

From: [REDACTED]
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: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

June 8, 2006

From:

[REDACTED]
Slidell, La.
[REDACTED]

Reference: Dodge Grand Caravan
Vin: 2D4-GP44L76R-[REDACTED]
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.

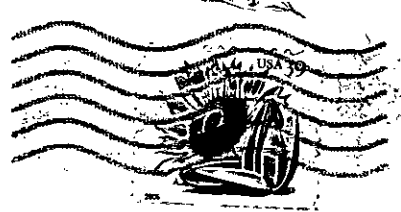
[REDACTED]

[Faint, illegible text]

[Faint, illegible text]



BATON ROUGE
LA 708 5 T
09 JUN 2006 PM

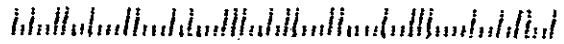


DAIMLER CHRYSLER CUSTOMER ASSISTANCE CENTER

PO Box 218004

Auburn Hills, MI 48321-8004 REC'D JUN 19 2006

48321+8004



From: [REDACTED]
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: [REDACTED]
Middle Initial:
Last Name: [REDACTED]

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Sun Aug 06 15:29:33 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance (KMM4075314I252 [REDACTED])
Dear [REDACTED]

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>
To: [REDACTED]
Sent: Saturday, August 05, 2006 7:19 AM
Subject: Re: DaimlerChrysler Customer Assistance (KMM4075314I252 [REDACTED])

> Dear [REDACTED]:
>
> 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:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Coarsegold
> State:
> CA
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Work Phone:
> [REDACTED]
>

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Sat Aug 05 10:18:39 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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=KMM4075314I25261LOK
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:
[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Coarsegold

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Mon Aug 07 08:39:19 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance (KMM4075314I252 [REDACTED])
Dear [REDACTED]:

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,

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:

EMAIL CASE NUMBER: 1463285

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4080128I252\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4080128I252[REDACTED])
M&

Original Message Follows:

Dear [REDACTED],

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.

----- Original Message -----

From: "customerassist" <customerassist@daimlerchrysler.com>

To:

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=KMM4075314I252
> 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:
> ██████████
> Address 1:
> ██
> Address 2:
>
> City:
> Coarsegold
> State:
> CA
> Zip:
> ██████████
> Email:
> ██
> Work Phone:
> ██████████████████████
>

From: [REDACTED]
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: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Sat Aug 26 09:59:25 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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 [REDACTED]

M&

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:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Lebanon

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

Overall Satisfaction ...

Based on your satisfaction with this vehicle, how would you rate your chances of buying or leasing another DaimlerChrysler product?

CERTAINLY NOT FROM THIS DEALER - SIMP.

Definitely Will	Probably Will	Do Not Know	Probably Will Not	Definitely Will Not
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very Satisfied				Very Dissatisfied

1. How satisfied are you with your recent service experience at Integrity Chrysler Jeep Dodge?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	-------------------------------------

About the Service Staff At ...

Integrity Chrysler Jeep Dodge

2. I was satisfied with the treatment I received from the service staff

Strongly Agree				Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

3. The service staff listened and understood my needs

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	-------------------------------------

4. How satisfied are you with the quality of the service work performed on your vehicle?

THE FRONT HAD ALIGNMENT

Very Satisfied				Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

5. How satisfied are you with service staff's ability to have your vehicle ready when promised?

AFTER I REC'D MY VEHICLE FROM SERVICE NO LET. OF COMPLETION GIVEN.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	-------------------------------------

The Dealership's Facility ...

6. a. Was the service write-up area neat and clean?

Doesn't Apply	Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

b. Was the waiting area/customer lounge neat and clean?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
--------------------------	-------------------------------------	--------------------------

c. Were the restrooms neat and clean?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
--------------------------	-------------------------------------	--------------------------

d. Approximately how many miles are on your vehicle?

250 Miles

The Service Staff At ...

SERVICE ADVISOR SCORE: 25

Integrity Chrysler Jeep Dodge

7. Please rate your satisfaction with your Service Advisor on the following:

Very Satisfied				Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Service Staff At ... (continued)

Integrity Chrysler Jeep Dodge

8. a. Was it easy to schedule your service visit?

Doesn't Apply	Yes	No
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

b. From the time you arrived at the dealership to pick up your 2006 Chrysler Town & Country, how long did it take to receive your vehicle?

Less than 10 Minutes	10-20 Minutes	More than 20 Minutes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

About the Service Work Performed . . .

9. Was your recent service need corrected/completed on the first visit? Yes (Go to Q.11.) No (Go to Q.10a.)
10. a. How many visits did it take to have your recent service need corrected/completed? 2 Visits 3 Visits 4 or More Visits
- 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 tell us how much you agree that this dealership's . . .
- a. Overall service process is convenient Strongly Agree Strongly Disagree
- b. Value of services performed is competitive
WARRANTY. HOWEVER I HAD TO PAY FOR MY RENT A CAR

Communicating With You . . .

12. During the service process, did the dealer keep you informed of the progress of your service or repair? Doesn't Apply Yes No
13. a. Did you contact Integrity Chrysler Jeep Dodge by phone to inquire about the progress of your service work? Doesn't Apply Yes No
- b. If you were put on hold, did you consider the length of time acceptable? *N/A*
- c. Did you feel that the person handling your call was:
1. Professional and courteous? *N/A*
 2. Responsive?
 3. Knowledgeable?
14. Have you been contacted by the dealership regarding your satisfaction with the service received? Yes No
YES, WITH A LETTER REQUESTING I CONTACT THEM, BEFORE RESPONDING TO THIS SURVEY.
15. a. Did you have any concerns regarding your service experience that you brought to the attention of the dealership?
- b. If YES, how satisfied are you with the dealership's resolution of your concerns? Very Satisfied Very Dissatisfied

Future Service Intentions . . .

16. Considering your experience with this dealership, how likely will you be to return for required maintenance/repair work that you pay for? Definitely Will Probably Will Do Not Know Probably Will Not Definitely Will Not
17. I would recommend Integrity Chrysler Jeep Dodge to my family and friends Strongly Agree Strongly Disagree

Comments about your service experience: UNFORTUNATELY, THIS WAS THE WORST AUTO BUYING EXPERIENCE I HAVE EVER HAD. I KNOW ENOUGH ABOUT AUTO DEALERSHIPS TO REALIZE THEY COULD HAVE CORRECTED THESE SITUATIONS MORE, THEY JUST DID NOT WANT TO.

MILWAUKEE 10 2006
APRIL 15

ATTN: JAMES J. BELLEAU.

TO WHOM IT MAY CONCERN

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 A NEED TO KNOW SITUATION FOR CHRYSLER.

ON MARCH 6 MY WIFE & I WERE SHOPPING FOR A NEW VAN. HAVING ALWAYS LEANED TOWARDS THE CHRYSLER TOWN & COUNTRY, WE PROCEEDED TO INTEGRITY CHRYSLER, TO LOOK OVER THEIR SELECTION. WE WERE FIRST APPROACHED BY JAMES ANDERSON WHO SHORTLY TURNED US OVER TO JIM, DUE TO PRIOR OBLIGATION PRESENTING ITSELF.

I DESCRIBED TO JIM WHAT I BASICALLY WANTED IN THE VEHICLE, WHICH WERE, (1) CRUISE, (2) TEMP. DIRECTION DISPLAY (3) ALLOY WHEELS (4) SLOW GO, PLUS CUE. WE FINALLY SETTLED ON THE VEHICLE WE PURCHASED, CONTENT THAT OUR WISHES HAD BEEN SATISFIED. A NOTE WHILE TEST DRIVING THE VEHICLE, I NOTICED TWO THINGS, THE BRAKE (RED) & AIRBAG (YELLOW) WARNING LIGHTS WERE REMAINING ON, AND THE CRUISE BUTTONS ON THE STEERING WHEEL WERE NOT LIT UP. I BROUGHT THIS TO JIM'S ATTENTION, ^{NOT TO BE CONFUSED WITH JAMES} AND HE TOLD US, I QUOTE, "THE WARNING LIGHTS STAYING ON WAS NORMAL, AND WOULD BE TURNED OFF AT FIRST SERVICE AT INTEGRITY," PLUS HE SAID AT THAT TIME THAT ILLUMINATION OF THE CRUISE CONTROL BUTTONS WOULD BE TAKEN CARE OF. YET SOMETHING JUST DIDN'T SEEM RIGHT RE. THE WARNING LIGHTS.

ON MARCH 7 I RETURNED TO INTEGRITY, SAW THE SERVICE PEOPLE IN THE DEALERSHIP, AND SHE FILLED OUT A SERVICE REQUEST TO TAKE CARE OF THE TWO AFOREMENTIONED PROBLEMS. A WHILE LATER I WAS

PAGE 2 APRIL 15 2006

SUMMONED TO THE SERVICE BAY AREA, WHERE I MET KIMBERLY 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 DEASTATED. DUE TO THE FACT THAT I AM 58, AND HAVE SENIOR MOMENTS MORE OFTEN THAN I WISH TO ADMIT. SO, I HAD PAID \$30,000.00 FOR A VEHICLE THAT DID NOT HAVE A QUALITY I WAS IN NEED OF HAVING. NEXT, I SPEKE KIMBERLY PROCTOR, WHO ADVISED ME THAT I NEEDED TO HAVE THE WARNING LIGHTS ATTENDED TO P.S.A.P. THAT ANY NO. OF PROBLEMS COULD BECAUSE IN THEM TO STAY ON. I INFORMED HER THAT MY SERVICE CONTRACT MAY PROVIDE A VEHICLE FOR ME TO DRIVE, WHILE 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 VAN. I WAS TRULY SHOCKED. DISMAYED. OUR EXCITING EXPERIENCE WAS TURNING INTO A NIGHTMARE. A QUESTION TO THE ONE READING THIS, DO YOU KNOW THE EMOTIONS INVOLVED KNOWING YOU HAVE BEEN LIED TO, REGARDING THE SECOND MOST EXPENSIVE DECISION OF ONES LIFE? I STILL FEEL IT!

