74 **Dealer** 08701 Owner VIN 2A4GP44R16R I/S/D 9/29/2006 Address BISMARCK, ND Year 06 M/M CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON Phone Miles 3,925 **CAIR** 15767469 **Amount** \$25,186.60 Warranty Expense \$2,090.34 Payee #1 CORWIN-CHURCHILL MTR INC Address 1112 MISSOURI AVE BISMARCK, ND 58502 Total \$25,186.60 Type Replacement Category Q - Potentially Qualifies for Lemon Law State Lemon Law Filed? No State? DaimlerChrysler Arbitration Case Filed? No DC Case # _____ Arbitration/LL/Litigation-Settled/Decision? Date? FL Lemon Law Case # Disposal Type Auction Title State ND Branding Required Not Required Title Number 5590615 Vehicle Location DENVER AUTO AUCTION Address 17500 E. 32ND AVENUE AURORA, CO 80011 Contact: Gloria Gaolardo Phone: 303-343-3443/800-822-1177 Cannot Resell In: AL, MD, ND, VT, WA, ID, MN, NH, OH, PA Assign to Auction: 595 Were multiple repair attempts made for the same nonconformity? Yes Were there repairs to Steering/Brakes/Safety Hazards? Yes Was the vehicle reacquired due to days out of service? Yes No of Days 30 Any Prior or Current Accident Damage? No Describe Area Repaired and the Approximate Cost of Repair

RC		NONCONFORMITY	Status Code	L	DATE REPAIRED or OTHER COMMENTS
0108	1.	Airbag light is on.	А		1. 01/31/07 Repaired bus wiring behind metal brace and wirin
	2.				2.
	3.				3.
	4.				4.
	5.				5.

DAINWER CHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Disposal Package -- 02/26/2007 (con't)

CAIR 15767469 VIN 6R6

HISTORY

Approval History

Check Request

Approved -- 2/15/2007 2:02:23 PM (Darrin G Dimitry)

Submitted for Approval -- 2/14/2007 4:20:26 PM (EJ Weeke)

Submitted for Review -- 2/14/2007 8:32:47 AM (Jason Pullen)

2/16/2007 0007095318 - CORWIN-CHURCHILL MTR INC \$25186.6 (Invoice #15767469-1A)

Disposal Package

Approved -- 2/26/2007 12:12:03 PM (Vincent P Imperiale)

Submitted for Approval -- 2/21/2007 11:31:42 AM (Michelle Simpson)

Submitted for Review -- 2/21/2007 11:31:31 AM (Michelle Simpson)

Original Selling Dealer Information

Dealer: 08701

Corwin-Churchill Mtr Inc

1112 Missouri Ave

Bismarck, ND 58502

Main Number: 701-223-1170

Consigned Auction Inforr

Auction: 595

DENVER AUTO AUCTION

17500 E. 32ND AVENUE

AURORA, CO 80011

Main Number: 303-343-3443/800-822-1177

INVOICE Krein



Daimier Chrysler Motors Company LLC

Invoice Date Vehicle Identification No. Invoice No. Zone Dealer Plant 6-RSY-15937218 09/15/05 01 2A4GP44R16R 08701 WINDSOR Ship CORWIN-CHURCHILL MTR INC PO BOX 1078 ND 58504-1078 BISMARCK Sold 9103-01-9615 CORWIN-CHURCHILL MTR INC То PO BOX 1078 BISMARCK ND 58504-1078 SHIPPING WT. 4132 SAE HP Paid 000-222222-00 CHRYSLER FINANCIAL CORPORATION For By xx Credit Sale Cash Sale Description **Factory Wholesale Price** Body and Equip. 23,409.00 CHRYSLER TOWN & COUNTRY LX RSYH53 Stone White Clear Coat PW1 NO CHARGE Cloth Low-Back Bucket Seats B7D5 1,298.00 Popular Equipment Group II AJY 4-Speed Automatic Transmission NO CHARGE DGL NO CHARGE 3.3L V6 OHV Engine EGA 326.00 Power 8-Way Driver Seat JPR 31.00 Engine Block Heater NHK 25.00 DaimlerChrysler Owner Loyalty Mail YDH 5 Additional Gallons of Gas 10.00 YGE Customer Preferred Package 2DF 2DF Customer Preferred Package 28F 28F 210.00 UPPER MIDWEST - PPA/EB-PF G49 305.00 UPPER MIDWEST - DAA P49 730.00 DESTINATION CHARGE 287 HB 81800 MDH # 091416 25061 EΡ 26080 PΡ TOTAL 26,344.00 27,980.00 MSRP RETAIL TOTAL



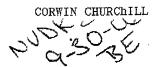
	DAIMLERCHRYSLER MOTORS COMPANY	LLC INVOICE
5-A		
PLANT	ZONE DEALER VEHICLE ID NUMBER	INVOICE NO. INVOICE DT.
WINDSOR	74 08701 2A4GP44R46R	6-R\$Y-15895461 09/09/05
	IN-CHURCHILL MTR INC	
TO: PO B		IGN KEY M2560
BISM	ARCK ND 58504-	TRK KEY
		ACC KEY 7437
SOLD CORW	IN-CHURCHILL MTR INC OX 1078	9103-01-9609
BISM	ARCK ND 58504-	SHIPPING WT. 4132
PAID FOR B	Y: CHRYSLER FINANCIAL CORPORATION	SAE HP 32.2
XX CRE	DIT SALE CASH SALE	000-22222-00
BODY & EQUIP.	DESCRIPTION	FACTORY WHOLESALE PRICE
D030152	CHRYSLER TOWN & COUNTRY LX	23,409.00
RSYH53 PB8	Midnight Blue Pearl Coat Paint	23,407.00
P58 B7D5	Cloth Low-Back Bucket Seats	NO CHARGE
AJY	Popular Equipment Group II	1,298.00
DGL	4-Speed Automatic Transmission	NO CHARGE
EGA	3.3-Liter V6 OHV Engine	NO CHARGE
JPR	8-Way Power Driver's Seat	326.00
NHK	Engine Block Heater	31.00
YDH	DaimlerChrysler Owner Loyalty Mail	25.00
YGE	5 Additional Gallons of Gas	10.00
2DF	F Package	
28F	Customer Preferred Package 28F	
G49	UPPER MIDWEST - PPA/EB-PF	210.00
P49	UPPER MIDWEST - DAA	305.00
287	DESTINATION CHARGE	730.00
	HB 81800	
	MDH # 090817	•
	EP 25061	
	pp 26080	

MSRP RETAIL TOTAL

27,980.00

TOTAL 26,344.00 ORIGINAL INVOICE

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE THE UNITED STATES.







CORWIN CHURCHILL MOTORS, INC.

CHRYSLER — PLYMOUTH — JEEP BOX 1078 BISMARCK, ND 58501



		(701) 22	3-1170					1
Sold To				Ştoc	k No.	6330140		
Street				Date		09/29/200		
DILY CILLO	ND		Zip Code		Phone			
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Serial No. ZAAULPAARTOR		· · · · · · · · · · · · · · · · · · ·		Trim No.		M0507 KE	COUE NO.	•
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	1,-		Motor Vehicle Exc	ise Tax		 · -	74	2.35
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Delivered Price (Cash Price) DISCLAIMER OF WARRANTI			Information On Ti	ade-In		Use	d Vehicle No	
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Date OS/25/ 200 Bibyer's Signature The front and back of the Order comprise the entire agreement a	edicable edition musikanon C	and no other con	noment or understanding	of any nature concern	no sama bas	haso made or e	ntered into, or will	be recconiz
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Approved by		 .	THIS DEALERSHIP ON NOT BINDING ON TH	THE DATE NOTES A	TTOP OF FC	DAM. IF CREDIT	'IS INVOLVED.T	HIS ORDER
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Salesman JOE TUHACC		/-		,4				
Manager // /	XZX	<u> </u>	Buyer's Signature		EPTED BY DE	ALER OR AUTH, F	EP.	
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CORWIN CHURCHILL MOTORS, INC.

CHRYSLER --- PLYMOUTH --- JEEP BOX 1078 BISMARCK, ND 58501



(701) 223-1170 Stock No. 6330120 Sold To Street 12/27/200 Date City BISMARCK State ND Zip Code Phone Make CHRYSLER Series TWN & CTY Cyl Color MIDNIGHT B Year ody WGN Serial No. 2A4GP44R46R MZ560 KEY CODE NO. Trim No. Base Price CASH PRICE (Including any accessories, services (Imposed on the cash sale) 27,980,00 27,980,00 Trade-Allowance 0.00 Cash Difference NA Motor Vehicle Excise Tax ממוחחר License & Title Fees N/A Amount Owing on Trade 50 00 Document Administration Fee Service Contracts TOTA-C 150. 00 Cash Down Payment Total Amount Paid Unpaid Balance Delivered Price (Cash Price) Information On Trade-In DISCLAIMER OF WARRANTIES FACTORY WARRANTY: Any werranty on may new shale, or used vehicle still subject to a manufacture warranty is that made by the membacture only. The saller, bureby disclaims all warrantees, atther express implied, including any implied warranty or membacture shall be subject to be subject to a subject to the subject of the Make Year Model Serial No Remarks Purchaser shall not be entitled to recover from dealer any consequential damages, damages to dominages for love of use, loss of time, loss of profits, or income, or any other incidental damages. 12/27/2006 Buyer's Signature The front and back of the Order comprise the entire agreement attenting this purchase and no other agreement or understanding of any nature concerning same has been made or entared into, or will be recognized.

I hereby certify that no credit has been extended to me for the purchase of this motor vahiols except as appears in writing on the lace of this agreement.

I have need the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am 16 years of age, or older, and hereby science/edge is compared to the order.

THE TERMS OF THIS CONTRACT OF SALE WERE AGREED UPON AND THE CONTRACT SIGNED IN THE TERMS OF THIS CONTRACT OF SALE WERE AGREED UPON AND THE CONTRACT SISINED IN THIS BEALERSHIP ON THE DATE NOTED ATTOP OF FORM. IF ORBOIT IS INVOLVED, THIS ORDER IS NOT BINDING ON THE CUSTOMER UNTIL A CREDIT DISCLOSURE IS MADE DESCRIBED IN REGULATION "2". Approved by BUYER'S SIGNATURE
THIS ORDER NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR AUTH, HEP. Manager Type of Warranty on Used Car or Truck. ODOMETER DISCLOSURE STATEMENT Federal law (and State law, if applicable) require that you state the mileage upon translat of ownership. Failure to combine or mplate or providing a false statement may result in fines and/or imprisonment. TRADE IN VEHICLE (NON-LEASE) VEHICLE SOLD (NON-LEASE) CORWIN CHURCHILL MOTORS (TRANSFERORE NAME - PRINT)
(In tertities) miles and to the best of my knowledge that it 000,100 (TRANSFERDR'S NAME , PRINT) miles and to the best of my knowledge that it reeds relients the actual m same of the vahicle described above, unless one of the following state (1) I hereby certify that to the beat of my knowledge the odomete reflects the amount of mileage in excess of its mechanical limits. (1) I hereby certify that to the best of my knowledge the exemeter reflects the amount of mileage in excess of its mechanical limits. (2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING - ODOMETER DISCREPANCY (2) I hereby certify that the edometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY CHRYSLER CHRYSLER MAKE WGN TOWN & COU TWN & CTY VEHICLE 2A4GP44R16R VEHICLE 2A4GP44R46 IDENTIFICATION NUMBER IDENTIFICATION NUMBER 2006 YEAR TRANSFEROR'S CORWIN CHURCHILL MOTORS TRANSFEROR'S NAME 1112 MISSOURI AVE BISMARCK ND BISMARCK <u>58501</u> TRANSFEROR'S NAME (SIGNATURE) 12/27/2006 DATE OF STATEMENT 12/27/2006 DATE OF STATEMENT TRANSFEREE'S NAME TRANSFEREE'S NAME CORWIN CHURCHILL MOTORS TRANSFEREES 1112 MISSOURI AVE 58501 TRANSFEREE'S NAME TRANSFEREE'S NAME (PRINTED NAME)

A.D.A.N.D., Box 2524, Farmu, ND 58108

(PRINTED NAME)

☑ 005

P. 03

INCENTIVE RESOLUTION AGREEMENT

Dealer:

Corwin-Churchili Mtr Inc 1112 Missouri Ave

Dealer Code:	Bismarck, ND 58502 08701	
In mutual resolu 2A4GP44R16R QA4GP44R	ation of the complaint of second, we have agreed to 46/2	regarding his/her vehicle, VIN: place to another vehicle, VIN:
programs avails programs. Authorized Dea	will be inellable. Nor will it count as a "	d agree that the new vehicle, VIN: igible and disqualified from all consumer and dealer incentive qualifying" unit toward any dealer objective for such incentives / Authorized DalmlerChrysler Signature
Carwin-Churchi	ll Mtr Inc	ISG
Dealership Nan	ne	Zone
08701		91
Doaler Code		Zone Code

IMPARTIAL SERVICES GROUP, INC. VEHICLE PICK-UP REQUEST

Date: To:	January 15 Lyn Tetrea		Telephone Fax:	989-269-2161 989-269-6266
Customer N Zone: VIN: Year: Model: Color: Brake/Steer		74 2A4GP44R16R 2006 CHRYSLER TOWN & C WHITE Yes	OUNTRY LX FWD LWB WAGON	
	urs in ad	vance before going t	to pick up the vehicle to ensuist you when you arrive.	re
Pick Up Nan Address: City: State: Zip Code: Telephone: Contact Nan		Corwin-Churchill Mtr Ind 1112 Missouri Ave Bismarck ND 58502 701-223-1170 Billy Ericksen or Mike K		
Special Rem Delivery Nar Street Addre City: State: Zip Code: Telephone: Contact Nan	ne: ess:	J Elway Chy-Jee on Brd 5445 South Broadway Littleton CO 80121 303-761-1720 (cell 303- Vern Hale		
***ATTEN Call Trans at the dea	Logic at		have any problems picking u	up this vehicle
TRANSLOGIO Date Receive		<u> </u>		
Transportation Estimate: Delivery Com				
Special Requi	irments:			

Signature:

LEGAL DOCUMENT - KEEP IN A SAFE PLACE CERTIFICATE OF TITLE FOR A VEHICLE NORTH DAKOTA DEPARTMENT OF TRANSPORTATION SFN 2875 (Rev. 01-01) YEAR YEAR VIN MODEL REGISTERED MAKE **BODY STYLE** 2A4GP44R16R 2006 **CHRYSLER** 2006 SPORT VAN OWNER(S) NAME KREIN, MARELLA A OR KREIN, LELAND L TITLE NUMBER VEHICLE TYPE SHIPPING WEIGHT 5590615 **PASSENGER** MAIL TO: **ODOMETER READING**

CERTIFICATE OF TIT NORTH DAKOTA DEPARTMENT SFN 2875 (Rev. 01-01)	LE FOR A VI	TION		safe place		MOTOR VEI ND DEPT. C 608 E. BOUI	HICLE DIVISION OF TRANSPORTATION LEVARD AVENUE ND 58505-0780 1) 328-2725
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2A4GP44R16R	2006 2006	ŝ (CHRYSLER		ORT VAN		OWN & COUNTRY
OWNER(S) NAM							
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MAIL TO: Hilm Hilm Hilm Hilm	33 1	H 11 11 F					
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NOTICE: Persons making a false entry or altering a government document are guilty of a class A misdemeanor, punishable by a penalty of up to \$2,000 and/or one year in ail. FIRST LIEN Name Address State Zip Code SECOND LIEN State State Zip Code The buyer (applicant), subject to the penalties of law, certifies the purchase price of the vehicle. having acquired it subject to the he stated and highways. Signature of Buyer Date (Mc. Day, Yea Stands) Signature of Buyer Date (Mc. Day, Yea Stands) Signature of Buyer Date (Mc. Day, Yea Stands)	Change of name by marriage, adoption or court order (Cir Vehicle aquired through a lease purchase agreement (Cir A. If tax was paid on the total lease consideration, tax is de B. If tax was paid on the full purchase price and you have over one year, no tax is due C. If tax was paid on the full purchase price and you have for less than one year, tax is due on the lease buyout a State Fleet Lien change — RECORD ODOMETER READING Interstate carriers — Account Number Tax paid to state that grants reciprocity to North Dakota (Fig. 17). Dealer resale - USED vehicle Dealer resale - NEW vehicle	cie One) cie One) ue on the lea been in poss been in poss mount.	ase buyout amount. session of the vehicle session of the vehicle	15. Nonprofit sen 16. Mobility impai 17. Homemade v 18. Newly formed Date formed Date soolved par Date dissolved 20. Parochial or p 21. Assembled ve 22. Transfer into t 23. Military nome 24. Mobile Home 25. North Dakota 26. Repossesion 27. Non-resident i 28. insurance con	ior cilizer ired persie ehicles i partners i partners thership dorivate no chicle by lamily tru of record (form SF political : (form SF millitary le	ns or mobility ons purchasing ship or corporat or corporation on-profit school motor vehicle st - trust date d - entry or disi- N 3004 require subdivisions N 2880 require asse	impaired pg specially tion (Circle (Circle Or buses dealer (for charge (Cied)	ersons' corporation equipped vehicle e One) re) m SFN 22056 req		3es	
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NORTH DAKOTA SECURE POWER OF ATTORNEY

169614

WARNING: This form may be used only when title is physically held by lienholder or has been lost. This form must be submitted to the State by the person exercising Powers of Attorney. Failure to do so may result in fines and/or imprisonment.

VEHICLE DESCRIPTION

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2777 Stemmons Freeway, Suite 1425 Dallas, TX 75207

> (214) 634-9100 Fax: (214) 634-2262

January 15, 2007

To: Co:

Fax:

Vern Hale

J Elway Chy-Jee on Brdwy

303-783-2380

From:

Kristina Loyd

Zone: 74 Telephone: 21

214-634-9100

BUYBACK VEHICLE:

Customer Name:

Vehicle VIN: Model:

2A4GP44R16R

CHRYSLER TOWN & COUNTRY LX FWD LWB

WAGON

Color: Year:

WHITE 2006

State:

ND

Regarding the repair of the above referenced vehicle, the customer complained of the following:

DOS 30

1. Airbag light is on.

Please attempt to have the vehicle repaired by: 02/15/2007

- If you are unable to Repair any of the above complaints, please notify ISG immediately.
- Please call before completing any repairs not related to the problems listed on this sheet.
- Once the repairs have been completed, please fax a copy of the R.O to 214-634-2262.
- If you are unable to meet the requested vehicle repair date or if you have any questions regarding the repair of this vehicle, please call me at 214-634-9100.

Thank you for your assistance and prompt attention to this matter.

1512361

258257

DAIMLER CHRYSLER ISG/KRISTINA LOYD 2777 STEMMONS FREEWAY SUITE # 1425 DALLAS, TX 75207 HOME:214-634-9100 BUS:800-215-6230

PAGE 1

INVOICE

1029 VERN HALE

WHITE

D6 CHRYSLER TOWN & COUN 2A4GP44R16R

3910/3925 T3802

29SEP06 IS1ASEP05

19:00 15FEB07

CASH 31JAN07

DLR:08701 ENG:3.3_Liter_SMPI TRN:4-SPD-A

13:21 29JAN07 18:47 31JAN07

LIST

TOTAL NET

LINE OPCODE TECH TYPE HOURS A CUSTOMER REPORTS THAT THE AIR BAG LAMP IS ON, REPAIR AS NEEDED... CAUSE: F

23111505 Panel assembly/armature/reinforcement,

instrument - Replace Reinforcement (A) 1016 WC40 6 4778570 SLEEVE-HEAT SHRINK

(N/C)(N/C)

1 MISC WIRE

(N/C)

3 6501916 PIN

(N/C)

FO:

PART#: 4778570 COUNT: 6

CLIAIM TYPE: W AUTH CODE:

0891PWU4 WIRING REPAIR

1016 WC40

(N/C)

0892PWK2 WIRING REPAIR

1016 WC40

 $\{N/C\}$

PARTS:

0.00 LABOR:

0.00 OTHER:

0.00 TOTAL LINE A:

0.00

,,,,3925 23111505 3.9 HRS TO REMOVE THE DASH AND REPAIR THE WIRING. ,,,0891PWU4 CODE UR .7HRS WIRING REPAIR. 0892PWK2 CODE UR 1.5 HRS WIRING ,,,REPAIR. PERFORM DIAGNOSTIC TEST FAULT IN AIR BAG SYSTEM ORC PASSINGER ,,,CLASSIFACATION BLATTER UNDERTERMI NED, PASSINGER BTS SHORTED TOGETHER.ON ,,,,INSPECTIN G THE BUS SYSTEM HAS LOW VOLTAGE ON THE D105 LR /LB ,,,,WIRE.REMOVE THE INSTERMENT ASSEMBLY REINFOR CEMENT TO CHECK THE OCM ,,,, wiring to the abm. found the bus wiring cought behind the metal brace an ,,,,D CUT ONLY A FEW STRANS WHERE CONNECTED ON THE GY/LG BUS WIRING REPAIR ,,,, WIRING AND REINSTALL THE INSTRERMENT ASSEMBLY. THE FAULT PASSINGER BTS ,,,,SHORT IS STILL IN THE SYSTEM AND ACTIVE. TRACE T HE WIRING UNDER THE ,,,,LEFT FRONT SEAK AND FOUND LG/LB WIRES CUT UNDER THE SEAT BODY ,,, WIRING REMO VE THE SEAT AND REPAIR THE WIRING. ROAD TEST AFT ER WIRING

1512361

258257

DAIMLER CHRYSLER ISG/KRISTINA LOYD 2777 STEMMONS FREEWAY SUITE # 1425 INVOICE

DALLAS, TX 75207 HOME: 214-634-9100 BUS: 800-215-6230

PAGE 2

WHITE

06 CHRYSLER TOWN & COUN 2A4GP44R16R

3910/3925 T3802

29SEP06 IS14SEP05

19:00 15FEB07

CASH

31**JAN**07 DLR:08701 ENG:3.3_Liter_SMPI TRN:4-SPD-A

13:21 29JAN07 18:47 31JAN07 LINE OPCODE TECH TYPE HOURS

LIST

1029 VERN HALE

NET

TOTAL

,,,, REPAIR TO VERIFY PROPER OPERATION OF THE AIR BAG SYSTEM. REPAIR

IT'S NORMAL TO GENERATE WASTE BYPRODUCTS THAT REQUIRE DISPOSAL PER GOVERNMENT GUIDELINES IT IS ALSO NECESSARY TO USE ITEMS THAT ARE FROM BULK SUPPLIERS THAT CAN NOT BE BILLED ON THE REPAIR ORDER INDIVIDUALLY. THOSE ITEMS ARE ACCOUNTED FOR UNDER SHOP SUPPLIES WHICH IS 10% OF THE LABOR WITH A \$49.99 MAXIMUM.

> 0.00 0.00

0.00 0.00

0.00 0.00

0.00

0.00

0.00

DAMAGE NOTIFICATION

of the damage
ed
2007

Both Cust. Sign

IMPARTIAL SERVICES GROUP, INC.

		VEHICLE PICK-UP REQUEST	J.
D ate : To:	January 15, 200 Lyn Tetreau	7 Telephone Fax:	989-269-2161 989-269-6266
Customer Zone: VIN: Year: Model: Color: Brake/Ste	74 2A40 2006 CHR WHI	SP44R16R COUNTRY LX FWD LWI SE	B WAGON
Call 24 h	NTION DRIVER nours in advance contact will be a	*** before going to pick up the vehicle vailable to assist you when you ar	le to ensure rive.
Pick Up N Address: City: State: Zip Code: Telephone Contact N	1112 Bisma ND 58502 : 701-2		
Special Re Delivery N Street Add City: State: Zip Code: Telephone Contact Na	ame: J Elwa Iress: 5445 Littleto CO 80121 :: 303-7	61-1720 (cell 303-961-9575)	
***ATTEN Call Tran at the de	NTION DRIVER¹ IsLogic at 989-2 alership.	** 69-2161 if you have any problems	picking up this vehicle
TRANSLOG	IC USE ONLY		
Date Receiv Transportation Estimate:			

Delivery Completed By: Special Requirments:

Signature:

IMPARTIAL SERVICES GROUP, INC. VEHICLE PICK-UP REQUEST

Date: To:	February Lyn Tetre		Telephone Fax:	989-269-2161 989-269-6266
Customer N Zone: VIN: Year: Model: Color: Brake/Steel		74 2A4GP44R16R6 2006 CHRYSLER TOWN & 0 WHITE Yes	COUNTRY LX FWD LWB WAGON	
***ATTEN Call 24 ho that the co	ours in ad	vance before going	to pick up the vehicle to ensu ist you when you arrive.	re
Pick Up Nar Address: City: State: Zip Code: Telephone: Contact Nar		Go Chy-Jee on Brdwy 5445 South Broadway Littleton CO 80121 303-761-1720 (cell 303- Vern Hale	-961-9575)	
Special Rem Delivery Nar Street Addre City: State: Zip Code: Telephone: Contact Nan	me: ess:	(Marshalling) DENVER DAIMLERCHRYSLER O 17500 E. 32ND AVENU AURORA CO 80011 303-326-6309 Gloria Gallardo (gloria.g	CORPORATE CAR	
***ATTEN Call Trans at the deal	Logic at 9		have any problems picking u	p this vehicle
TRANSLOGIC Date Received Transportation Estimate: Delivery Comp	d: n Cost oleted By:			

Signature:

RELEASE

In sole consideration of 2A4GP44R46R LLC, and its subsidiaries, dealerships, and all persons involved in the dispute resolution and vehicle repurchase or replacement transactions from all known and unknown claims, damages, costs, fees, loss of service, personal injuries and property damage related to a 2006, Chrysler Town & Country Lx Fwd Lwb Wagon VIN: 2A4GP44R16R In return, I will transfer the ownership of the vehicle to DaimlerChrysler Motors Company LLC with clear title, and will sign all papers DaimlerChrysler Motors Company LLC requires to transfer the vehicle. I will return the vehicle with no original or substituted equipment missing and in an undamaged condition, except for normal wear and tear and any previously alleged defects.

I agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim. I expressly agree that the only consideration I will receive is that listed above and that DaimlerChrysler Motors Company LLC has made no other promises to me. I accept the consideration listed above as full satisfaction of this claim.

Except as permitted by law, I agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim.

I fully understand and freely sign this release.

Received FEB - 5 2007 I.S.G.

Signature Witness Signature

Both Cust. Sign

Release of Vehicle

In order to expedite the transport of VIN # 2A4GP44R16R please provide the following information:	, for
Is this the physical vehicle location? YesYes	No
Corwin-Churchill Mtr Inc 1112 Missouri Ave Bismarck, ND 58502	Received FEB - 5 2007
If no, please provide vehicle's location:	1.S.G.
Two contact names with phone number for persons who will phone the contact names with phone number for persons who will phone the contact that the contact the contact that the	be paid for the 44R16R and I
LTitle: NEW CAR MANAGER	

Please fax this release back to ISG, Attn: Sandra Lewandowski at 214-634-2262 so that we may remove the vehicle from your lot as soon as possible. The vehicle will not be scheduled for tow until the vehicle is releasable and this form is returned to ISG.

VENDOR NO: SU00000002

ITTANCE ADV CORPORATION 48321-8004

PAY REF. NO: 0007095318 DATE: 02/16/2007 PM: USCKU SOURCE: SU

AIL:	R:SU	
------	------	--

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET Amount
02/15/2007 2A4GP44R16	15767469-1A R	25,186.60		25,186.60
			FEB 2 0 2007	74
	TOTALS	25,186.60		Jammy 25,186.60

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

DAIMLERCHRYSLEI

JPMORGAN CHASE BANK, N.A. WILMINGTON, DELAWARE

0007095318

DATE: 02162007 **HHDDYYYY**

\$*****25186.60

62-26

311

1530-09

37 3 Ma

PAY THENTY FIVE THOUSAND ONE HUNDRED EIGHTY SIX AND 60/100 DOLLARS

TO THE ORDER OF:

SEQUENCE NO. 00125

1112 MISSOURI AVE

BISMARCK ND 58502

ACCOUNT 7601 BANK USCKU

DAIMLERCHRYSLER CORPORATION

AUTHORIZED SIGNER

J Elway Chr-Ply Jee West, Dealership Name

Page 1 of 1

City or Town and State

DaimlerChrysler	DIS	CLOSUR	E NOTICE	Rev. 02/02
(Check One)				
☐ In an effort to promote cu Company LLC due to the			hicle was repurchased by DaimlerChrysler M	otors
☑ This vehicle was repurched laws due to the defect(s)/			otors Company LLC pursuant to consumer waterway.	rarranty
VIN	YEAR	MAKE	MODEL	
2A4GP44R16R	06	CHRYSLER	TOWN & COUNTRY LX FWD LWB WAGON	
Reported Problem(s): Airbag light is on. 1.			Date Repaired or Other Comments: 01/31/07 Repaired bus wiring behin 1. brace and wiring under left front	d metal seat.
2			2	
3.			3	
4.			4	
5.			5.	
Additional Information:				
m about	L.	03/22/2007		['] 22/200
Daimle Chrysler Mours Company LLC Re			Auction Representative Signature/Title	Date
made to the retail customer at the agrees to defend, Indemnify, and it other liability arising from or related disclosure is reculred by state or from the state of the state	time of sale of noid harmless I d to the dealer's aderal law. Dai mited mileage (this vehicle as pro Daimler Chrysler M is failure to make p imler Chrysler Mot effective with the our any remaining n	y the dealer that disclosure of the above information wivided by law in the state in which it is resold. The dealers Company LLC from all claims, causes of action, proper disclosure of the above information, whether or one company LLC provides a supplemental Limited Whate of purchase or lease of this vehicle by the subsequence warranty coverage.	aier , or any not /arranty
- TANA 1 ()	-well	3/22/07		
Dealer Representative Signature/Title		Date	Customer Acknowledgement/Signature	Date
Printed Name	ry	24237 Desler Code	Printed Name	

CO

Street & No.