NOT HAVING ANYONE DRIVE ME BACK, AND HAVING TO GO THROUGH THE CITY ABOUT 7 MILES FROM N TO S TO GET TO INTEGRITY, I FOUND MYSELF IN A DIFFICULT SITUATION. WELL, MY WEEKEND FROM WORK IS MON., AND TUES. SO I COULD NOT DO ANYTHING UNTIL THE FOLLOWING WEEK.

ON MARCH 13, I RETURNED TO INTEGRITY CHRYSLER, TO SEE THE SALES MANAGER, AND EXPLAIN THE DISAPPOINTING EVENTS THAT HAD TRANSPIRED TO THAT POINT. WHILE WAITING TO SEE HIM I WAS NOTICED BY JAMES ANDERSON SR. (REMEMBER HIM). HE PROCEEDED TO SIT WITH ME, AND LISTEN TO MY TALES OF WOE. HE RESPONDED.

WITH ACTION. FOR THE FIRST TIME AT INTEGRITY, SOME ONE WAS ATTEMPTING TO HELP ME. AS JAMES WENT TO SEE THE SALES MANAGER, MY SALESPERSON, JIM, THE ONE WHO LIED TO ME, SO HE COULD, "GET THE SALE". ASKED ME HOW THINGS WERE, I TOLD HIM I WAS NOT VERY HAPPY, HE GAVE AN EXCUSE, AND DISAPPEARED. I WAS NOT SURPRISED AT HIS QUICK EXIT.

JAMES RETURNS: HE PROCEEDED TO SAY THAT THE SALES MANAGER, WHO MAY HAVE BEEN EMANUAL ESPINO (SORRY, ITS ERNO) HAD TOLD HIM THAT HE COULD DO NOTHING ABOUT THE ALLOY WHEELS, OR THE ILLUMINATED CONTROL BUTTONS, EXCEPT TO SELL ME ANOTHER VEHICLE, COSTING ME THOUSANDS, BECAUSE MY LOAN HAD BEEN PICKED UP BY CHRYSLER FINANCE, AND MY BRAND NEW VEHICLE WITH 46 MILES ON IT WOULD BE CONSIDERED A TRADE IN. I DO UNDERSTAND HOW THIS PROCESS WORKS, AND I ALSO UNDERSTAND THAT THE SALES MANAGER COULD HAVE MADE THE SITUATION RIGHT. IN ADDITION HE (THE SALES MGR) DID NOT HAVE THE COMMON DECENCY AND PROFESSIONALISM TO TELL MYSELF AND MY WIFE IN PERSON, HE SENT JAMES, NEXT JAMES PROCEEDED TO THE SERVICE DEPT, WHERE HE WAS ABLE TO ARRANGE THE WARRANTY SERVICE ON THE WARNING LIGHTS, AND PROCURE A RENT A CAR FROM ENTERPRISE, WHO HAD AN OUTLET AT THE DEALERSHIP, HMMM, IMAGINE MY SURPRISE. IN MY INITIAL 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 LIGHT ATTENDED, WITH RENTAL OF THE VEHICLE FROM ENTERPRISE BEING NO CHARGE TO ME. POSSIBLY HE SHOULD BE MOVED UP TO SALES MANAGER, IF NOT FOR HIS CUSTOMER RELATIONS ABILITY ALONE.

FINALLY, AFTER PICKING UP OUR CHRYSLER TOWN LX LATER THAT

PAGE 1 APRIL 15 2006

EVENING, I NOTICED A SHAKING IN THE FRONT AXELS. THIS PROBLEM WAS NOT EVIDENT BEFORE THE SERVICE. I DROVE OVER TO DISCOUNT TIRE STORE, HAVING DEALT WITH THEM BEFORE, AND THEY TOLD ME THE BALANCE WAS OFF ON ONE OF MY FRONT TIRES. BEFORE HAVING THEM CORRECT THIS PROBLEM (ONE CAUSED BY THE SERVICE ON MY VEHICLE AT INTEGRITY, ONE THAT WOULD HAVE BEEN VERY NOTICEABLE TO A SERVICE TECH, HAD THEY BOTHERED TO ROAD TEST OUR VAN), I INQUIRED ABOUT A SET OF ALLOY RIMS, WHICH THEY PROVIDED FOR AN EXCELLENT PRICE, TIMELY INSTALLATION, AND THE MOST POSITIVE & SUPPORTIVE CUSTOMER RELATIONS.

THAT IS MY ACCOUNT OF AN EXTREMELY NEGATIVE VEHICLE PURCHASE EXPERIENCE FROM INTEGRITY CHRYSLER JEEP DODGE, SAUCE THE EFFORTS OF ONE MAN JAMES ANDERSON SR. INTEGRITY'S ADDRESS: 6174 RED WOOD ST. LAS VEGAS NV 89118, PHONE: (702) 870-9793, FAX: (702) 851-8312. WITH ANY POSITIVE ACTION COME AS A RESULT OF THIS ACCURATE ACCOUNT, I DON'T KNOW, HOWEVER SEEING AS I HAVE EMOTIONAL & PSYCHOLOGICAL ISSUES, ONE BEING AGORAPHOBIA. I CANNOT PUT INTO WORDS THE TRAUMA THIS SITUATION HAS CAUSED ME, & MY WIFE EMOTIONALLY, AND PSYCHOLOGICALLY.

P.S. I HAND PRINTED THIS ACCOUNT, TO MAKE IT MORE PERSONAL MESSAGE, HOWEVER, IT ALSO WAS DIFFICULT TO DO AS I HAVE RHEUMATOID ARTHRITIS IN MY HAND & WRIST. I SUPPOSE THIS INDICATES DETERMINATION, AMAZING WHAT ONE CAN DO IF THEY REALLY WANT TO. APOLOGIES FOR THEY PROGRESSIVELY SHAKE PRINTING.

I Remain



From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Mon Oct 09 19:27:37 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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 [REDACTED]

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 occurred out of the norm. Thanks

VIN:

5R [REDACTED]

Mileage:

18359

Servicing Dealer:

Aviano Italy

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

C

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

APO

City:

AE

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

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
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?

Yes	No
<input checked="" type="checkbox"/> (Please indicate below.)	<input type="checkbox"/> (Please stop and return in envelope.)

- Routine Maintenance Repair Accessory Installation
 Other (Please specify) _____

Approximately how many miles are on your vehicle? 8200 Miles

	Very Satisfied				Very Dissatisfied
1. How satisfied are you with your recent service experience at Darling's Auto Mall?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the Service Staff At . . .

Darling's Auto Mall

2. I was satisfied with the treatment I received from the service staff

Strongly Agree				Strongly Disagree
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. The service staff listened and understood my needs

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------	--------------------------	--------------------------	--------------------------

4. How satisfied are you with the quality of the service work performed on your vehicle?

Very Satisfied				Very Dissatisfied
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How satisfied are you with service staff's ability to have your vehicle ready when promised?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------	--------------------------	--------------------------	--------------------------

The Dealership's Facility . . .

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?

Doesn't Apply	Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Service Staff At . . .

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

Very Satisfied				Very Dissatisfied
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Service Staff At . . . (continued)

Darling's Auto Mall

8. a. Was it easy to schedule your service visit?
- b. From the time you arrived at the dealership to pick up your 2006 Dodge Grand Caravan, how long did it take to receive your vehicle?

Doesn't Apply	Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Less than 10 Minutes	10-20 Minutes	More than 20 Minutes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the Service Work Performed . . .

9. Was your recent service need corrected/completed on the first visit? Yes (Go to Q.11.) No (Go to Q.10a.)

10. a. How many visits did it take to have your recent service need corrected/completed? 2 Visits 3 Visits 4 or More Visits

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 tell us how much you agree that this dealership's . . .

	Strongly Agree				Strongly Disagree
a. Overall service process is convenient	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Value of services performed is competitive	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communicating With You . . .

12. During the service process, did the dealer keep you informed of the progress of your service or repair? Doesn't Apply Yes No

13. a. Did you contact Darling's Auto Mall by phone to inquire about the progress of your service work? Doesn't Apply Yes No

b. If you were put on hold, did you consider the length of time acceptable? Doesn't Apply Yes No

c. Did you feel that the person handling your call was:

1. Professional and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Responsive?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Knowledgeable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Have you been contacted by the dealership regarding your satisfaction with the service received? Yes No

15. a. Did you have any concerns regarding your service experience that you brought to the attention of the dealership? Yes No

b. If YES, how satisfied are you with the dealership's resolution of your concerns? Very Satisfied Very Dissatisfied

Future Service Intentions . . .

16. Considering your experience with this dealership, how likely will you be to return for required maintenance/repair work that you pay for? Definitely Will Probably Will Do Not Know Probably Will Not Definitely Will Not

17. I would recommend Darling's Auto Mall to my family and friends Strongly Agree Strongly Disagree

Comments about your service experience: See note

Comment about the service experience

The air bag warning 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 [REDACTED]

Address [REDACTED]

(Street)

(City)

(State)

(Zip)

Baton Rouge, LA

Daytime Telephone [REDACTED]

VIN Number

2A4GP54L96R

Date of Purchase

February 6, 2006

Mileage

12

Servicing Dealer

AK Murnin

Number of days vehicle has been Out-of-Service

1st time 5 days, 2nd time 7 days

Number of repair attempts to repair same condition

Several

Description of Concern:

That this vehicle is not a safe vehicle for
neither me or our children. Neither do I feel it

safe for another family or individual. My husband purchased
me a New Vehicle, b/c he wanted us SAFE on the ROADS!!!

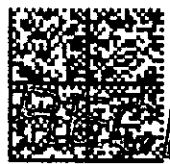
[Redacted]

Street Address

Patricia Ronge, PA

City, State, ZIP

[Redacted]



UNITED STATES POSTAGE



PLACE
STAMP
HERE

PITNEY BOWES

\$000.39⁰

RECEIVED
OCT 27 2006
MAILED FROM ZIP CODE 70808

OCT 3 4 2006

OWNER RELATIONS

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



PLACE
STAMP
HERE

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

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name [REDACTED]
Address [REDACTED] Baton Rouge, LA [REDACTED]
(Street) (City) (State) (Zip)
Daytime Telephone [REDACTED]
VIN Number 2A4GP54L96R [REDACTED]
Date of Purchase February 6, 2006 Mileage 12
Servicing Dealer A K Murrin

Number of days vehicle has been Out-of-Service 1st time 5 days, 2nd time 3-7 days

Number of repair attempts to repair same condition several

Description of Concern: That this vehicle is not a safe vehicle for neither me or our children. Neither do I feel it safe for another family or individual. My husband purchased me a New Vehicle b/c he wanted us SAFE on the ROAD!!!

[REDACTED]
[REDACTED]
Street Address: Baton Rouge, LA
City, State, ZIP

[REDACTED]
Baton Rouge, LA [REDACTED]

Date: October 13, 2006

RE: 06 Town & Country Touring
Linen Gold
VIN#2A4GP54L96R [REDACTED]

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 [REDACTED], 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.

Nightmare Experienced Customer.



including any implied warranties of merchantability or fitness for a particular purpose and A.K. Durnin Chrysler-Plymouth-Jeep neither assumes nor authorizes any other person to assume any liability in connection with the sale of said products.

*SUPPLIES - A 5% CHARGE OF LABOR WITH A MAX. OF \$10.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: TAPE, PINS, AERO-SPRAY, WAX, POLISH, OIL, OIL FILTER, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

Materials are for labor only. Material is extra. Storage will be charged forty erg. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees. I hereby authorize the below repair work to be done along with necessary materials. You and your employees on vehicle to secure the amount of repairs thereto. You will not be responsible for articles left in vehicle in case of fire. ~~Items are for labor only. Material is extra. Storage will be charged forty erg.~~

SIGNED X
TERMS: CASH UNLESS ARRANGEMENTS MADE

CUSTOMER NO. 20256	ADVISOR MICHAEL BAUMAN	HAT NO. 19029	INVOICE DATE 03/06/06	INVOICE NO. CHCS1197
	LABOR RATE 75.00	LICENSE NO. 15-1	COLOR LINEN GOLD/	STOCK NO. W602
	YEAR/MAKE/MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD	DELIVERY DATE 02/06/06	DELIVERY MILES 1	
	VEHICLE ID. NO. 2A4GP54L96R	SELLING DEALER NO.	PRODUCTION DATE	
BATON ROUGE, LA	F.T.E. NO.	P.O. NO.	R.O. DATE 03/06/06	

COMMENTS NO: 185

JOB# 1 CHARGES
LABOR JH 1 10CHZ10 ENGINE STALLS UNITS: TECH(S):8541 WARRANTY
CUST STATED VEHICLE STALLED 1 TIME WHILE AT RED LIGHT
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
LABOR JH 2 61CHZ19 BODY ADJUSTMENTS UNITS: TECH(S):8541 WARRANTY
CUST STATED RT FRONT FENDER AT HOOD OUT OF ADJUSTMENT
ADJUSTED
RT FRONT HOOD
ADJUSTED RT FRONT HOOD

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
LABOR JH 3 61CHZ EXTERIOR TRIM UNITS: TECH(S):8541 WARRANTY
CUST STATED LEFT FRONT EXTERIOR DOOR HANDLE FAINT COMING OFF
LEFT FRONT DOOR HANDLE DIS-COLORED
PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

TOTALS

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!
[REDACTED]

CUSTOMER SIGNATURE

FORM ERA-21V

...A MAX. OF \$10.00 IS INCLUDED FOR SUPPLIES...
 ...SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS...
 ...I hereby authorize the below repair work to be done along with necessary materials...
 ...operate vehicle for purposes of testing, inspection or delivery at my risk...
 ...articles left in vehicle in case of fire, theft, accident or any other cause beyond your control...
 SIGNED X
 TERMS: CASH UNLESS ARRANGEMENTS MADE

CUSTOMER NO. [REDACTED]
 ADVISOR: MICHAEL RAINAN
 LABOR RATE: \$25.00
 YEAR / MAKE / MODEL: 06 CHRYSLER/TOWN & COUNTRY/VAN FWD
 VEHICLE ID. NO.: [REDACTED]
 LICENSE NO.: [REDACTED] MILEAGE: 2523
 INVOICE DATE: 03/21/06
 COLOR: LINEN GOLD
 DELIVERY DATE: 02/06/05
 SELLING DEALER NO.: [REDACTED]
 R.O. DATE: 03/21/06

QTY	FR. NUMBER	DESCRIPTION	UNIT PRICE
1	RF710Y6-AC	REPLACED LEFT FRONT EXTERIOR DOOR HANDLE	
1		DOOR HANDLE (S)	
1		SPECIAL ORDER LEFT FRONT EXTERIOR HANDLE DIS-COLORED	
1		LEFT DOOR HANDLE PART	
1		TECH(S) 16750	
1		UNITS: FRONT EXTERIOR DOOR HANDLE	
1		HANDLE FR 23014010	

TOTALS: [REDACTED]
 JOB# 1 JOURNAL PREFIX CHCS JOB# 2 TOTAL
 WARRANTY 0.00
 0.00

 [] CASH [] CHECK [] DISCOVER [] CHARGE
 [] VISA [] MASTERCARD [] OTHER
 [] AMER EXPRESS [] OTHER
 TOTAL LABOR... 0.00
 TOTAL PARTS... 0.00
 TOTAL SURLET... 0.00
 TOTAL G.O.G... 0.00
 TOTAL MISC CHG... 0.00
 TOTAL MISC DISC... 0.00
 TOTAL TAX... 0.00
 TOTAL INVOICE \$ 0.00

THANK YOU
 SIGNATURE: [REDACTED]
DURMIN

including any implied warranties of merchantability or fitness for a particular purpose and A.K. Durnin Chrysler-Plymouth-Jeep Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I hereby authorize the below repair work to be done along with necessary materials. You and your employees 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 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. 2025	ADVISOR MICHAEL BAUMAN	HAT NO. 19029	INVOICE DATE 05/16/06	INVOICE NO. CHCS1211
	LABOR RATE 75.00	LICENSE NO. 3688	COLOR LINEN GOLD	STOCK NO. W60
	YEAR / MAKE / MODEL CHRISLER TOWN & COUNTRY VAN FWD	MILEAGE 322	DELIVERY DATE 02/03/06	DELIVERY MILES
	VEHICLE ID NO. 401511908		SELLING DEALER NO.	PRODUCTION DATE
BATON ROUGE, LA	F.T.E. NO.	P.O. NO.	R.O. DATE 05/16/06	

COMMENTS: MD: 512

JOB# 1 CHARGES

LABOR

JOB# 1 52CH12 SUP RESTRAINT SYS UNITS: TECH(S) 16/50 WARRANT

CUST STATED AIR BAG LIGHT COMES ON INTERMITTENTLY

DRIVER SEAT WAS OPEN CIRCUIT

REPLACED DRIVERS SIDE CLOCK SPRING

QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	WARRANT
	5092050-AC	CLKSPRING 8015001		0.0
			TOTAL - PARTS	0.0

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

*****		TOTAL LABOR....	0.00
*****		TOTAL PARTS....	0.00
*****		TOTAL SUBLET....	0.00
*****		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG....	0.00
*****		TOTAL MISC DISC....	0.00
*****		TOTAL TAX.....	0.00
*****		TOTAL INVOICE =	0.00

THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE: **DURNIN**

FORM ERA-2-10V



TELEPHONE:
(225) 927-3900

A.K. DURNIN CHRYSLER-PLYMOUTH-JEEP 6815 EL CID

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

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 acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

CUSTOMER NO. 20256	ADVISOR MICHAEL RAUMAN	HAT NO. 19029	INVOICE DATE 07/28/06	INVOICE NO. CHCS122E
	LABOR RATE 35.00	LICENSE NO.	MILEAGE 9076	COLOR LINEN GOLD
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 02/03/06	DELIVERY MILES	STOCK NO. W60
BATON ROUGE, LA	VEHICLE ID. NO. 2A4G2541896R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/26/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 907

JOHN 1 CHARGES
LABOR JH 1 60CHZ15 INTERIOR TRIM PANELS UNITS: TECH(S): 371 WARRANTY
CUST STATED LEFT FRONT DOOR BEZEL CRACKED/SPECIAL ORDER
PART
LEFT INTERIOR DOOR HANDLE BEZEL CRACKED
REPLACED LEFT FRONT INNER DOOR TRIM PANEL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	TM811U1-AL	PANEL FRD 23092005		0.00
				TOTAL - PARTS	0.00

JOHN 1 TOTALS
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOHN 2 CHARGES
LABOR JH 2+51CHZ12 WIPER/WASHER UNITS: TECH(S): 371 WARRANTY
RECALL F-10//WINDSHIELD WIPER MOTOR
PERFORMED RECALL F-10//INSTALLED FRONT WIPER MOTOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	CBROF102	MOTOR KIT 23067001		0.00
				TOTAL - PARTS	0.00

JOHN 2 TOTALS
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

TECHNICIAN CERTIFICATION
371 DONALD E HALL 4385

TOTALS	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.B....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