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION

VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION

Vehicle Identification Number: 2A4GP44R16R		
THE CUSTOMER UNDERSTANDS THAT HE/SHE HAS A IN COURT BUT HAS AGREED TO HAVE ANY SUCH DI ORDER TO AVOID THE BURDEN, EXPENSE AND UNCOARBITRATION IS A PROCESS BY WHICH TWO OR MOTHE USE OF A THIRD PARTY NEUTRAL.	SPUTE DETERMINED BY ARBITRATION IN ERTAINTY OF THE JUDICIAL PROCESS.	
AS A CONDITION OF SALE, THE DEALER, THE AUCTICUSTOMER AGREE THAT BINDING ARBITRATION IS ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OTHIS INCLUDES, BUT IS NOT LIMITED TO CLAIMS ARWARRANTY, ANY REMAINING WARRANTY COVERADISCLOSURE OF THE VEHICLE'S HISTORY. YOU MAY PERSONAL INJURY OR OTHER PRODUCT LIABILITY ST	THE SOLE AND EXCLUSIVE REMEDY FOR UT OF OR RELATING TO THIS VEHICLE. ISING UNDER THE SUPPLEMENTAL LIMITED GE OR FAILURE TO MAKE PROPER Y NOT BRING A SEPARATE LAWSUIT.	
QUALIFYING CLAIMS WILL BE ADMINISTERED BY TO SETTLEMENT. A COPY OF THE RULES ARE AVAILANT WWW.NCDSUSA.ORG. BY AGREEING TO ARBITRATIGHTS. POTENTIAL RECOVERY IS THE SAME AS TO AND FEDERAL LAWS, AND THE ARBITRATORS HAVE AND CUSTOMARY ATTORNEY AND EXPERT WITNESS THE ARBITRATOR MAY BE ENTERED IN ANY COURT	BLE BY CALLING 1-800-777-8119 OR AT TE, A PARTY FORGOES NO SUBSTANTIVE HAT AVAILABLE UNDER RELEVANT STATE E DISCRETION TO AWARD REASONABLE S FEES. JUDGMENT ON THE AWARD OF	
THE CUSTOMER ACKNOWLEDGES THAT THE PRICE	ESTABLISHED FOR THE VEHICLE REFLECTS:	
(1) THE SUPPLEMENTAL LIMITED WARRANTY PROVI REMAINING WARRANTY COVERAGE (3) THE PRECES POTENTIAL REDUCTION IN LEGAL COSTS RESULTIN	DING DISCLOSURES AND (4) THE	
THE CUSTOMER FURTHER ACKNOWLEDGES THAT T COMMERCE AND IS GOVERNED BY THE FEDERAL AI WILLING WAIVER OF ANY RIGHT TO A JURY TRIAL O DETERMINATION.	RBITRATION ACT. THIS IS A KNOWING AND	
DEALER/REPRESENTATIVE SIGNATURE DATE	CUSTOMER SIGNATURE DA	TE
PRINTED NAME AND TITLE	PRINTED NAME	
J Elway Chr-Ply Jee West DEALERSHIP NAME	ADDRESS	
24237 - Golden, CO 80401 DEALER CODE AND CITY, STATE AND ZIP	CUSTOMER CITY, STATE AND ZIP CODE	

AUOTION REPRESENTATIVE SIGNATURE DATE

PREVIED NAME AND TITLE

VIN: 2A4GP44R16R

DAIMLERCHRYSLER

Received

APR 0 9 2007

Page 1 of 1

DISCLOSURE NOTICE

ISG

Rev. 02/02

(Check One)				
☐ In an effort to promote cust Company LLC due to the p			hicle was repurchased by DaimlerChrysler Mot	tors
This vehicle was repurchas laws due to the defect(s)/no			otors Company LLC pursuant to consumer war elow.	rranty
VIN	YEAR	MAKE	MODEL	
2A4GP44R16R	06	CHRYSLER	TOWN & COUNTRY LX FWD LWB WAGON	
Reported Problem(s):			Date Repaired or Other Comments:	
Airbag light is on. 1.		· · · · · · · · · · · · · · · · · · ·	01/31/07 Repaired bus wiring behind 1. brace and wiring under left front se	
2	<u></u>		2	
3.			3	
4			4	
5			5	
Additional Information:	<i>l</i>	P		
DaimlerChrysler Motors Company LLC Repro		03/22/2007 ature Date		2/2007 Date
The signature of the dealer represent made to the retail customer at the time agrees to defend, indemnify, and hole other liability arising from or related to disclosure is required by state or federal management.	tative constit ne of sale of d harmless to the dealer's eral law. Dai ted mileage of	tutes agreement b this vehicle as pro DaimlerChrysler M s failure to make p imlerChrysler Moto effective with the o	4-4-0	r any ot ranty ent retail
Dealer Representative Signature/Title	~ \ , \	Date	Customer Acknowledgement/Signature	Date
Printed Name		24237 Dealer Code	Printed Name	
J Elway Chr-Ply Jee West, Dealership Name		CO State	Street & No. City or Town a	். ind State

DISCLOSURE NOTICE

Rev. 02/02

1777411110011CONTACT CARCAC		<u>VIIVOII</u>		1,07. 02.02
(Check One)				
☐ In an effort to promote Company LLC due to the			hicle was repurchased by D	DaimlerChrysler Motors
This vehicle was repure laws due to the defect(s			lotors Company LLC pursua elow.	ant to consumer warranty
VIN	YEAR	MAKE	МО	DEL
2A4GP44R16R	06	CHRYSLER	TOWN & COUNTRY LX FWD	LWB WAGON
Reported Problem(s):			Date Repaired or Other	Comments:
Airbag light is on.			• • • • • • • • • • • • • • • • • • • •	ous wiring behind metal
2			2	
3			_	
4			•	
5.				
Additional Information:		_		
Daimler Chrysler Motops Copripany LLC	Representative Sign	03/22/2007	Auction/Representative Signature/Title	aent 03/22/2007
The signature of the dealer repr made to the retail customer at the agrees to defend, indemnify, an other liability arising from or related disclosure is required by state of	resentative constitute time of sale of displaying the displaying the dealer's rederal law. Day inlimited mileage of the constitution of the dealer's rederal law.	tutes agreement buthis vehicle as pro DaimlerChrysler Mos failure to make pailure to make pailure to make pailure to the seffective with the seffe	by the dealer that disclosure of the povided by law in the state in which dotors Company LLC from all clair proper disclosure of the above infors Company LLC provides a supdate of purchase or lease of this value.	e above information will be n it is resold. The dealer ms, causes of action, or any formation, whether or not oplemental Limited Warranty
The 100	Wagent 3	422-07		4-4-07
Dealer Representative Signature/Title		Date	Customer Acknowledgement/Signatur	e Date
Printed Name	4	24237 Dealer Code	Printed Name	
J Elway Chr-Ply Jee Wes	ıt,	co		WESTCHIFFECTO City or Town and State
Dealership Name		State	Street & No.	City or Town and State

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION

Received APR 0 9 2007

VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION

	í	
Vehicle Identification Number:	2A4GP44R16R	

THE CUSTOMER UNDERSTANDS THAT HE/SHE HAS A RIGHT TO HAVE ANY DISPUTES DECIDED IN COURT BUT HAS AGREED TO HAVE ANY SUCH DISPUTE DETERMINED BY ARBITRATION IN ORDER TO AVOID THE BURDEN, EXPENSE AND UNCERTAINTY OF THE JUDICIAL PROCESS. ARBITRATION IS A PROCESS BY WHICH TWO OR MORE PARTIES RESOLVE A DISPUTE THROUGH THE USE OF A THIRD PARTY NEUTRAL.

AS A CONDITION OF SALE, THE DEALER, THE AUCTION REPRESENTATIVE AND THE RETAIL CUSTOMER AGREE THAT BINDING ARBITRATION IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS VEHICLE. THIS INCLUDES, BUT IS NOT LIMITED TO CLAIMS ARISING UNDER THE SUPPLEMENTAL LIMITED WARRANTY, ANY REMAINING WARRANTY COVERAGE OR FAILURE TO MAKE PROPER DISCLOSURE OF THE VEHICLE'S HISTORY. YOU MAY NOT BRING A SEPARATE LAWSUIT. PERSONAL INJURY OR OTHER PRODUCT LIABILITY SUITS ARE NOT SUBJECT TO THIS PROCESS.

QUALIFYING CLAIMS WILL BE ADMINISTERED BY THE NATIONAL CENTER FOR DISPUTE SETTLEMENT. A COPY OF THE RULES ARE AVAILABLE BY CALLING 1-800-777-8119 OR AT WWW.NCDSUSA.ORG. BY AGREEING TO ARBITRATE, A PARTY FORGOES NO SUBSTANTIVE RIGHTS. POTENTIAL RECOVERY IS THE SAME AS THAT AVAILABLE UNDER RELEVANT STATE AND FEDERAL LAWS, AND THE ARBITRATORS HAVE DISCRETION TO AWARD REASONABLE AND CUSTOMARY ATTORNEY AND EXPERT WITNESS FEES. JUDGMENT ON THE AWARD OF THE ARBITRATOR MAY BE ENTERED IN ANY COURT OF COMPETENT JURISDICTION.

THE CUSTOMER ACKNOWLEDGES THAT THE PRICE ESTABLISHED FOR THE VEHICLE REFLECTS:

(1) THE SUPPLEMENTAL LIMITED WARRANTY PROVIDED BY DAIMLERCHRYSLER (2) ANY REMAINING WARRANTY COVERAGE (3) THE PRECEEDING DISCLOSURES AND (4) THE POTENTIAL REDUCTION IN LEGAL COSTS RESULTING FROM THE AGREEMENT TO ARBITRATE.

THE CUSTOMER FURTHER ACKNOWLEDGES THAT THIS TRANSACTION AFFECTS INTERSTATE COMMERCE AND IS GOVERNED BY THE FEDERAL ARBITRATION ACT. THIS IS A KNOWING AND WILLING WAIVER OF ANY RIGHT TO A JURY TRIAL OR OTHER JUDICIAL OR ADMINISTRATIVE DETERMINATION.

DETERMINATION.		
JAN 3-22-07		4-4-07
DEALER/REPRESENTATIVE SIGNATURE DATE	CUSTOMER'SIGNATURE	DATE
Jeff O'leary agent		
PRINTED NAME AND TITLE	PRINTED NAME	
J Elway Chr-Ply Jee West		
DEALERSHIP NAME	ADDRESS	
24237 - Golden, CO 80401	WESTCHIFFE, CO.	
DEALER CODE AND CITY, STATE AND ZIP	CUSTOMER CITY, STATE AND ZIP CO	DDE
gorallardo 3-22-07		
AUCTION REPRESENTATIVE SIGNATURE DATE		
anallando an t		

PRINTED NAME AND TITLE

VIN: 2A4GP44R16R

Remit To:

108_0951792

Invoice No.

Invoice Date: 02/08/07

Service Date: 02/08/07

Page

210 Pigeon Road Bad Axe MI 48413 989-269-2161 FAX 989-269-8582

TERMS:

Due on Receipt

TOTAL AMOUNT DUE \$

TOTAL AMOUNT PAID

719.25

Denver Auto Auction ATTN: Accounts Payable 17500 East 32nd Ave Aurora, CO 80011

Customer No: 319

INVOICE

PO# **ZONE 74**

Vehicle: 2006 Chrysler Town and Countr White

Odometer:

Tag No: Owner: State:

VIN: 2A4GP44R16R Tow Information

Location: Corwin-Churchill Motors;1112 Missouri Ave;Bisma

Date: 01/16/07

Destination: John Elway Dodge On Broadway

Time: 8:13:29 AM

Re-Tow Information

Location: Go CJ;5445 S Broadway;Littleton;CO;80121;303

Date: 02/02/07

Time: 7:58:11 AM

Destination: Denver Auto Auction

DETAIL

Bismarck, ND - Littleton, CO		
Supplemental Charge		
600 Charge(s) at \$0.05/Charge = \$30		
Littleton, CO - Denver AA		
Supplemental Charge		
85 Charge(s) at \$0.05/Charge = \$4.25		

600.00 30.00

> 85.00 4.25

Total:

719.25

From:

To: customerassist@daimlerchrysler.com Date: Thu Dec 21 14:24:00 EST 2006

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description: _____

Poor service at dealer

Comments:

I took the van in b/c the air bag indicator lights up while I am driving. They changed the oil, performed rear brake service and rotated the tires, but they never looked at the air bag! They were too busy cross-selling the other services and failed to perform the requested service for the air bag! I feel the \$125.82 they charged me should be reversed, as this has inconvenienced me. Now I have to take in the van again! I complained to the mechanic but have not received a follow up call from manager.

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassist@daimlerchrysler.com

To:

Date: Fri Dec 22 10:08:33 EST 2006

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center.

We have received your email regarding your recent service experience at Planet Dodge.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler's reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

Again, thank you for your email.

Sincerely,

William

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 15798925 EMAIL CASE NUMBER: 1625970

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4532285I25

M&

Original Message Follows:

US Customer Service - Dodge Brand Site Brief Description: Poor service at dealer

Comments:

I took the van in b/c the air bag indicator lights up while I am driving. They changed the oil, performed rear brake service and rotated the tires, but they never looked at the air bag! They were too busy cross-selling the other services and failed to perform the requested service for the air bag! I feel the \$125.82 they charged me should be reversed, as this has

inconvenienced me. Now I have to take in the van again! I complained to the mechanic but have not received a follow up call from manager.

VIN:
6B
Mileage:
6951
Servicing Dealer:
Planet Dodge/Miami, FL
Title:
Ms.
First Name:
Middle Initial:
Last Name:
Address 1:
7.11
Address 2:
City:
Miami
State:
FL
Zip:
Email:
Home Phone:

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:
The vehicle has been out of service at least 15 days to repair one or more substantial defects.
3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).
Description of continuing defect(s) or condition(s) There is a Noise Coming from the REAR of the Yehicle When I make tune. It sounds like It is coming from the Adle-
I have taken the you back over 5 times for this problem and the wise is not the was
(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)
Vehicle Make Chryster Model Town + Country Year 2006
VIN 2 /A /4/6/P/5/4/L/3/6/R Date of Delivery 2/26/06
Name and City/State of selling dealer or leasing company (if applicable) Potantile Miani, Floring
·
Name and City/State of authorized service agent(s) attempting previous repairs Potauking Survices Cuties
Miani, Florida
Consumer Home phor
Address
Opa Locka, Tlogila Signature
Date Mailed

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.



Friday, January 19, 2007

To whom it my concern I think this is the only thing I can do to take care of this problem. I have taken this vehicle back to the service center so regular everybody there knows my name.

The main reason to purchase a new vehicle is to not have any troubles with it for at lease a few years. I have spent so much money on car rentals behind this car till I could have paid at least four months of my car notes.

I really would like to keep my car but not with it driving like it is.

I do not know how this works but please take care of this as soon as possible. By me being disabled it has really been a hard ship on me. Thank you.

Opa Locka, FL

Potamkin

CHRYSLER

SERVICE HOURS Monday - Friday :00 AM to 6:00 PM Saturday 20 AM to 1:00 PM AM to 1:00 PM Saturday PARTS: (305) 828-0933 MVR-94103563 MVR-94103563

16600 N.W. 57th Avenue

			8:0	10 AM to 1:0	O PM		MVR-9410	358.
IFICATION	CUST, NO.	TAG.NO.	P	.0. NO.	9000000 \$100.00	PRINTED	INVOICE NO.	
R759777	R759777	T873			05	J AN 07	166879	
	TELEGO GAVE NO.	CUST. PA		DELIVER		PREPARED	S/A	
OUNTR		0.	00	23MAF	२०६	13031	2500	

MISCELLANEOUS COMMENT / LOCATION

94	TIME 11:20:10	
P NUI 612	LYM E 23	
\$	19.21	

OR" FOR THIS ľΤS . (N/C)

The Dealer and Purchaser hereby mutually agree that any controversy of claim, suit, demand, counterclaim, cross claim, or third party complaint, arising out of or relating to this agreement shall be determined by a Court of competent jurisdiction in the state of Florida. The Purchaser agrees that venue and jurisdiction shall be in the courts of Dade County, State of Florida. Further, the Dealer and purchaser mutually agree to waive trial by jury.

THANK YOU! THANK YOU ES COME AGAIN in

SE FROM REAR tion---Made

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for

198829月WC4の198110からし~

CUSTOMER COPY

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$ 15.00.

OIL CHANGE W/FILTER CHANGE. LUBE CHASIS AND TOP-OFF FLUIDS TO SPECS 01 OIL CHANGE W/FILTER CHANGE. LUBE CHASIS AND TOP-OFF FLUIDS TO SPECS. 8829 COUP 0.30

11.00

11.00 CANCELLATION OF REPAIR: In the event that the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost

1 5281090BA FILTER-ENGINE OIL

4.80

4.80 received unless the customer waiver reassembly or 8.00 of parts and labor to replace items destroyed by ardown and the cost to reassemble the vehicle.

JU	∇T	┅		

** PRE-INVOICE

TIDE OTT

Opa-i OCKA · FI

DATE

01/05/2007

TRANS #009

SALE AMOUNT

AUTH #09437A

221022506994

, 004KQS

POTAMKIN CHRYSLER PLYM 16600 NW 57 AVENUE MIAMI, FL 330146123

J F D-3055582400

· · CREDIT SALE

SERV

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MI

1.8. 3.

DESCRIPTION	[8:0000]101AL030000	teardown and the cost to
LABOR AMOUNT	11.00	LIMITED WARRANTY: The only was accordance with this estimate a
PARTS AMOUNT	4.80	manufacturer. The seller hereby express or implied including any in
GAS,OIL, LUBE	8.00	
SUBLET AMOUNT	0.00	under the terms of this estimate, performed in accordance with this e
ENV. EXP. SHOP SUP.	0.00	the description of the complaint.
TOTAL CHARGES	23.80	CUSTOMER HEREBY A
	6.26	ABOVE MENTIONED \ INVOICE COPY HEREOF.
SALES TAX	1.67	
PLEASE PAY		CUSTOMER SIGNATURE
THIS AMOUNT	19 21	l _x

MITEO WARRANTY: The only warranties applying to the partis) installed in cordance with this estimate are those that may be offered by the anutacturer. The seller hereby expressly disclaims all warranties, either press or implied including any implied warranty of merchantability or fitness r a particular purpose, and neither assumes nor authorizes any other person to sume for it any liability in connection with the sale products or service sold der the terms of this estimate. Seller does not guarantee that the work informed in accordance with this estimate will correct any problem specified on description of the complaint. USTOMER HEREBY ACKNOWLEDGES RECEIPT BOVE MENTIONED VEHICLE, AND RECEIPT

USTOMER SIGNATURE 19.21× The findings and actions taken to address

ORGINA

A standard charge for supplies (rags, nuts, bolts, cleaners, etc.) and disposal for hazardous waste (oil, coolant, oil filter etc.) will appear on each repair order when used in the repair, the amount charged will be 6% of total repair bill or \$25.00 whichever is less. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal, [s.559.904(9)]. The State of Florida requires a \$1.00 fee to be collected for each newtire sold in the state [s.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

my concern(s) have been reviewed with me

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN DACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF

WORKMANSHIP.

PREVENTIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR
REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving Potamkin Service Department this opportunity to service your automotive needs. If you have any questions about your bill o

CUSTOMER COPY

* 1 of 10 - Dealer; PLY-S*
RO No: 166689 Opened: 29DEC06 Closed: 02JAN07 Mileage: 17714
Line Code: A Booker: 13031 Comeback: N
Complaint: CUST STATES HEARING CLICK NOISE FROM LEFT FRONT WHEEL AREA ON
Cause: F
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION
2500 3069 WC40 02130509 Shaft, front axle half - Replace Assembl
ly-Left (B)
PTS\$ 196.00 LBR\$ 38.30 MSC\$ 0.00
Line Code: B Booker: 13031 Comeback: N
Complaint: CUST STATES CK BRAKES
Cause:
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION
2500 3069 CP I INSPECTED
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
* 2 of 10 - Dealer: PLY-S*
RO No: 165988 Opened: 08DEC06 Closed: 08DEC06 Mileage: 16734
Line Code: A Booker: 13031 Comeback: N
Complaint: CUST STATES NOISE FROM STEERING WHEN TURNING, MOANING
Cause: F
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION

RO No: 165988 Opened: 08DEC06 Closed: 08DEC06 Mileage: 16734
Line Code: A Booker: 13031 Comeback: N
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION
8533 5172 WC40 02271002 Isolator, front spring - Replace One or both-Right side (B)
PTS\$ 0.00 LBR\$ 114.90 MSC\$ 0.00
Line Code: B Booker: 13031 Comeback: N
Complaint: CUST STATES GRINDING NOISE FROM RIGHT REAR WHEEL AREA WHEN DRI
Cause:
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION
8533 5172 WC40 NC NO CHARGE - SHOP ABSOBS CHARGES -
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
* 3 of 10 - Dealer: PLY-S*
RO No: 162946 Opened: 25SEP06 Closed: 25SEP06 Mileage: 13191
Line Code: A Booker: 13031 Comeback: N
Complaint: CUST STATES SRS LIGT COMES ON INTERMITTENLY
Cause: F
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION
5502 3959 WC40 19852501 CLOCKSPRING, AIR BAG-Replace (B)
PTS\$ 31.50 LBR\$ 36.80 MSC\$ 0.00
Line Code: B Booker: 13031 Comeback: N

RO No: 162946 Opened: 25SEP06 Clos	ed: 25SEP06 ' Mileage: 13191
Line Code: B Booker: 13031 Co	meback: N
Complaint: CUST STATES SQUEAKING	NOISE IS COMING FROM ENGINE
Cause: F	
	DESCRIPTION
	TENSIONER, SERPENTINE DRIVE BELT-Replace
0002 0000 71010 01201000	e (C)
	PTS\$ 46.20 LBR\$ 29.44 MSC\$ 0.00
* 4 of 10 - Dealer: PLY-S	*
RO No: 162453 Opened: 11SEP06 Clos	ed: 12SEP06 Mileage: 12468
Line Code: A Booker: 13031 Co	mehack: N
Exilo Oddo: // Booko, / 1000,	medack. N
Complaint: CB CUST STATES BRAKES GR	
Complaint: CB CUST STATES BRAKES GR Cause: F	INDING
Complaint: CB CUST STATES BRAKES GR Cause: F SA TECH. TYPE. OPCODE CB-RO	INDING DESCRIPTION
Complaint: CB CUST STATES BRAKES GR Cause: F SA TECH. TYPE. OPCODE CB-RO 8533 8829 WC40 05702202	INDING DESCRIPTION PADS, DISC BRAKE-Replace (B)
Complaint: CB CUST STATES BRAKES GR Cause: F SA TECH. TYPE. OPCODE CB-RO 8533 8829 WC40 05702202	DESCRIPTION
Complaint: CB CUST STATES BRAKES GR Cause: F SA TECH. TYPE. OPCODE CB-RO 8533 8829 WC40 05702202 Line Code: B Booker: 13031 Co	INDING DESCRIPTION
Complaint: CB CUST STATES BRAKES GR Cause: F SA TECH. TYPE. OPCODE CB-RO 8533 8829 WC40 05702202	INDING DESCRIPTION
Complaint: CB CUST STATES BRAKES GR Cause: F SA TECH. TYPE. OPCODE CB-RO 8533 8829 WC40 05702202 Line Code: B Booker: 13031 Co Complaint: CSI HANDLE WITH MERITS - Cause:	INDING DESCRIPTION
Complaint: CB CUST STATES BRAKES GR Cause: F SA TECH. TYPE. OPCODE CB-RO 8533 8829 WC40 05702202 Line Code: B Booker: 13031 Co Complaint: CSI HANDLE WITH MERITS - Cause:	INDING DESCRIPTION
Complaint: CB CUST STATES BRAKES GR Cause: F SA TECH. TYPE. OPCODE CB-RO 8533 8829 WC40 05702202 Line Code: B Booker: 13031 Co Complaint: CSI HANDLE WITH MERITS - Cause:	DESCRIPTION

RO No: 162453 Opened:	11SEP06 Close	ed: 12SEP06 PTS\$ 0.00			5 0.00
* 5 of 10 - Dealer: P	LY-S				
RO No: 162226 Opened:	05SEP06 Clos	ed: 08SEP06	Mileage:	12379	
Line Code: A Booker: 13	031 Cor	meback: N			
Complaint: CUST S	TATES BRAKE PEDA	AL TRAVELS TO	FLOOR		
Cause: F					
SA TECH. TYPE. OPCODE	CB-RO	DESCRIPTION			
8533 9470 WC40 054005	02	MASTER CYLINE	ER-Replac	ce (B)	
	•	PTS\$ 160.65	LBR\$	66.24 MSC	\$ 0.00
Line Code: B Booker: 13	031 Cor	meback: N			
Complaint: 02 PERFOR	M SHEDULE B				
Cause:					
SA TECH. TYPE. OPCODE	CB-RO				
8533 9470 COUP 01		OIL CHANGE W/			E CHASIS
		AND TOP-OFF			
		PTS\$ 4.80		7.80 MSC	0.00
8533 9470 COUP 24		ROTATE TIRES			
		PTS\$ 0.00	•		0.00
8533 COUP 9998		LUBE-OIL-GREA			_
		PTS\$ 0.00	LBR\$	0.00 MSC	5.90

* 6 of 10 - Dealer: PLY-S	*
RO No: 161375 Opened: 09AUG06 Close	
Line Code: A Booker: 13031 Con	
Complaint: CUST STATES ALARM DOES	
Cause:	o the de of the linear out by the book of the
	DESCRIPTION
	Vehicle is operating within Manufacturer
	r's specificationMade No Repairs
	PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
Line Code: B Booker: 13031 Cor	
Complaint: CUST STATES TIRE PRESS	
Cause: F	BOILE EIGHT 15 ON
	DECODIDITION
	DESCRIPTION
8533 9470 CP 00M	TIRE HAS A NAIL
	PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
Line Code: C Booker: 13031 Cor	meback: N
Complaint: CUST STATES SCREAKING	NOISE WHEN TURNING
Cause: F	
SA TECH. TYPE. OPCODE C8-RO	DESCRIPTION
8533 9470 WC40 NE	Vehicle is operating within Manufacturer
	r's specificationMade No Repairs

	PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.0	0
* 7 of 10 - Dealer: PLY-S		*
RO No: 157668 Opened: 28APR06 (Closed: 28APR06 Mileage: 3995	
Line Code: A Booker: 13031	Comeback: N	
Complaint: CSI HANDLE WITH MERITS	S - PRIORITY # 1	
Cause:		
SA TECH. TYPE. OPCODE CB-F	RO DESCRIPTION	
8533 9815 CP CSI		
	PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.0	0
Line Code: B Booker: 13031		
Complaint: CUST STATES CK ENG	G LIGHT IS ON	
Cause: F		
SA TECH. TYPE. OPCODE CB-F	RO DESCRIPTION	
8533 9815 WC40 NC	NO CHARGE - SHOP ABSOBS CHARGES -	
	PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.0	0
* 8 of 10 - Dealer: PLY-S		*
RO No: 157150 Opened: 14APR06 (
Line Code: A Booker: 13031	Comeback: N	
Complaint: 01F Performed complime		
Cause:	,	
	RO DESCRIPTION	
		-

RO No: 157150 Opened: 14APR06 Closed: 14APR06 Mileage: 3004 Line Code: A Booker: 13031 Comeback: N SA TECH. TYPE. OPCODE CB-RO DESCRIPTION
PTS\$ 4.93 LBR\$ 7.80 MSC\$ 0.00 8533 ISAD 9998 LUBE-OIL-GREASE CHARGES
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 7.90
* 9 of 10 - Dealer: PLY-S* RO No: 156564
8533 6651 CP CSI HANDLE WITH MERITS - PRIORITY # 1 PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
Line Code: B Booker: 13031 Comeback: N Complaint: REPLACE BLOWN TIRE
Cause: ¿ SA TECH. TYPE. OPCODE CB-RO DESCRIPTION

RO No: 156564 Op	pened: 30MAR06				Mileage: LBR\$		MSC\$	0 00
* 10 of 10 - Dea	aler: PLY-S						·	*
RO No: 156345 Op	pened: 23MAR06	Close	d: 23MAR)6	Mileage:	1444		
Line Code: A Booke	er: 13031	Com	eback: N					
Complaint: CSI H	HANDLE WITH MERIT	S - PI	RIORITY #	<i>‡</i> 1				
Cause:								
SA TECH. TYPE. C	OPCODE CB-	RO I	DESCRIPT	ON			. .	
8533 3069 CP C	CSI	1	HANDLE W	TH M	ERITS - F	PRIORIT	ΓY # 1	
		!	PTS\$	0.00	LBR\$	0.00	MSC\$	0.00
Line Code: B Booke	er: 13031	Come	eback: N					
Complaint: C	CUST STATES CK EN	G LIG	HT ON					
Cause: F								
SA TECH. TYPE. 0	OPCODE CB-	RO I	DESCRIPT	ON				
8533 3069 WC40 N	NE	,	/ehicle :	is op	erating ν	vithin	Manufact	turer
			n's speci	fica	tionMa	ade No	Repairs	
	•	-	PTS\$	0.00	LBR\$	0.00	MSC\$	0.00

Press B, S#, EST#, ?, or E to Exit:

DAMIER Chrysler Motors Company WC Cunstoner Center 4.0. Box 21-8004 Huburn Hills MI 48321-8004. hallata Hallatta Hallatta da Hallatta

From:

To: customerassistre@daimlerchrysler.com

Date: Tue Jan 30 09:41:03 EST 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

VERY DIS-SATISFIED CUSTOMER ! ! ! !

Comments:

TO WHOM EVER IT MAY CONCERN

In Sept.'06 I purchased a Dodge Caravan SXT.

The van has a little over 6000 miles and already I have taken the van in a couple of times for problems. 1) The heater stopped working, blows cold air. In middle of a winter it=92s a no, no! 2) Something broke off in the windshield wiper reservoir and blocked the fluid nozzle, almost got in an accident (with my little kids and wife present in the van). When it=92s snowing and stuff is coming off the dirty roads, and I cannot clean the windshield, that is not good! 3) The passenger-side airbag light/indicator on the dashboard is very moody, turns off and on when it feels like it. Right now I=92m not sure what to make of it. Just so you guys know that if something happens, meaning the airbag goes off by itself and injures someone or worst, in case of an accident, the airbag does not work, you can imagine what could happen. And believe me, it will be very bad news for you guys=85. =20

To me this should not be happening to a brand new vehicle. I understand that your quality is yet a little below your Japanese competitors but this is ridiculous. I was hoping to get through at least a couple of years without going to the dealer for manufacturing related problems.=20

I'm seriously thinking about trading my van in for a Honda or Toyota, or Nissan van. And never to buy an American, especially a Dodge (or Chrysler) brand again. And also recommend my family and friends to stay away from your brand.=20

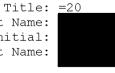
I hope you take my inquiry seriously and do something about it.

Sincerely,

Aamer

Sender Information:

First Name: Middle Initial: Last Name:



From: customerassistre@daimlerchrysler.com

To:

Date: Wed Jan 31 14:07:33 EST 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the 2006 Dodge Caravan.

We regret that you are experiencing these issues with your vehicle and would like to assist.

We see that this vehicle is still well within the Base Manufacturers Warranty which is given with the vehicle at the time of purchase.

We suggest that you give your local DaimlerChrysler dealer the opportunity to assist you with these issues. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with DaimlerChrysler vehicles.

Furthermore, your dealer is empowered by DaimlerChrysler to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the DaimlerChrysler Customer Assistance Center at 800-992-1997 for additional discussion.

Again, thank you for your email.

Sincerely,

Kara

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 15910120 EMAIL CASE NUMBER: 1656013

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4625864I25

Original Message Follows:

Recall Information - Dodge Brand Site Brief Description: VERY DIS-SATISFIED CUSTOMER ! ! ! ! Comments:

TO WHOM EVER IT MAY CONCERN In Sept.'06 I purchased a Dodge Caravan SXT. The van has a little over 6000 miles and already I have taken the van in a couple of times for problems. 1) The heater stopped working, blows cold air. In middle of a winter it's a no, no! 2) Something broke off in the windshield wiper reservoir and blocked the fluid nozzle, almost got in an accident (with my little kids and wife present in the van). When it's

snowing and stuff is coming off the dirty roads, and I cannot clean the windshield, that is not good! 3) The passenger-side airbag light/indicator on the dashboard is very moody, turns off and on when it feels like it. Right now I'm not sure what to make of it. Just so you guys know that if something happens, meaning the airbag goes off by itself and injures someone or worst, in case of an accident, the airbag does not work, you can imagine what could happen. And believe me, it will be very bad news for you guys.... To me this should not be happening to a brand new vehicle. I understand that your quality is yet a little below your Japanese competitors but this is ridiculous. I was hoping to get through at least a couple of years without going to the dealer for manufacturing related problems. I'm seriously thinking about trading my van in for a Honda or Toyota, or Nissan van. And never to buy an American, especially a Dodge (or Chrysler) brand again. And also recommend my family and friends to stay away from your brand. I hope you take my inquiry seriously and do something about it. Sincerely, Aamer

VIN:	
6B Mileage: 6000	
Servicing Dealer: Dodge of Arlington Heights, IL	
Title:	•
First Name:	
Middle initial:	
Last Name:	
Address 1:	
Address 2:	
City: Wauconda	
State:	
Zip:	
Email:	
Work Phone:	

From:

To: customerassist@daimlerchrysler.com Date: Mon Feb 05 10:15:05 EST 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Severe disappointment in the service and handling of customers

Comments:

I am writing to let you know that I am extremely disappointed in the customer service provided to those of us who follow the maintenance of our vehicles, do not drive far/accumulate high mileage, and are still under warranty. Taking your car in for service for factory defects (air bag light staying on) and for transmission issues not related to wear and tear is stressful enough. If you are in my position and you work full time out of your home, care for your 3 children (ages 11, 8, and 2), and take care of your home, having a reliable mode of transportation is essential. To not provide a loaner or dealer car for, hopefully rare, service needs is irresponsible. I understand there is an option for extended coverage that offers a dealer car, I don't plan on a car that is well maintained to break down. It is the height of greed to force customers to pay for a rental car or an extended warranty. I am very disappointed in Dodge. My husband purchased this van for me and a Dodge truck for himself within a 2 week period. My parents also drive dodge vehicles. I now understand though, why most of my friends and family drive Hondas, Toyotas, and other foriegn vehicles - those car makers place a higher value on their customers and customer service. This will be my last Dodge.

Sincerly,

Sender Information:

Title: First Name: Middle Initial: Last Name: From: <u>customerassist@daimlerchrysler.com</u>

To:

Date: Wed Feb 07 09:25:59 EST 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear

Thank you for contacting the Chrysler Group Customer Assistance Center concerning vehicle service.

It is always a concern when a customer is dissatisfied with our products or Dealer service.

Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark.

Please accept my sincerest apologies for the problems you have had. I hope we will have another chance, sometime soon, to restore your faith in DaimlerChrysler.

Rental or loaner vehicles, while an owner's vehicle is being serviced, are not provided under the terms of the manufacturer's warranty.

Thank you for giving us the opportunity to review this matter with you. Information received from customers better enables us to evaluate our policies for future consideration.

Thanks again for your email.

Sincerely,

Lyndsay

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 15926142 EMAIL CASE NUMBER: 1660322

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4641718I25

Μ&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Severe disappointment in the service and handling of customers Comments:

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light staying on) and for transmission issues not related to wear and tear is stressful enough. If you are in my position and you work full time out of your home, care for your 3 children (ages 11, 8, and 2), and take care of your home, having a reliable mode of transportation is essential. To not provide a loaner or dealer car for, hopefully rare, service needs is irresponsible. I understand there is an option for extended coverage that offers a dealer car, I don't plan on a car that is well maintained to break down. It is the height of greed to force customers to pay for a rental car or an extended warranty. I am very disappointed in Dodge. My husband purchased this van for me and a Dodge truck for himself within a 2 week period. My parents also drive dodge vehicles. I now understand though, why most of my friends and family drive Hondas, Toyotas, and other foriegn vehicles - those car makers place a higher value on their customers and customer service. This will be my last Dodge. Sincerly,

VIN: Mileage: 22000 Servicing Dealer: Allen Samuels Title: Mrs. First Name: Middle Initial: Last Name: Address 1: Address 2: City: State: Zip: Email: Work Phone:

From:

To: customerassist@daimlerchrysler.com
Date: Mon Feb 12 19:20:01 EST 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Airbag light on 2005 T&C Limited

Comments:

NOTE: The VIN number included is not the one for my vehicle. My van is currently at the dealership for the 8th time for the same issue. The dealership has been as helpful in attempting to solve the problem, but I am very disappointed in the van (a 2005 T&C Limited), and expect Chrysler to do something to get me into a different van. I have spoken with Steve Stanley, the General Manager, at the dealership and he has advised me that since I purchased the van used (it was a Chrysler-owned vehicle with less than 6000 miles), I am not entitled to the same benefits as if I had bought it brand new. However, I am way beyond entitlements now. This is strictly about keeping me as a customer. I purchased this van because my wife and I started a family last year. We plan on more children and will be buying vans for the next 20+ years. I purchased this particular van after doing extensive research on safety and skipped the sunroof for the airbags. However, in the area of safety, the van has completely failed. It is in the shop for the 8th time - every time for the airbag light. A Chrysler Engineer is coming out for the second time, but I have little faith that it will be fixed, and I have no faith the fix will be a long term one, since the amount of time between the first time the light went on and the second time was 10 months. The light came on the first time on the day I took it home. It has been on almost constantly since the begining of December, with 7 trips to the dealership during that time. As I noted above, I fully expect Chrysler to take action to turn this very negative experience into a more positive one. As I have zero confidence in this particular van, I will be getting a different one. I would like it to be another Chrysler, but unless Chrysler takes action so the replacement (which I expect to be the same or better as I have now, both in age, mileage and condition – and at no additional cost to me) this will be the last Chrysler I own. As the van is currently at the dealership, I do not have the VIN number. The number to the dealership is 847-697-0900. John is the Service Manager and I have been working with him and Steve Stanley, the General Manager, if you have any questions about what has been done to the van. I can be reached at the work number included here or by e-mail.

Sender Information:

Title:

First Name:
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com

To:

Date: Wed Feb 14 13:58:15 EST 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear Kristopher:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding an unresolved airbag light issue with your 2005 Chrysler Town and Country.

Your email was recently received by the Customer Assistance Center and has been forwarded to a more appropriate area for their attention.

We appreciate your comments and believe our referral action will provide the best opportunity for review.

Thank you again for your email.

Sincerely,

Ahmad

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:
REFERENCE NUMBER: 15950626
EMAIL CASE NUMBER: 1666368

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4659265I25

Μ&

Original Message Follows:

US Customer Service - Chrysler Brand Site Brief Description:

Airbag light on 2005 T&C Limited

Comments:

NOTE: The VIN number included is not the one for my vehicle. My van is currently at the dealership for the 8th time for the same issue. The dealership has been as helpful in attempting to solve the problem, but I am very disappointed in the van (a 2005 T&C Limited), and expect Chrysler to do something to get me into a different van. I have spoken with Steve Stanley, the General Manager, at the dealership and he has advised me that since I purchased the van used (it was a Chrysler-owned vehicle with less than 6000 miles), I am not entitled to the same benefits as if I had bought it brand new. However, I am way beyond entitlements now. This is strictly about keeping me as a customer. I purchased this van because my wife and I started a family last year. We plan on more children and will be buying vans for the next 20+ years. I purchased this particular van after doing extensive research on safety and skipped the sunroof for the airbags. However, in the area of safety, the van has completely failed. It is in the shop for the 8th time - every time for the airbag light. A Chrysler Engineer is coming out for the second time, but I have little faith that it will be fixed, and I have no faith the fix will be a long term one, since the amount of time between the first time the light went on and the second

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VIN:
XP
Mileage:
22000
Servicing Dealer:
Feeney Chrysler - Elgin, IL
Title:
First Name:
riist name.
Middle Initial:
Last Name:
Address 1:
Address 2:
Ci t
City:
South Elgin State:
IL
Zip:
Email:
Work Phone:

From: customerassist@daimlerchrysler.com

To:

Date: Thu Mar 01 14:54:27 EST 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your vehicle's airbags and the parts delay.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. I have contacted the dealership and left a message advising them that your file is being forwarded to them.

In order to assist with the delivery of your part, I will need some specific information. Please provide the following in your response:

- -Part Numbers
- -Order Numbers
- -Status of Order

If your concerns are still not resolved after consulting with Ken, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.

Thanks again for your email.

Sincerely,

Sam

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:
REFERENCE NUMBER: 15996059
EMAIL CASE NUMBER: 1677676

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4693723I25

M&

Original Message Follows:

US Customer Service - Dodge Brand Site Brief Description: Critical parts availabilty problems Comments:

I purchased my second Dodge Caravan a year ago as I had hoped it would be everything out first one was. And it is a very good vehicle but I have had my first major issue with an Air Bag light that has come on. I took it for service immediately and they told me the sensors had failed and the sensors and wiring would need to be replaced and that this will be covered under warranty. Then the bad news the parts are back ordered and they have no ETA on arrival and in the meantime the airbags will not operate if in a crash.

They said it may be a few weeks before the parts are available and that the reason the wiring needs replaced is that there must be some sort of problem with that as well and Dodge is advising this be replaced as well. So my frustration here is that if this is a known issue why is there not a recall and why are parts for a critical safety component on back order with no ETA to a dealership parts department? I am very unhappy that critical parts are not being supplied to meet demand and concerned that while waiting my wife is at risk of a more serious injury if in an accident. Additionally if these parts are failing on many vans as reported by the dealership shop why are steps not being taken to review a possible recall and supply more parts to ensure these can be replaced in a timely manner? Should I consider another manufacturer for my next Minivan purchase, that places more concern on safety, or is this an exception to Dodge safety and supply standards? Sincerely,

VIN:	
	5R
Mileage	e:
	135000
Servici	ing Dealer:
	Byers Dodge Dublin Ohio
Title:	
T'	Mr.
First 1	vame:
Middle	Initial:
	E
Last Na	ame:
Address	<u> : 1: </u>
7) al al 22 a 24	- 2.
Address	5 Z:
City:	
2	Columbus
State:	
	ОН
Zip:	
Email:	
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From:

To: customerassist@daimlerchrysler.com
Date: Tue Feb 27 20:45:06 EST 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Critical parts availabilty problems

Comments:

I purchased my second Dodge Caravan a year ago as I had hoped it would be everything out first one was. And it is a very good vehicle but I have had my first major issue with an Air Bag light that has come on. I took it for service immediately and they told me the sensors had failed and the sensors and wiring would need to be replaced and that this will be covered under warranty. Then the bad news the parts are back ordered and they have no ETA on arrival and in the meantime the airbags will not operate if in a crash. They said it may be a few weeks before the parts are available and that the reason the wiring needs replaced is that there must be some sort of problem with that as well and Dodge is advising this be replaced as well. So my frustration here is that if this is a known issue why is there not a recall and why are parts for a critical safety component on back order with no ETA to a dealership parts department? I am very unhappy that critical parts are not being supplied to meet demand and concerned that while waiting my wife is at risk of a more serious injury if in an accident. Additionally if these parts are failing on many vans as reported by the dealership shop why are steps not being taken to review a possible recall and supply more parts to ensure these can be replaced in a timely manner? Should I consider another manufacturer for my next Minivan purchase, that places more concern on safety, or is this an exception to Dodge safety and supply standards?

Sincerely,

Sender Information:

Title: First Name:

Middle Initial: Last Name: February 10, 2007

Dodge Customer Assistance Center P O Box 21-8004 Auburn Hills, MI 48321-8004

Gentlemen: -

Enclosed please find a copy of a bill I received, and paid, at our local Dodge dealer. As you will note, this was for a faulty clockspring on the air bag device. Although my warranty, for 36,000 miles or three years, was no longer in effect, it would seem that anything 'faulty' should be covered at no cost. This was obviously not attributed to normal wear.

My clue that there was a problem was when the air bag light stayed on constant. At the time, it was necessary for me to make a trip to Seattle and back and then to Utah and back, which added miles to my vehicle, pushing the odometer to over 50,000 miles. When I took the car in for repair, the Dealer advised that it was very dangerous to have continued operating the vehicle with this light on, but, at the time, I needed to make these trips. Fortunately, the air bag did not deploy.

Please advise if the manufacturer, you, would be willing to reimburse me for the expense that I have incurred. This seems like a lot of money to pay for repair of a faulty piece of equipment.

Sincerely,



ST HELENS

OR

ST. HELENS AUTO CENTER, Inc.

FORD, CHRYSLER, DODGE, DÓDGE TRUCK, JEEP
P.O. Box 367 · St. Helens, OR 97051
5031 397-5454 · 1-870-246-5454 · Fay: 15031 397-410

503)		1-800-246				397-410	1
		CUST	COMER	CO	PY	PAGE	

DATE	YEAR	MAK	E	MO	DEL		VIN	STK/CUS	MILES IN	.000.000.000.000.000.000.000.000	r TAG
02/01/07	05	DODGE	1	GRAND	CARA	1D4GP24R	25B	54002	51283		1651
SERVICE DATE	NO	TIFIED	SVC A	DV PI	KOMISED	DATE/TIME	LICENSE	RATE	PAYMEN	IT INV.	DATE
03/16/06	02/	/01/07	26			00:00		83.0	0 01	02/0	1/07
R.O. NUMBER		TA	XID		нол	AE PHONE	BUSINESS P	HONE			
129347							000-000-00	00 0000	WHITE		1

CUSTOMER STATES AIR BAG LIGHT IS ON. CHECK AND ADVISE.

RAN DIAGNOSTIC CODES AND FOUND DRIVERS SQIB #1 CIRCUIT OPEN. FAULTY CLOCKSPRING. ADVISE CUSTOMER.

REPLACE CLOCKSPRING. RETEST AND CLEAR CODE. ALL TEST GOOD. VERIFY REPAIR.

Bill Code - C

CH

DIAGNOSE AND REPAIR

88 M A 2.20 182.60

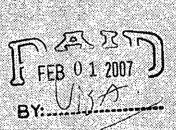
Total Labor 182.60
CLKSPRING 1 37.50

Total Parts 37.50
Total Line 220.10

Payment Type - 01 220.10

5082050AC





ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT WARRANTY CONSTITUTES ALL OF THE WARRANTY CONSTITUTES ALL OF THE PARTS AMOUNT.

Х

INFORMATION CONTAINED HERON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEMITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED. INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEMITEMS

I HAVE RECEIVED A THOROUGH EXPLANATION OF THIS REPAIR.

YES NO

CUSTOMER SIGNATURE

LABOR AMOUNT	182.60
PARTS AMOUNT	37.50
MISC: SALES	
MATERIALS	·
TOTAL CHARGE	220.10
DEDUCTIBLE	
SALES TAX	
OTHER PAY	-
CUSTOMER PAY	220.10

NT HELENS, (



Dodge Customer Assistance Center
Dodge Motor Company
PO Box 218004

 From:

To: customerassist@daimlerchrysler.com Date: Sun Mar 04 14:49:06 EST 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

front airbag sensors not available

Comments:

I have been dealing with a seat belt alarm issue and now the front air bag sensor is faulty. I'm told they are back-ordered and finally after some questioning was told the air bags will not work until the new sensor(s) are installed! This van is not even a year old. I find this unacceptable as a safety issue.

Should there be a recall if so many sensors are needed that none are available?? I have vowed to buy American (or as close as I can come!), but these two issues have me frustrated. I so looked forward to my Stow 'n Go seating van, but spending Saturdays at the dealership after

working all week is not my idea of heaven. Sincerely,

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com

To:

Date: Wed Mar 07 11:25:50 EST 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the back order of the impact sensor for the airbags on your 2006 Dodge Grand Caravan.

Your recent email has been received and reviewed by the DaimlerChrysler Customer Assistance Center. It is always of concern when we learn that a customer is as dissatisfied with our products as you seem to be.

Unfortunately, from time to time components will be on back order, either there is an excess demand or they demand may be so low that the the components are also difficult to obtain from our suppliers. Unfortunately, we have no way to determine which is the case in this instance.

However, I did learn that the parts have been released to our Distribution Center and the dealer should receive them in 2 to 4 days. I called and spoke with Walt at the dealer and gave that information to him. He stated that as soon as they came in you would be contacted.

DaimlerChrysler has made tremendous gains in improving levels of customer satisfaction. We regret we have not met your expectations.

Thank you again for your email.

Sincerely,

Pat

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16007106 EMAIL CASE NUMBER: 1680743

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4705454I25

M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

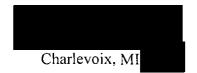
front airbag sensors not available

Comments:

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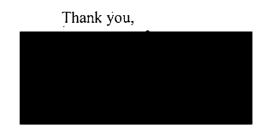
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VIN:
6R
Mileage:
9750
Servicing Dealer:
Ed Shults
Title:
Mrs.
First Name:
Middle Initial:
A
Last Name:
Address 1:
Address 2:
City:
- Warren
State:
PA
Zip:
•
Email:
Home Phone:



To whom it may concern,

My wife and I purchased a Chrysler Town & Country in the summer of 2005. We have been very happy with its performance and its functionality as we have 4 children. Recently, the air bag light came on. It was taken to the local Chrysler dealership and we were told the impact sensor was at fault. It was replaced at a cost of \$101.32. I was disappointed to find out it was not covered in the warranty, as we were 1301 miles over the 36,000 mile limit. I purchased this vehicle with the expectations that its quality would match foreign made vehicles. I hope this minor repair is unique in nature and my family will be able to enjoy our minivan for years to come.



- LIGHT CAME BACK ON FEB 3, RETURNED TO SHOP

UNIT# 5CR95

1 2 3 5 1 9 FOX CHARLEVOIX Only the Best.

INVOICE

6684 US-31 Hwy, South Charlevoix, MI 49720

DUPLICATE 1 PAGE 1

(231) 547-9900

CHARLEVOIX	IM,				PAGE 1		(231) 547-990	0
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1 2 3 5 1 9 FOX CHARLEVOIX Only the Best.

INVOICE

DUPLICATE 1 PAGE 2 6684 US-31 Hwy. South Charlevoix, MI 49720 (231) 547-9900

NET

TOTAL

CHARLEVOIX, MI
HOME: BUS:

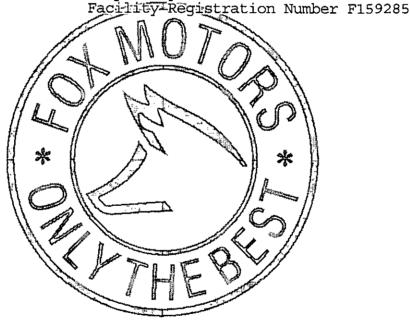
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UNTT# 5CR95

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You may be receiving a survey from the manufacturer regarding todays service visit. If you cannot respond "Completely Satisfied" to every question, please let your service advisor know what we can do to make you completely satisfied! Thank You.

LIST



NOTE: A shop material charge of 8% (up to \$18.00) of the labor charge is included for supplies used on your vehicle. Applicable supply items are as 108tows: Nuts, botts, washers, tabe, pins, sero-sprays, shelac, solvents, rags, carburetor cleaner, wire, glue, window sealer, toxic disposal, etc. DESCRIPTION TOTALS [] CASH [] CHECK CHECK NO. [105.03 LABOR AMOUNT [] VISA [] MASTERCARD [] DISCOVER PARTS AMOUNT 44.59 [] AMER XPRESS [] OTHER [] CHARGE CERTIFICATION
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FURNISHED IN COMPLIANCE WITH MICHIGAN
AUTO REPAIR ACT. (P.A., 300). GAS, OIL, LUBE 0.00 **EXCLUSION OF WARRANTIES** Any warranties on the parts and occassories sold hereby are memoral-acturer. The undersigned purchase understands and agrees makes no warranties of any kind, express or implied, and disclaims all including warranties of merchantability or fitness for a particular pulgard to the parts and/or accessories purchased; and that in no event be liable for indicental or consequential diseases. SUBLET AMOUNT 0.00 0.00 MISC. CHARGES ALL PARTS NEW UNLESS SPECIFIED OTHERWISE. 149.62 **TOTAL CHARGES** REPAIRS PROPERLY COMPLETED AND CHECKED BY: LESS INSURANCE 0.00 SALES TAX 2.68 CUSTOMER SIGNATURE **PLEASE PAY** THIS AMOUNT

48321-8064 Idaliahahadhalladhahahalladhal



DAIMLATCHRYSLER MOTORS CORPORATION CUSTOMER CENTER P.O. BOX 21-8004

AUBURN HILLS, MI.

4632136004 8198.

Brian Carson 13402 Stover Rd. Charlevoix, MI 49720

To whom it may concern,

My wife and I purchased a Chrysler Town & Country in the summer of 2005. We have been very happy with its performance and its functionality as we have 4 children. Recently, the air bag light came on. It was taken to the local Chrysler dealership and we were told the impact sensor was at fault. It was replaced at a cost of \$101.32. I was disappointed to find out it was not covered in the warranty, as we were 1301 miles over the 36,000 mile limit. I purchased this vehicle with the expectations that its quality would match foreign made vehicles. I hope this minor repair is unique in nature and my family will be able to enjoy our minivan for years to come.

Thank you,

Brian Carson

- LIGHT CAME BACK ON FEB 3, RETURNED TO SHOP

5470601

UNIT# 5CR95 BRIAN DAVID CARSON MABLE MARTHA CARSON 13402 STOVER RD CHARLEVOIX, MI 49720 HOME: 231-547-0601 BUS:

1 2 3 5 1 9 FOX CHARLEVOIX Only the Best.

INVOICE

6684 US-31 Hwy, South Charlevoix, MI 49720

DUPLICATE 1 PAGE 1

(231) 547-9900

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ALL PARTS NEW UNLESS	manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantablity or fitness for a particular purpose, with	MISC. CHARGES	
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CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

5470601

1 2 3 5 1 9 FOX CHARLEVOIX Only the Best.

INVOICE

6684 US-31 Hwy. South Charlevoix, MI 49720 (231) 547-9900

NET

TOTAL

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 8921 JTM SYLVATN

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16:31 25JAN07 <u>10:48 26JAN0</u>7 LINE OPCODE TECH TYPE HOURS

UNIT# 5CR95

BRIAN DAVID CARSON

13402 STOVER RD

MABLE MARTHA CARSON

CHARLEVOIX, MI 49720

HOME: 231-547-0601 BUS:

You may be receiving a survey from the manufacturer regarding todays service visit. If you cannot respond "Completely Satisfied" to every question, please let your service

LIST

advisor know what we can do to make you completely satisfied! Thank You.



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CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE
FURNISHED IN COMPLIANCE WITH MICHIGAN
AUTO REPAIR ACT. (P.A., 300).

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

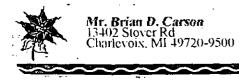
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Any warranties on the parts and accessories sold hereby are made by the
manufacturer. The undersigned purchaser understands and agrees that dealer
makes no warranties of any kind, express or implied, and disclaims all warranties,
including warranties of merchantability or fitness for a particular purpose, with
regard to the parts and/or accessories purchased; and that in no event shall dealer
be liable for incidental or consequential damages or commercial losses arising out of
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excluded by dealer, include, but are not limited to any warranties that such parts
and/or accessories are of merchantable quality or that they will enable any vehicle or
any of its systems to perform with reasonable safety, efficiency, or comfort.

DESCRIPTION	TOTALS
LABOR AMOUNT	105.03
PARTS AMOUNT	44.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	149.62
LESS INSURANCE	0.00
SALES TAX	2.68
PLEASE PAY THIS AMOUNT	152.30



48321 - 8004 Hallahallahallahallahallah

DAIMLOCCHRYSLER MOTORS CORPORATION CUSTOMER CENTER P.O. Box 21-8004 AUBURN HILLS, MI.

4662146004 8198.

From:

To: customerassist@daimlerchrysler.com
Date: Tue Mar 27 16:33:22 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Air Bag not working

Comments:

We purchased this 2006 Dodge Grand Caravan last July. Have had a lot of problems with it. Only traded because we were going to Kentucky and our Pontiac van had too much mileage. Now, the problem is... The air bag light came on last week, the guy at the garage said it meant that if we were in an accident it(the air bag) would NOT come out, (NOW THAT MAKES ME FEEL VERY SAFE!!!!!)And to top it off the warranty is UP! He said they had some 2005 and 2006's come in with that problem, and it was the sensor. Now the way I see it, is it SHOULD always be under warranty (as it is a SAFTY feature.) Why hasn't there been a recall on them??? We have an appointment for tomorrow morning to hook up to the computer, (there is about \$40.00 I was told.) We live on Social Security and can't afford all this bull. We never should have gotten a Chrysler product to begin with, but was told they were sooo gooood! Chrysler & Ford I have NEVER liked, now I guess I know why.. I have a Buick, Love it!! This is about the 3rd thing we have had go wrong with on this car, the 1st was under warrenty.

I would like a reply please,

on if there is a recall on this or a warranty that will cover this safty thing.

Thank You,

Sender Information:

Title: First Name: Middle Initial: Last Name: From: customerassist@daimlerchrysler.com

To:

Date: Thu Mar 29 12:11:17 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear ____

Thank you for contacting the Chrysler Group Customer Assistance Center.

Our records show that you have contacted us by telephone and we are currently addressing your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

Sincerely,

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16075536 EMAIL CASE NUMBER: 1697299

REPLY LINK:

Comments:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4753575125

M&

Original Message Follows:

US Customer Service - Chrysler Brand Site Brief Description: Air Bag not working

We purchased this 2006 Dodge Grand Caravan last July. Have had a lot of problems with it. Only traded because we were going to Kentucky and our Pontiac van had too much mileage. Now, the problem is... The air bag light came on last week, the guy at the garage said it meant that if we were in an accident it(the air bag) would NOT come out, (NOW THAT MAKES ME FEEL VERY SAFE!!!!!!) And to top it off the warranty is UP! He said they had some 2005 and 2006's come in with that problem, and it was the sensor. Now the way I see it, is it SHOULD always be under warranty (as it is a SAFTY feature.) Why hasn't there been a recall on them??? We have an appointment for tomorrow morning to hook up to the computer, (there is about \$40.00 I was told.) We live on Social Security and can't afford all this bull. We never should have gotten a Chrysler product to begin with, but was told they were sooo gooood! Chrysler & Ford I have NEVER liked, now I guess I know why.. I have a Buick, Love it!! This is about the 3rd thing we have had go wrong with on this car, the 1st was under warrenty. I would like a reply please, on if there is a recall on this or a warranty that will cover this safty

VIN:
60
Mileage:
50900
Servicing Dealer:
Shepard Motors (Rockland, ME)
Title:
Mrs.
First Name:
Middle Initial:
Last Name:
Address 1.
Address 2:
City:
Warren
State:
ME
Zip:
Email:
Home Phone:

From:

To: customerassist@daimlerchrysler.com

Date: Wed Apr 04 02:24:20 EDT 2007

Subject: Reply to DaimlerChrysler (KMM4753575I252

Reply Comments:

I got a phone call from a lady that works for you, she said we will have to pay a \$100.00 copay. I really don't agree with this, BUT we are going to do it. She said we had 14 days to decide. I was hurt real bad 3 years ago in a car accident because we had the air bag shut off because of our grand-son being in the truck, we forgot to turn it back on, the only reason my husband did NOT get hurt was because of his air bag. This is why I say there should be a warranty on air bags, and why I don't feel as though we should have to pay any copay, if I was to get in another accident and was hurt as bad as before it would be Chrysler's fault. Then they would pay more than \$100.00 Now the garage is jerking us around, (nothing to do with you I know,) they are trying to charge us for checking out the problem, that was supposed to have taken 1/2 hour and lasted into almost 3 hours. When my husband offered to pay, the mechanic that he spoke to said no, it was on them. They checked the door lock also and was NOT asked to, even though it does not work. My husband just told him about it. Nice vehicles Chrysler puts out. We can deal with that, no problem. Thank You.

From: customerassist@daimlerchrysler.com

To:

Date: Mon Apr 09 09:33:41 EDT 2007

Subject: Re: Reply to DaimlerChrysler (KMM4753575I252

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with DaimlerChrysler Motors Corporation. It is regrettable that a more favorable reply can not be provided.

Thanks again for your email.

Sincerely,

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16075536 EMAIL CASE NUMBER: 1697299

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4773713I25

M&

Original Message Follows:

Comments:

I got a phone call from a lady that works for you, she said we will have to pay a \$100.00 copay. I really don't agree with this, BUT we are going to do it. She said we had 14 days to decide. I was hurt real bad 3 years ago in a car accident because we had the air bag shut off because of our grand-son being in the truck, we forgot to turn it back on, the only reason my husband did NOT get hurt was because of his air bag. This is why I say there should be a warranty on air bags, and why I don't feel as though we should have to pay any copay, if I was to get in another accident and was hurt as bad as before it would be Chrysler's fault. Then they would pay more than \$100.00 Now the garage is jerking us around, (nothing to do with you I know,) they are trying to charge us for checking out the problem, that was supposed to have taken 1/2 hour and lasted into almost 3 hours. When my husband offered to pay, the mechanic that he spoke to said no, it was on them. They checked the door lock also and was NOT asked to, even though it does not work. My husband just told him about it. Nice vehicles Chrysler puts out. We can deal with that, no problem. Thank You.



Zeeland, Mi

Pho

DON'S • FA

March 5, 2007

Daimler Chrysler Corporation Customer Assistance PO Box 21-8004 Auburn Hills, MI-48321-8004

To Whom It May Concern:

This letter is to express our recent displeasure with our Chrysler vehicles and the service required on them.

First of all let me say that we have been a Dodge customer for more than 30 years, currently our fleet of 15 vehicles contains 9 Dodge Caravans and 1 Dodge Intrepid.

Over the past couple of years we have had several issues with broken Tie Rods, and "front end" issues. It seems like the issues show up when we have approximately 50,000 – 60,000 miles on the caravan. The explanation is simply "that is a known Chrysler thing".... While I do not have any specifics for you, this has been an ongoing concern for us as we evaluate our fleet of vehicles. In fact 2 of 3 vehicles purchased in 2006 were not Chrysler products partially due to the ongoing maintenance issues.

Recently we had a Rack and Pinion steering go out on a 2005 Caravan with only 40,000 miles on it (VIN #1D4GP25BX5B). We worked with our Dealer (Elhart Dodge in Holland, MI) to get this repair done. While Chrysler was willing to cover the parts under warranty – Elhart was unable to get them for over 3 weeks. As we are a flower shop that relies on our delivery vans that was unacceptable and so we paid the full amount to get a "after market" parts and get the vehicle repaired and back on the road. Our cost was over \$650.00. This is very disappointing that parts are not available to your dealers!

As we drove from the dealership the air bag light came on (same mini van). When we brought it back in they diagnosed that the sensors were bad, and are not covered under warranty... I can understand that not everything is covered, and that you have to have limits on how long something can be under warranty – what I cannot understand is sensors going bad after just 40,0000 miles (oh maybe that is because they are exposed to





salt and road grime, being under the front bumper).....Same Van and another \$265.00, within a week's time. Seems like poor design to me.

I just wanted you to be aware of the problems we have been having with our Dodge Caravan's. We rely on these vehicles daily to operate our business, and quite frankly we cannot afford to have costly repairs at 40,000 miles. In the past we have been able to cost effectively run these vehicles for over 130,000 miles.

As we contemplate replacement vehicles this summer, we will be looking much harder at reliability and maintenance costs in addition to the initial cost of the vehicle before making any decisions.





217 E. MAIN ST ZEELAND, MI 49464



0002168241 MAR 05 2007 MAILED FROM ZIP CODE 49464

REC'D MAR 15 2007

Daimler Chrysler Corporation Customer Assistance PO Box 21-8004 Auburn Hills, MI 48321-8004

48321+8004 B198



MI Phone FAX

April 12, 2007

Ta (Pole 5) Chrysler Corporation Auburn Hills, MI

Ta,

This letter is in regards to reference # 16097730

As discussed over the phone, and in our initial letter to Chrysler Corporation we are extremely disappointed with the recent costs to maintain one of our Mini Vans. This Caravan is one of the newest in our Fleet of 15 vehicles. This Caravan is a less than 2 years old.

In early February we brought the Caravan in to Elhart Dodge in Holland with just over 40,000 miles on it because the Power Steering was not working. The Diagnoses came back that the Rack & Pinion had gone out and the repair would be \$600 - \$700.

I discussed our disappointment in having a Rack & Pinion go out on a vehicle that is less than 2 years old and has less than 41,000 miles on it with our service advisor. After much discussion he was able to get Chrysler to agree to replace the parts if we paid a \$100.00 fee. I agreed to have the vehicle repaired.

A day later Paul called from Elhart to tell me that the parts were back ordered from Chrysler, and that it would be 10 days before they could have the Caravan repaired. We are in the flower business – Given that Valentines Day is February 14, and we need every vehicle we can get our hands on to deliver flowers that day, we made the decision to have them repair the caravan with after market parts and pay the entire bill rather than take up Chryslers offer.

Within a day of getting the vehicle back the check Air Bag light was on, and we brought it in to Elhart again. The Diagnosis was that the air bag sensors under the bumper were corroded and not working properly. They told me that this is typical for Caravans as the sensors get salt and grime on them. The repair bill was \$265.01.





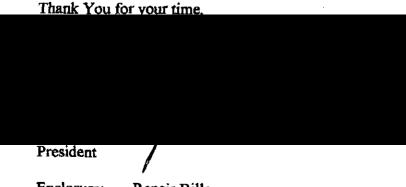
On our way back from Elhart after picking up the vehicle, the air bag light came on again. We scheduled another appointment and brought the vehicle back to Elhart. The diagnosis – a short in some type of wiring under the drivers seat. Repair bill was \$232.87.

As you can see this is very frustrating for a business that relies on its fleet of vehicles to operate. To have a vehicle with less than 41,000 miles on it incur over \$1,000.00 in repairs in one months time seems excessive.

Furthermore to find out that Chrysler does not have the parts on hand to fix a problem like Rack & Pinion is even more frustrating.

As I indicated in our previous letter, we are scheduled to replace 2 or 3 vehicles this summer. The cost to maintain vehicles and the availability of parts for repairs on the part of Chrysler will no doubt have an impact on the decision of what type of vehicle we purchase.

Please understand, Elhart Dodge has performed the repairs as quickly as possible and has communicated well with us. I am not complaining about their dealership or their service department at all. Rather I am frustrated with the downtime we are experiencing as well as the cost of maintain a vehicle with only 40,000 miles on it.