 CASH CHECK CK NO. 1
 VISA MASTERCARD DISCOVER
 AMER XPRESS OTHER CHARGE

THANK YOU FOR YOUR BUSINESS!
[Signature]
CUSTOMER SIGNATURE



the products or parts sold hereby are those made by the manufacturer. Seller, A.K. Durbin Chrysler - Plymouth - Jeep, Inc., expressly disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose and A.K. Durbin Chrysler - Plymouth - Jeep, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Estimates are for labor only. Material is extra. Storage will be charged for eight hours after repairs are completed. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I 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. 20738 MICHAEL BAUMAN 19029 HAT NO. 6112 INVOICE DATE 11/06 INVOICE NO. 123714

LABOR RATE \$5.00 LICENSE NO. MLBAE7 CHILDREN GOLD/ STOCK NO. W6020

YEAR/MAKE/MODEL/TOWN & COUNTRY/VAN FWD DELIVERY DATE 06/06 DELIVERY MILES 12

VEHICLE ID NO. F 5 4 L 9 6 R [REDACTED] SELLING DEALER NO. PRODUCTION DATE

F.T.E. NO. P.O. NO. R.O. DATE 07/06

COMMENTS NO: 13132

JOB# 1 CHARGES

LABOR
J# 1 51CHZ BODY ELECTRICAL UNITS: 0.50 TECH(S):16750 WARRANTY
AIR BAG AND TIRE PRESSURE LIGHTS ARE ON SEE HISTORY
CLOCKE SPRING SHORTED INTERNALY
REPLACED CLOCK SPRING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5082050-AC	CLKSPRING 9015001		0.00
				TOTAL - PARTS	0.00

SUBLET
103182 103182 D57B017 09/09/06 RENTAL//LIS AUTH #425132 WARRANTY
TOTAL - SUBLET 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+00CHZLOF OIL CHANGE UNITS: 0.10 TECH(S):21035 7.50
PREFORM LUBE OIL AND FILTER
COMPLETED LUBE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5281090-BA	FILTER ER 9057006	5.44	5.44
	5	4761839-AC	OIL 10W30 1081090	2.08	10.40
				TOTAL - PARTS	15.84

JOB# 2 TOTALS

LABOR 7.50
PARTS 15.84

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 23.34

MISC
JOB # A 103 SHOP SUPPLIES CONTROL NO. 0.38
TOTAL - MISC 0.38

TOTALS

TOTAL LABOR.....	7.50
TOTAL PARTS.....	15.84
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.	0.38
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.13
TOTAL INVOICE \$	25.85

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****

FORM ERA-2-INV



TELEPHONE:
(225) 927-3900

including any implied warranties of merchantability or fitness for a particular purpose and A.K. Durnin Chrysler-Plymouth-Jeep, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs I 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. 20220
 ADVISOR MICHAEL BAUMAN 19029 HAT NO. 6355 INVOICE DATE 10/02/06 INVOICE NO. CHCS124146
 LABOR RATE 5.00 LICENSE NO. MILEAGE 5 CHILDREN GOLD STOCK NO. W6020
 YEAR/MAKE/MODEL/TOWN & COUNTRY/VAN FWD DELIVERY DATE 10/06 DELIVERY MILES 12
 VEHICLE ID NO. P 5 4 L 9 6 R SELLING DEALER NO. PRODUCTION DATE
 F.T.E. NO. P.O. NO. R.O. DATE 10/26/06

RESIDENCE PHONE 374 BUSINESS PHONE 929 COMMENTS NO: 15031

JOB# 1 CHARGES
 LABOR JH 1 52CHZ12 SUP RESTRAINT SYS UNITS: TECH(S):16750 WARRANTY
 CUST STATED AIR BAG LIGHT FLASHES ON AND OFF
 SEE JOB 3
 JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
 LABOR JH 2 60CHZ04 DOOR HANDLE UNITS: TECH(S):16750 WARRANTY
 CUST STATED RIGHT FRONT DOOR HANDLE BEZEL PEELING
 PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.
 ORDERED RT INTERIOR PULL HANDLE BEZEL
 JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
 LABOR JH 3 52CHZ05 INTERIOR LIGHTING UNITS: TECH(S):16750 WARRANTY
 CUST STATED INTERIOR LIGHT FLICKER ON AND OFF INTERMITTENTLY
 BCM HAS INTERNAL SHORT
 REPLACED BCM RE-SET QUICK LEARN
 JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
 LABOR JH 4 21CHZ AIR CONDITIONING UNITS: TECH(S):112 WARRANTY
 CUST STATED A/C INOP INTERMITTENTLY
 CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.
 JOB# 4 TOTALS
 JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00

*****		TOTAL LABOR	0.00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G.	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX	0.00
		TOTAL INVOICE	0.00

THANK YOU FOR YOUR BUSINESS!!

In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and I hereby authorize the below repair work to be done along with necessary materials. You and your employee operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged to secure the amount of repairs thereto. You will not be held responsible for loss or damage to articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Warranties of merchantability or fitness for a particular purpose are hereby disclaimed. A.K. Durnin Chrysler, Plymouth, Jeep, Inc. neither assumes nor authorizes any other person to act on its behalf in connection with the sale of said products.

*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. 20206	ADVISOR MICHAEL RAJMAN	HAT NO. 19029	INVOICE DATE 10/12/06	INVOICE NO. CHCS124
	LABOR RATE 87.00	LICENSE NO.	MILEAGE 13330	COLOR LITEN GOLD
	YEAR/MAKE/MODEL 08/CHRYSLER/TOWN & COUNTRY/VAN FWD	DELIVERY DATE 02/05/06	DELIVERY MILES	STOCK NO. 46
	VEHICLE ID. NO. P-54196P	SELLING DEALER NO.	PRODUCTION DAT	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/11/06	

RESIDENCE PHONE 374 BUSINESS PHONE 925 COMMENTS NO: 15

2010/10/11
JOB# 1 CHARGES

LABOR
J# 1 10CHZ10 ENGINE STALLS UNITS: TECH(S):8541 WARRAN
CUST. STATED VEHICLE STALLS WHILE DRIVING SOME TIMES
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.0

JOB# 2 CHARGES

LABOR
J# 2 45CHZ01 STEERING CONCERN UNITS: TECH(S):23 WARRAN
CUST STATED POWER STEERING NOISE//SHUDDER WHEN HOT
PS FLUID RESERVOIR SCREEN RESTRICTED CAUSING SHUDDER
REPLACED POWER STEERING RESERVOIR/FLUSHED AND RE-FILLED
SYSTEM

PARTS	QTY	FF NUMBER	DESCRIPTION	UNIT PRICE	WARRANT
	1	4743012-AA	RESERVOIR 19054180		WARRANT
	4	5013457-AA	OIL AUTOM 1081018		WARRANT
				TOTAL - PARTS	0.0

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.0

JOB# 3 CHARGES

LABOR
J# 3 21CHZ03 A/C NOT COOLING UNITS: TECH(S): WARRANTY
CUSTOMER STATES A/C NOT COOLING
HEAR LOUD ROARING/SHUDDING NOISE WHEN VEHICLE NOT
LOW FREQN LEVEL
ADJUSTED FREQN LEVEL//ALL OK AT THIS TIME

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 80CHZ INTERIOR TRIM UNITS: TECH(S):15750 WARRANTY
TRIM ON RT DOOR HANDLE PEELING
RT DOOR PANEL PEELING
PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.
ORDERED RT FRONT DOOR PANEL

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00

FORM ERA-2-INV



TELEPHONE:
(225) 927-3900

Chrysler, its agents, dealers, or those made by the manufacturer. All warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and any other warranties, are hereby disclaimed. Neither assumes nor authorizes any other person to use the name of Chrysler, its agents, dealers, or those made by the manufacturer for any purpose other than that intended by the manufacturer.

*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.

In the event legal action is taken, I hereby authorize the below repair work to be performed on my vehicle for purposes of testing, inspection or delivery of a replacement vehicle to secure the amount of repairs thereto. You will not be held responsible for articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

SIGNED X _____
 TERMS: CASH UNLESS ARRANGEMENTS MADE

INVOICE DATE: 10/12/06 INVOICE NO. CH-3124
 HAT NO. 7020 STOCK NO. 46
 COLOR: LINEN GOLD/ DELIVERY MILES
 MILEAGE: 13330 DELIVERY DATE: 02/08/06
 LICENSE NO. _____
 LABOR RATE: \$5.00
 YEAR/MAKE/MODEL: _____
 NO./CHRYSLER/TOWN & COUNTRY/VAN FWD
 VEHICLE ID. NO. _____
 F.T.E. NO. _____
 R.O. DATE: 10/11/06
 SELLING DEALER NO. _____
 PRODUCTION DATE: _____

BATON ROUGE, LA. _____
 BUSINESS P. _____
 RESIDENCE PHONE: 225-783-1374

COMMENTS: _____

TOTALS *****
 * [] CASH [] CHECK CK NO. _____ *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMEX EXPRESS [] OTHER [] CHARGE *

TOTAL LABOR..... 0
 TOTAL PARTS..... 0
 TOTAL SUBLET..... 0
 TOTAL G.O.G..... 0
 TOTAL MISC CHG..... 0
 TOTAL MISC DISC..... 0
 TOTAL TAX..... 0
 TOTAL INVOICE \$ 0

AK DURNIN

FORM EBA-2-INV



TELEPHONE (225) 927-...