Enclosure:

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40850 ZEELAND, MI BUS HOME

193002

ACCOUNTING

PAGE 2

870 CHICAGO DR. HOLLAND, MI 49423-3006 396-0441 / G.R. 669-8929

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11.40 26MAPO7 AND DOMESTIC

· CERTIFICATION ·

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COST,
ATL REPAIRS PROPERLY
COMPLETED & CHECKED BY:
ALL PARTS NEW LINLESS
INDICATED OTHERWISE SALE & COMP TOTALS 23287 0 TOTALS FACILITY REG. F130530 DESCRIPTION AUTHORIZATION # STATEMENT OF DISCLAIMER TRANSIENT LABOR AMOUNT 212.50 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or timess for a particular purpose. Seller neither assumes nor applications or application of the sale of the sa TOTAL ESTIMATE INCLUDING ADDITIONS FACILITY REG. #F130530 PARTS AMOUNT 0.00 HAS. HAS. GAS, OIL, LUBE 0.00 PARTS LABOR TOTAL DIAGNOSIS-SUBLET AMOUNT 0.00 ESTIMATE MISC. CHARGES 20.37 Seller neither essumes nor surhorizes any other person to assume for it any liability in connection with the sale of this itanians. TOTAL CHARGES 232.87 Thereby authorize the repair work hereinafter set forth to be done along with the necessary material and appret that you are not responsible for loss or damage to vehicle or anticks left in vehicle in case of the, that or any other seaso beyond your opening opening the season of the properties of the properties of the properties and the properties of the properties of the properties and the supporting the properties of the DEDUCTIBLE 0.00 SALES TAX 0,00 PLEASE PAY THIS AMOUNT 232.87

ACCOUNTING COPY

Check #:

					0,100	· D ·
Vendor ID:440	Vendo	or Name: Ethart D	odge, Inc			
Invoice No.	Date	Invoice Amount	Amount Paid	Discounts Taken	Credits Taken	Net Amount
193002	03/31/07	232.87	232.87	0.00	0.00	232.87
					Net Check Amt	232.87

191707 40850 *INVOICE* NISSAN + HYUNDAI FEB 1 2 2007 870 CHICAGO DR. HOLLAND, MI 49423-3008 396-0441 / Q.R. 869-8929 PAGE 1 ZEELAND. MI BUS HOME SERVICE ADVISOR: 5154 PAUL VOSS LICENSE MAKE/MODEL COLOR | YEAR! VIN MILEAGE IN OUT 1D4GP25BX5B T286 05 DODGE CARAVAN 40383/40383 STONE WHIT PROD DATE WARR EXP. PROMISED PO NO HATE PAYMENT INV. DATE DEL DATE 26SEP05 IS 109FEB07 17:00 09FEB07 CASH 26SEP05 DD n.O. OPENED OPTIONS: STK:5B436191 ENG:2.4L 1)R BARON 07:15_07FEB07 15:36 09FEB07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CUST STATES THE POWER STEERING HAS GONE OUT AND IS LEAKING. PLEASE CHECK AND ADVISE D800 DIAGNOSE STRERING/SUSPENSION PROBLEM - DODGE 5011 ANDY JOHNSON LIC#: M144065 CPRO 355.67 355.67 1 5013457AA FLUID-AUTOMATIC TRANSMISS 7.95 7.95 7.95 1 334B RACK ASSY 255.00 255.00 255.00 SUBL ELHART PONTIAC PO.51381 INV.262021 PO# CPR3 30.00 ...30.00 40383 VERIFIED P/D PUMP NOISY AND INSPECTRED FOR LEAKS, FOUND RACK Leaking. Replaced rack assy. ((note) noticed sterring column boot at BULKHEAD IS TORN WITH ALOT OF CRACKS.GAVE PAUL PARTS PRICE))..AFTER VAN DRIED OFF OVER NIGHT WHEN I STARTED IT THE BELLS ARE NOISY)). ********** B** 115 CHANGE AUTOMATIC TRANSMISSION FLUID AND FILTER 115 115 CHANGE AUTOMATIC TRANSMISSION FLUID AND FILTER 5011 ANDY JOHNSON LIC#: M144065 CPR3 61.90 61.90 1 5010884AA SEALER 6.75 6.75 6.75 3,13 18.78 6 ATF4 FLUID 3.13 1 4864505AB FLTR PKG-TRANSMISSION OIL 14.25 14.25 14.25 40383 COMPLETED TRANS. FLUID AND FILTER CHANGE. ****************** C** 1084 4 CYL RMISSIONS, FUEL & IGNITION TUNE-UP; CHECK EMISSIONS FOR FAULT CODES & SENSOR PERFORMANCE, CHECK TIMING (ON APPLICABLE MODELS), REPLACE SPARK PLUGS 1084 1084 4 CYL EMISSIONS, FUEL & IGNITION TUNE-UP; CHECK EMISSIONS FOR FAULT CODES & SENSOR PERFORMANCE, CHECK TIMING (ON APPLICABLE MODELS), REPLACE SPARK PLUGS 5011 ANDY JOHNSON LIC#: M144065 49.67 49.67 CPR3 4 SPOORE16MC SPARKPLUG 3.35 3.35 13,40 ALL REPAIRS PROPERLY TOTALS FACILITY REG. F130630 DESCRIPTION COMPLETED & CHECKED BY: ALL PARTH NEW UNLESS INDICATED OTHERWISE STATEMENT OF DISCLAIMER AUTHORIZATION # LABOR AMOUNT TRANSIENT D The factory warranty constitutes all of the warranties with respect to the sale of this itemvitems. The Seller hereby expressly disclaims ell warranties aither express or implied, including sny implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor suthorizes now other parson to TOTAL ESTIMATE INCLUDING ADDITIONS FACILITY REG. #F130530 PARTS AMOUNT HAS. HRS. GAS, OIL, LUBE TOTAL PARTE LAROR SUBLET AMOUNT DIAGNOSIS-**ESTIMATE** MISC. CHARGES Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this TOTAL CHARGES I hereby authorise the repair work hereingiter set forth to be done along with the necessary metafial and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of five, their or any other cause beyond your control or for any delays operand by unavailability of parts or delays in parts shipmons by the auspies or breadpoise. I hamby grant you andor your angloyees permission to operate the vehicle haveln described to street, highways or elsewhere for the purpose of leasing and/or irrepetion. An appear clares the expert is not to be supposed to the second of the part of the purpose of the purpose of the parts the rest. DEDUCTIBLE SALES TAX CUSTOMER SIGNATURE PLEASE PAY
THIS AMOUNT · CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACY (P.A. 300)

CUSTOMER COPY

191707 40850 *INVOICE* 870 CHICAGO DR. HOLLAND, MI 48423-3008 396-0441 / G.R. 669-6528 PAGE 2 EFLAND, MI BUS IOME: SERVICE ADVISOR: 5154 PAUL VOSS LICENSE MILEAGE IN/ OUT TAG MAKEAMODEL COLOR 1D4GP25BX5B 40383/40383 T286 DODGE CARAVAN TONE WHIT 05 PROD DATE WARR EXP. PAYMENT INV. DATE DEL DATE 26SEP05 IS 09FEB07 26SEP05 DD 17:00 09FEB07 A O OPENED STK: 58436191 ENG: 2.4L 1) R BARON REATOY OPTIONS: 15:36 09FEB07 07:15 07FEB07 LIST NET TOTAL LINE OPCODE TECH TYPE HOURS 40383 COMPLETED ION, TUNE-UP AFTER VAN SAT FOR TWO DAYS WHEN I STARTED IT UP IT RAN ROUGH FOR ABOUT 4 SECS.. ********* D** FSS+ FUEL SYSTEM SERVICE PLUS CLEAN AND ADJUST THROTTLE BODY FSS+ FSS+ MIKL SYSTEM SERVICE PLUS CLEAN AND ADJUST THROTTLE BODY 5011 ANDY JCHNSON LTC#: M144065 THE RELIEF S CPR3 100.18 100.18 2 1002 PROTECH 17.50 35.00 17.50 1 4003 CLEANER 2.90 2.17 2.17 40383 COMPLETED FSS+TBS e** Change engine oil & filter, Libricate vehicle; Check All Fluids. HOSES & BELTS 100 CHANGE ENGINE OIL & PILTER, LUBRICATE VEHICLE; CHECK ALL FLUIDS, HOSES & BELTS
5011 ANDY JOHNSON LICH M144065 14.70 14.70 5 5030 QIL 1,40 1.40 7.00 6.85 6.00 1 4105409AB FILTER-ENGINE OIL 6.00 40383 COMPLETED L.O.F. ******** F** VRHICLE WILL NEED A TOESET 999 MISC NOTES 1111 CPR3 0,00 0,00 SHOP SUPPLIES AND TOXIC WASTE DISPOSAL 20,37 voted nimber 1 new car dealer of west MICHIGAN BY READERS OF THE HOLLAND SENTINEL. PARTS AND SERVICE NOW OPEN ON SATURDAYS FROM 8:00AN-12:00PM ********** ALL REPAIRS PROPERLY TOTALS FACILITY REG. F130530 DESCRIPTION COMPLETED & CHECKED BY: ALL PARTS NEW UNLESS INJUCATED OTHERWISE STATEMENT OF DISCLAIMER LABOR AMOUNT TRANSIENT -582.12AUTHORIZATION # The factory warranty constitutes all of the warranties with respect to the sale of this item/trame. The Seller hereby expressly disclaims all warranties aither express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes for to connection with the sale of this item/trams. TOTAL ESTIMATE INCLUDING ADDITIONS PARTS AMOUNT 3<u>66.30</u> FACILITY REG. #F130530 HRS. HAS. GAS, OIL, LUBE 0.00 SUBLET AMOUNT 30.00 DIAGNOSIS-MISC. CHARGES **ESTIMATE** 20.37 TOTAL CHARGES 998.79 by authorize the remain work hereinafter set forth to be done along you are not reapposable for load or deriving to which or articles le-cause beyond your control or for any delays assumed by unavailable a supplier or registance; I hereby grant you and/or your ampli-described on streats, highways or sleawhere for the purpose of to Kepadir's hen is hereby spective-inalged on above whicle to about DEDUCTIBLE 0.00 SALES TAX 0.00 CUSTOMER SIGNATURE PLEASE PAY
THIS AMOUNT 998.79

CERTIFICATION -ALI REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300)

CUSTOMER COPY

40850

192080

INVOICE

FEB 2 7 2007

*Dodgie • Nissan • H*YUNDAI 870 CHICAGO DR. HOLLAND, MI 49423-3006 398-0441 / G.R. 869-8929

LAND, MI BUS: IR 4

PAGE 1

SERVICE ADVISOR: 5154 PAUL VOSS LICENSE MIREAGE IN OUT JAG T137

41018/41018 ME WHIT 1D4GP25BX5E 05 DODGE CARAVAN EL DATE PHOD DATE WARR EXP PAYMENT INV. DATE PROMISED

EPOS IS CASH 20FEB07 EP05 17:00 20FEB07 $\mathbf{D}\mathbf{I}$

R.O. OPENED READY" STK:5B436191 ENG:2.4L 1)R BARON OPTIONS:

11:02 20FEB07 :26 19FEB07

VE OPCODE TECH TYPE HOURS LIGHT CAME ON AFTER PICKING THE VEHICLE

UP ON SATURDAY. THE STEERING WAS WORKED OM WHEN THE VEHICLE WAS

D300 DIAGNOSE ELECTRICAL, CRUISE CONTROL OR STARTING/CHARGING SYSTEMS PROBLEM

MAKE/MODE

5011 ANDY JOHNSON LIC#: M144065

203.24 203.24

CPRO 2 5175976AB SENSOR

23.35 17.51 35.02. 4.25 3.19 5.38

2 5175788AA WIRING 018 VERIFIED AIR BAG WARNING LIGHT IS ON. USING DRB111 CHECKED ACM FOR

CS ((ACTIVE: LEPT INPUT SENSOR INTERNAL 1)) PERFORMED FRT. SENSOR

STS., FOUND BOTH FRT, SENSORS WITH CORROSION AND THE

nnectors. Replaced both frt. Impact sensors and soldered in new

NSOR HARNESS PIGTAILS FOR BOTH FRT, SENSORS....LIVE DTC GONE..CLEARED ORED DEC.

OP SUPPLIES AND TOXIC WASTE DISPOSAL 20.37

LATOT

************ voted number 1 new car dealer of west MICHIGAN BY READERS OF THE HOLLAND SENTINEL.

PARTS AND SERVICE NOW OPEN ON SATURDAYS FROM 8:00AM-12:00PM ***********

MEPATRE PROPERTY FACILITY REG. F130530 CESCRIPTION TOTALS MPLETED & CHECKED BY: PARTS NEW UNLESS SIGATED OTHERWISE STATEMENT OF DISCLAIMER AUTHORIZATION # TRANSIENT D LABOR AMOUNT 203.24 The factory warranty constitutes all of the warranties with respect to the sale of this hamituna. The Saller hereby expressly discialms all warranties either express or implied, including eny implied warranty of merchantability or titness for a particular purpose. Seller neither essumes nor ITAL ESTIMATE INCLUDING ADDITIONS FACILITY REG. #F130530 PARTS AMOUNT 41.40 THRS HAS GAS, OIL, LUBE 0.00 PARTS LAROR DIAGNOSIS-SUBLET AMOUNT 0.00 ESTIMATE MISC. CHARGES 20.37 TOTAL CHARGES mby authories the repair work hereinester are forth to be done along with the necessary metalial and agree you are not responsible for loss or demand to vehicle or articles left in waiting in case of firs, theft or any class should your control or for any delays caused by unwestedity of parts or delays in parts shipment the supplier or prantyboxes, I hereby grant you arity your emphasions to to enterest the vehicle of according to the part your arity or article states or delays in parts shipment to the purpose of testing and/or impaction. An express specific states of the parts of the purpose of testing and/or impaction. An express specific specific specific the parts of t 265.01 perior nations assumes nor surficilles any other person to sessime for it any liability in connection with the sale of this DEDUCTIBLE 0.00 SALES TAX 0.00CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 265.01

Vendor (D:440	Vendor	Name: Elhart Do	dge, Inc			ı
Invoice No.	Date	Invoice Amount	Amount Paid	Discounts Taken	Credits Taken	Net Amount
191707	02/12/07	998.79	998.79	0.00	0.00	998.79
192080	02/27/07	265.01	265.01	0.00	0.00	265.01
			•		Net Check Amt	1263.80

16100200

Remit To:



Invoice No. 108 1039116 Invoice Date: 08/31/07

Service Date: 08/31/07

Page

210 Pigeon Road Bad Axe MI 48413 989-269-2161 FAX 989-269-8582

TERMS:

Due on Receipt

TOTAL AMOUNT DUE \$

404.25

Detroit Auto Auction ATTN: Accounts Payable 600 Will Carleton Road Carleton, MI 48117

Customer No: 322

INVOICE

PO# ZONE 74

Vehicle: 2007 Chrysler

Town and Countr Blue

Tag No:

Owner:

State:

TOTAL AMOUNT PAID _____

VIN: 2A4GP44R77R

Tow Information

Location: Cross Motors Corporation;1501 Gardiner Lane;Lo

_

Date: 07/18/07

Time: 8:52:12 AM

Destination: Northgate Chrysler

Re-Tow Information

Location: Northgate Chrysler

Destination: Detroit Auto Auction

Date: 08/22/07

Time: 8:37:00 AM

DETAIL

Odometer:

DETAI

louisville, KY - Cincinnati, OH

Supplemental Charge

170 Charge(s) at \$0.05/Charge = \$8.5

Cincinnati, OH - Detroit AA

Supplemental Charge

215 Charge(s) at \$0.05/Charge = \$10.75

8.50

170.00

215.00

Total

404.25

DAIMHERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM Approved Buyback Package -- 6/26/2007 Disposal Package Open STATUS: Check Request Approved VIN 7R CAIR 16100200 Dealer 23355 Zone 74 Owner VIN 2A4GP44R77R I/S/D 3/21/2007 Address EDEN PRAIRIE, MN Year 07 M/M CHRYSLER TOWN & COUNTRY LX LWB WAGON Phone Miles 255 Warranty Expense \$1,853.58 CAIR 16100200 **Amount** \$16,608.68 Payee #1 GELCO CORPORATION Address 3 CAPITAL DR EDEN PRAIRIE, MN 55344 **Total** \$16,608.68 Type Cash Repurchase Category Q - Potentially Qualifies for Lemon Law State Lemon Law Filed? No State? DaimlerChrysler Arbitration Case Filed? No DC Case # _____ Date? Arbitration/LL/Litigation-Settled/Decision? FL Lemon Law Case # Disposal Type Title State Title Number Branding Required _____ Vehicle Location Address ____ Cannot Resell In: Assign to Auction: Were multiple repair attempts made for the same nonconformity?_____ Were there repairs to Steering/Brakes/Safety Hazards? Was the vehicle reacquired due to days out of service? No of Days Any Prior or Current Accident Damage? Describe Area Repaired and the Approximate Cost of Repair

RC	NONCONFORMITY	Status Code		DATE REPAIRED or OTHER COMMENTS
	1.		1.	
	2.		2.	
	3.		3.	
	4.		4.	
	5.		5.	

Cash Repurchase Vehicle Worksheet

CAIR # 161002	00	VIN#	2A4GP44R77R			Owner Name:
USAGE FEE					VEHICLE COST	
Mileage	0 X \$0.0	0 =	\$0.00		Retail Sales Price	\$16,608.68
•	(# of miles) (cost/mile)	_			AfterMarket Accessories	
	AND/OR					\$0.00
Purchase	\$0.00 X	0 Miles =	\$0.00			\$0.00
Price .	100,000					\$0.00
	(insert either 100,000 or 120,000)					\$0.00
	AND/OR				Subtotal	\$16,608.68
	set Calculation				Owner Contribution	\$0.00
(Purchase	Price * Miles / (100,000 or 120,000))	* 50%				
	\$0.00 X	0			A. TOTAL VEHICLE COST	\$16,608.68_
•	100,000	_				
=	\$0.00 X 50%	=	\$0.00		COLLATERAL / INCIDENTAL COSTS	
•	(Usage Fee) (Offset)	_			Taxes	\$0.00
	AND/OR				License & Title	\$0.00
Flat Usage F	Fee		\$0.00		Doc Fees	\$0.00
		_	_		Earned Finance Charges	\$0.00
TOTAL USAGE	FEE			\$0.00	Service Contract	\$0.00
					Per Diem Expense	\$0.00
REBATE/CERT	IFICATE/DISCOUNT				Other	\$0.00
			\$0.00		Other	\$0.00
	Rebate Code / Amount				B. TOTAL COLLATERAL COSTS	\$0.00
DAMAGE						
(Requires Est	timate)		\$0.00		TOTAL AMOUNT REQUESTED (A + B)	\$16,608.68
OTHER		-				
			\$0.00			
TOTAL OWNER	R CONTRIBUTION			\$0.00	Payoff to Lienholder	\$0.00
REMARKS					Check to Customer	\$16,608.68_
Fleet vehicle	e. Terms per cair.					

DAIMHERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Buyback Package -- 6/26/2007 (con't)

CAIR	16100200	VIN _7R	
		· · · · · · · · · · · · · · · · · · ·	

HISTORY

Approval History

Check Request

Approved -- 6/26/2007 4:05:58 PM (Darrin G Dimitry)

Submitted for Approval -- 6/26/2007 10:04:09 AM (EJ Weeke)

Submitted for Review -- 6/26/2007 7:57:12 AM (Tammy Ragle)

Reopened for Revisions -- 6/22/2007 12:36:50 PM (EJ Weeke)

Submitted for Review -- 6/22/2007 11:01:26 AM (Sandra Lewandowski)

6/27/2007 0007197374 - GELCO CORPORATION \$16608.68 (Invoice #16100200-1A)

Original Selling Dealer Information

Dealer: 23355

CROSS MOTORS CORPORATION

1501 GARDINER LANE

LOUISVILLE, KY 40232

Main Number: 502-459-9900

DAIMHERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM Approved Disposal Package -- 11/06/2007 STATUS: Check Request Approved Disposal Package Approved **CAIR** 16100200 VIN 7R Zone 74 Dealer 23355 Owner VIN 2A4GP44R77R I/S/D 3/21/2007 **Address** EDEN PRAIRIE, MN Year 07 M/M CHRYSLER TOWN & COUNTRY LX LWB WAGON Phone 952-828-1572 Miles 255 CAIR 16100200 **Amount** \$16,608.68 Warranty Expense \$1,853.58 Payee #1 GELCO CORPORATION Address 3 CAPITAL DR EDEN PRAIRIE, MN 55344 \$16,608.68 Total Type Cash Repurchase Category Q - Potentially Qualifies for Lemon Law State? State Lemon Law Filed? No DaimlerChrysler Arbitration Case Filed? No DC Case # _____ Arbitration/LL/Litigation-Settled/Decision? Date? FL Lemon Law Case # Disposal Type Auction Title State KY Title Number 071080560281 Branding Required Not Required Vehicle Location DETROIT AUTO AUCTION Address 600 WILL CARLETON ROAD CARLETON, MI 48117 Contact: Debbie Holme Phone: 734-654-7100 Cannot Resell In: AL Assign to Auction: 553 Were multiple repair attempts made for the same nonconformity? Yes Were there repairs to Steering/Brakes/Safety Hazards? Yes No of Days ____ Was the vehicle reacquired due to days out of service? No Any Prior or Current Accident Damage? No Describe Area Repaired and the Approximate Cost of Repair

RC		NONCONFORMITY	Status Code		DATE REPAIRED or OTHER COMMENTS
0108	1.	Airbag light is on.	D		1. 08/18/07 Unable to duplicate reported problem.
	2.				2.
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	4.				4.
	5.				5.

DAIMHERCHRYSLER reacquired vehicle buyback and disposal system

Approved Disposal Package -- 11/06/2007 (con't)

CAIR 16100200

VIN 7R

HISTORY

Approval History

Check Request

Approved -- 6/26/2007 4:05:58 PM (Darrin G Dimitry)

Submitted for Approval -- 6/26/2007 10:04:09 AM (EJ Weeke)

Submitted for Review -- 6/26/2007 7:57:12 AM (Tammy Ragle)

Reopened for Revisions -- 6/22/2007 12:36:50 PM (EJ Weeke)

Submitted for Review -- 6/22/2007 11:01:26 AM (Sandra Lewandowski)

6/27/2007 0007197374 - GELCO CORPORATION \$16608.68 (Invoice #16100200-1A)

Disposal Package

Approved -- 11/6/2007 2:55:31 PM (Rachel D Malec)

Submitted for Approval -- 11/6/2007 12:51:45 PM (Michelle Simpson)

Submitted for Review -- 11/6/2007 12:51:35 PM (Michelle Simpson)

Original Selling Dealer Information

Dealer: 23355

CROSS MOTORS CORPORATION

1501 GARDINER LANE

LOUISVILLE, KY 40232

Main Number: 502-459-9900

Consigned Auction Inforr

Auction: 553

DETROIT AUTO AUCTION

600 WILL CARLETON ROAD

CARLETON, MI 48117

Main Number: 734-654-7100

n. P. May- Kar

JUN 18 2007 11:08 AM FR GE CAPITAL

65 GE Fleet Services

IMPOICE #:

INVOICE DATE:

SAIP TO: SHIP LINE 1

4Z 23355 SATE LINE 2

Vehicle Invoice

7RSYK5927201 03/05/07 2A4GP44R77) MAKE/YACTORY ORDER #: CHRYS/ K592

GE IDENTIFIES: GE TEAM: GE FLEET IND:

07511654 01/002344/00274918

SALE TYPE:

M2280

ACCESSORY KEY:

IGNITION KEY: TRUNK KEY

PLANT/SALE/INV LIST: 9103/01/3705 BANK ACCOUNT: 78-031300-00 SHIP WEIGHT/SAE HP: 4163/ 32.2 sate line 3 SOLD TO: SOLD LINE A 63 29900 SOLD LIME 2 SOLD LINE 3

Description \$23,937,00 RSYHES CHRYS TOWN & COUNTRY FWD LWB SA LX LWG 4 OOOR PASSMNTER \$.00 CHRYS TOWN & COUNTRY IND LWS PA LX LY
PRIMARY - MODERN BIDE PEARLSCAI
MONOTONE PAIRT APPLICATION
SEAT/COLORS - MEDIUM SLATE GRAY
CLOTE LOW-BACK BUCKET SEATS
FRONT & REAR FLOON MAPS
FRONT SEAT CENTER REMOVABLE CONSOLS
FRONT SEAT CENTER REMOVABLE CONSOLS 5,00 291. \$,00 PDL \$25.00 GOIGH. E7115 \$.00 \$.00 ĊIJŖ TRANSMISSION: 4-SPEED AUTOMATIC VIP 41TE \$326.00 DET ANCIANT 3 3T AP ONL \$35,00 B WAY POWER DRIVER SEAT DAYTIME RUNNING PARK/TURN LAMPS 57.50.00 \mathcal{M}^{q} \$62.00 LMN SECURITY ALARM \$13,00 1/3A HEAVY DUTY SUCPENSION \$.00 SUB 0.00 0,00 QUICK ORDER PACKAGE ZEF 5.00 235 PRICE PROTECTION FLEET INCENTIVE WATVER ş.**0**0 MAL 5.00 DELETE GROUP FUNDS-ELEET \$,00 SOLD VEHICLE 6EA CLEET OPTION CONTOR \$.00 ¢ FH \$.00 4 FT DEALER FIRET GE CARITAL PLEET SERVICES \$,00 4KY 0.00 ALL INCLUSIVE VIP PROCRAM OFF INVOICE TRACKING a UG \$8,000.00-5XA VOLUME INCENTIVE FOM (VIP) 5xv \$730.00 795.00 DESTINATION CHARGE 145

TOTAL

\$27,225.00 \$17,452.00

THIS VEHICLE INVOICE ACCUMATELY REFRESENTS THE MANUFACTURERS' ORIGINAL INVOICE BASED ON THE DATA ELECTRONICALLY TRANSMITTED BY CHRYSIME TO GEOFS.

JUN 18 2007 11:08 AM FR GE CAPITAL

June 18, 2007

Re: Repurchase of 2007 Chrysler Town & Country

is the owner of the vehicle below and Per your request, please be advised that has in its possession the certificate of title.

Fleet/Unit #: 2344 / 27<u>4918</u> Vin #: 2A4GP44R77R

Year/Make/Model: 2007 / Chrysler / Town & Country

We understand that your organization will fund the purchase of this vehicle from not to release a certificate of title unless and until it has received funds for the sale of the vehicle. Shall forward the certificate of title directly to your organization upon receipt of the funds in the amount of \$16,608.68 for the above said vehicle. If for any reason GE Flect Services is unable to forward the certificate of title shall immediately refund the amount received. to your organization.

Please call me directly at (952) 828-1572 if you have any questions regarding this letter.

Sincerely.

Kuyin Roddy Manufacturer Specialist GE Fleet Services 3 Capital Drive Eden Prairie MN 952-828-1572. Phone 952-903-8490, Fax kevin.roddy@ge.com. E-mail

CAPACITY

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OWNER(S) NAME

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KY NO.

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DATE OF ISSUE 05/25/07

FUEL

USADE TAX PAID

SECOND LIENHOLDER

0.00.

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EDEN PRAIRIE MN

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FIRST DENHOLDER

GEN ELEC CAP CORP PO BOX 16040 MINNEAPOLIS MIN 55416

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I confly that the Department of Vehicle Regulation has exercised due diligence in examining an application for a particulate of title for the above-described vehicle and to the best of our knowledge and belief the applicant whose name appears above is the lawful owner of the apparently legitimate vehicle described herein. CONTROL NO. C11091222 (STATE SEAL)

PEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP, PAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN PINES AND/OR IMPRISONMENT.

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SIGNATURE --

JUN 18 2007 11:08 AM FR GE CAPITAL

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VENDOR NO: SU00000002

REMITTANCE ADVICE DAINLERCHRYSLER CORPORATION -00-00 -8004

BURN HILLS WI 48321-8004

PAY REF. NO: 0007197374 DATE: 06/27/2007 PM: USCKU SOURCE: SU

MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS Amount	DISCOUNT Amount	NET Amount
06/26/2007 2A4GP44R77	R 16100200-1A	16,608.68		16,608.68
			Received	
			JUN 2 8 2007 I.S.G.	74 Iammy
	TOTALS	16,608.68		16,608.68

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

DAIMLERCHRYSLER

GAP JPMORGAN CHASE BANK, N.A. WILMINGTON, DELAWARE

0007197374 DATE: 06272007

MMDDYYYY

62-26 311

1530-09

\$*****16608.68

PAY SIXTEEN THOUSAND SIX HUNDRED EIGHT AND 68/100 DOLLARS

TO THE ORDER OF:

SEQUENCE NO. 00166

GELCO CORPORATION ******************************

3 CAPITAL DR

EDEN PRAIRIE MN 55344

ACCOUNT 7601

BANK USCKU DAIMLERCHRYSLER CORPORATION

AUTHORIZED SIGNER



COMMONWEALTH OF KENTUCKY TRANSPORTATION CABINET CERTIFICATE OF TITLE



EDEN PRAIRIE MN BRANCS BRANC	R NC CYL ODOMETER MOTOR NO. WEIGHT 6000	TITLE TYPE MODEL! RIGINAL PREV, TITLE NO /STATE
BRAND(S) FIRST LIENWOLDER) SECOND LIEN N. ELEC CAP CORPER SANDER DEBET HOLOGENAM BOY 15040 BOY 15040 BOY 15040 BOY 15040 BOY 15040 BOY 15040 Filing Date Planesed By: County Circle use Drub County Date Tourity that the Department of Vehicle Regulation has exercised due diligence in examining an application for a certificate of title for the above-described vehicle best of our knowledge and belief the applicant whole described in the best of our knowledge and belief the applicant whole described vehicle has been applicant of the apparatment of Vehicle Regulation for a certificate of title for the above-described vehicle best of our knowledge and belief the applicant whole described vehicle described in the set of our knowledge and belief the applicant whole described vehicle described in this little has been transferred to the apparatment of vehicle described in this little has been transferred to the form apparating to the apparatment of vehicle described in this little has been transferred to the form personal described in this little has been transferred to the form personal described in this little has been transferred to the form personal described in this little has been transferred to the form personal described in this little has been transferred to the form personal described in this little has been transferred to the form personal described to the setulal makes of the vehicle unless one of the tolering statements believed. ****CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK**** Date of Transferred (S. Spratture(s) Genet G	DATE OF ISSUE 05/25/07	PROPULSION USAGE TAX PAID 0 : 0
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I certify that the Department of Vehicle Regulation has exercised due diligence in examining an application for a certificate of title for the above-described vehicle the best of our knowledge and belief the applicant whose name appears above is the lawful owner of the apparently legitimate vehicle described herein. Commissioner, Department of Vehicle Regulation	B079986 JEFF Filing Date 04-18-07 Filing Date Released By: County Clerk's Use Only County Clerk's Use Only County Clerk's Use Only	SECOND LIENHOLDE
*****CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK**** 1. The mileage stated is in excess of its mechanical limits. 2. The odometer reading is not the actual mileage. WARNING-ODOMETER DISCREPANCY Transferor(s) Signature(s)	,我们就是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个	
Attesting Official Seller Dealer No. Title Subscribed and sworn before me this	of Vehicle Regulation V REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT. ***********************************	OWNERSHIP. dress of transferee):
SECOND DEALER ASSIGNMENT The undersigned owner hereby certifies that the vehicle described in this title has been transferred to the following (print name and address of transferee): Certify to the best of my knowledge that the edometer reading is the actual milesge of the vehicle unless one of the following statements is checked. *****CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK**** 1. The mileage stated is in excess of its mechanical limits. Odometer Reading 2. The odometer reading is not the actual mileage. WARNING-ODOMETER DISCREPANCY	of Vehicle Regulation V REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT. ***********************************	OWNERSHIP. dress of transferee): checked.
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Transferor(s) Signature(s) (Seller) To be notarized Transferee(s) Signature(s) (Owner) Transferor(s) Printed Name(s) (Seller) Transferee(s) Printed Name(s) (Owner) Date of Transfer Seller Dealer No. Purchasing Dealer No.	Of Vehicle Regulation VERQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT. ***********************************	OWNERSHIP dress of transferee): checked. (Owner) (Owner) NOTARY PUBLIC dress of transferee):

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Title

PLATE NO.

Signatures(s)

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The undersigned owner thereby, centifies that the vehicle described in the title has been transferred to the following (print name and address of the transferred):

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

Baimler Mrus Herming Clera

I certify under above described penalty that I have reviewed this application and the documents supporting it and that the same are present and consistent with this application; that I received the application

COUNTY CLERK USE ONLY

, |254

Transferee(s)

1 100 1 100

Attesting Official

My Commission Expires

Subscribed and sworn to before me this

Transferee(s)

DATE OF ISSUANCE.