Ashley

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY OF NEW ORLEANS
 BRANCH ADDRESS: 8121 FLORIDA BLVD. BATON ROUGE, LA 70806-4715
 225-927-7560

MO 7:30A- 5:00P TU 7:30A- 5:00P
 WE 7:30A- 5:00P TH 7:30A- 5:00P
 FR 7:30A- 5:00P SA 9:00A- 1:00P
 1405 SU12:00P- 5:00P

RENTAL TYPE D	SOURCE # 731747	ID # 037	RENTAL AGREEMENT NO. D, 578017
DATE/TIME 0256 PM 9/07/06	RENTER WHITE# K ENDRA*	DAY = 24 HOUR PERIOD	
START CHARGES IF DIFFERENT			
ORIGINAL VEHICLE			
COLOR WHITE	LICENSE NO. A671058	NO CHARGE FOR MILES	
MILEAGE IN 11055	OUT 11059	HOURS @ 100.00/HOUR	
DRIVEN	BILL TO Y	COMPANY MR DURNIN CHRYSLER PLYMOUTH--DB**	DAYS @ 30.00/DAY
CONDITION AGREED TO X	REFERENCE NUMBER R0125714	PHONE 225-927-3900 EXT	VIN# 1FAPP53UB2A247191E
ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED			
WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF I AM RESPONSIBLE FOR THEIR ACTIONS UNDER THIS RENTAL AGREEMENT RIGHTS UNDER THIS RENTAL AGREEMENT			
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S): LA ONLY			
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.			
OPTIONAL PRODUCTS NOTICE: OUR CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, AS OPTIONAL PRODUCTS: COLLISION DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE OPTIONAL PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE OPTIONAL PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.		RENTER DECLINES OPTIONAL COLLISION DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY. RENTER: X	
		RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT FEE SHOWN IN COLUMN TO RIGHT SEE OPTIONAL PRODUCTS NOTICE TO LEFT NOTICE BELOW AND PAGE 3, PARAGRAPH 18 CDW IS NOT INSURANCE	
RENTER DECLINES PERSONAL ACCIDENT INSURANCE. RENTER: X		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16.	
RENTER DECLINES SUPPLEMENTAL LIABILITY PROTECTION (SLP). RENTER: X		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17	
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT WHICH CONSISTS OF PAGES 1 THROUGH 4. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS/ARE VALID AND NOT CANCELLED OR SURRENDERED.			
REPLACEMENT VEHICLE		RENTAL DATE 9/07/06	
COLOR WHITE		OWN REP # 462DC	
I WILL DATE 9/08/06 TIME 02:56P		AMOUNT PAID BY	
MILEAGE IN 11055		OUT 11059	
DRIVEN		NOTICE: IF YOU HAVE COLLISION COVERAGE UNDER YOUR OWN AUTOMOBILE INSURANCE POLICY WRITTEN IN LOUISIANA, YOUR COLLISION COVERAGE AUTOMATICALLY EXTENDS TO RENTAL MOTOR VEHICLES PURSUANT TO LA R.S.22:1406(F). EVEN IF YOU ARE NOT A LOUISIANA INSURED, THE PURCHASE OF COLLISION DAMAGE WAIVER IS NOT MANDATORY AND MAY BE WAIVED. THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, A COLLISION DAMAGE WAIVER TO COVER YOUR RESPONSIBILITY FOR DAMAGE TO THE VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE COLLISION DAMAGE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN AUTOMOBILE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF THE REDUCIBLE UNDER SUCH COVERAGE.	
CONDITION AGREED TO X		RENTER'S SIGNATURE	
MILEAGE IN 11055		DATE 9/7/06	
OUT 11059		TOTAL CHARGES	
		DEPOSITS	
		REFUNDS	
		AMOUNT DUE	
		CLOSED BY	
		PAID BY CASH CHECK CHA	
		RECEIPT OF CASH REFUND DATE AMOUNT RECEIV	

NO CHARGE FOR MILES

HOURS @ 100.00/HOUR

DAYS @ 30.00/DAY

NO SMOKING!

\$100 DETAILING FEE

DW 12.99/DAY

PAI 30.00/DAY

SLP 11.99/DAY

FUEL @ 3.75/GALLON

TAX 9.0%

9-7-06
 4130
 11/11/06
 11/11/06

Amie

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY OF NEW ORLEANS
 BRANCH ADDRESS: 8121 FLORIDA BLVD. LA 70806-4715
 225-929-7560

MO 7:30A-6:00P TU 7:30A-6:00P
 WE 7:30A-6:00P TH 7:30A-6:00P
 FR 7:30A-6:00P SA 9:00A-1:00P
 1405 SU 12:00P-5:00P

ALL SIDE AND REAR DAMAGE/CRACKS/SCUFFS/TOUCH UP PAINT

RENTAL TYPE **D** SOURCE # **731747** ID # **037**

RENTAL AGREEMENT NO. **D 578589**

START DATE/TIME: **9/26/06 01:02 PM**

DAY = CALENDAR DAY

START CHARGES IF DIFFERENT

NO CHARGE FOR MILES

ORIGINAL VEHICLE

COLOR: **WHITE** LICENSE NO: **WB85281**

MODEL: **DURK** ECAR#: **GDM4230**

MILE-AGE: IN **24521** OUT **23871**

BILL TO: **Y** COMPANY: **MC DURNIN CHRYSLER PLYMOUTH--08****

DAYS @ **35.00/DAY**

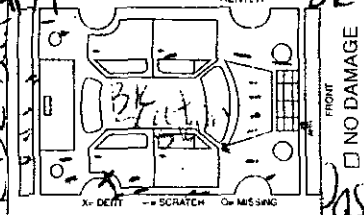
DRIVEN ?

MIKE** EXT. **225-927-3900**

70
245.00

CONDITION AGREED TO: **X** RENTER

VEHICLE NUMBER: **5R8E124146** VIN#: **1D4HB48N66F138939E**



ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS PROVIDED IN THIS AGREEMENT, NO OTHER DRIVER PERMITTED

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

LA ONLY

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

OPTIONAL PRODUCTS NOTICE: OUR CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, AS OPTIONAL PRODUCTS: COLLISION DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE OPTIONAL PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE OPTIONAL PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.

RENTER DECLINES OPTIONAL COLLISION DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY - SEE PAGE 2. RENTER: **X**

RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT. NOTICE BELOW AND PAGE 3, PARAGRAPH 16. CDW IS NOT INSURANCE.

RENTER DECLINES OPTIONAL ACCIDENT INSURANCE (PAI). RENTER: **X**

RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3 PARAGRAPH 18.

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2. RENTER: **X**

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT WHICH CONSISTS OF PAGES 1 THROUGH 4.

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR: ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS/ARE VALID, UNREVOKED, UNREVOKED, CANCELLED OR SURRENDERED.

FUEL @ **3.75/GALLON**

LA EXCISE **3.000 %**

REPLACEMENT VEHICLE

RENTER: [redacted] DATE: **9/26/06**

OWNER REP: **X**

EMPL # **81203**

TAX **9.8 %**

I WILL RETURN CAR BY:

DATE: **9/29/06** TIME: **01:02P**

DEPOSIT(S):

AMOUNT: PAID BY:

MODEL: ECAR#: **9/29/06 01:02P**

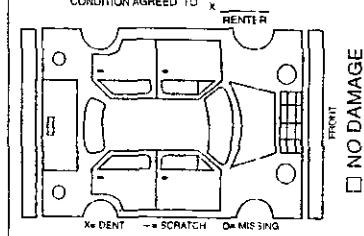
MILE-AGE: IN OUT

NOTICE: IF YOU HAVE COLLISION COVERAGE UNDER YOUR OWN AUTOMOBILE INSURANCE POLICY WRITTEN IN LOUISIANA, YOUR COLLISION COVERAGE AUTOMATICALLY EXTENDS TO RENTAL MOTOR VEHICLES PURSUANT TO LA R.S.22:1406(F). EVEN IF YOU ARE NOT A LOUISIANA INSURED, THE PURCHASE OF COLLISION DAMAGE WAIVER IS NOT MANDATORY AND MAY BE WAIVED. THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, A COLLISION DAMAGE WAIVER TO COVER YOUR RESPONSIBILITY FOR DAMAGE TO THE VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE COLLISION DAMAGE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN AUTOMOBILE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF THE DEDUCTIBLE UNDER SUCH COVERAGE.

TOTAL CHARGES **245.00**

CONDITION AGREED TO: **X** RENTER

RENTER'S SIGNATURE: [redacted] DATE: **9/26/06**



AMOUNT DUE: [redacted]

DRIVEN ?

RENTER'S SIGNATURE: [redacted] DATE: **9/26/06**

DEPOSITS

REFUNDS

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

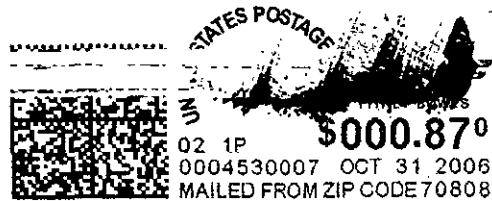
OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY, WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS. © ENTERPRISE LEASING COMPANY OF NEW ORLEANS.

CLOSED BY: *Amie*

PAID BY: CASH CHECK CHP

RECEIPT OF CASH REFUND: DATE AMOUNT RECEIVED

[Redacted]
Baton Rouge, LA [Redacted]



RECEIVED NOV 07 2006

Diamler Chrysler Motors Co. LLC
Customer Center
P. O. Box 21, 8004
Auburn Hills, MI 48321-8004

483218004 8138



DAIMLERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Buyback Package -- 2/15/2007

STATUS: Check Request Approved

Disposal Package Open

CAIR 15767469 VIN 6R

Zone 74

Dealer 08701

Owner [REDACTED]
 Address [REDACTED]
BISMARCK, ND

VIN 2A4GP44R16R I/S/D 9/29/2006

Phone [REDACTED]

Year 06
 M/M CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON

CAIR 15767469 Amount \$25,186.60
 Payee #1 CORWIN-CHURCHILL MTR INC
 Address 1112 MISSOURI AVE
BISMARCK, ND 58502

Miles 3,925
 Warranty Expense \$2,090.34

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 # _____ RV? _____

Disposal Type _____

Title State _____ Title Number _____ Branding Required _____

Vehicle Location _____
 Address _____

Contact: _____ Phone: _____

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.

Replacement Vehicle Worksheet

CAIR # 15767469

VIN # 2A4GP44R16R [REDACTED]

Owner Name: [REDACTED]

New Vin 2A4GP44R46R [REDACTED]

USAGE FEE

Mileage 3,697 X \$0.20 = \$739.40
(# of miles) (cost/mile)

AND/OR

Purchase \$0.00 X 0 Miles = \$0.00
 Price 100,000
(insert either 100,000 or 120,000)

AND/OR

Mileage Offset Calculation
(Purchase Price * Miles / (100,000 or 120,000)) * 50%

\$0.00 X 0
100,000

= \$0.00 X 50% = \$0.00
(Usage Fee) (Offset)

AND/OR

Flat Usage Fee \$0.00

A. TOTAL USAGE FEE \$739.40

MSRP CALCULATION

MSRP (New Vin) \$27,980.00

AfterMarket Accessories / Conversion
(when added at customer expense)

\$0.00

\$0.00

\$0.00

1. Total MSRP Value (New Vin) \$27,980.00

MSRP (Old Vin) \$27,980.00

AfterMarket Accessories / Conversion
(only if items are not added to new Vin)

\$0.00

\$0.00

\$0.00

2. Total MSRP Value (Old Vin) \$27,980.00

B. MSRP DIFFERENCE (1 - 2) 0

C. OWNER CONTRIBUTION TO VEHICLE COST (A + B) \$739.40

REMARKS

Old Vin 2A4GP44R16R [REDACTED]

OWNER'S COLLATERAL COSTS

Taxes \$0.00

License & Title Fees \$0.00

Doc Fees \$50.00

Damage (Requires Estimate) \$0.00

Service Contract \$0.00

Other \$0.00

D. TOTAL COLLATERAL COSTS \$50.00

VEHICLE COST

New Vehicle Invoice Cost \$26,344.00

Less Holdback \$818.00

Subtotal \$25,526.00

AfterMarket Accessories / Conversion
(items added to new vin only)

\$0.00

\$0.00

\$0.00

Owner Contribution (Step C) (+/-) (\$739.40)

E. TOTAL VEHICLE COST \$24,786.60

COLLATERAL COSTS

Taxes \$0.00

License & Title Fees \$100.00

Doc Fees \$50.00

Service Contract \$0.00

Dealer Handling \$300.00

Other

Owner Contribution (Step D) (+/-) (\$50.00)

F. TOTAL COLLATERAL COSTS \$400.00

TOTAL AMOUNT REQUESTED (E + F) \$25,186.60

OWNER CHECK TO DEALER (C + D) \$789.40

DAIMLERCHRYSLER REQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM
Approved Buyback Package -- 2/15/2007 (con't)

CAIR 15767469

VIN 6R

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)

Original Selling Dealer Information

Dealer: 08701

Corwin-Churchill Mtr Inc

1112 Missouri Ave

Bismarck, ND 58502

Main Number: 701-223-1170

DAIMLERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Disposal Package -- 02/26/2007

STATUS: Check Request Approved

Disposal Package Approved

CAIR 15767469 VIN 6R [REDACTED]

Zone 74

Dealer 08701

Owner [REDACTED]
Address [REDACTED]
BISMARCK, ND [REDACTED]

VIN 2A4GP44R16R [REDACTED] I/S/D 9/29/2006

Year 06
M/M CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON

Phone [REDACTED]

Miles 3,925

Warranty Expense \$2,090.34

CAIR 15767469 Amount \$25,186.60

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 # _____ RV? _____

Disposal Type Auction

Title State ND Title Number 5590615 Branding Required Not Required

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	DATE REPAIRED or OTHER COMMENTS
0108	1. Airbag light is on.	A	1. 01/31/07 Repaired bus wiring behind metal brace and wiring
	2.		2.
	3.		3.
	4.		4.
	5.		5.

DAIMLERCHRYSLER REQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM
Approved Disposal Package -- 02/26/2007 (con't)

CAIR 15767469

VIN 6R

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 Infor

Auction: 595
DENVER AUTO AUCTION
17500 E. 32ND AVENUE
AURORA, CO 80011
Main Number: 303-343-3443/800-822-1177

INVOICE

Krein

TR

**DaimlerChrysler
Motors Company LLC**

OLD

Plant WINDSOR	Zone 74	Dealer 08701	Vehicle Identification No. 2A4GP44R16R	Invoice No. 6-RSY-15937218	Invoice Date 09/15/05 01
------------------	------------	-----------------	---	-------------------------------	-----------------------------

Ship To CORWIN-CHURCHILL MTR INC PO BOX 1078 BISMARCK ND 58504-1078	9103-01-9615
Sold To CORWIN-CHURCHILL MTR INC PO BOX 1078 BISMARCK ND 58504-1078	
Paid For By CHRYSLER FINANCIAL CORPORATION	SHIPPING WT. 4132 SAE HP 32.2 000-222222-00
<input checked="" type="checkbox"/> Credit Sale <input type="checkbox"/> Cash Sale	

Body and Equip.	Description	Factory Wholesale Price
RSYH53	CHRYSLER TOWN & COUNTRY LX	23,409.00
PW1	Stone White Clear Coat	
B7D5	Cloth Low-Back Bucket Seats	NO CHARGE
AJY	Popular Equipment Group II	1,298.00
DGL	4-Speed Automatic Transmission	NO CHARGE
EGA	3.3L V6 OHV Engine	NO CHARGE
JPR	Power 8-Way Driver 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	Customer Preferred Package 2DF	
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 # 091416	
	EP 25061	
	PP 26080	

MSRP RETAIL TOTAL	27,980.00	TOTAL	26,344.00
-------------------	-----------	--------------	-----------

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

002
MW

DAIMLERCHRYSLER MOTORS COMPANY LLC INVOICE				
5-A				
PLANT	ZONE	DEALER	VEHICLE ID NUMBER	INVOICE NO.
WINDSOR	74	08701	2A4GP44R46R [REDACTED]	6-RSY-15895461
SHIP CORWIN-CHURCHILL MTR INC			INVOICE DT.	09/09/05
TO: PO BOX 1078			IGN KEY	M2560
BISMARCK			TRK KEY	
			ACC KEY	7437
SOLD CORWIN-CHURCHILL MTR INC			9103-01-9609	
TO: PO BOX 1078			SHIPPING WT.	4132
BISMARCK			SAE HP	32.2
PAID FOR BY: CHRYSLER FINANCIAL CORPORATION			000-222222-00	
XX CREDIT SALE		CASH SALE		
BODY & EQUIP.	DESCRIPTION			FACTORY WHOLESALE PRICE

RSYH53	CHRYSLER TOWN & COUNTRY LX	23,409.00
PB8	Midnight Blue Pearl Coat Paint	
B7D5	Cloth Low-Back Bucket Seats	NO CHARGE
AJY	Popular Equipment Group II	1,298.00
DGL	4-Speed Automatic Transmission	NO CHARGE
ECA	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 ORIGINAL INVOICE	26,344.00
-------------------	-----------	------------------------	-----------

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

NUDK
9-30-06
BE

U/D

CORWIN CHURCHILL MOTORS, INC.

CHRYSLER — PLYMOUTH — JEEP

BOX 1078

BISMARCK, ND 58501

(701) 223-1170



Sold To: [Redacted] Stock No. 6330140
 Street: [Redacted] Date 09/29/2006
 City BISMARCK State ND Zip Code [Redacted] Phone [Redacted]
 Year 2006 Make CHRYSLER Series TWN & CTY Cyl Body LX Color STONE WHI
 Serial No. 2A4GP4AR16R Trim No. M0307 KEY CODE NO.

Base Price		CASH PRICE (including any accessories, services imposed on the cash sale)	27,347.00
	27347	Trade-Allowance	12,500.00
	TRADE 12500	Cash Difference	14,847.00
	14847	Motor Vehicle Excise Tax	742.35
		License & Title Fees	77.00
		Amount Owing on Trade	12,494.51
		Document Administration Fee	50.00
		Service Contracts	28210.86
		Total Balance	
		Cash Down Payment	
		Total Amount Paid	
		Unpaid Balance	

Delivered Price (Cash Price) \$

DISCLAIMER OF WARRANTIES
 FACTORY WARRANTY: Any warranty on any new vehicle or used vehicle still subject to a manufacturer's warranty is that made by the manufacturer only. The seller hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.
 USED VEHICLE WHETHER OR NOT SUBJECT TO MANUFACTURER'S WARRANTY: Unless a separate written instrument showing the terms of any dealer warranty or service contract is furnished by dealer to buyer, this vehicle is sold "as is -- not expressly warranted or guaranteed", and the seller hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.
 Purchaser shall not be entitled to recover from dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

Date 09/29/2006 Buyer's Signature [Redacted]

Information On Trade-In Used Vehicle No.

Make CHRYSLER Year 2005 Model TFC
 Serial No. Title
 Remarks

The front and back of the Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement. I have read 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 18 years of age, or older, and hereby acknowledge receipt of a copy of this order.

Approved by [Signature]
 Salesman [Signature]
 Manager [Signature]

THE TERMS OF THIS CONTRACT OF SALE WERE AGREED UPON AND THE CONTRACT SIGNED IN THIS DEALERSHIP ON THE DATE NOTED AT TOP OF FORM. IF CREDIT IS INVOLVED, THIS ORDER IS NOT BINDING ON THE CUSTOMER UNTIL A CREDIT DISCLOSURE IS MADE DESCRIBED IN REGULATION "Z".

Buyer's Signature [Redacted]
 THIS ORDER NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR AUTH. REP.