Signature(s)

Transferor(s)

Transferor(s)

Attesting Official

Date of Transfer

TYPE APPLICATION ...

Subscribed and sworn to before me this

1,0



2777 Stemmons Freeway, Suite 1425 Dallas, TX 75207 (214) 634-9100 Fax: (214) 634-2262

July 17, 2007

To: Co: John Shockley

Northgate Chrysler Jeep

Fax:

513-385-0625

From:

Kristina Loyd

Zone: 74

Telephone: 2

214-634-9100

BUYBACK VEHICLE:

Customer Name:

Vehicle VIN:

2A4GP44R77R

Model:

CHRYSLER TOWN & COUNTRY LX LWB

WAGON

Color:

BLUE

Year: State: 2007 KY

Regarding the repair of the above referenced vehicle, the customer complained of the following:

1. Airbag light is on.

Please verify that the following has been repaired:

- 2. Seat belt light is on.
- 3. Right headlights goes out.

Please attempt to have the vehicle repaired by: 08/17/2007

- If you are unable to Repair any of the above complaints, please notify ISG immediately.
- Please call before completing any repairs not related to the problems listed on this sheet.
- Once the repairs have been completed, please fax a copy of the R.O to 214-634-2262.
- If you are unable to meet the requested vehicle repair date or if you have any questions regarding the repair of this vehicle, please call me at 214-634-9100.

Thank you for your assistance and prompt attention to this matter.

51000

,

251256

CHRYSLER . DODGE . Jeep.

INVOICE

8536 Colerain Avenue · Cincinnati, Onio 45251 Phone: (513) 385-1045 · Email: https://doi.org/10.1006/j.jep.net

ОН НОМЕ:			BUS:		Ī	PAGE	1	riione. (a)	etsgáftón.www	hrysler.com	ewiuse.iter
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A 10 SHOIGHVOIT	S OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES. THIS AMOUNT										

CUSTOMER COPY

ATT KNISTING

₽4GE 02/03

51000

251256

NORTHGATE

INVOICE

8536 Colerain Avenue · Cincinnati, Ohio 45251
Phone: (5) 3) 385-1045 · Email: ngcservice@fuse.net

OH ·		•				PAGE 2		W	ww.northgatec	hrysler.com	
HOME:			BUS:		SER	VICE ADVISO	R: 70 JC	HN S	HOCKLEY		
COLOR	YEAR		MAKE/MODEL			VIN.		NSE.	MILE	AGE	TAG
A 2000	07	CHE	YSLER TOW	N & COÚN	214GP	44R77R			57,	/57	T120
IN SERVICE DATE	PROD.	1999		PROMIS		PO: NO.	RATI		PAYMENT	INV. DA	ATE
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MW				*	DEAR V		CE CUST	OMER		AY BE *	

****** AT

* THAT WILL ASK YOU TO RATE YOUR SERVICE VIS*
* IT. IF YOU CANNOT RATE YOUR VISIT AS "VERY*
* SATISFIED" PLEASE CONTACT STEVE FLETCHER *

(513) 385-1045

SERVICE DEPT. HOURS:	SHOP SUPPLY COST:	DESCRIPTION	TOTALS
MONDAY - FRIDAY	. —	LABOR AMOUNT	0.00
	We have added a charge equal to	PARTS AMOUNT	0.00
0-00 0 PK TO 2-00 B M	exceed \$15.00, to the Repair	GAS, OIL, LUBE	0.00
THANK YOU FOR YOUR BUSINESS!	Order for shop supplies used in connection with the repair.	SUBLET AMOUNT	0.00
	Connection with the report	MISC. CHARGES	0.00
WARRANTY STATEMENT AND DISCLAIMER		TOTAL CHARGES	0.00
DEALER HERCBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED	INEM BUTE22 OTHERMOSE	LESS INSURANCE	0.00
NCLUDING ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER		SALES TAX	0.00
ISON TO ASSUME FOR IT ANY LIABILTY IN CONNECTION WITH THE SALE OF Y PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE OVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

DAMAGE NOTIFICATION

I/We, Gelco Corporation, declare that the 2007 Chrysler Town & Country Lx Lwb Wagon vehicle identification number 2A4GP44R77R being returned to Chrysler Motors LLC on this date, HAS HAS NOT (Circle One) previously been involved in an accident.	/
If there has been Damage, has it been repaired? Yes No	
If the vehicle has had accident damage repaired, please describe briefly the areas of the damage and tapproximate cost of the repairs made here:	:he
Owner Signature 2nd Owner Signature (If Applicable) Date	
no damage per REAQ	
A LAMAN LAKO	

IMPARTIAL SERVICES GROUP, INC. VEHICLE PICK-UP REQUEST

Date: To:	July 17, 2 Lyn Tetre		Telephone Fax:	989-269-2161 989-269-6266
Customer N Zone: VIN: Year: Model: Color: Brake/Steer		74 2A4GP44R77R 2007 CHRYSLER TOWN & C BLUE Yes	COUNTRY LX LWB WAGON	
	urs in ad	vance before going	to pick up the vehicle to ensuist you when you arrive.	ıre
Pick Up Nan Address: City: State: Zip Code: Telephone: Contact Nan		CROSS MOTORS COR 1501 GARDINER LANE LOUISVILLE KY 40232 502-459-9900 Michael Cochran, Greg		
Special Rem Delivery Nar Street Addre City: State: Zip Code: Telephone: Contact Nan	me: ess:	Northgate Chrysler Jeep 8536 Colerain Ave Cincinnati OH 45251 513-385-1045 John Shockley		
***ATTEN Call Trans at the deal	Logic at		have any problems picking ι	ıp this vehicle
TRANSLOGIC Date Received Transportation Estimate: Delivery Comp	d: n Cost			

Special Requirments:

Signature:

IMPARTIAL SERVICES GROUP, INC. VEHICLE PICK-UP REQUEST

Date: To:	August 21 Lyn Tetrea		Telephone Fax:	989-269-2161 989-269-6266
Customer N Zone: VIN: Year: Model: Color: Brake/Steer		74 2A4GP44R77R 2007 CHRYSLER TOWN & C BLUE Yes	COUNTRY LX LWB WAGON	
	urs in ad	vance before going t	to pick up the vehicle to ensu st you when you arrive.	re
Pick Up Nar Address: City: State: Zip Code: Telephone: Contact Nar		Northgate Chrysler Jeep 8536 Colerain Ave Cincinnati OH 45251 513-385-1045 John Shockley		
Special Ren Delivery Nat Street Addre City: State: Zip Code: Telephone: Contact Nat	me: ess:	(Marshalling) DETROIT CHRYSLER CORPORA 600 WILL CARLETON F CARLETON MI 48117 734-654-7100 Debbie Holme	ATE CAR	
***ATTEN Call Trans at the dea	Logic at	• •	have any problems picking u	ıp this vehicle
TRANSLOGIC Date Receive	ed:	Y		
Estimate: Delivery Com Special Requ				

Signature:

RELEASE

In sole consideration of \$16,608.68, I/We, Gelco Corporation release DaimlerChrysler Motors Company LLC, and its subsidiaries, dealerships, and all persons involved in the dispute resolution and vehicle repurchase or replacement transactions from all known and unknown claims, damages, costs, fees, loss of service, personal injuries and property damage related to a 2007, Chrysler Town & Country Lx Lwb Wagon VIN: 2A4GP44R77R In return, I will transfer the ownership of the vehicle to DaimlerChrysler Motors Company LLC with clear title, and will sign all papers DaimlerChrysler Motors Company LLC requires to transfer the vehicle. I will return the vehicle with no original or substituted equipment missing and in an undamaged condition, except for normal wear and tear and any previously alleged defects.

I agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim. I expressly agree that the only consideration I will receive is that listed above and that DaimlerChrysler Motors Company LLC has made no other promises to me. I accept the consideration listed above as full satisfaction of this claim.

Except as permitted by law, I agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim.

I fully understand and freely sign this release.

Date: 20 / / / / / 2007

L.S.G.

Signature

With

MICHELLE M. KEATING-PETERSON
Notary Public
Minnesota
Commission Expires January 31, 2010

This form is used to ensure the reported problem(s) listed below have been repaired successfully.

	PAIR VERIFICATION (1)
Location: ROUTE AUCTO	Repairing Dealer Code:(If known)
VEHICLE IDENTIFICATION NUMBE	R (Last 8 Digits):
YEAR: 07 MAKE/MODEL:	Chrysler T+C
Beginning Milcage:	Ending Mileage:
HEREGOILEGIF OBJECT AIRBAG	Cight is ON.
Repaired? (Yes) No	
Describe Inspection Method & Results 1/ Light WAS NOT O	DURING MY INSPECTION The AIRBA
#2Reported Problem Repaired? Yes No	
Describe Inspection Method & Results	
Repaired? Yes No Describe Inspection Method & Results	1
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spector:	Date Inspected: //-/4-07

Revised 12/04/03

ATTO: MICHERLE

Secretary of State (sec. 2012) www.Michigan.gov/soa Federal law and section 233	ODOMETER (See N	lext Page for Leased V	STATEMENT (chicles) tate the mileage in connection
with the transfer of ownershines and/or imprisonment.	nip. Failure to complete or p.	roviding false statem	nent may result in civil liability,
Year Wake	YSCER		Model
Body Style	Vehicle Identification Number	RTTR	
I (we) certify that the odd			(Nu Tenths)
	actual mileage		
Check One *	not actual mileage - WAF	RNING - ODOMETE	R DISCREPANCY
	exceeds mechanical limit	s of odometer	
* 1	Note: Milleage cannot be correc	sted at a later date.	
Name of Salieria) (Placea Print)			
Address			
City		State	Zip Code
FOFN PE	AIRIE	<u> </u>	Florin
			11-15-07
Name of Purchaser(s) (Please F		- 	
vo r www.met(a) (*16056 f			
Address			
City		State	Zip Code
"I am aware of the above o	dometer certification made	by the seller(s)."	
Signature(s) of Purchasen(s)			Date
VFR-108 (04/04)	Authority granted under Public A	ct 300 of 1949 as amend	ari.

Michigan Department of State Certification

, whose signature appears below, (print name) certify the following information is true to the best of my knowledge.

Year 2007 VIN 2A 4G-P442 772 Make HR45(FR Title No. 07108054022)

Please make statement or explain error:

Start Explanation here:

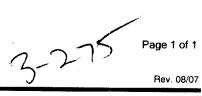
IN THE TRANSFER OF TITLE BY
OWNER SECTION, THE WRONG
MILEAGE WAS ENTERED IN
FELLOR AS 5434. THE CORRECT
MILEAGE IS 255. HUMAN FREDR,
NO FRAND INTENDED.

TR-34 (8/95)

Authorities Granted by B & 350 of 1969 - American

Chrysler

DISCLOSURE NOTICE



(Check One)

to the problem(s) listed be	ıstomer satis elow.	sfaction, this ve	ehicle was repurchased by Chrysler	Motors LLC due
This vehicle was repurchated defect(s)/nonconformity(id	ased by Chr es) listed be	ysler Motors Ll low.	_C pursuant to consumer warranty I	aws due to the Received
				KC7 2 S 2807
VIN	YEAR	MAKE	MODEL	1.S.G.
2A4GP44R77R	07	CHRYSLER	TOWN & COUNTRY LX LWB WAGON	3 d v√ a 5±3 €
Reported Problem(s):			Date Repaired or Other Commer	ato:
Airbag light is on.			08/18/07 Unable to duplica 1. problem.	
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A delition and the first				
Additional Information:				
Additional Information:				
		1/20/2007	Q. Walne cer	11/20/2007
Chrysler Motors LLC Representative Signal The signature of the dealer represent made to the retail customer at the tile agrees to defend, indemnify, and ho from or related to the dealer's failure	ntative constitue me of sale of to make prop	Date Ites agreement by his vehicle as prothrysler Motors LLuer disclosure of the	Auction Representative Signature/Title the dealer that disclosure of the above info vided by law in the state in which it is resold C from all claims, causes of action, or any one above information, whether or not disclosure	11/20/2007 Date Description will be lighter liability arising
Chrysler Motors LLC Representative Signal The signature of the dealer representative and the retail customer at the tile agrees to defend, indemnify, and he from or related to the dealer's failure state or federal law. Chrysler Motor	ntative constitution of sale of the property o	Date Ites agreement by his vehicle as prothrysler Motors LLuer disclosure of the as supplemental e of this vehicle here.	Auction Representative Signature/Title the dealer that disclosure of the above info	Date Date Drmation will be I. The dealer other liability arising sure is required by
Chrysler Motors LLC Representative Signal The signature of the dealer represent made to the retail customer at the tile agrees to defend, indemnify, and ho from or related to the dealer's failure state or federal law. Chrysler Motor mileage effective with the date of pure state or federal law.	ntative constitution of sale of the property o	Date Ites agreement by his vehicle as prothrysler Motors LLuer disclosure of the as supplemental e of this vehicle here.	Auction Representative Signature/Title the dealer that disclosure of the above infovided by law in the state in which it is resoluted to the state of action, or any one above information, whether or not disclosure in the state of the matter of the state of the sta	Date Date Drmation will be I. The dealer other liability arising sure is required by
Chrysler Motors LLC Representative Signal The signature of the dealer represent made to the retail customer at the tile agrees to defend, indemnify, and ho from or related to the dealer's failure state or federal law. Chrysler Motor mileage effective with the date of pure state or federal law.	ntative constitution of sale of the property o	Date Ites agreement by his vehicle as prothrysler Motors LLuer disclosure of the as supplemental e of this vehicle here.	Auction Representative Signature/Title the dealer that disclosure of the above infovided by law in the state in which it is resoluted to the state of action, or any one above information, whether or not disclosure in the state of the matter of the state of the sta	Date Date Drmation will be I. The dealer other liability arising sure is required by
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Chrysler Motors LLC Representative Signal The signature of the dealer represent made to the retail customer at the tile agrees to defend, indemnify, and he from or related to the dealer's failure state or federal law. Chrysler Motor mileage effective with the date of pueligible for any remaining new vehice.	ntative constitute of sale of the lold harmless Cle to make proper LLC provides archase or leastle warranty covers.	Date 1/20/2007 Date Ites agreement by his vehicle as prophrysler Motors LL er disclosure of the a supplemental e of this vehicle by rerage.	Auction Representative Signature/Title the dealer that disclosure of the above information, whether or not disclosure above information, whether or not disclosure that disclosure information, whether or not disclosure that warranty for a period of 12 months y the subsequent retail buyer. Additionally,	Date ormation will be I. The dealer other liability arising sure is required by with unlimited this vehicle may be
Chrysler Motors LLC Representative Signal The signature of the dealer represent made to the retail customer at the tile agrees to defend, indemnify, and ho from or related to the dealer's failure state or federal law. Chrysler Motor mileage effective/with the date of pueligible for any remaining new vehicle. Dealer Beausentative Signature/Title	ntative constitute of sale of the lold harmless Cle to make proper LLC provides archase or leastle warranty covers.	Date Date Ites agreement by his vehicle as prophrysler Motors LL er disclosure of the asupplemental e of this vehicle by erage. Date 41356	Auction Representative Signature/Title The dealer that disclosure of the above information in the state in which it is resold the control of the first that the dealer that disclosure of action, or any one above information, whether or not disclosure above information, whether or not disclosure that the control of the subsequent retail buyer. Additionally, the subsequent retail buyer. Additionally, the subsequent retail buyer.	Date ormation will be I. The dealer other liability arising sure is required by with unlimited this vehicle may be

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION

VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION

VIN: 2A4GP44R77R307301

Vehicle Identification Number: 2A4GP44R77R

1.S.G.

THE CUSTOMER UNDERSTANDS THAT HE/SHE HAS A RIGHT TO HAVE ANY DISPUTES DECIDED IN COURT BUT HAS AGREED TO HAVE ANY SUCH DISPUTE DETERMINED BY ARBITRATION IN ORDER TO AVOID THE BURDEN, EXPENSE AND UNCERTAINTY OF THE JUDICIAL PROCESS. ARBITRATION IS A PROCESS BY WHICH TWO OR MORE PARTIES RESOLVE A DISPUTE THROUGH THE USE OF A THIRD PARTY NEUTRAL.

AS A CONDITION OF SALE, THE DEALER, THE AUCTION REPRESENTATIVE AND THE RETAIL CUSTOMER AGREE THAT BINDING ARBITRATION IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS VEHICLE. THIS INCLUDES, BUT IS NOT LIMITED TO CLAIMS ARISING UNDER THE SUPPLEMENTAL LIMITED WARRANTY, ANY REMAINING WARRANTY COVERAGE OR FAILURE TO MAKE PROPER DISCLOSURE OF THE VEHICLE'S HISTORY. YOU MAY NOT BRING A SEPARATE LAWSUIT. PERSONAL INJURY OR OTHER PRODUCT LIABILITY SUITS ARE NOT SUBJECT TO THIS PROCESS.

QUALIFYING CLAIMS WILL BE ADMINISTERED BY THE NATIONAL CENTER FOR DISPUTE SETTLEMENT. A COPY OF THE RULES ARE AVAILABLE BY CALLING 1-800-777-8119 OR AT WWW.NCDSUSA.ORG. BY AGREEING TO ARBITRATE, A PARTY FORGOES NO SUBSTANTIVE RIGHTS. POTENTIAL RECOVERY IS THE SAME AS THAT AVAILABLE UNDER RELEVANT STATE AND FEDERAL LAWS, AND THE ARBITRATORS HAVE DISCRETION TO AWARD REASONABLE AND CUSTOMARY ATTORNEY AND EXPERT WITNESS FEES. JUDGMENT ON THE AWARD OF THE ARBITRATOR MAY BE ENTERED IN ANY COURT OF COMPETENT JURISDICTION.

THE CUSTOMER ACKNOWLEDGES THAT THE PRICE ESTABLISHED FOR THE VEHICLE REFLECTS:

(1) THE SUPPLEMENTAL LIMITED WARRANTY PROVIDED BY CHRYSLER (2) ANY REMAINING WARRANTY COVERAGE (3) THE PRECEEDING DISCLOSURES AND (4) THE POTENTIAL REDUCTION IN LEGAL COSTS RESULTING FROM THE AGREEMENT TO ARBITRATE.

THE CUSTOMER FURTHER ACKNOWLEDGES THAT THIS TRANSACTION AFFECTS INTERSTATE COMMERCE AND IS GOVERNED BY THE FEDERAL ARBITRATION ACT. THIS IS A KNOWING AND WILLING WAIVER OF ANY RIGHT TO A JURY TRIAL OR OTHER JUDICIAL OR ADMINISTRATIVE DETERMINATION.

DEALER REPRESENTATIVE SIGNATURE DATE	CUSTOMER SIGNATURE	DATE
PRINTED NAME AND TITLE	PRINTED NAME	
K & M Northfield Dge Inc		
DEALERSHIP NAME	ADDRESS	
41356 - Grand Rapids, MI 49525		
DEALER CODE AND CITY, STATE AND ZIP	CUSTOMER CITY, STATE AND ZIP CODE	
Q. Wolne ask		
AUCTION REPRESENTATIVE SIGNATURE DATE		
Debbie Holme, Agent		
PRINTED NAME AND TITLE	VIN. 244CD44D7	5D205201

Received 303 55

DEC 0 3 2007

Page 1 of 1

Chrysler

(Check One)

DISCLOSURE NOTICE

I.S.G.

Rev. 08/07

. (4)	J. J		ehicle was repurchased by Chrys	į
This vehicle was repurchated defect(s)/nonconformity(ie	ased by Chr	ysler Motors L low.	LC pursuant to consumer warrar	nty laws due to the
VIN	YEAR	MAKE	MODEL	:
2A4GP44R77R	07	CHRYSLER	TOWN & COUNTRY LX LWB WAGO	
Reported Problem(s):			Date Repaired or Other Comr	manta.
Airbag light is on. 1.			08/18/07 Unable to dupl 1. problem.	
2				
			2.	
3. 1.			3	
			4	
5			5	
Additional Information:				-i
hrysler Meters III		./20/2007	San San Carlo	
hrysler Motors LLC Representative Signatu	re	Date	Auction Representative Signature/Title	11/20/2007 Date
grees to defend, indemnify, and holo om or related to the dealer's failure ate or federal law. Chrysler Motors	d harmless Ch to make prope LLC provides	rysler Motors LL(or disclosure of the a supplemental L	the dealer that disclosure of the above vided by law in the state in which it is resolved by law in the state in which it is resolved from all claims, causes of action, or a e above information, whether or not disclimited Warranty for a period of 12 mondy the subsequent retail buyer. Additional	sold. The dealer ny other liability arising closure is required by
ealer Representative Signature/Title	₽	#- 3 0-0n Date 41356	©	11-23-0-7 Date
nted Name	D		Printed Name	
& M Northfield Dge Inc, palership Name		MI State	Street & No.	City or Town and State
				on, or rown and state

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION

VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION

Received DEC 03 2007

Vehicle Identification Number: 2A4GP44R77R

1.S.G.

VIN: 2A4GP44R77R

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DEALER/REPRESENTATIVE SIGNATURE DATE THE REPRESENTATIVE SIGNATURE DATE PRINTED NAME AND TITLE K & M Northfield Dge Inc	PRINTED NAME
DEALERSHIP NAME	
DE INDEXOTH NAME	ADDRESS
41356 - Grand Rapids, MI 49525	
DEALER CODE AND CITY STATE AND ZID	CHANO HALEN MI
W. Wolme out	CUSTOMER CITY, STATE AND ZIP CODE
AUCTION REPRESENTATIVE SIGNATURE DATE	
Debbie Holme, Agent	
PRINTED NAME AND TITLE	_

From:

To: customerassist@daimlerchrysler.com Date: Mon Apr 09 21:12:28 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Customer Satisfaction

Comments:

I=92m not pleased with the customer service at Fletcher Dodge in Sherwood, Arkansas. I took my 2006 town and country in for warranty work and I was told that my van would be ready in about 1 or 2 days. I asked about a rental vehicle and I was told Plymouth warranty doesn=92t cover rental vehicles. Two of the items I took the vehicle in for was the second row seat cup holder was broke (was that way when I purchased the van) and the driver and passenger cup holder was cracked. I was told they took pictures and sent them in and it was denied as a warranty item. I should have told the salesman that the back seat cup holder was broke before signing the papers and should have done a better visual check of the vehicle. I=92m wondering why I didn=92t by another Chevrolet product. I will never purcha=

another product associated with Plymouth or the dealership. I feel if a vehicle has to stay past a day for warranty work then the manufactures warranty should pay for the rental vehicle. I also thought a few of the service department personnel were rude. They should be professionals and avoid rude facial expressions.

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassist@daimlerchrysler.com

To:

Date: Wed Apr 11 14:23:29 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your recent service experience at Frank Fletcher Dodge Chrysler Jeep.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler's reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

In the Warranty Information booklet that came with your vehicle, under the section titled "What's Not Covered" you will find: "Your DaimlerChrysler Motors limited warranties do not cover any 'incidental or consequential damages'...Such damages include lost time; inconvenience; the loss of the use of your vehicle; the cost of rental cars, gasoline, telephone, travel or lodging; the loss of personal or commercial property; the loss of revenue, etc."

It is regrettable that you have suffered the loss or inconvenience described in your email. Unfortunately, we are unable to comply with your request for reimbursement.

Thanks again for your email.

Sincerely,

Lyndsay

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16136938 EMAIL CASE NUMBER: 1706013

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4780505125M&

Original Message Follows:

US Customer Service - Chrysler Brand Site Brief Description: Customer Satisfaction Comments:

I'm not pleased with the customer service at Fletcher Dodge in Sherwood, Arkansas. I took my 2006 town and country in for warranty work and I was told that my van would be ready in about 1 or 2 days. I asked about a rental vehicle and I was told Plymouth warranty doesn't cover rental vehicles. Two of the items I took the vehicle in for was the second row seat cup holder was broke (was that way when I purchased the van) and the driver and passenger cup holder was cracked. I was told they took pictures and sent them in and it was denied as a warranty item. I should have told the salesman that the back seat cup holder was broke before signing the papers and should have done a better visual check of the vehicle. I'm wondering why I didn't by another Chevrolet product. I will never purchase another product associated with Plymouth or the dealership. I feel if a vehicle has to stay past a day for warranty work then the manufactures warranty should pay for the rental vehicle. I also thought a few of the service department personnel were rude. They should be professionals and avoid rude facial expressions.

VIN: Mileage: 31000 Servicing Dealer: Fletcher Title: First Name: Middle Initial: Last Name: Addres Address 2: City: Cabot State: Zip: Email: Work Phone:

From:

To: customerassist@daimlerchrysler.com Date: Mon Apr 23 17:29:58 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Today I was charged \$46.00 to have an air bag lamp sensor replaced. My T & C has 44,000 bills on it, and I felt this was sonething that should be covered via warranty. My wife and I were extremely surprised at a bill for this item.

Comments:

Holiday Cars has been very good to us. We have been customers since the 1970's. This item, in our opinion should have been covered under warranty. Air bag sensors , if faulty, should not be a financial cost to the customer.

Thank you

Neil Hanson

Sender Information:

Title: First Name: Middle Initial: Last Name: From: customerassist@daimlerchrysler.com

To:

Date: Tue Apr 24 17:01:10 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear Neil:

Thank you for contacting the Chrysler Group Customer Assistance Center.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

Thank you again for your email.

Sincerely,

Wayne

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16229733 EMAIL CASE NUMBER: 1715279

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4807613I25

Μ&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Today I was charged \$46.00 to have an air bag lamp sensor replaced. My T & C has 44,000 bills on it, and I felt this was sonething that should be covered via warranty. My wife and I were extremely surprised at a bill for this item.

Comments:

Holiday Cars has been very good to us. We have been customers since the 1970's. This item, in our opinion should have been covered under warranty. Air bag sensors , if faulty, should not be a financial cost to the customer. Thank you Neil Hanson

VIN:

ōR

Mileage:

44500

Servicing Dealer:
Holiday Cars, Austin, MN Title:
Mr.
First Name:
Middle Initial: G
Last Name:
Address 1:
Address 2:
City:
Austin State:
MN
Zip:
Email:
Home Phone:

From:

To: customerassist@daimlerchrysler.com

Date: Thu Apr 26 07:18:35 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance (KMM4807613I252

Thank you for prompt response to my inquiry.

The actual bill wasn't the concern I had when I contacted you. As a Chrysler customer since the 1960's, It was my feeling that a feature such as this (sensor for air bag), which is a safety feature, apparently was defective, or it would not need a replacement in 44.000 miles.

It was my feeling that this is a feature that should be covered under other warranty provisions.

Again, thank you

Austin, MN

Hollister,	, CA

Survey Return Date: 04/09/2007

13

CSI SCORE: 13

⁻-Ov	erall Satisfaction					·
Ba	ased on your satisfaction with this vehicle, by would you rate your chances of buying or	Definitely Will	. Probably Will ▽	Do Not Know	Probably Will Not	Definitely Will Not
lea	asing another DaimlerChrysler product?			X		
		Very Satisfied		<u> </u>		Very Dissatisfied
1.	How satisfied are you with your recent service experience at	Satistied				~
	South County Chrysler Jeep Dodge?				<u> </u>	X
Ab	out the Service Staff At				· <u>·</u> ··································	
So	uth County Chrysler Jeep Dodge	Strongly				Strongly Disagree
2.	I was satisfied with the treatment I received from the	Agree	_	_		Ž
	service staff					~
3.	The service staff listened and understood my needs	П				叉
		Very Satisfied				Very Dissatisfied
4.	How satisfied are you with the quality of the service work	~		_		Ž.
	performed on your vehicle?				Ш	ı×.
5.	How satisfied are you with service staff's ability to have your			<u></u>		
	vehicle ready when promised?			叉		
‰πh	e Dealership's Facility					
		Doesn't		٧		
		Apply	•	Yes ▽		 ₩0
6.	a. Was the service write-up area neat and clean?			X		
	b. Was the waiting area/customer lounge neat and clean?c. Were the restrooms neat and clean?	□ X				
	d. Approximately how many miles are on your vehicle?		14000	Miles		
I h	e Service Staff, At: SERVICE ADVISO	D SCC	DF: 21			
5.0	uth County Chrysler Jeep Dodge		JKL. ZI	-		
7.		Very Satisfied				Very Dissatisfied
7.	a. The promptness with which you were greeted	Ď		₩/		ř.
		ليا	لسا			
	D. Couresy in dealing with you			Ŷ		
	b. Courtesy in dealing with you			XX		
	c. Overall dress and grooming				וםםםנו	
	c. Overall dress and grooming d. Consideration of your time e. Ability to listen, understand, and answer your questions		0000			
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	c. Overall dress and grooming d. Consideration of your time e. Ability to listen, understand, and answer your questions		0000000	o o productive		BROXXOO
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	c. Overall dress and grooming d. Consideration of your time e. Ability to listen, understand, and answer your questions. f. Advising you on your service needs. g. Providing a clear explanation of the repairs and/or charges. h. Fulfilled all commitments made to you.	0000		Doesn't		XX D X X
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	c. Overall dress and grooming d. Consideration of your time e. Ability to listen, understand, and answer your questions. f. Advising you on your service needs. g. Providing a clear explanation of the repairs and/or charges. h. Fulfilled all commitments made to you.			Doesn't Apply		No P
So	c. Overall dress and grooming d. Consideration of your time e. Ability to listen, understand, and answer your questions. f. Advising you on your service needs. g. Providing a clear explanation of the repairs and/or charges. h. Fulfilled all commitments made to you e. Service Staff At (continued) suth County Chrysler Jeep Dodge			Doesn't Apply		XX □XX 2> □

On my recent visit to South County Chrysler Jeep service department I was very disappointed about their customer service. When I first arrive I was promptly greeted by one of the service advisor who took me in right away. He probably knew I had and appointment. I took my van due to a malfunction of the air bag sensor and the compass. The service advisor suggested doing a big service to my car according to the mileage. It seemed like a good idea so I agreed. They keep it for one day because they needed to order the parts. I was given a rental car to use on the meantime. I was given a Chevy Aveo. I feel that a mini car like the Chevy Aveo does not compare to a mini van and Since I had to leave it overnight due to a manufacture problem I do not think it was fair for me to have my family in a piece of car. After they told me that my van was going to stay overnight I drove to service department to get my 2 car seats from the van and it took them about 30 minutes to locate my van's keys. The mechanics that helped me get the seats was very friendly for a change. The day I picked my Van I asked the service advisor (the one that suggested that I spend about \$500 dollars on a big service) what was done to my car, he ran back to the cashier and pull out a paper. Then He said that the paper will explain the entire thing that was done. I felt very disappointed about him not wanting to explain it. I figure I just spend over \$500 dollars the least he could do for me was take some time to explain the service. I just decide that I was not going to come back. My wife used the van over the weekend and told me about the console that was falling apart and the sun visor that had a big spot of grease. Still thinking on not going back I decide to try to clean the sun visor and fix the console. I cleaned the visor but was unable to fix the console so I had to take it back. On the following Monday I went back. No one was waiting to greet me this time. I open the door and there was a service advisor late 40' white male, beard sitting on the front desk alone. He made eye contact with me, and looked down at his computer like if I did not exist. I look at the fellow on the back desk who was working on his computer and asked him if he remembered me. He said I think I do but he seemed to be bother by me. I explained to him the problem. As we were talking a mechanic walked in he told him to check out my car and kept on working on his computer. I guess they already had my money they did not care about me any more. The mechanic checked it out and took it inside; He fixed it in about 20 minutes. Feeling so unwelcome I waited on the dealer's show room. A few years ago I took my Jeep Grand Cherokee and had similar problems. I gave them a second chance because they are close to my house but I will definitely never go back to your service awarded department ever again.



RECEIVED

APR 3 0 2007

Motor Vehicle Lemon Law Notice

Demand for relief under s. 218.0171, Wisconsin Statutes

Print & complete, or click on first line. Tab to next field. Enter only as much feeting will fit on a line.

Pursuant to the Wisconsin Lemon Law, I am no		the following NS
(check one)	manufacturer ' repair at least 4 times for the same defect during its fir	st year of
warranty. My vehicle has been out of service at le warranty.	east 30 days because of one or more defects during its	first year of
Vehicle make DODGE Model CAR	AVAN SXT Year 2006 VIN (17 digits) <u>204GP</u>	45R46B
Name and city/state of selling or leasing dealer of	or leasing company <u>BEMBENEIL</u> CHRYSLER	e DODGE, JE
Date of vehicle delivery5/11/06	Today's date 4-27-07	KHINELANDER
By providing this information, I authorize th	d vehicle CHRYSLER FINANCIAL Loan account # 1. he manufacturer to contact this financial institution luthorization expires 35 days after the date of this	
→ See back for ve	ehicle defect and repair information 🗲	
one of the following within 30 days: (check one)	pairs its use, value or safety. I demand that the manufac	turer give me
A comparable new vehicle in accordance A refund calculated in accordance with	the Lemon Law, plus collateral costs the Lemon Law, plus collateral costs	
Description of collateral costs I have incurred in ransportation, towing costs.)	connection with vehicle repairs. (Examples include alte	ernative
Description of non-removable options that have burchase price. (Examples include sunroof, rust	been added to my vehicle after the sale, but not included proofing, roof rack, pinstriping, etc.)	d in the vehicle
Description of missing equipment or serious unreminor dents, scratches, pitted glass, soiled carpe	epaired vehicle damage. (Do not include normal wear a ets, minor stains or tears.) NA	ind tear such as
offer to return my vehicle and transfer title after	er the manufacturer meets my demand for Lemon Law	relief.
Owner name_	Co-owner (if any) CHELLSEA L.	STEMPER
Address	EAGLE RIVER, WI	-
fome phone (optional)	Work phone (optional)	
Fax (optional) N/A	Owner signature	
•		

Vehicle repair information

I have made my vehicle available to an authorized dealership for repair because of the defect(s) on these dates:

Date in/out	Mileage	Dealership name	Problems you reported
2-9.07	9551	BEMBENEK CHRYSLER DODGR JEEP	CODE FOR R/F-Impay Sensor CUST. STATES AIR BIC LIGHTIS ON CLEANED CODE + RANTEST
3-12-07 70 3-22-07	10,643	BEMBENEK CHRYSEK DOUGE JEEP	CODE FOR FREET IMPACT SENSON COSTSTATES AIR BAG LIGHT IS ON REPLACED BOTH FINGUET SENSONS L-SEATBELT TENSONER
3-22-07 3-29-07	11,409	BEMBEJEK CHNYSLA DOUGE JEEP	Copi For SEATBELT SHORT CUST STATES AND BAG LIGHT IS ON
3-29-07	11409	BEMBENIK CHMYSLEN DOXLE TRE?	FRANÇES WIRE MOIN SEAT INSTANCE RASTIC CONDIT AFTENTEST DEVE, AIRBAGLIGHTER
			·
		<u> </u>	

We recommend you send this notice to the manufacturer by certified mail.

Keep a copy for your records.



Main Office

7400 West State Street • Wauwatosa, W1 53213



CERTIFIED WATER

7006 3450 0001 1395 0426

PBZ Z B 0 5 4 B 1 S **0 4 . 6 4** 0 A PR 2 7 0 B MAILED FROM ZIP CODE 5 3 Z 1

Daimler Chrysler Motors Corporation Daimler Chrysler Customer Center P.O. Box 21-8004 Auburn Hills, MI 48321-8004 Main Office 7400 West State Street, Wauwatosa, WI 53213 414-476-5700 • fax 414-476-5407 www.horizonslaw.com

RECEIVED

August 6, 2007

AUG 08 REC'D

DaimlerChrysler Motors Corporation P.O. Box 21-8004 Auburn Hills, MI 48321-8004

SPECIAL INVESTIGATIONS

Re:

2006 Dodge Caravan

Vehicle Identification Number 1D4GP45R46B

Dear Sir or Madam:

Please be advised that I represent regarding the sale of the above-referenced vehicle purchased at Bembenek Dodge Chrysler Jeep on or about May 9, 2007. The Stempers, pursuant to the Wisconsin Uniform Commercial Code, which covers breach of express and implied warranties, revocation of acceptance and other rights and remedies, the Federal Magnuson-Moss Warranty Act and other rights and remedies, does hereby revoke acceptance of the 2006 Dodge Caravan, and is prepared to file suit to effect revocation of acceptance, cancellation of the sale, return of the vehicle and payment to them of all monies expended putting them back in the position she was prior to the contract.

intend to hold DaimlerChrysler Motors Corporation and Bembenek Automotive. Inc. liable for all other foreseeable damages due to the nonconforming vehicle, including actual attorney's fees incurred with enforcing their rights pursuant to 15 USC 2310 (d)(2). Since the date the Stempers took delivery, the vehicle has been in for repairs on at least four (4) different occasions and been out of service for over thirty (30) days. All further communications with the Stempers must be directed through my office. Thank you for your anticipated cooperation.

Very truly yours.

HORIZONS LAW GROUP LLC



DaimlerChrysler Motors Corporation P.O. Box 21-8004 Auburn Hills, MI 48321-8004 DEAR SIR

I AM writing to you to tell you of our Leperionce with our 2006 Midnight Blue Dodge CARAVAN he Bought it Brand New From Board Dodge, Route 1, Norwood MA 02062 in FeB. 2006. We HAD TO HAVE BOTH FADIN DIRECTIONAL BUBS REPLACED. THE REAL WINDOW WASHER HAD TO BE REPARED. THERE WAS A RECALL ON THE FRONT WIPERS. THERE WAS A TRANSMISSION FLUID LEAK. SAME Did not clear up And Boat HAD TO DO A MAJOR OVERHALL OF THE TRANSMISSION (3/4 DAYS). THE REAR WHEELS FROZE. THE PROBLEM WAS THE REAR BRAKES. WE HAD TO TOW THE VAN TO OUR HOUSE AND THE NACT DAY if WAS TOWERS TO BOTH. THE AIR BAG Light PASSARGA SIDE CAME ON AND IT HAD TO BE-Contakers aut. Our latest visit to Bock WAS BECAUSE The VAN WAS Losing power Though The pressure on The Acceleration WAR not released. Both couldn't Find the problem. It HAS HAPPENED Twice Since My visit to BOCH, 4/17/07 & 4/19/07. Also The Right side Sliding Dun Closs 50% of the Time AT THE. ATTEMPT

We traver our 2002 Douge Noon FOR 16 2006 DONG CARAVAN (MIDNIGHT Blue). We ALSO TEADED OUR 1999 DOUSE PARAVAN As you can see he have stock with As you the people @ Booth Dodge Have Said

Red of the people @ CARS. They

Been very good But they Have Said

They bout worke the CARS. They

They work works AND ASK you the

Suggested we write AND ASK you the

Suggested WEARS WARRALL For Another 2006 Model in Feb. 2007. AN actual YEARS WARRANTS a. 12,00 Miles. 9 Mount (1611) A non)extel iDEA in Light of our patience And Lowelly to Dodge. THE 1.D. # 15 ID4GP25B86B yours parturuly Nonual . MA 1-781-769-2410 Differ H IS

DAIMLER CHAYSLER Corporation. Costomer Service

PO BOX 218008

RECEIVED Auburn Hills APR 2 7 2007

April 24, 2007

Thomas LaSorda DaimlerChrysler 1000 Chrysler Drive Auburn Hills, MI 48326 Received

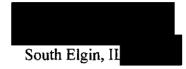
MAY 0 3 2007

R. Knox

RECEIVED

MAY 0 1 2007

T.W. LASORDA



Mr. LaSorda,

Earlier this year, I had interaction with individuals from your corporate headquarters after having my 2005 Town and Country Limited in for repairs at least 12 times over the course of a year, mostly for the same issue – an airbag light that would continue to trigger. The dealership I dealt with, Feeny Chrysler in Elgin, IL attempted to repair the issue, ultimately bringing in a Chrysler Engineer several times to try and fix the problem.

After eight or nine visits back to the dealership (one time I didn't even make it out of the parking lot before the light came back on), I contacted Chrysler and was told that since I bought the van as a Chrysler owned vehicle with about 5000 miles on it, I was not entitled to any rights other than to have it fixed via factory warranty. I understood what my rights were, but that was unacceptable to me. I also informed him I was going to buy another van because I did not have confidence in the one that I had. I gave Chrysler the opportunity to replace the van and was willing to pay for a portion of the cost of the new van. I was told Chrysler "will not help me." I let the person I was talking to know I would be purchasing another van and will not ever be purchasing another Chrysler after the poor customer care I received. The only response I received was that he was "sorry to hear that". After a few more times to the dealership, time I needed to research and find another van, I purchased a Honda Odyssey Touring.

I purchased the Chrysler van because my wife and I started a family and I needed a vehicle I felt could safely transport us. After all of the trips back to the dealership, I had no confidence in that van. I felt I gave Chrysler the opportunity to keep me as a customer who will be purchasing vans for many years to come. It's unfortunate that during this time of uncertainty for your company, this is how Chrysler decided to treat me.

As I will no longer be considering any Chrysler products for my future purchases, I would like you to remove my name and other information from your database. I do not want to receive any additional marketing materials from Chrysler or any of its affiliates.

Thankyyou,

DaimlerChrysler

******AUTO**5-DIGIT 60177

South Elgin, IL

PLEASE REVIEW THE FOLLOWING INFORMATION CAREFULLY:

Feeny Chrysler Jeep Dodge in Elgin, Illinois has been selected as a site to conduct a special test market pricing and financing event. You have been identified as a potential Feeny Chrysler Jeep Dodge customer with a highly sought after vehicle.

We need to acquire many 2005 Chrysler Town And Countrys by April 30th in order to fulfill special used vehicle requests. Our records indicate you own a Town And Country vehicle and our sales managers have been authorized to buy back your current vehicle at top dollar whether you buy our car or not!!!

We would like to exchange your current vehicle for any new or used 2006 or 2007 Dodge, Jeep or Chrysler vehicle. For four (4) days only, we are offering rebates up to \$7,500, 0% financing* and more for your trade than you ever thought possible as we are prepared to make you a significant offer! We feel confident that you can make this exchange with little or no out of pocket expense and with a monthly payment that fits your budget. Remember, this opportunity is for 4 days only!

bring this letter for admittance to this event and present it to an authorized sales representative at Feeny Chrysler Jeep Dodge in Elgin, Illinois.

Please stop by or call us at (847) 697-0900 to schedule a convenient appointment and allow us the opportunity to make you an offer. A visual inspection of your vehicle is required to assess its value.

Due to the nature of this event, we will not advertise this offer to the general public. This will be your only notification.

SPECIAL EVENT SITE



1010 E. CHICAGO ST. Elgin, IL (847) 697-0900



EVENT DATES & TIMES

Thursday, April 26th Friday, April 27th Saturday, April 28th Monday, April 30th

9am-9pm 9am-9pm 9am-5:30pm 9am - 9pm

www.feenyautos.com

*On select models with approved credit. See dealer for details.

7310



CAROL STREAM IL 601 CAROL STREAM IL 601

Thomas LaSorda DaimlerChrysler 1000 Chrysler Drive Auburn Hills, MI 48326

485-15-30

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Hn: BriAn

CALEDONIA, MI

ReF,# 16270088

980741

244325

HIGHLAND

CHRYSLER . JEEP INVOICE

1350 28th STREET, S.E., GRAND RAPIDS, MICHIGAN 49508 (616) 241-3634 (800) 346-5787

PAGE 2

"a place that you can count on"
www.highlandchrysler.com

SERVICE ADVISOR: 8744 TOW WILLIAMS PYG/GLD/JI 06 CHRYSLER TOWN & COUN 2A8GP64L5GR 53119/53119 TB946 DELBATE PROD DATE WARRIERP PROMISED 16:30 04MAY07 82.00 CC 04MAY07 JONOVOS DI 16:30 04MAY07 82.00 CC 04MAY07 ENG: EGH 3.8L V6 OHV Engine O7:48 04MAY07 13:54 04MAY07 TRN: DGL 4-Speed Automatic Transmission 9)6TCE34 LINE OPCODE TECH TYPE HOURS CR 0.00 TOTAL LINE C: 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 53119 WORKING AT THIS TIME ***********************************	HOME: BUS		www.	highlandchrys	ler.com	
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SHOP SUPPLIES

PAID AMERICAN EXPRESS

20.00

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ALL REPAIRS PROPERLY COMPLETED & CHECKED BY:	77	Y		/	AUT	warranties with respect to the sale of this lterrufterns. The Seller hereby expressly disclaims all warranties either express or	PARTS AMOUNT	140.90
	AUTHORIZAT	ION #	1/ /	TRANSIE	NT NEED	implied, including any implied warranty of marchantability or fitness for a particular	GAS, OIL, LUBE	0.00
42-61070	-11					purpose. Seller neither assumes nor authorizes any other person to assume for it any liability	SUBLET AMOUNT	0.00
TOTAL ESTIMATE INCLUI	DING ADD	TIONS	FAC	ILITY REG. # F-1	01555	in connection with the sale of this item/items. All labor performed per the official Labor Time	DEDUCTIBLE, RENTAL & SUPPLIES	20.00
					HAS.	Guide and may not raffect actual hours worked. Vehicles not picked up within 30	SUBTOTAL	628,30
DIAGNOSIS-	17	PARTS	<u> </u>	LATOT ROBA	 	days will be towed away at owner's expense, and assessed a \$5.00 per day storage fee.	LESS INSURANCE	0.00
ESTIMATE		1	- 1	1		<u></u>	SALES TAX	9,65
\$						CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

ALL PARTS AND REPAIRS LISTED WERE FURNISHED IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT PA 300.

980741 244325 HIGHLAND **CHRYSLER • JEEP** INVOICE 1350 28th STREET, S.E., GRAND RAPIDS, MICHIGAN 49508 (616) 241-3634 (800) 346-5787 CALEDONIA, MI PAGE 1 "a place that you can count on" HOME: BUS: www.highlandchrysler.com SERVICE ADVISOR: 8744 TOM WILLIAMS LICENSE MILEAGE IN TAG COLOR YEAR! MAKE/MODEL PYG/GLD/J1 06 CHRYSLER TOWN & COUN 2A8GP64L56R 53119/53119 **TB946** PROD DATE WARR EXP PROMISED PO NO RATE PAYMENT INV. DATE DEL DATE 30NOV05 IS 30<u>NOV</u>05 .00 30 04MAY07 82 04MAY07 R.O. OPENED READY OPTIONS: STK:6TCE34 DLR:61070 ENG: EGH 3.8L V6 OHV Engine 07:48 04MAY07 13:54 04MAY07 TRN: DGL 4-Speed Automatic Transmission 9)6TCE34 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A AIR BAG LIGHT STAYS ON 160 CHARGE FOR TESTING/INSPECTION AND DIAGNOSIS 6 VUGTEVEEN, STEVE LIC#: M110354 CR 0.00 0.00 0.00 119 ABS SYSTEM 6 VUGTEVEEN, STEVE LIC#: M110354 CR 1.00 82.00 82.00 08142503 Sensor, air bag impact - Replace Front-Left (B) 6 VUGTEVEEN, STEVE LIC#: M110354 0.90 CR 73.80 73.80 2 5175978AB SENSOR 26.62 26.62 53.24 2 5175788AB WIRING 3.93 3.93 7.86 08142502 Sensor, air bag impact - Replace Front-Right (B) 6 VUGTEVEEN, STEVE LIC#: M110354 CR 0.90 73.80 73.80 PARTS: 61.10 LABOR: 229.60 OTHER: 0.00 TOTAL LINE A: 290.70 53119 TEST BOTH ABS AND AIR BAG PROBLEMS WITH DRB ABS NEEDS LEFT REAR SPEED SENSOR.AIR BAG NEEDS FRT IMPACT SENSORS WITH WIRE REPAIR 1.0 REPLACE BOTH FRT IMPACT SENSORS, SOLDER IN NEW WIRE HARNESSES 1.8 ********** B ABS LIGHT CAME ON AND TRAC 55B REPLACED SPEED SENSOR 6 VUGTEVEEN, STEVE LIC#: M110354 0.80 65.60 65.60 CR 1 5136038AB SENSOR-ANTI-LOCK BRAKES 18.24 18.24 18.24 18.24 LABOR: 65.60 OTHER: 0.00 PARTS: TOTAL LINE B: 83.84 53119 REPLACE LEFT REAR SPEED SENSOR .8 . ************** C ILLUMINATION LIGHTS AROUND A/C INOPERATIVE NO REPAIR NECESSARY
COMPLETE BODY REPAIR & PAINT SHOP

* FREE ESTIMATES * INSURANCE CLAIM REPAIRS

* FRAME STRAIGHTENING * EXPERT PAINTING DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMEN The factory warranty constitutes at or the warrantes with respect to the sale of this terminates. The Seliar hereby expressly disclaims all warrantes either express or implied, herbolding any implied warranty of merchantability or litness for a particular purpose. Selar neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this inemitients. All abor performed per the official Labor Time Gluids and many nor, artifect acruel hours. LABOR AMOUNT ALL PARTS ARE NEW UNLESS NOTED OTHERWISE PARTS AMOUNT ALL REPAIRS PROPERLY COMPLETED & CHECKED BY: GAS, OIL, LUBE AUTHORIZATION # TRANSIENT DEALER CODE # SUBLET AMOUNT 42-61070 DEDUCTIBLE, RENTAL & SUPPLIES TOTAL ESTIMATE INCLUDING ADDITIONS FACILITY REG. # F-101555 SUBTOTAL LESS INSURANCE PARTS LAROR OTAL DIAGNOSIS-SALES TAX ESTIMATE CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

ALL PARTS AND REPAIRS LISTED WERE FURNISHED IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT PA 300.

From:

To: customerassist@daimlerchrysler.com Date: Fri May 11 16:54:43 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Caravan engine hesitates, poor mileage, and now air bag light comes on when it

hesitates

Comments:

Dealer checked and found the timing was off, ran fine for two days, then airbag light stayed on when starting out and engine hesitated while turning left onto busy road. Dealer had a p2096 code but couldn't find it on chrysler site but i looked it up and found something online.

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassist@daimlerchrysler.com

To:

Date: Tue May 15 09:10:33 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2006 Dodge Caravan.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thanks again for your email.

Sincerely,

Shauna

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16295195 EMAIL CASE NUMBER: 1727482

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4848078I25261L0K

M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Caravan engine hesitates, poor mileage, and now air bag light comes on when it hesitates

Comments:

Dealer checked and found the timing was off, ran fine for two days, then

airbag light stayed on when starting out and engine hesitated while turning left onto busy road. Dealer had a p2096 code but couldn't find it on chrysler site but i looked it up and found something online.

VIN:
6B657049
Mileage:
13800
Servicing Dealer:
bert ogden harlingen, texas
Title:
Mrs.
First Name:
Middle Initial:
Last Name:
Address 1:
Addless 1.
77 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1
Address 2:
City:
LA FERIA
State:
TX
Zip:
<u> </u>
Email:
DIRECT .
Hama Dhana.
Home Phone:

From:

To: customerassist@daimlerchrysler.com Date: Wed May 16 20:22:12 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance (KMM4848078I25261L0KM)

REFERENCE NUMBER: 16295195 EMAIL CASE NUMBER: 1727482

Thank you for your reply, I wrote asking for assistance after having my vehicle in at the dealership twice already and still having the same problem. After the first visit my husband and I were informed they, the mechanics, found no information on the code (P2096) in the DaimlerChrysler site. The second time we took a print out of information we found online regarding the code not on your site. Problem continued AND the airbag light stayed on after vehicle was started. My husband took the vehicle in today for the THIRD time and I believe your factory trained experts with all their equipment still have no idea what the problem is with my vehicle. I need and want a safe and reliable vehicle which is why I opted for a new one instead of a used one. If it was possible to leave my vehicle at the dealership until it was fixed I would do that BUT I do have a job which requires me to have a vehicle for any travel required and children with sports activities to attend. I plan to pick up my van tomorrow and if the problem persists I ke it to another dealership for another opinion. I just want my vehicle fixed but if my problems continues I will seek advice on the Texas Lemon Law. Any help on your behalf would be greatly appreciated.

Sincerely,

customerassist <customerassist@daimlerchrysler.com> >Subject: Re: DaimlerChrysler Customer Assistance (KMM4848078I25261L0KM) >Date: Tue, 15 May 2007 09:11:12 -0400 (EDT) >Dear >Thank you for contacting the Chrysler Group Customer Assistance Center >regarding your 2006 Dodge Caravan. >I regret the problem your vehicle has experienced and appreciate the >time and effort you took to bring this matter to my attention. Comments >like yours are one way we have to learn of problems that may develop and >improvements desired by customers. >Unfortunately, given the many variables involved, we are unable to >diagnose your vehicle's problem via email. We recommend contacting your >authorized DaimlerChrysler dealership to arrange an appointment for >proper diagnosis and repair. >Our dealerships have the factory training, equipment and information >available to them to diagnose and correct problems with DaimlerChrysler >Motors Corporation vehicles. Should your dealer require factory >assistance, it is available through the regional Business Center.

>If you have been working with an authorized dealership but the problem >is not yet resolved, seeking a second opinion from a different dealer >may be a viable option.

```
>Thanks again for your email.
>Sincerely,
>Senior Staff Representative
>Chrysler Group Customer Assistance Center
>For any future communications related to this email, please refer to the
>following information:
>REFERENCE NUMBER: 16295195
>EMAIL CASE NUMBER: 1727482
>REPLY LINK:
>http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4848078I25261L0
KM&
>
>Original Message Follows:
>-----
>US Customer Service - Chrysler Brand Site
>Brief Description:
>Caravan engine hesitates, poor mileage, and now air bag light comes on
>when
> it hesitates
>Comments:
>Dealer checked and found the timing was off, ran fine for two days, then
> airbag light stayed on when starting out and engine hesitated while
>turning
  left onto busy road. Dealer had a p2096 code but couldn't find it on
  chrysler site but i looked it up and found something online.
>
>
>VIN:
>
         6B657049
>Mileage:
         13800
>Servicing Dealer:
        bert ogden harlingen, texas
>Title:
        Mrs.
>First Name:
>Middle Initial:
>Last Name:
>
>Address 1:
>Address 2:
>City:
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>	LΑ	FERIA			
>State:					
>	TX				
>Zip:					
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>Email:					
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>Home F	h <u>one:</u>				
>					

Windows Live Hotmail, with safety bar colour coding, helps identify suspicious mail before it takes your daughter out on a date. Upgrade today for a better look. www.newhotmail.ca?icid=WLHMENCA152

From: customerassist@daimlerchrysler.com

To:

Date: Thu May 17 13:55:58 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance (KMM4848078I25261L0KM)

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your vehicle concerns.

I have documented your concerns regarding your vehicle and I would like to sincerely apologize for any inconvenience you have experienced. Your comments will be forwarded to the appropriate parties. If you would like to contact us once you know where you will be taking your vehicle, we will contact our technical assistance to work with the dealership regarding your concerns. You can contact us via phone or email with any additional information you would like documented in your file.

Thank you again for your email.

Sincerely,

Jamie

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 1727482

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4854843I25261L0K

Μ&

Original Message Follows:

REFERENCE NUMBER: 16295195 EMAIL CASE NUMBER: 1727482

Thank you for your reply, Shauna. I wrote asking for assistance after having my vehicle in at the dealership twice already and still having the same problem. After the first visit my husband and I were informed they, the mechanics, found no information on the code (P2096) in the DaimlerChrysler site. The second time we took a print out of information we found online regarding the code not on your site. Problem continued AND the airbag light stayed on after vehicle was started. My husband took the vehicle in today for the THIRD time and I believe your factory trained experts with all their equipment still have no idea what the problem is with my vehicle. I need and want a safe and reliable vehicle which is why I opted for a new one instead of a used one. If it was possible to leave my vehicle at the dealership until it was fixed I would do that BUT I do have a job which requires me to have a vehicle for any travel required and children with sports activities to attend. I plan to pick up my van tomorrow and if the problem persists I will take it to another dealership for another opinion. I just want my vehicle fixed but if my problems continues I will seek advice on the Texas

Lemon Law. Any help on your behalf would be greatly appreciated.

Sincerely,

```
>From: customerassist <customerassist@daimlerchrysler.com>
>Subject: Re: DaimlerChrysler Customer Assistance (KMM4848078I25261L0KM)
>Date: Tue, 15 May 2007 09:11:12 -0400 (EDT)
>Dear
>Thank you for contacting the Chrysler Group Customer Assistance Center
>regarding your 2006 Dodge Caravan.
>I regret the problem your vehicle has experienced and appreciate the
>time and effort you took to bring this matter to my attention. Comments
>like yours are one way we have to learn of problems that may develop and
>improvements desired by customers.
>Unfortunately, given the many variables involved, we are unable to
>diagnose your vehicle's problem via email. We recommend contacting your
>authorized DaimlerChrysler dealership to arrange an appointment for
>proper diagnosis and repair.
>Our dealerships have the factory training, equipment and information
>available to them to diagnose and correct problems with DaimlerChrysler
>Motors Corporation vehicles. Should your dealer require factory
>assistance, it is available through the regional Business Center.
>If you have been working with an authorized dealership but the problem
>is not yet resolved, seeking a second opinion from a different dealer
>may be a viable option.
>Thanks again for your email.
>Sincerely,
>Shauna
>Senior Staff Representative
>Chrysler Group Customer Assistance Center
>For any future communications related to this email, please refer to the
>following information:
>REFERENCE NUMBER: 16295195
>EMAIL CASE NUMBER: 1727482
>REPLY LINK:
>http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4848078I25261L0
KM&
>
>
>Original Message Follows:
```