Type of Warranty on Used Car or Truck

DISCLOSURE STATEMENT
 Ownership: Failure to complete or providing a false statement may result in fines and/or imprisonment.

VEHICLE SOLD (NON-LEASE)

I, CORWIN CHURCHILL MOTORS state that the odometer now reads 000,018 (TRANSFEROR'S NAME - PRINT) (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading 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

New



CORWIN CHURCHILL MOTORS, INC.

CHRYSLER - PLYMOUTH - JEEP

BOX 1078
BISMARCK, ND 58501
(701) 223-1170



Sold To [Redacted] Street [Redacted] City BISMARCK State ND Zip Code [Redacted] Phone [Redacted]
Stock No. 6330120 Date 12/27/2006
Year 2006 Make CHRYSLER Series TWN & CTY Cyl [Redacted] Body WGN Color MIDNIGHT B

Serial No. ZA4GP44R46R	Trim No. MZ560	KEY CODE NO.
Base Price	CASH PRICE (including any accessories, services imposed on the cash sale)	27,980.00
	Trade-Allowance	27,980.00
	Cash Difference	0.00
	Motor Vehicle Excise Tax	N/A
	License & Title Fees	100.00
	Amount Owling on Trade	N/A
	Document Administration Fee	50.00
	Service Contracts - TOTAL	150.00
	Total Balance	
	Cash Down Payment	
	Total Amount Paid	
	Unpaid Balance	

Delivered Price (Cash Price) \$ Information On Trade-In Used Vehicle No.

DISCLAIMER OF WARRANTIES
FACTORY WARRANTY: Any warranty on any new vehicle or used vehicle still subject to a manufacturer's warranty is that made by the manufacturer only. The seller hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.
USED VEHICLE WARRANTIES ARE NOT SUBJECT TO MANUFACTURER'S WARRANTY. Unless a separate written instrument showing the terms of any dealer warranty or service contract is furnished by dealer to buyer, this vehicle is sold "as is - not expressly warranted or guaranteed", and the seller hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.
Purchaser shall not be entitled to recover from dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

Make Year Model
Serial No. Title
Remarks

Date 12/27/2006 Buyer's Signature

The front and back of the Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement. I have read the motor 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 18 years of age, or older, and hereby acknowledge receipt of a copy of this order.

THE TERMS OF THIS CONTRACT OF SALE WERE AGREED UPON AND THE CONTRACT SIGNED IN THIS DEALERSHIP ON THE DATE NOTED AT TOP OF FORM. IF CREDIT IS INVOLVED, THIS ORDER IS NOT BINDING ON THE CUSTOMER UNTIL A CREDIT DISCLOSURE IS MADE DESCRIBED IN REGULATION "2".

Approved by
Salesman
Manager

Buyer's Signature
THIS ORDER NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR AUTH. REP.

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 transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

TRADE IN VEHICLE (NON-LEASE)

VEHICLE SOLD (NON-LEASE)

I, [Redacted] state that the odometer now reads 3902 (TRANSFEROR'S NAME - PRINT) (No Writing) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following statements is checked.

I, CORWIN CHURCHILL MOTORS state that the odometer now reads 000,100 (TRANSFEROR'S NAME - PRINT) (No Writing) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading 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

- (1) I hereby certify that to the best of my knowledge the odometer reading 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

MAKE CHRYSLER
MODEL TOWN & COU BODY TYPE UTRK
VEHICLE IDENTIFICATION NUMBER ZA4GP44R16R
YEAR 2006
TRANSFEROR'S NAME [Redacted]
TRANSFEROR'S ADDRESS [Redacted] BISMARCK ND [Redacted]
TRANSFEROR'S NAME [Redacted]

MAKE CHRYSLER
MODEL TWN & CTY BODY TYPE WGN
VEHICLE IDENTIFICATION NUMBER ZA4GP44R46R
YEAR 2006
TRANSFEROR'S NAME CORWIN CHURCHILL MOTORS
TRANSFEROR'S ADDRESS 1112 MISSOURI AVE BISMARCK ND 58501
TRANSFEROR'S NAME [Redacted]

DATE OF STATEMENT 12/27/2006
TRANSFEREE'S NAME CORWIN CHURCHILL MOTORS
TRANSFEREE'S ADDRESS 1112 MISSOURI AVE BISMARCK ND 58501
TRANSFEREE'S NAME [Redacted]

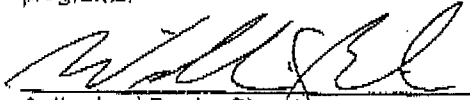
DATE OF STATEMENT 12/27/2006
TRANSFEREE'S NAME [Redacted]
TRANSFEREE'S ADDRESS [Redacted] BISMARCK ND [Redacted]
TRANSFEREE'S NAME [Redacted]

INCENTIVE RESOLUTION AGREEMENT

Dealer: Corwin-Churchill Mtr Inc
1112 Missouri Ave
Bismarck, ND 58502
Dealer Code: 08701

In mutual resolution of the complaint of [redacted] regarding his/her vehicle, VIN:
2A4GP44R16R [redacted] we have agreed to place [redacted] into another vehicle, VIN:
2A4GP44R46R [redacted]

As part of this transaction, I understand and agree that the new vehicle, VIN:
2A4GP44R46R [redacted] will be ineligible and disqualified from all consumer and dealer incentive
programs available. Nor will it count as a "qualifying" unit toward any dealer objective for such incentives /
programs.


Authorized Dealer Signature
NEW CAR MANAGER
Title


Authorized DaimlerChrysler Signature

Corwin-Churchill Mtr Inc

Dealership Name

08701

Dealer Code

ISG
Zone

91
Zone Code

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date: January 15, 2007 Telephone 989-269-2161
To: Lyn Tetreau Fax: 989-269-6266

Customer Name: [REDACTED]
Zone: 74
VIN: 2A4GP44R16R [REDACTED]
Year: 2006
Model: CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON
Color: WHITE
Brake/Steering: Yes

*****ATTENTION DRIVER*****

Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name: Corwin-Churchill Mtr Inc
Address: 1112 Missouri Ave
City: Bismarck
State: ND
Zip Code: 58502
Telephone: 701-223-1170
Contact Name: Billy Ericksen or Mike Kahl

Special Remarks:

Delivery Name: J Elway Chy-Jee on Brdwy
Street Address: 5445 South Broadway
City: Littleton
State: CO
Zip Code: 80121
Telephone: 303-761-1720 (cell 303-961-9575)
Contact Name: Vern Hale

*****ATTENTION DRIVER*****

Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLOGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
Signature:	

CERTIFICATE OF TITLE FOR A VEHICLE


NORTH DAKOTA DEPARTMENT OF TRANSPORTATION
SFN 2875 (Rev. 01-01)

MOTOR VEHICLE DIVISION
ND DEPT. OF TRANSPORTATION
608 E. BOULEVARD AVENUE
BISMARCK, ND 58505-0780
PHONE (701) 328-2725

VIN	YEAR MODEL	YEAR REGISTERED	MAKE	BODY STYLE	MODEL
2A4GP44R16R	2006	2006	CHRYSLER	SPORT VAN	TOWN & COUNTRY

OWNER(S) NAME
KREIN, MARELLA A OR KREIN, LELAND L

TITLE NUMBER	VEHICLE TYPE	SHIPPING WEIGHT	DATE ISSUED
5590615	PASSENGER	4132	10-30-2006

MAIL TO: 33

 DC FIN SVCS AMER LLC
 PO BOX 997533
 SACRAMENTO CA 95899-7533

ODOMETER READING	ODOMETER STATUS
18 MI	ACTUAL

FOR MVD USE ONLY		
DECAL NUMBER	LICENSE NUMBER	
DFU MO-YR	PRORATE	YTLF
TOTAL \$		

PLATE NUMBER	
PLATE FEE	\$5.00
CREDIT	\$

TAX	\$
TITLE	\$
LICENSE	\$

PART 1. SELLER'S - ASSIGNMENT AND WARRANTY OF TITLE (DELIVER TITLE TO BUYER WITHIN 15 DAYS FROM DATE OF SALE)

Name of Buyer(s) First, Middle, Last	<input type="checkbox"/> Check if Joint Tenants with Right of Survivorship is desired	Selling Price	Daytime Phone #
Address	City	State	Zip Code
			County

ODOMETER DISCLOSURE: Federal and State laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. I certify to the best of my knowledge the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

1 - The mileage stated is in excess of its mechanical limits. 2 - The odometer reading is not the actual mileage. (WARNING *ODOMETER DISCREPANCY*)

Signature of Seller	Date (Mo., Day, Year)	Signature of Buyer	Date (Mo., Day, Year)
X		X	
Signature of Seller	Date (Mo., Day, Year)	Signature of Buyer	Date (Mo., Day, Year)
X		X	
Hand Printed (Not Typed) Name(s) of Seller(s)	Daytime Phone #	Hand Printed (Not Typed) Name(s) of Buyer(s)	

LEGAL TITLE OWNER (LIENHOLDER)
 DC FIN SVCS AMER LLC
 PO BOX 997533
 SACRAMENTO CA 95899-7533

J0920035

I certify that the applicant has complied with the requirements of Title 39 of the North Dakota Century Code relative to the issuance of a certificate of title for a vehicle. Any lien recorded in the office of the Department of Transportation is shown below and the lienholder named is and shall remain legal owner of the vehicle until the encumbrance is released or satisfied.

Keith C. Magnusson
 Deputy Director for Driver and Vehicle Services

LIEN RELEASE
 ALL INTERESTS IN THE ABOVE DESCRIBED VEHICLE ARE RELEASED.

DC FIN SVCS AMER LLC
 Lienholder Name

[Signature]
 Signature of Agent

10/30/2007
 Date

THE DEPARTMENT OF TRANSPORTATION IS NOT RESPONSIBLE FOR FALSE OR FRAUDULENT STATEMENTS MADE IN THE ASSIGNMENT OF THE CERTIFICATE OF TITLE.