```
>US Customer Service - Chrysler Brand Site
>Brief Description:
>Caravan engine hesitates, poor mileage, and now air bag light comes on
>when
> it hesitates
>Comments:
>Dealer checked and found the timing was off, ran fine for two days, then
> airbag light stayed on when starting out and engine hesitated while
>turning
> left onto busy road. Dealer had a p2096 code but couldn't find it on
 chrysler site but i looked it up and found something online.
>
>
>VIN:
         6B657049
>Mileage:
         13800
>Servicing Dealer:
         bert ogden harlingen, texas
>Title:
         Mrs.
>First Name:
>Middle Initial:
>Last Name:
>Address 1:
>Address 2:
>City:
>
         LA FERIA
>State:
>
         ΤX
>Zip:
>Email:
>Home Phone:
```

Windows Live Hotmail, with safety bar colour coding, helps identify suspicious mail before it takes your daughter out on a date. Upgrade today for a better look. www.newhotmail.ca?icid=WLHMENCA152

From:

To: customerassist@daimlerchrysler.com
Date: Fri May 11 19:47:57 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Bought USED 2005 Town & Country from Pennsylvania & am concerned with recall...van now in Louisiana,

Comments:

I bought a USED 2005 T & C minivan and I am concerned with the recall on the air bags. I have had it for a year now. The van was previously owned and used in Pennsylvania, which is a state listed on the recall. I suspect that my sensors have been affected because the air bag indicator light has come on before, and the service technician didn't know why. The light still pops on from time to time, might stay on for days then go off. What should I do about getting this checked out properly?

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com

To:

Date: Tue May 15 09:34:57 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Chrysler Town & Country.

Records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to our brand site: www.chrysler.com; and click on "Owner Services" and then "Recall Notices" and follow the instructions on the pop up recall page. You will need the last eight digits of your Vehicle Identification Number (VIN).

We recommend that you contact your authorized Chrysler Dealer dealership for an appointment for proper diagnosis and repair.

Thank you again for your email.

Sincerely,

Susanna

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 16295469 EMAIL CASE NUMBER: 1727563

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4848191I25261L0K

M.S.

Original Message Follows:

US Customer Service - Chrysler Brand Site Brief Description:

Bought USED 2005 Town & Country from Pennsylvania & am concerned with recall...van now in Louisiana,

Comments:

I bought a USED 2005 T & C minivan and I am concerned with the recall on the air bags. I have had it for a year now. The van was previously owned and used in Pennsylvania, which is a state listed on the recall. I suspect that my sensors have been affected because the air bag indicator light has come on before, and the service technician didn't know why. The light still pops on from time to time, might stay on for days then go off. What should I do

VIN:					
	5R				
Mileag	e :				
	28000				
Servic	ing Dealer:				
	Hebert's Town	&	Country,	Shreveport,	La.
Title:					
	Mr.				
First	Name:				
Middle	Initial:				
	A				
Last N	ame:				
7) -1 -1	- 1-				
Addres	S 1:				
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Addres	5 4.				
City:					
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State:	Dobbiel oley				
	LA				
Zip:					
-					
Email:					
Home P	hone.				

From: customerassistre@daimlerchrysler.com

To:

Date: Tue May 15 10:10:27 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear E

Thank you for contacting the Chrysler Group Customer Assistance Center seeking recall information on your 2005 Dodge Grand Caravan.

We regret the issues you have experienced and appreciate the opportunity for review.

There are no recalls regarding the issue you have questioned in your email. However, our records indicate that the following recall campaign have not been performed by an authorized DaimlerChrysler dealer.

F01 REAR A/C AND HEATER TUBE CORROSION WARRANTY 02/09/2006

F10 WINDSHIELD WIPER MOTOR SAFETY 06/12/2006

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized (Dodge, Chrysler, Jeep) dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

Sincerely,

Kara

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16296422

EMAIL CASE NUMBER: 1727685

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4848343I25261L0K M&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

We have heard there is a recall on 2005 Grand Caravans for the seat belt sensors. We recently had to have ours replaced. Is our van included in this recall?

Comments:

We recently had to have our airbag sensors replaced. I have seen there is a recall. Is our van included in this?

VIN:
5R553660
Mileage:
86000
Servicing Dealer:
Dan Jones Automotive
Title:
Mrs.
First Name:
Middle Initial:
Middle initial:
Last Name:
nase indine:
Address 1:
Address 2:
City:
Avon
State:
IN
Zip:
Procedure 1
Email:
Home Phone:
nome rhone.

DEAR SIR'S

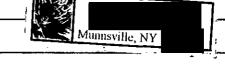
I AM SENDING This BILL IN FOR

REINBURSTMENT ON MY AIR BAG RECALL

FOR PAYMENT I MADE.

Thank you

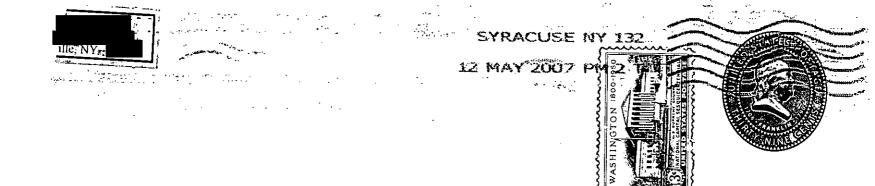
PhoNE #



WELTON MOTOR SALES INC.

240 GENESEE ST.
ONEIDA NY 13421
TELEPHONE: (315) 363-3100
REPAIR FACILITY #4270007 HAVE A NICE DAY

		**************************************		VEHICLE	IDENTIFICAT	'ION-	MILEAGE OUT	DATE OUT	INVOICE NO:
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MAY 16 2007 POBOX 4639

P.O. BOX 4639

OAK 378 AND TEMMINISH SHOW IN THE MAN AND THE MAN A

From:

To: customerassist@daimlerchrysler.com

Date: Fri May 18 00:46:54 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description: _____

Problem with service at dealership.

Comments:

On March 15th I took my Dodge Caravan into Lithia for air bag inspection because the airbag lights were on. They ran diagnostics and then replaced the main sensor unit(I don't know what it is called.) After this work the lights were still on so I took it back to them and they ran the diagnostic again. They told me then that I needed a new passenger seat cushion, but they could not find one. They informed me that they would give me a call as soon as they located one. It is two months later and I am still driving an unsafe vehicle with a defective airbag system. I understand from a friend of mine that is a service manager for a different company that this situation is very serious and could result in random deployment of the airbags. He also said that they should have never let me drive the van in the condition that it is in. It is outrageous to me that a part cannot be found for a 2006 model. I would appreciate immediate action. Thank you.

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassist@daimlerchrysler.com

To:

Date: Fri May 18 11:57:00 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the airbag light on your 2006 Dodge Grand Caravan.

We apologize for the delay in receiving a part for your vehicle.

I have contacted Lithia Chrysler Jeep and spoke with Lisa in Service. Lisa states that the parts for the vehicle have arrived and they have been unsuccessful in reaching you. I suggest you contact the dealership directly to set up an appointment to bring the vehicle back in for the repairs.

Our corporate owner information database has been updated to reflect the name/address change in your email. This will allow the post-office to deliver your mail to the correct address. Also, if your vehicle is involved in a future factory recall campaign, you will be notified promptly by mail.

Thanks again for your email.

Sincerely,

Lyndsay

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 16314899 EMAIL CASE NUMBER: 1731664

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4856839I25261L0K

M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Problem with service at dealership.

Comments:

On March 15th I took my Dodge Caravan into Lithia for air bag inspection because the airbag lights were on. They ran diagnostics and then replaced the main sensor unit(I don't know what it is called.) After this work the lights were still on so I took it back to them and they ran the diagnostic again. They told me then that I needed a new passenger seat cushion, but they could not find one. They informed me that they would give me a call as soon as they located one. It is two months later and I am still driving an unsafe vehicle with a defective airbag system. I understand from a friend of mine that is a service manager for a different company that this situation is very serious and could result in random deployment of the

airbags. He also said that they should have never let me drive the van in the condition that it is in. It is outrageous to me that a part cannot be found for a 2006 model. I would appreciate immediate action. Thank you.

VIN:
6B Mileage:
26400 Servicing Dealer:
Lithia Crysler/Dodge Title:
Mr. First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
Onalaska State:
Zip:
Email:
Work Phone:

From: replyform@daimlerchrysler.com
To: customerassist@daimlerchrysler.com

Date: Fri May 18 16:28:50 EDT 2007

Subject: Reply to DaimlerChrysler (KMM4856839I25261L0KM)

Reply Comments:

That is a load of bunk. They have not attempted to reach me. All of my contact information is the same as it was last time they called me.

Ι

don't appreciate business being done this way.

From: customerassist@daim_lerchrysler.com

To:

Date: Tue May 22 10:16:05 EDT 2007

Subject: Re: Reply to DaimlerChrysler (KMM4856839I25261L0KM)

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your recent service experience at Lithia Chrysler Jeep.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler's reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

Thanks again for your email.

Sincerely,

Lyndsay

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16314899

EMAIL CASE NUMBER: 1731664

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4862900I25261L0K M&

Original Message Follows:

Comments:

That is a load of bunk. They have not attempted to reach me. All of my contact information is the same as it was last time they called me. I don't appreciate business being done this way.



Survey Return Date: 05/15/2007

SSI SCORE: 75

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The Sales Staff		\/	_			11
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7	sales staff?sincerity of the sales staff?		<u> </u>			
Your Deuxery Experience)				-	
		Very Satisfied				Very Dissatisfied
5. How satisfied are you with the	delivery experience?			×		
RECOMMENDATIONS						
		Strongly Agree				Strongly Disagree
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(the same salesperson?		Ø			
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(Sweet)	irangagnon / Prios Neco	IATON					
15.	Please rate your satisfaction	with the following:	Very Satisfied				Very Dissatisfied
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		ing the final purchase/lease price	— M——	_ 🗆 -			
	c. The comfort of the area negotiated	where the vehicle price was	风				. 🗆
C S Bres (B)	Marine Marine Marine						
There are	THE WEIGHT STEAM	-	Excellent	Good	Average	Fair	Poor
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17.	What was your vehicle's ope	erating condition at delivery?		□ V ==	1	لکار	See note
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DEALER	emb Lorrom-Ab (Gomesti	B Manding		Yes		No	
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	dealer representative regar	ding your satisfaction?		Ø		Ш	
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20.	Did you have any conce you brought to the attent	rhs regarding your sales experience the ion of the dealership?		X (Go to (2.20b.)		(Skip Q.20b.) Very
20.	you brought to the attent	ion of the dealership?	• • • • • • • •	[2] (0	Go to Q.20b.)		
20.	you brought to the attent b. If YES, how satisfied ar	ion of the dealership?	Very Satisfied	[2] (0	Go to Q.20b.)		Very Dissatisfied
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	b. If YES, how satisfied ar resolution of your conce	e you with the dealership's	Very Satisfied		_	_	Very Dissatisfied
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	b. If YES, how satisfied ar resolution of your concertal Comments: Salesperso Model and VIN: 2D4G	n: Carlson,C Year: 2006 Dodge Grand Ca	Very Satisfied		_	_	Very Dissatisfied

that he transferred the Lap Insurance from Vehicles +1 & new vehicles However on our finance papers, I see that we were charged for new Lap Insurance which was ying, because we wanted to have it - after called our tag Insurance provider, I was told That Gop, insurance can insurer be transferred from vehicle to vehiell. So, were They (dealer) fust going & packet my Lap Ins refund? I think not - I concelled Plevious Coverese and I've notified dealer that I WIII be expecting come refund from them So we will see what kappens to it thank you for listening the Han the above Deva KRY sasisfied with Dadge and I will be a repeat Devotomes and was with the Previous Can That I had bought through them Mark you

To Whom It May Concern; --a 2006 Grand Caravan from Valley Dadge in Goulder, Colorado last month We were very of satisfied with your friendly sales staff. Explainly "Corly Carlson, sales man. Very niel young man, very nicely dressed This wan was coming from another dealer a couple of hours away May were sending a driver to driver to back to Colorado about 3 day later (after Easter Sunday) we vecivo the call that our Van was there and ready for pick-up. I went the following morning to fick it up. Upon drivere home, I noticed that The driver seale and passenger sicle his bag lights stayed on the whole time. Taxing to drive back to boulder again Cabout a 30 menose dive from my house the next day for them to look of it. The deceler need to order the fast - so that left me

drivery the lan you a week without air bago. I trived tried mot to Orive it very much, as I distrit want to get into an accident dealer colled to let me know that the last was in and offered to come and fick up the veer for its maintrane However I needed to sign some more papers at the dealership out drove the van there It was If ixed and we were on our way again. I feel that this should have been fixed type I gained possessed up the can. Their driver that brought The ver from its first dealership should have mentioned this default To salesperson at Valley It is fixed now. another instance that I'm not especially happy about is I don't like being lied to or being made a fool & Setuation is:
We had gap insurance on whate
that we traded in lasked have we get our refund from the 1st Map usurance. I was told by "lom"

From:

To: customerassistre@daimlerchrysler.com

Date: Mon Jun 04 16:49:41 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Air bag recall on '05 dodge grand caravans

Comments:
-----Last month, a recall of 2005 Dodge Grand C

Last month, a recall of 2005 Dodge Grand Caravan was broadcast on our local news. This recall was for =9105 Dodge Caravans. Since we are owners, we listened attentively to the air bag recall. On the very next day, the air bag light on our own Dodge Caravan, VIN 2D4GP44L85R , came on. The following week, we contacted our dealer to arrange for an appointment to have the recall repair work done. We were very dismayed to find out that the recall does not apply to our VIN. =20

Does this mean

that if we are in an accident and the air bags do not work, Daimler Chrysle cannot be held responsible? We are pretty shocked that there would be any question as to the recall of our =9105 Caravan. =20

Please advise why this recall does not apply to our vehicle.

Sincerely, Scott and Michelle Vicnaire

Sender Information:

Title:

First Name:
Middle Initial:
Last Name:

From: customerassistre@daimlerchrysler.com

To:

Date: Wed Jun 06 14:18:43 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear E

Thank you for contacting the Chrysler Group Customer Assistance Center concerning a possible pending recall on minivans.

Once a determination has been made by the Chrysler Group that a safety recall is necessary, to correct a problem with one of our products, a report is sent to the National Highway Traffic Safety Administration (NHTSA) to advise them of the issue. Since this typically occurs in the early stages of the overall recall process, the vehicles involved and the repair procedure have not been finalized. Further, the necessary repair parts need to be manufactured and distributed to our Dealers. When all of this is accomplished, the recall is "launched". At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters.

The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not yet available. If your vehicle is involved in a recall, you will be notified by mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time.

As to why your vehicle may not be included in a particular recall: We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific days and time of day vehicles are built. We then recall all those vehicles built within that time-frame.

If you are experiencing any problems with an issue you feel may be related to a possible pending recall, we would certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine the appropriate course of action.

Thanks again for your email.

Sincerely,

Karen

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16369297

EMAIL CASE NUMBER: 1742589

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4893152I25261L0K M&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Air bag recall on '05 dodge grand caravans

Comments:

Last month, a recall of 2005 Dodge Grand Caravan was broadcast on our local news. This recall was for '05 Dodge Caravans. Since we are owners, we listened attentively to the air bag recall. On the very next day, the air bag light on our own Dodge Caravan, VIN 2D4GP44L85R , came on. The following week, we contacted our dealer to arrange for an appointment to have the recall repair work done. We were very dismayed to find out that the recall does not apply to our VIN. Does this mean that if we are in an accident and the air bags do not work, Daimler Chrysle cannot be held responsible? We are pretty shocked that there would be any question as to the recall of our '05 Caravan. Please advise why this recall does not apply to our vehicle. Sincerely, Scott and Michelle Vicnaire

VIN: Mileage: 46000 Servicing Dealer: Darlings of Ellsworth Title: Mr. First Name: Middle Initial: Last Name: Address 1: Address 2: City: holden State: ME Zip: Email: Work Phone:

MEMBER SERV

1637290 FAGE 02/02

MICHIGAN MOBILE GLASS 26015 W. WARREN AVE. DEARBORN HGTS. MI 48127 (313)277-1900 Fax:(313)277-1908 Tax# 38-2048877

Order: 2-214832

Date: 07/03/2007

Scheduled: 07/09/2007 3:00

Sold To:

DETROIT MI

H (313)586-6022

Csr:TINA	Tech:0	Terms:C.O.D	NET 30
		!	

Vehicle: 2006 DODGE CARAVAN MINI VAN

Qty	Part / Description	List Price	Material	<u>Labor</u>	Item Total
1	DW01470GBN Windshield Green Tint/Blue Shad	218.45	115.74	50.00	165.74
	(Solar Controlled)(W/third Visor Frit)				
1.00	HAH000004	28.00	12.50	0.00	12.50
	ADHESIVE(URETHANE, DAM, PRIMER)(2.0)				
1.00	WFS D1226 Filler(Strip)	8. 55	8.55	0.00	8.55
, 					

Notes: replace windshield

We are proud to ensure our quality & service for your automotive / home or business / and machinery needs!

Visit us at www.michiganmobileglass.com

Received

JUL 1 0 2007

R. Knox

fact \$195,00

Signature ____

<u>Material</u>	<u>Labor</u>	<u>Tax</u>	<u>Total</u>	Deductible	Payments	<u>Balance</u>
136.79	50.00	8.21	195.00	0.00	0.00	195.00

From:

To: customerassist@daimlerchrysler.com Date: Tue Jun 19 22:23:22 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

We've had trouble with our Dodge Van since we bought it Comments:

COMMICTICS.

I purchased a 2006 Dodge Caravan from Bob Mayberry in Monroe, NC on 2-3-07. It had 15,000 miles on it. I paid 14, 225.00 cash money, plus a trade of a 1999 Dodge Caravan. After driving it for a couple of month's, I noticed the transmission was slipping when it changed gears. I was told that Meggs in Bennettsville, SC was the best place to take it for transmission work. They have had our vehicle for a total of 5 times. On the 4th trip to the shop, they replaced the transmisson with a brand new one. I thought the problem was corrected, and took my family on a vacation to Myrtle Beach, SC. I noticed it was leaking transmission fluid once again. I called Meggs, and was told to take to the Myrtle Beach Chrysler Jeep Dealership. They proceeded to tell me that whoever replaced the transmission had rung the bolts off in the transmission, and cracked the housing. We made it back home, having to add 2 quarts of fluid. It is now back at Meggs. I am at my wits end. I have a bumper to bumper warranty, and I feel that I have been given a complete run around. This vehicle has been in the shop more than we have had it at home. We have alway's used Dodge vehicle's, and most of our family has to. The van we traded in had 200,000 miles on it, and we never had a minutes trouble with it. It was definitely in better shape than the new one. Every time we get our van back, we are hopeful that it has been fixed, but are sadly disappointed each time. If my wife and children had been alone on this trip, I really don't know what they would have done. It is a shame when you put your hard earned money into a vehicle that you are afraid to drive. What I would like to see happen is for you guys to stand by your product, and either correct the problem, or give me another vehicle or refund my money. I have contacted an attorney to see what my options are, but I really don't won't to go that route because I am hoping that the problem can be fixed. Thanks for your time.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@daimlerchrysler.com

To:

Date: Wed Jun 20 12:26:36 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Dodge Grand Caravan.

I apologize for the concerns you are having.

To review your concerns, I spoke with Jeff, service advisor. Jeff verified that one of the bolts were stripped and thy have received the new pan and your vehicle should be repaired today.

Thank you again for your email.

Sincerely,

Susanna

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16421434 EMAIL CASE NUMBER: 1753218

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4921779I25261L0K

Μ&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

We've had trouble with our Dodge Van since we bought it Comments:

I purchased a 2006 Dodge Caravan from Bob Mayberry in Monroe, NC on 2-3-07. It had 15,000 miles on it. I paid 14, 225.00 cash money, plus a trade of a 1999 Dodge Caravan. After driving it for a couple of month's, I noticed the transmission was slipping when it changed gears. I was told that Meggs in Bennettsville, SC was the best place to take it for transmission work. They have had our vehicle for a total of 5 times. On the 4th trip to the shop, they replaced the transmisson with a brand new one. I thought the problem was corrected, and took my family on a vacation to Myrtle Beach, SC. I noticed it was leaking transmission fluid once again. I called Meggs, and was told to take to the Myrtle Beach Chrysler Jeep Dealership. They proceeded to tell me that whoever replaced the transmission had rung the bolts off in the transmission, and cracked the housing. We made it back home, having to add 2 quarts of fluid. It is now back at Meggs. I am at my wits end. I have a bumper to bumper warranty, and I feel that I have been given a complete run around. This vehicle has been in the shop more than we

have had it at home. We have alway's used Dodge vehicle's, and most of our family has to. The van we traded in had 200,000 miles on it, and we never had a minutes trouble with it. It was definitely in better shape than the new one. Every time we get our van back, we are hopeful that it has been fixed, but are sadly disappointed each time. If my wife and children had been alone on this trip, I really don't know what they would have done. It is a shame when you put your hard earned money into a vehicle that you are afraid to drive. What I would like to see happen is for you guys to stand by your product, and either correct the problem, or give me another vehicle or refund my money. I have contacted an attorney to see what my options are, but I really don't won't to go that route because I am hoping that the problem can be fixed. Thanks for your time. Willard J. faulkenberry

VIN:
6B
Mileage:
21679
Servicing Dealer:
Meggs Ford-Chrysler-Jeep-Dodge
Title: Mr.
First Name:
THE NAME.
Middle Initial:
J
Last Name:
Address 1:
Address 2:
Address 2:
City:
Ruby
State:
SC
Zip:
Email:
Home Phone:
nome rhone.

To whom it may concern:

I recently had a problem with airbag sensors on my 2005 Town and Country and have been offered assistance. The total for the repair was 233.61. I was told that would be covered minus a \$25 co-pay. My reference number is 16351991.

Thank you,

RACINE, WI

210931









INVOICE

PAGE 1

9601 WASHINGTON AVENUE - P.O. BOX 085690 RACINE, WISCONSIN 53408-5690 96 (262) 886-2886

www.gordie.com

HOME:	BUS:	www.gordie.com						
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Visit us at www.gordie.com or call 1-888-BOUCHER FOR OUR OTHER LOCATIONS TO SERVE YOU:

















"Any warranties on the products sold hereby are those made by the manufacturer. The seller, BOUCHER IMPORTS, inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products." NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

	DESCRIPTION	TOTALS
Factory Trained	LABOR AMOUNT	190.00
Technicians	PARTS AMOUNT	20.88
	GAS, OIL, LUBE	0.00
Service Dept.	SUBLET AMOUNT	0.00
<u>Hours:</u>	MISC. CHARGES	11.40
MON-TUE-THUR-FRI	TOTAL CHARGES	222.28
7:00am - 5:30pm	DED/ADJ	0.00
WEDNESDAY	SALES TAX	11.33
7:00am - 7:00pm	PLEASE PAY THIS AMOUNT	222 61
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MERCH#: 730249474 05/31/07 8:44:38 PM

REC NUM:009

TRAN TP:SALE

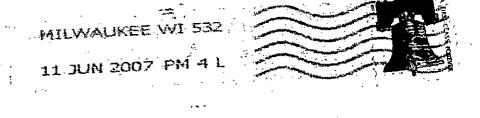
AUTH CD:004438

233.61 AMOUNT:

NELSON/BRIAN J

THANK_YOU PRINAL





REC'D JUN 1 9 2007

Dainter Chrysler Motor Companies

PO BOX 21-8004 Auburn Hills, Michigan 48321-8004

To: customerassistre@daimlerchrysler.com

Date: Thu Jun 21 15:33:38 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Need to know about Air Bag sensor recall

Comments:

I am the fleet maintenance coordinator for Quest Diagnostics in Buffalo, NY. We have 28 Caravans in our fleet and virtually every one of them has had the air bag sensors fail and we have spent a lot of money at the dealer fixing these problems. How can we get our money back? I have been told that there is a recall in the works but it is a mysterios one since no one at the dealer can tell me anything about it. Please respond ASAP. Thanks

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassistre@daimlerchrysler.com

To:

Date: Thu Jun 21 16:57:40 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Dodge Group Customer Assistance Center regarding the air bag sensor concerns in your fleet vehicles, and any recalls related to them.

A review of our records indicates that your 2005 Dodge Caravan does not currently require service for any recall campaigns issued by DaimlerChrysler. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

For further review of reimbursement consideration, you will need to contact your Fleet Manager. If you do not know who your Fleet Manager is, your selling dealership can provide you with this information.

Thank you again for your email.

Sincerely,

Jamie

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 16429933 EMAIL CASE NUMBER: 1754609

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4925379I25261L0K

Μ&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Need to know about Air Bag sensor recall

Comments:

I am the fleet maintenance coordinator for Quest Diagnostics in Buffalo, NY. We have 28 Caravans in our fleet and virtually every one of them has had the air bag sensors fail and we have spent a lot of money at the dealer fixing these problems. How can we get our money back? I have been told that there is a recall in the works but it is a mysterios one since no one at the dealer can tell me anything about it. Please respond ASAP. Thanks

VIN:

ōΒ.

Mileage:

48624

Servicing Dealer: NORTHTOWN DODGE
Title:
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
West Amherst State:
NY Zip:
Email:
Work Phone:

To: customerassistre@daimlerchrysler.com

Date: Fri Jun 22 08:01:57 EDT 2007

Subject: RE: DaimlerChrysler Customer Assistance (KMM4925379I25261L0KM) I listed one of the 28 Caravans in our Buffalo fleet because the online form required some vehicle information. My question is this - Since we have had almost every one of the 28 vehicles here in Buffalo sidelined with this Airbag Sensor failure what reimbursment can we expect from Dodge? I know who the overall fleet manager is but I am working on the problem. I have heard and have been told that Dodge has announced some kind of recall on the Air Bag sensor issue. Please respond specifically about that issue so that I can proceed to collect reimbursment for the large expense that we have payed to keep our 28 Caravans working. Thank You.

----Original Message----

From: customerassistre [mailto:customerassistre@daimlerchrysler.com]

Sent: Thursday, June 21, 2007 4:58 PM

To:

Subject: Re: DaimlerChrysler Customer Assistance (KMM4925379I25261L0KM)

Dear :

Thank you for contacting the Dodge Group Customer Assistance Center regarding the air bag sensor concerns in your fleet vehicles, and any recalls related to them.

A review of our records indicates that your 2005 Dodge Caravan does not currently require service for any recall campaigns issued by DaimlerChrysler. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

For further review of reimbursement consideration, you will need to contact your Fleet Manager. If you do not know who your Fleet Manager is, your selling dealership can provide you with this information.

Thank you again for your email.

Sincerely,

Jamie

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16429933 EMAIL CASE NUMBER: 1754609

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4925379I25261L0K M&

Original Message Follows:

Recall Information - Dodge Brand Site Brief Description:

Need to know about Air Bag sensor recall

Comments:

I am the fleet maintenance coordinator for Quest Diaqnostics in Buffalo, ${\sf NY}$.

We have 28 Caravans in our fleet and virtually every one of them has

the air bag sensors fail and we have spent a lot of money at the dealer fixing these problems. How can we get our money back? I have been told that there is a recall in the works but it is a mysterios one since no

at the dealer can tell me anything about it. Please respond ASAP. Thanks

VIN:

5B

Mileage:

48624

Servicing Dealer:

NORTHTOWN DODGE

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

1 Address 2:

City:

West Amherst

State:

NY

Zip:

Email:

Work Phone:

The contents of this message, together with any attachments, are intended only for the use of the person(s) to which they are addressed and may contain confidential and/or privileged information. Further, any medical information herein is confidential and protected by law. It is unlawful for unauthorized persons to use, review, copy, disclose, or disseminate confidential medical information. If you are not the intended recipient, immediately advise the sender and delete this message and any attachments. Any distribution, or copying of this message, or any attachment, is prohibited.

From: customerassistre@daimlerchrysler.com

Date: Tue Jun 26 08:52:01 EDT 2007

Subject: RE: DaimlerChrysler Customer Assistance (KMM4925379I25261L0KM)

Dear ====:

Thank you for contacting the Dodge Group Customer Assistance Center regarding any incomplete recalls for your fleet vehicles.

There is a recall listed for some of the 2005 Dodge Grand Caravans affecting the supplemental air bag module. The recall identification is G09. This recall has just been released, and as such the letters advising of which vehicles are affected are in the process of being mailed out in the coming month.

At this time, I do not show the recall for the specific vehicle identification number you provided, but you will be notified by mail if it is affecting any of the vehicles in your fleet.

Thank you again for your email.

Sincerely,

Jamie

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 1754609

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4933045I25261L0K

M&

Original Message Follows:

I listed one of the 28 Caravans in our Buffalo fleet because the online form required some vehicle information. My question is this - Since we have had almost every one of the 28 vehicles here in Buffalo sidelined with this Airbag Sensor failure what reimbursment can we expect from Dodge? I know who the overall fleet manager is but I am working on the problem. I have heard and have been told that Dodge has announced some kind of recall on the Air Bag sensor issue. Please respond specifically about that issue so that I can proceed to collect reimbursment for the large expense that we have payed to keep our 28 Caravans working. Thank You.

----Original Message----

From: customerassistre [mailto:customerassistre@daimlerchrysler.com]

Sent: Thursday, June 21, 2007 4:58 PM

To:

Subject: Re: DaimlerChrysler Customer Assistance (KMM4925379I25261L0KM)

Dear :

Thank you for contacting the Dodge Group Customer Assistance Center regarding the air bag sensor concerns in your fleet vehicles, and any recalls related to them.

A review of our records indicates that your 2005 Dodge Caravan does not currently require service for any recall campaigns issued by DaimlerChrysler. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

For further review of reimbursement consideration, you will need to contact your Fleet Manager. If you do not know who your Fleet Manager is, your selling dealership can provide you with this information.

Thank you again for your email.

Sincerely,

Jamie

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 16429933 EMAIL CASE NUMBER: 1754609

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4925379I25261L0K M&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Need to know about Air Bag sensor recall

Comments:

I am the fleet maintenance coordinator for Quest Diaqnostics in Buffalo, $\ensuremath{\mathrm{NY}}\,.$

We have 28 Caravans in our fleet and virtually every one of them has had

the air bag sensors fail and we have spent a lot of money at the dealer fixing these problems. How can we get our money back? I have been told that there is a recall in the works but it is a mysterios one since no one

at the dealer can tell me anything about it. Please respond ASAP. Thanks

VIN:

5B

Mileage:

48624

Servicing Dealer:

NORTHTOWN DODGE

Title:
Mr.
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
West Amherst
State:
NY Zip:
<u> </u>
Email:
Work Phone:

The contents of this message, together with any attachments, are intended only for the use of the person(s) to which they are addressed and may contain confidential and/or privileged information. Further, any medical information herein is confidential and protected by law. It is unlawful for unauthorized persons to use, review, copy, disclose, or disseminate confidential medical information. If you are not the intended recipient, immediately advise the sender and delete this message and any attachments. Any distribution, or copying of this message, or any attachment, is prohibited.

To: customerassist@daimlerchrysler.com Date: Fri Jun 29 20:47:55 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Air bag light

Comments:

I read in consumer reports that there could be a problem with the air bag sensors in the 2005 town&country (which is what I have) in states that use alot of deicer on the roads but I have not been contacted about replacing these sensors. I am concerned because when I go through a puddle during a rain storm my air bag light comes on. When I inquired at the dealer they told me if I go through a large puddle it will come on, when this light comes on will my air bags still deploy if I have an accident? I have never driven a car that the air bag light comes on when I go through a puddle no matter how big it is. Should I be concerned?

Sender Information:

Title: First Name:

Middle Initial:

Last Name:

From: customerassist@daimlerchrysler.com

To:

Date: Mon Jul 02 11:38:07 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear Crystal:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding a recall for your 2005 Chrysler Town & Country.

A review of our records finds that your vehicle is not involved with a recall relating to your concern. However, if you still feel your vehicle is not operating correctly, we suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

If you have any questions and would like to talk to us by phone, please contact us at 800-992-1997, between the hours of 8:00 a.m. & 5:00 p.m., Monday through Friday.

Thank you again for your email.

Sincerely,

Sheila

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16459263 EMAIL CASE NUMBER: 1760426

REPLY LINK:

http://www.chrysler.com/wccs/brand forms/us/reply.jsp?trk ID=KMM4945487I25261L0K

Μ&

Original Message Follows:

US Customer Service - Chrysler Brand Site Brief Description: Air bag light Comments:

I read in consumer reports that there could be a problem with the air bag sensors in the 2005 town&country (which is what I have) in states that use alot of deicer on the roads but I have not been contacted about replacing these sensors. I am concerned because when I go through a puddle during a rain storm my air bag light comes on. When I inquired at the dealer they told me if I go through a large puddle it will come on, when this light comes on will my air bags still deploy if I have an accident? I have never driven a car that the air bag light comes on when I go through a puddle no matter how big it is. Should I be concerned?

VIN:

5R548062
Mileage:
17500
Servicing Dealer:
Ganley
Title:
Mrs.
First Name:
Middle Initial:
a
Last Name:
Address 1:
Address 2:
Addless 2.
City:
Brook Park
State:
OH
Zip:
Email:
Work Phone:

Chrysler Warrantee Ref- Recall Karen, (865) 425-1592

Karen, I had my vehicle in at Szott m-59 Chrysler and they replaced the airbag sensor. Per Ralph this is the same sensor listed in the recall. After discussing it with you I was informed to send this letter with the receipt to you for a refund. I have attached the receipt from Szott and the repair description for your review. Could you please call me upon receipt of this fax?

<u>Thanks</u>	
Brighton Michigan	

BRIGHTON, MI

38841

63222

INVOICE



6700 Highland Road White Lake, Michigan 48383 BUS: # 248-889-8989 Fax: # 248-889-8 www.m59cjdeals.com

PAGE 2

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OF SHOP CHARGE/WASTE DISPOSAL FOR REPAIR ORDER

SERVICE HOURS VICE DEPT. HOURS nday and Thursday 0 AM to 7:00 PM 3. Wed. and Friday 2 AM to 6:00 PM Saturday 1 AM to 1:00 PM

IOOYSHOP PARTS AND ANSHIP WARRANTED FOR NITHS REGARCLESS OF MILEAGE.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION MANUFACTURER'S REPRESENTATIVE.

(DATE)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	293.90 -
PARTS AMOUNT	60.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	356.00
LESS INSURANCE	0.00
SALES TAX	3 61
PI FASE PAY	

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

38841:

63222



INVOICE

BRIGHTON, MI			. PA	ĠĖ 1		-889-8989 Fax www.m59cjdea		8998
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To: customerassistre@daimlerchrysler.com

Date: Sat Jul 07 13:06:06 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

GrandCaravan failed Airbag sensors- should be recalled

Comments:

I just had my grandcaravan 2005 serviced for an airbag sensor malfunction and it cost me 270.00. I see there is a recall on the caravan for the exact same problem. I want to know why the grand caravan is different. I believe i should get a credit on this bill as it is unfair. please advise or call me as this 270.00 is an expense that i cannot afford. Thanks

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassistre@daimlerchrysler.com

To:

Date: Tue Jul 10 10:59:13 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Dodge Customer Assistance Center regarding the airbag sensors in your vehicle.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Also, our records indicate that the following recall campaign have not been performed by an authorized DaimlerChrysler dealer.

Recall Campaign #F10 - WINDSHIELD WIPER MOTOR

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

Sincerely,

Myndie

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:
REFERENCE NUMBER: 16481662
EMAIL CASE NUMBER: 1765119

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4961761I25261L0K

Μ&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

GrandCaravan failed Airbag sensors- should be recalled Comments:

I just had my grandcaravan 2005 serviced for an airbag sensor malfunction and it cost me 270.00. I see there is a recall on the caravan for the exact same problem. I want to know why the grand caravan is different. I believe i should get a credit on this bill as it is unfair. please advise or call

me as this 270.00 is an expense that i cannot afford. Thanks

VIN:
5R507768
Mileage:
42000 Servicing Dealer:
Spitzer Dodge Title:
Mr.
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
State:
OH Zip:
Email:
Home Phone:

To: customerassist@daimlerchrysler.com
Date: Wed Jul 18 18:39:35 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

not happy with the phone conversation with dodge representative Comments:

COMMICTION.

I had this vehicle in the shop 2 or 3 months ago because the turn signals were not working properly and the air bag light was comeing on and staying on. This does not happen all the time just when ever it feels like acting up. The service man thought it was the clock spring behind the steering wheel just from what i told him. He could not get an error code so he said to bring it in the next time it did this (without shuttting it off) and then maybe he could get a code. This is not very easy to do because you never know when it will happen or where you will be. I talked to a representative on the phone tonight and he told me nothing could be done without a computer code. The more I think about this the more it pisses me off!! So if my family gets rear ended because the turn signal does not work and someone gets hurt or worse what am I supposed to do? Just say Dodge knew there was a problem but no computer code so no problem?!! Also is air baq going to work if it is needed (the light is on sometimes)? This could be a big problem if it does'nt. This is the fourth Dodge Grand Caravan i have owned. I had a 2000,2002,2004 and now 2006. I also have a 2000 Dodge Stratus and a 1994 Dodge Ram 1500 I have been very loyal to Dodge and this is how you treat your customers?

Sender Information:

Title: First Name: Middle Initial: Last Name: From: customerassist@daimlerchrysler.com

To:

Date: Mon Jul 23 09:35:36 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Dodge Customer Assistance Center regarding the air bag light concern you have with your 2006 Dodge Grand Caravan.

We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction and trust you will understand our position.

Thanks again for your email.

Sincerely,

Bethanie

Senior Staff Representative Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 16524974 EMAIL CASE NUMBER: 1775216

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4993309I25261L0K M&

Original Message Follows:

US Customer Service - Dodge Brand Site Brief Description:

not happy with the phone conversation with dodge representative $\operatorname{Comments}$:

I had this vehicle in the shop 2 or 3 months ago because the turn signals were not working properly and the air bag light was comeing on and staying on. This does not happen all the time just when ever it feels like acting up. The service man thought it was the clock spring behind the steering wheel just from what i told him. He could not get an error code so he said to bring it in the next time it did this (without shuttting it off) and then maybe he could get a code. This is not very easy to do because you never know when it will happen or where you will be. I talked to a representative

on the phone tonight and he told me nothing could be done without a computer code. The more I think about this the more it pisses me off!! So if my family gets rear ended because the turn signal does not work and someone gets hurt or worse what am I supposed to do? Just say Dodge knew there was a problem but no computer code so no problem?!! Also is air bag going to work if it is needed (the light is on sometimes)? This could be a big problem if it does'nt. This is the fourth Dodge Grand Caravan i have owned. I had a 2000,2002,2004 and now 2006. I also have a 2000 Dodge Stratus and a 1994 Dodge Ram 1500 I have been very loyal to Dodge and this is how you treat your customers?

VIN:				
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 ${\tt To:} \quad {\tt customerassistre@daimlerchrysler.com}$

Date: Wed Aug 01 23:18:03 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

AIRBAG LIGHT ON AFTER DRIVING SHORT TIME.

Comments:

Sender Information:

Title:

First Name:

Middle Initial:

Last Name:

From: customerassistre@daimlerchrysler.com

To:

Date: Fri Aug 03 13:21:50 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Chrysler Customer Assistance Center.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thanks again for your email.

Sincerely,

Karen

Senior Staff Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the

following information:
REFERENCE NUMBER: 16577948
EMAIL CASE NUMBER: 1787160

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5027395I25261L0K M&

Original Message Follows:

Recall Information - Chrysler Brand Site Brief Description: AIRBAG LIGHT ON AFTER DRIVING SHORT TIME. Comments:

VIN:

5B

Mileage:

17500
Servicing Dealer:
SPITZER DODGE
Title:
Mr.
First Name:
Middle Initial:
Last Name:
Addres <u>s 1:</u>
Address 2:
City:
PARMA HTS.
State:
ОН
Zip:
Email:
Home Phone:

10362

UNIT# 5803

62400

HAROLD ZEIGLER

4200 Parkway Place Dr. Grandville, MI 49418 (616) 588-4200

INVOICE ___

Dodge Jeep

Grandville PAGE 1 F156292 HUDSONVILLE, MI HOME BUS: SERVICE ADVISOR: 591 CHRIS 8591 CELL MAKE/MODEL TAG PRH Infern 05 CHRYSLER TOWN & COUN 2C4GP54L95R 39828/39828 PAYMENT 17:00 26MAR07 CASH 26MAR07 R.O. OPENED READY OPTIONS: STK:5803 DLR:60085 ENG: EGH_3.8L_V6_OHV_Engine TRN: DGL 4-Speed Automatic Transmission 15:16 26MAR07 17:45 26MAR07 LINE OPCODE TECH TYPE HOURS LIST A AIRBAG LITE ON CAUSE: REPLACED FRT IMPACK SENSORS 08142502 Sensor, air bag impact - Replace Front-Right (B) 2494 RAY, JAMES LIC#: WCSC 0.60 (N/C) (N/C)2 5175788AA WIRING 2 5175978AB SENSOR (N/C)08142503 Sensor, air bag impact - Replace Front-Left (B) 2494 RAY, JAMES LIC#: M137621 (N/C) WCSC 0.60 ******* B ROTATE TIRES ROT ROTATE TIRES 2494 RAY, JAMES LIC#: C 0.30 15.95 15.95 C OIL/FILTER/LUBE LOF OIL/FILTER/LUBE 2494 RAY, JAMES LIC#: 8.92 8.92 CQ 0.30 1 VO-45 OIL FILTER 6.85 4.00 4.00 5 4761872AC *OIL 4.92 2.95 14.75 D RECALL F10 CAUSE: RECALL 08F10182 RECALL F10 2494 RAY, JAMES LIC#: (N/C)W 0.60 (N/C) 1 CBR0F102 MOTOR KIT-WINDSHIELD WIPE TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE reby suthorize the repair work hereinster set forth to be done slong with the necessary mate responsible for loss or damage to vehicle or articles left in vehicle in case of lier, theft or an trol or for any delay caused by unavailability of parts or delays in parts shipments by the supp TOTALS ALL PARTS INSTALLED DESCRIPTION -LABOR AMOUNT ARE NEW UNLESS PARTS AMOUNT SPECIFIED OTHERWISE GAS, OIL, LUBE SALE TYPE COST SIGN. X REPAIRS PROPERLY COMPLETED AND CHECKED BY: SUBLET AMOUNT DEDUCTIBLE, RENTAL & SUPPLIES AUTHORIZED REPRESENTATIVE SUBTOTAL TECH. NAME & NO. LESS INSURANCE SALES TAX DISCLAIMER OF WARRANTIES All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act P.A. 300. PLEASE PAY THIS AMOUNT

YOU ARE ENTITLED TO A COPY OF THIS DOCUMENT WHEN SIGNING

CUSTOMER COPY

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UNIT# 5803			*INVOICE*	Chrysle Dodge·Je		randville, N	
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	MI		PAGE 2			F156	3292
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					PARTS AMOUNT		18.75
SIGN. X		SALE	TYPE	COST	GAS, C	IL, LUBE	0.00
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X AUTHORIZED REPRESENTATIVE				ļ	DEDUCTIBLE, RENTAL & SUPPLIES		101.07
TECH.		1			SUBTOTAL		144.69
NAME & NO.					LESS II	VSURANCE	0.00
	DISCLAIMER OF WARHANTIES			[SALES	TAX	1.19
warranties, seller neithe	ties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the in assumes nor authorizes any other person to assume for it any stability in connection with the sale of said my limitation contained herein does not apply where prohibited by taw.	furnish	ed in comp	parts listed pliance with Act P.A. 30	Michigan	PLEASE PAY THIS AMOUNT	145.88
Y	YOU ARE ENTITLED TO A COPY OF THIS DOCUMENT WHEN SIGNING CUSTOME!	R CC	PY	•			

Hudsonville, MI

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GRAND RAPIDS MI 493

DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831 RECEIVED AUG 0 3 2007

To: customerassistre@chrysler.com Date: Mon Aug 13 16:44:13 EDT 2007

Subject: DaimlerChrysler Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Lost cruise control, air bag and horn

Comments:

I recently took a trip and the cruise control would not come on. The air bag light came on and I have no horn. I had the exact same problem with a caravan I own, which was recalled. The dealer in town is servcing my van. I am upset because Its the exact same thing on a newer model.

Sender Information:

Title: First Name:

Middle Initial: Last Name: ${\tt From:} \underline{\quad {\tt customerassistre@chr} {\tt ysler.com}}$

To:

Date: Thu Aug 16 10:27:12 EDT 2007

Subject: Re: DaimlerChrysler Customer Assistance

Dear :

Thank you for contacting the Chrysler Customer Assistance Center regarding the issues you are experiencing with your 2006 Chrysler Town and Country.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Bethanie

Senior Staff Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 16620428 EMAIL CASE NUMBER: 1802877

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5069308I25261L0K

M&

Original Message Follows:

Recall Information - Chrysler Brand Site Brief Description:

Lost cruise control, air bag and horn

Comments:

I recently took a trip and the cruise control would not come on. The air bag light came on and I have no horn. I had the exact same problem with a caravan I own, which was recalled. The dealer in town is servcing my van. I am upset because Its the exact same thing on a newer model.

VIN:

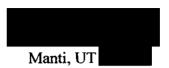
6E

Mileage:

30000

Servicing Dealer:

Title:	Terry	Wiseman's	Robinson	IL
iicie.	Mrs.			
First N				
Middle	Initia	al:		
Last Na	ame:			
Address	s 1:			
Address	s 2:			
City:	D 1.			
State:	Robins	son		
Zip: _	IL			
Email:				
Emarr.				
Home Ph	none:			



Dear Sir/Mam:

In accordance with a phone call I had with your representative the following is submitted in order to be reimbursed for the repair and parts cost I paid to Doug Smith Chrysler. This part was subsequently covered on a recall.





DODGE

Jeen · Dodge

CARAVAN

501 West Main American Fork Utah 84003

(801) 492-0100 (801) 566-9624 from Salt Lake

MANTI, UT

Year

2005

400 1997 997 service



SERVICE DEPARTMENT HOURS 8:00 a.m. to 5:00 p.m. Monday - Friday Sat. 8:00 a.m. to 12:00 Noon R/O Open Date R/O Number

1/09/07 835616/1

R/O Close Date Status

1/09/07 Pre-Invoice

Mileage In Mileage Out

28882 28882

Service Advisor / Tag #

WHITE

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: AIR BAG LIGHT ON Caused by LT. FRONT AIRBAG IMPACT SENSOR CONNECTOR BROKEN, WIRING DAMAGED. Work performed by SW (11) CHECK FAULT CODES, CHECK AND REPLACE CONNECTOR AND WIRING SECTION, SOLDER IN WIRES. CLEAR FAULT. Sub Total: Labor: 123.00 Parts: .00 Total: 123.00	123.00
#2 - Customer Reports: ENABLE AUTO LOCK FEATURE. Work performed by SW (11) ENABLE AUTO LOCKS WITH SCAN TOOL. Sub Total: Labor: 24.60 Parts: .00 Total: 24.60	24.60

Daiwaler Crysler po box 1639 Oak Pidg, Lenn 37831

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspectition. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sele of said products. Any limitation contained herein does not apply where prohibited by law.

LIMITED EXPRESS WARRANTY. Labor and parts are warranty for 90 days of 4,000 miles, whichever occurs first. The dealer hereby firmits any implied warranties of merchantability and fitness to the same period.

LABOR	147.60
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	7.38
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	9.69
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	164.67
,	

UNDERSTANDING "APPOINTMENTS"

When you call ahead for an appointment. The appointment time is not when the repairs will start, but rather a drop off time set aside for a Service Consultant to greet you. Listen to and understand your needs, review history, discuss approx. finish times and provide an estimate etc.

This allows the Service Consultant to focus on your needs and not "The person in line behind you." in many cases, the appointment time and the repair start time are hours apart.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

Х

O 1908 ENSIGN Information Systems, Inc. - Dealership Application Group (800)945-1029

We hope that by better understanding how "Appointments" work, we can better meet AND exceed your Automotive service needs.

Statement of Accounts

Page 1 of 2

This Statement: February 5, 2007 Last Statement, January 3, 2007

Primary Account 053371076

0002340 01 AV 0.293 **AUTO T8 0 1437 84642-114075 05 1 ZFN PG0021 00000



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DIRECT INQUIRIES TO:

24-hour Account Information:

755-9995 Logan:

Ogden: 393-9995

Provo: 375-9995 Salt Lake: 974-8800

St. George: 674-9995

1 (800) 974-8800 (outside local areas)

Manti Office 1 South Main Manti, UT 84642-1350

WE HAVEN'T FORGOTTEN WHO KEEPS US IN BUSINESS. ®

Introducing ONLINE SHOPPING from ZIONS CASH REWARDS! Now you can shop world-famous brands online and get up to 20% cash back. Log into www.zionscashrewards.com and click "Online Rewards" to start saving today!

 $2^{n-4} \cdot \cdots \cdot g_{n} x_{n-1}^{d(n)}$

"我是一大生"的对于"一个"

IMMA			

Account Type Centennial Checking

Account Number 053371076

Checking/Savings

Ending Balance \$9,348.92

Outstanding **Balances Owed**

CENTENNAL CHECKING 0585/2076

Amount

~ 85.00

-200.00

427.00

___164.00

-24.95

- 20.49

---18.15

~164.67*≥*-

--28.02

_31.45

47.62

17.81

Previous Batance 9,279.10

Date

01/16

01/22

01/24

01/29

01/31

01/11

01/11

01/11

01/11

01/12

01/12

01/16

01/17

01/24

Deposits/Credits 3,933,30

Charges/Debits 2,130,64

Checks Processed 1,732.84 **Ending Balance** 9.348.92

9205-20

7 DEPOSITS/CREDITS

ATM TRANSFR FROM SAV 0533049581 1 SOUTH MAIN MANTI UT 1406136529 DEPOSIT 0660347120 US TREASURY 303 SOC SEC ******98A SSREF # 031736043891629 1105209159

US TREASURY 303 SOC SEC *******41A SSREF # 031736043893456 1105210985

-4 14.96 **DEPOSIT 0440183118 ~1.126.08**

SOUTH SANPETE SC PAYROL ******98 REF # 124000050240490 1103912753 US TREASURY 312 CIVIL-S A ******* 0 CREF # 121736152534195-1104224624

37 CHARGES/DEBITS

UBIB	Amount
01/04	30.60
01/04	16.83
01/08	68.40
01/09	45.69
01/09	43.59
01/09	30.52
01/09	-14.03

---- --- --- --- --- --- --- --- --- --- 1.816.26

Description

P.O.S. PURCHASE SAMSCLUB # 1313 UNIVER PROVO UT 1404118656 P.O.S. PURCHASE WAL-MART # 660 SOUTH 1 SPRINGVILL UT 1404118655

P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1405762573 P.O.S. PURCHASE HARBOR FRE HARBOR FREI OREM UT 1403819998

P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1403819997

P.O.S. PURCHASE SAMSCLUB # 1313 UNIVER PROVO UT 1403819996

P.O.S. PURCHASE SAMSCLUB # 1313 UNIVER PROVO UT 1403819995 24388940A6NA987EE RASMUSSEN'S ACE HARDWA GUNNISON UT 1206506551

P.O.S. PURCHASE MANTI JUBI 35 EAST UNI MANTI UT 1404619264

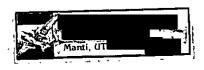
P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1404619263 24717050B3T5KYTVS DONS GALLERY CAFE EPHRALM UT 1206506552

24207850B9AYSZR7L DOUG SMITH DODGE AMERICAN FORK UT: 1205206502

P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1404021491 P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1405985259

P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1404419786

01/18 --53.62 P.O.S. PURCHASE KENT'S MAR 475 SO MAIN EPHRAIM UT 1404019755







PRECO PICO 1/10

DAIMALER CRYSLER
PO BOX 4639
OAK RIDGE, TENN.37831

To: customerassist@chrysler.com
Date: Fri Aug 24 15:20:39 EDT 2007

Subject: Chrysler LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Poor customer service

Comments:

On 3 April I took my van to the dealership to have the passenger side sliding door put back on track and to also get the airbag sensor replaced. After two days I got my van back and paid the \$378.40 and went on my way. On 16 April my had to take my van back in and have the passenger side sliding door put back on again. I had to go back again on 23 May to have the door put back on for a third time. At this visit I told them that my engine light was on so they ran a diognostic on it and said I needed a new EGR valve. After that visit I paid the \$870.19 and left. When I got out in the parking lot where my van was I started it up and the check engine light came on. I went inside and told the service advisor (Robert Fisher) and he told me to bring it back in a week if it did not go off that it was nothing wrong with the van it just needed reset. I went back three times to get it reset and had no luck because they wantted to keep my van and I needed it. Again, I was told it was not a problem. Well, August 21st I had to take my van in to get the inspection sticker and during the emmission check my van failed. The service center that I took my van to ran a diognostic and found out that the EGR was not even hooked up. The plug was just hanging down. Is this the kind of service people that work for your corporation? It took three times to fix my door and then they charged me \$213.29 for a EGR valved that they did not even hook up. I am in the Military (17 years) and would not allow this kind of nonsense. Please tell me what you intend to do about this?

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com To: albert.taylor@usarec.army.mil Date: Mon Aug 27 14:21:45 EDT 2007

Subject: Re: Chrysler LLC Customer Assistance

Dear Albert:

Thank you for contacting the Chrysler Customer Assistance Center regarding your service experience with Hanover Chrysler.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

Thank you again for your email.

Sincerely,

Myndie

Senior Staff Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 16666420 EMAIL CASE NUMBER: 1814246

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5099733I25261L0K M&

Original Message Follows:

US Customer Service - Chrysler Brand Site Brief Description: Poor customer service Comments:

On 3 April I took my van to the dealership to have the passenger side sliding door put back on track and to also get the airbag sensor replaced. After two days I got my van back and paid the \$378.40 and went on my way. On 16 April my had to take my van back in and have the passenger side sliding door put back on again. I had to go back again on 23 May to have the door put back on for a third time. At this visit I told them that my engine light was on so they ran a diognostic on it and said I needed a new EGR valve. After that visit I paid the \$870.19 and left. When I got out in

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VIN:
5B
Mileage:
41200
Servicing Dealer:
Hanover Chrysler
Title:
Mr.
First Name:
Middle Initial:
N
Last Name:
7.11
Address 1:
Tiddmagg 2.
Address 2:
City:
Hanover
State:
PA
Zip:
Email:
Home Phone:

E. Livergool, Ohio

attn: Iraci

Enclosed is the information requested;
Reference # 16660464 - Concerning the repairs
made on my Dodge Grand Caravanon August 21, 2007.

1. Faulty airbag Front-Sensor

2. Die Rod End. & Wheel alignment.

Shank-you for any consideration you extend to us on our extended warranty.

With appriciation,

48552

FREDERICK
CHRYSLER JEEP DODGE

Jeep





INVOICE Je

EAST LIVER	RPOOL					PAGE 1	Pł	7871 Mark none: 330-726	et Street · Boar 3-2777 · 330-7 Fax: 330-7 www.frederi)-636-3366
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Any warranties o	n the p	roduct	sold hereby ar	e those made	by the	Defects in mate			DUNT		
manufacturer. The expressed or impli	ied, includ	ding an	y implied warran	ity of merchantal	bifity or	workmanship pa customer are v	varranted	PARTS AIVI		,	
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guyer and/or manu necessary remedies		cturer, not the se	the seller, shall assume the entire cost of all e	excluded from this warranty.							
,					SALES TAX						
CUSTOMER SIGNATUR	₹E					·					
	•							PLEASE PA			

20496

48552

FREDERICK

Jeep





INVOICE

7871 Market Street · Boardman, OH 44512-5970 Phone: 330-726-2777 · 330-726-7030 · 1-800-636-3366 LIVERPOOL EAST OH PAGE 2 Fax: 330-726-0057 www.frederickcjd.com HOME: BUS: SERVICE ADVISOR: CELL: 4863 CHRISTINE M BALAKOF COLOR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG MAG-PEARI GRAND CARAVAN P44L15R 43093/43094 DEL®DATE® PROD DATE WARR EXP PROMISED ® PO∶N RATE PAYMENT INV. DATE 01JAN05 DD WAIT 21AUG07 21AUG07 CASH R.O. OPENED READY OPTIONS: STK: PN557 ENG: 3.8 LITER SMPI 09:48 21AUG07 14:19 21AUG07 OPCODE TECH TYPE HOURS TOTAL NET 2240 COMPLETE THRUST ANGLE WHEEL ALIGNMENT C 5884 54.95 54.95 PARTS: 0.00 LABOR: 54.95 OTHER: 54.95 0.00 TOTAL LINE E: ***************** ENVIRONMENTAL FEES AND SHOP SUPPLIES 15.95 THANK YOU FOR YOUR BUSINESS !!!!!!!!! **PLEASE** WHEN YOU RECEIVE A SURVEY FROM DAIMLER CHRYSLER, TAKE A MINUTE TO FILL IT OUT AND SEND IT IN. WE WANT YOU TO BE COMPLETELY SATISFIED. THANK YOU, YOUR SERVICE STAFF AT 330-726-2777] cash |**X** ck#<u>5 a</u>a CREDIT CARD

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, lif the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller shall assume the entire cost of all buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

Defects in materials and workmanship paid for by customer are warranted by dealer for 12 months or 12,000 miles from the point of purchase, whichever occurs first.
Non-MOPAR PARTS from excluded this warranty.

DESCRIPTION	120.000000 0000 1 A 1 W - A 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
LABOR AMOUNT	219.80
PARTS AMOUNT	92.05
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.95
TOTAL CHARGES	327,80
LESS INSURANCE	0.00
SALES TAX	21,31
PLEASE PAY	

349.11

THIS AMOUNT

CUSTOMER SIGNATURE

DATE



Account: 016020540

PAY TO THE Frederick's CJD order Of huc hundred fort	OH / Rm 97/1080 5227 Shy / Thing on, 2001 \$ 349. to
THE HOME SAVINGS AND LOAN COMPAN EAST LIVERPOOL, DHID	
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Chupler Customer Center RECEIVED AUG 31.

P.O. Box 21-8004

Auburn Hills, MI 48321-8004 Make the Mark and the March Aller than the 48321+8004

Please Scan to CAIR > 16762242 VIN > 7RISO451-Custom > POLZIEN



George S Hannah/DCFS/debis/DCX

10/16/2007 12:57 PM

To Marvin F Yacoub/FRC/DCC/DCX@wk-America

cc bcc

Subject Re: Request payment verification on Britt Polzien - acct number 7002223756

Hi Marvin,

The customers monthly payments are \$440.74

Have a great day!

Best regards,

George S. Hannah
Executive Referral & Correspondence Manager
Chrysler Financial
Philadelphia Contact Center
CMS 780-03-71
267 308 7417 direct line
267 308 7121 fax line
gh39@dcx.com

Note: If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender immediately by replying to the message and deleting it from your computer.

Marvin F Yacoub/FRC/DCC/DCX



Marvin F Yacoub/FRC/DCC/DCX 10/16/2007 11:53 AM

To George S Hannah/DCFS/debis/DCX@wk-America

CC

Subject Request payment verification on Britt Polzien

George, seeking monthly lease note confirmation......Owner stated he pays 425???

CAIR: 16762242

VIN: 2D4GP44L17R

07 DODGE GRAND CARAVAN

Maryin F Yacoub | Case Manager | Suite: Hamlin Road Centre
Tie-Line: 754-7034 | Outside: 248-944-7034 | E-mail: mfy@chrysler.com

⊗ ooses						
CERTIFIED PRE-OWNED	~~~~					







CPOV SCORE: 56

<u>Аво</u> ит	YOUR OVERALL IMPRESSIONS OF					
Secu	rity Dodge Chrysler	Very Satisfied				Very Diss <u>ati</u> sfied
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"Your I	DELIVERY EXPERIENCE					
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RECOM	MENDATIONS & AND ADDRESS OF THE PROPERTY OF TH					
- Ouge		Strongly				Strongly
		Agree			/	Disagree
6.	I would recommend THIS DEALERSHIP to my family and friends				d /	
7.	I would buy another vehicle from THIS DEALERSHIP					
			Yes	No ∕		
	We like a contract the same and		▼ _	▼/		
8.	Would you purchase again from the same salesperson?					
YOUR S	SALESPERSON SCORE: 67					
		Mami				1/0
9.	Please rate your SALESPERSON on the following:	Very Satisfied				Very Dissatisfied
9.		Satisfied	П		П	Dissatisfied
9.	a. The manner in which you were greeted	Satisfied				Dissatisfied
9.	a. The manner in which you were greeted	Satisfied				Dissatisfied
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	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you. c. Consideration of your time. d. Ability to listen, understand, and answer your questions. e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you	Satisfied D D D D D D D D D D D D D D D D D D		000000		Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you	Satisfied D D D D D D D D D D D D D D D D D D		000000		Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following:	Satisfied D D D D D D D D D D D D D D D D D D		000000		Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a	Satisfied O Very Satisfied		000000		Very Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner.	Satisfied D				Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages	Very Satisfied				Very Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated	Satisfied Very Satisfied				Very Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you	Satisfied Very Satisfied				Very Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you AMES VEAM o o Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you EQUITIES SUMME EXPERIENCE (Control of the professional manner in which you were treated) C. Fulfilled all commitments made to you	Very Satisfied				Very Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you Doesn't Apply	Satisfied Very Satisfied Very Satisfied				Very Dissatisfied Very Dissatisfied Very Dissatisfied
Your S	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you Please TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you Doesn't Apply how satisfied are you with the way your	Very Satisfied Very Satisfied Very Satisfied				Very Dissatisfied Very Dissatisfied Very Dissatisfied
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More /	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you Please Team Survive Special Section If you've contacted this dealership by phone, how satisfied are you with the way your call was handled?	Satisfied Very Satisfied Very Satisfied Very Satisfied				Very Dissatisfied Very Dissatisfied Very Dissatisfied
More 2 11.	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you Please Team Survice Species (Sales) If you've contacted this dealership by phone, how satisfied are you with the way your call was handled? If this dealership handled the financing for your vehicle, how satisfied are you with the arrangements?	Very Satisfied Very Satisfied Very Satisfied				Very Dissatisfied Very Dissatisfied Very Dissatisfied
More 2 11.	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you Please Team Survive Special Section If you've contacted this dealership by phone, how satisfied are you with the way your call was handled? If this dealership handled the financing for your vehicle, how satisfied are you with the arrangements?	Satisfied Very Satisfied Very Satisfied Very Satisfied		0000 000		Very Dissatisfied Very Dissatisfied Very Dissatisfied
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More 2 11.	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you Please rate you with the way your call was handled? If this dealership handled the financing for your vehicle, how satisfied are you with the arrangements? If you took a demonstration drive at this dealership, how satisfied are you with that	Satisfied Very Satisfied Very Satisfied Strongly				Very Dissatisfied Very Dissatisfied Very Dissatisfied
10. Mora / 11. 12.	a. The manner in which you were greeted b. Sincerity and honesty in dealing with you c. Consideration of your time d. Ability to listen, understand, and answer your questions e. Knowledge of the product features and benefits f. Fulfilled all commitments made to you Please rate your SALES TEAM on the following: a. The vehicle price and/or payments were discussed in a straightforward and thorough manner b. Explanation of warranty coverages c. The professional manner in which you were treated d. Fulfilled all commitments made to you Please rate you with the way your call was handled? If this dealership handled the financing for your vehicle, how satisfied are you with the arrangements? If you took a demonstration drive at this dealership, how satisfied are you with that	Satisfied Very Satisfied Very Satisfied Strongly Agree				Very Dissatisfied Very Dissatisfied Strongly

15.	Ple	ease rate your satisfaction with the following:	Very Satisfied				Very Dissatisfied
	b.	The length of time it took to complete the sales transaction The process of determining the final purchase/lease price					
	С.	The comfort of the area where the vehicle price was negotiated					
छ छिड	עוע	ERV OF YOUR VEHICLE CONTROL			···-		
		;	Excellent	Good	Average	Fair	Poor
16.	W	hat was the overall condition of your vehicle at delivery?					
17.	W	hat was your vehicle's operating condition at delivery?		19			
18.	a.	Were you informed about the service department hours and whom to contact?		Yes		□ №	
	b.	Were you informed about the vehicle's maintenance requirement and logbook for tracking maintenance services?					
क्षांचार	TÜE	FOLLOW-UP / CONCERNS: HANDLING					
19.		nce taking delivery, have you been contacted by a saler representative regarding your satisfaction?		Yes P		□ v ô	
20.	a.	Did you have any concerns regarding your sales experience th you brought to the attention of the dealership?			So to (2.206.)		Skip Q.20b.)
			Very Sat <u>isfied</u>				Very Diss <u>ati</u> sfied
	b.	If YES, how satisfied are you with the dealership's resolution of your concerns?					
Ove	rall	Comments:					
		see attach	hed				
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Model and Year: 2006 Dodge Grand Caravan

VIN: 1D4GP24R96B

Transaction Date: 08/14/2007 Survey Mail Date: 08/31/2007

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SECURITY DODGE CHRYSLER GEM

345 Merrick Road **AMITYVILLE, N.Y. 11701** (631) 691-1737 (631) 691-1738



	CUSTOMER NO. 43141	DIANNA ONEIL	704 TAG NO. 501	09/11/07	DOCS141720
Ì		LABOR PATE LICENSE NO	MILEAGE 16,706	STONE WHITE	
١	MASSAPEQUA PARK, NY	YEAR / MAKE / MODEL OF / DODGE / GRAND CARAVA	N/MINIVAN	08/14/07	DELIVERY MILES 16,299
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			P. O. NO.	09/11/07	
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	LABOR 8 PARTS J# 1 0800Z1 DIAG ENGINE ELECTRIC UNITS: PLEASE CHECK AIR BAG LITE IS ON PLI CHECKED AND FOUND FAILED OCH MODUL ETSTED AND FOUND P/S SEAT BLOTTER I ORDERED NEW PART WILL CONTACT AS SI AAVAILABLE PARTS	LE REPALCED WITH NEW AND R FATLED 00N AS PART BECOMES	MARRANTY	ANY WARRANTIES ON THE IS ARE THOSE MADE BY THE SELLER HEREBY EXPRESS ANY IMPLIED WARRANTY OF TIMESS FOR A PARTICULA THER ASSUMES NOR ALL PERSON TO ASSUME FOR CONNECTION WITH THE SAL	E MANUFACTURER, THE LY DISCLAIMS ALL WAR- OR IMPLIED, INCLUDING F MERCHANTABILITY OR AR PURPOSE, AND NEI- THORIZES ANY OTHER R IT ANY LIABILITY IN
	J0B # 1 1 4686943-AK MODULE	OC 8035034 JOB # 1 TOTAL	WARRANTY	LABOR AND PARTS ARE WA	RRANTED FOR 90 DAYS
		JOB # 1 TOTAL LABOR &		OR 4000 MILES, WHICHE ALL PARTS INSTALLED A	
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ļ	11/1×11/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1			TERMS: CASA OR C	EN II RED CHECK
	* NEXT RECOMMENDED SERVICE: * 03/11/2008 / 19359 MI 27DOZROTATE TIRE B	AL ROTATE *		CUSTOMER ACKNOW	LEOGES RECEIPT
•	* [] VISA [] M/CARD []DISC [] AMEX * [] OTHER [] CHARGE	* TOTAL SUBI * TOTAL G.O * TOTAL MISO * TOTAL MISO	LET 0.00 .G 0.90 C CHG. 0.00 C DISC 0.00	CUSTOMER SA	ATISFACTION
	YOUR COMPLETE SATISFACTION IS OUR #1 CONCERN	TOTAL TAX		IS O	UR
	ME WANT YOU TO BE COMPLETELY SATISFIED WITH THE SERVICE YOU RECEIVE!! YOU WILL BE RECEIVING A SURVEY FROM DAIMLERCHRYLSER** IF YOU ARE NOT SATISFIED WITH THE SERVICE YOU RECEIVED PLEASE	TOTAL IN	VOICE \$ 0.00	NUMBER 1	CONCERN
	CONTACT CHARLIE VASSALLO SERVICE MANAGER			Thank	You
	YOUR SERVICE TEAM, DIANNA, MIKE AND FLORINA	,		for this opportuni	ty to serve you.
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2006 MODEL YEAR DODGE GRAND CARAVAN SE

The New Dodge

VIN::HD4GP24R96B722064 VEHICLE INFORMATION(cont'd)

VEHICLE INFORMATION (as manufactured)

Exterior Color: Stone White Clear Cost Exterior Paint Interior Color: Medium Slate Gray Interior Color Cloth Low-Back Bucket Seats 3.3-Liter V6 OHV Engine 4-Speed Automatic Transmission

STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT)

FUNCTIONAL/SAFETY FEATURES

Front Advanced Multistage Air Bags Occupant Classification System Driver-Side Inflatable Knee Bolster Air Bag LATCH-Ready Child Seat Anchor System Sliding Driver-Side Door with Glass Sliding Passenger-Side Door with Window Halogen Headlamps 4-Wheel Disc Brakes Anti-Lock Brakes Brake/Park Interlock Power Rack-and-Pinion Steering Variable Intermittent Windshield Wiper Rear Intermittent Winer/Washer Rest Window Defroster 500-Ampere Maintenance-Free Battery 140-Ampere Alternator

INTERIOR FEATURES

Debate Bench Seats w/Rear Stow'N Go 60/40 Bench AM/FM Stereo with CD Player and CD Changer Controls From and Reat Floor Mata **Tilt Steering Column** Speed Control Rear Seathack Grocery Bag Hooks 12-Volt DC Front and Rear Power Outlets Driver-Side Sun Visor with Mirror Passenger-Side Sun Visor with Mirror 1 Front and 2 Rear Cargo Nets EXTERIOR FEATURES

Fold-Away Mirrors

Tinted Glass Windows Rear Fascia Scuff Pad 215/70R15 BSW All Season Tires 15-Inch Wheel Covers

OPTIONAL EQUIPMENT Customer Preferred Package 28L

Power Quarter-Vented Windows Power Windows with Driver's One-Touch Power Locks Headlamp-Off Time Delay Remote Keyless Entry with Engine Immobilizer Illuminated Entry Vinyl Door Trim Panel with Map Pocket Heated Power Fold-Away Mirrors Popular Equipment Group ! Rear Air Conditioning with Heater Air Conditioning with 3-Zone Temperature Control 160-Ampere Alternatur White Face Instrument Cluster with Tachometer Hood Inculation Sunscreen Glass Smoker's Group Front and Rear Ashtrays Cigar Lighter Dix Bench Seats w/2 Child, Rear 60/40 Stow 'N Go 8-Way Power Driver's Seat Security Alarm Roof Rack Delete Roof Rack Crossbara

ATTENTION BUYERS: VERIFY ALL EQUIPMENT A ACCESSORIES PRIOR TO SALE. The vehicle equipment list is to be used as a guide suly. The buyer should always confirm the critismes and operation of both equipment and economic surface. The industriance are constructed to the vehicle. This label does not constitute a guarantees or contract to the dealer of the contract.

50 State Emissions

16" x 6.5" Aluminum Wheels 215/65R16 LBL All Season Tires



This Certified Vehicle has undergone a rigorous inspection and reconditioning process to ensure the delight of its new driver.

Ask your dealer for details of the program.

Miner benefits include:

6-YEAR/80,000-MILE 3-MONTH/8,000-MILE MAXAMUM CARE- NECHANICAL LIMITED WARRANTY 125-POINT INSPECTION CARFAX REPORTS 24-HOUR ROADSIDE ASSISTANCE CAR RENTAL ALLOWANCE

Powertrain Warranty Expiration Date: 07/05/14

SECURITY DODGE **CHRYSLER**

Dealer Selling PRICE: \$ 19990.00 (excluding tex and title)

SERVICE CONTRACTS AVAILABLE -SEE SALESPERSON FOR DETAILS