Part 2. FIRST DEALER ASSIGNMENT AND WARRANTY OF TITLE (DELIVER TITLE TO BUYER WITHIN 15 DAYS FROM DATE OF SALE)

Name of Buyer(s) First, Middle, Last		<input type="checkbox"/> Check if Joint Tenants with Right of Survivorship is desired	Selling Price	Daytime Phone #
Address		City	State	Zip Code
				County

ODOMETER DISCLOSURE: Federal and State laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. I certify to the best of my knowledge the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

1 - The mileage stated is in excess of its mechanical limits. 2 - The odometer reading is not the actual mileage.

Odometer Reading	NO TENTHS	Date of Sale
------------------	-----------	--------------

(WARNING *ODOMETER DISCREPANCY)

Name of Dealer	Dealer License Number	Signature of Buyer	Date (Mo., Day, Year)
		X	
Signature of Authorized Agent	Date (No., Day, Year)	Signature of Buyer	Date (Mo., Day, Year)
X		X	
Hand Printed (Not Typed) Name of Authorized Agent		Hand Printed (Not Typed) Name(s) of Buyer(s)	

Part 2A. SECOND DEALER ASSIGNMENT AND WARRANTY OF TITLE (DELIVER TITLE TO BUYER WITHIN 15 DAYS FROM DATE OF SALE)

Name of Buyer(s) First, Middle, Last		<input type="checkbox"/> Check if Joint Tenants with Right of Survivorship is desired	Selling Price	Daytime Phone #
Address		City	State	Zip Code
				County

ODOMETER DISCLOSURE: Federal and State laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. I certify to the best of my knowledge the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

1 - The mileage stated is in excess of its mechanical limits. 2 - The odometer reading is not the actual mileage.

Odometer Reading	NO TENTHS	Date of Sale
------------------	-----------	--------------

(WARNING *ODOMETER DISCREPANCY)

Name of Dealer	Dealer License Number	Signature of Buyer	Date (Mo., Day, Year)
		X	
Signature of Authorized Agent	Date (No., Day, Year)	Signature of Buyer	Date (Mo., Day, Year)
X		X	
Hand Printed (Not Typed) Name of Authorized Agent		Hand Printed (Not Typed) Name(s) of Buyer(s)	

Part 3. PURCHASER'S CERTIFICATION AND APPLICATION (PRESENT TO DEPARTMENT OF TRANSPORTATION WITHIN 30 DAYS)

MOTOR VEHICLE EXCISE TAX EXEMPTIONS (Circle one if applicable)

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Gift from wife, husband, parent, child, brother or sister (Circle One) 2. Joint tenancy with right of survivorship and now vehicle is being put in one name only 3. Inheritance 4. Change of name by marriage, adoption or court order (Circle One) 5. Vehicle acquired through a lease purchase agreement (Circle One) <ol style="list-style-type: none"> A. If tax was paid on the total lease consideration, tax is due on the lease buyout amount. B. If tax was paid on the full purchase price and you have been in possession of the vehicle over one year, no tax is due C. If tax was paid on the full purchase price and you have been in possession of the vehicle for less than one year, tax is due on the lease buyout amount. 6. State Fleet 7. Lien change — RECORD ODOMETER READING _____ 8. Interstate carriers — Account Number _____ 9. Tax paid to state that grants reciprocity to North Dakota (Proof Required) 10. Transfer into state by non-resident 11. Dealer resale - USED vehicle 12. Dealer resale - NEW vehicle | <ol style="list-style-type: none"> 13. Tribal (form SFN 18085 required) 14. Disabled American Veteran or Former Prisoner of War 15. Nonprofit senior citizens' or mobility impaired persons' corporation owned buses 16. Mobility impaired persons purchasing specially equipped vehicle 17. Homemade vehicles 18. Newly formed partnership or corporation (Circle One)
Date formed _____ 19. Dissolved partnership or corporation (Circle One)
Date dissolved _____ 20. Parochial or private non-profit school buses 21. Assembled vehicle by motor vehicle dealer (form SFN 22056 required) 22. Transfer into family trust - trust date _____ 23. Military home of record - entry or discharge (Circle One) 24. Mobile Home (form SFN 3004 required) 25. North Dakota political subdivisions 26. Repossession (form SFN 2880 required) 27. Non-resident military lease 28. Insurance company-total loss settlement 29. Other |
|---|---|

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 jail.

1. Full purchase price of vehicle	\$ _____
2. Less trade-in allowance	\$ _____
3. Difference	\$ _____
4. Tax (5% of line 3)	\$ _____
5. Title fee	\$ 5.00
6. TOTAL	\$ _____

Vehicle identification	
Number of Trade-in	
Year and Make of Trade-in	
I reside in the county of	

The buyer (applicant), subject to the penalties of law, certifies the purchase price of the vehicle. The buyer makes application for certificate of title to the vehicle, having acquired it subject to the liens stated. The buyer certifies the vehicle is and will continue to be insured while operating upon public streets and highways.

Signature of Buyer	Date (Mo., Day, Year)
X	
Signature of Buyer	Date (Mo., Day, Year)
X	

FIRST LIEN			
Name			
Address			
City	State	Zip Code	

SECOND LIEN			
Name			
Address			
City	State	Zip Code	

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

Vehicle Identification Number (VIN) 2A4GP44R16R [REDACTED]	Year 2006	Make CHRYSLER	Model TOWN+COUNTRY	Body Type VAN
---	--------------	------------------	-----------------------	------------------

PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Providing a false statement may result in fines and/or imprisonment.

I, _____ (Transferor's/Seller's Name, Print) appoint _____ (Transferee's/Buyer's Name, Print) as my attorney-in-fact, to sign all papers and documents required to secure the title and further grant the authority to endorse and transfer title thereto, and to disclose the mileage, for the vehicle described above, exactly as stated in my following disclosure.

I state that the odometer now reads 3897 Date of Statement _____ (NO TENTHS) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked:

- 1. I hereby certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits
- 2. I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY**

x Manella A Kwi [REDACTED] [REDACTED]
 (Transferor's Signature) (Printed Name) (Co-Transferor's Signature) (Printed Name)

Transferor's Address _____
 (Street) (City) (State) (Zip Code)

 (Transferee's Signature) (Printed Name) (Dealership Name) (Dealer License Number)

Transferee's Address _____
 (Street) (City) (State) (Zip Code)

PART B. POWER OF ATTORNEY TO REVIEW TITLE DOCUMENT AND ACKNOWLEDGE DISCLOSURE

(Part B is invalid unless Part A has been completed)

I, _____ (Transferee's/Buyer's Name, Print) appoint _____ (Transferor's/Seller's Name, Print) as my attorney-in-fact, to sign the mileage disclosure, on the title for the vehicle described above, only if the disclosure is exactly as the disclosure completed below. The attorney-in-fact may endorse, release, or transfer ownership documents as required by North Dakota statutes for the vehicle described above.

(Transferee's Signature) (Printed Name) (Transferee's Address Street, City, State, Zip)

Federal and State law require that you state the mileage upon transfer of ownership. Providing a false statement may result in fines and/or imprisonment.

I, _____ (Transferor's name, PRINT) state that the odometer now reads _____ (NO TENTHS) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked:

- 1. I hereby certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits
- 2. I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY**

 (Transferor's Signature) (Printed Name) (Dealership Name) (Dealer License Number)

Transferor's Address _____
 (Street) (City) (State) (Zip Code)

PART C. CERTIFICATION (To be completed if parts A and B have been completed)

I _____ (person exercising above powers of attorney, PRINT), hereby certify that the mileage I have disclosed on the title document is consistent with that provided to me in the above power of attorney. Upon examination of the title and any reassignment documents for the vehicle described above, the mileage disclosure I have made on the title pursuant to the power of attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create, nor does it create any new or additional liability under Federal or State law.

Signature _____ Printed Name _____ Date _____

 (Street) (City) (State) (Zip Code)



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

January 15, 2007

To: Vern Hale
Co: J Elway Chy-Jee on Brdwy
Fax: 303-783-2380

From: Kristina Loyd
Zone: 74
Telephone: 214-634-9100

BUYBACK VEHICLE:

Customer Name: [REDACTED]
Vehicle VIN: 2A4GP44R16R [REDACTED]
Model: CHRYSLER TOWN & COUNTRY LX FWD LWB
WAGON
Color: WHITE
Year: 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

INVOICE

PAGE 1

1029 VERN HALE

WHITE 06 CHRYSLER TOWN & COUN 2A4GP44R16R 3910/3925 T3802

29SEP06 IS14SEP05 19:00 15FEB07 CASH 31JAN07
DLR:08701 ENG:3.3_Liter_SMPI TRN:4-SPD-A

13:21 29JAN07 18:47 31JAN07
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER REPORTS THAT THE AIR BAG LAMP IS ON, REPAIR AS NEEDED..
CAUSE: F

23111505 Panel assembly/armature/reinforcement,
instrument - Replace Reinforcement (A) (N/C)
1016 WC40 (N/C)
6 4778570 SLEEVE-HEAT SHRINK (N/C)
1 MISC WIRE (N/C)
3 6501916 PIN (N/C)
FC:
PART#: 4778570
COUNT: 6
CLAIM TYPE: W
AUTH CODE:

0891PWU4 WIRING REPAIR (N/C)
1016 WC40
0892PWK2 WIRING REPAIR (N/C)
1016 WC40

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 TH E INSTERMENT 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 APT ER WIRING

1512361

258257

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

INVOICE

PAGE 2

1029 VERN HALE

WHITE 06 CHRYSLER TOWN & COUN 2A4GP44R16R [REDACTED] 3910/3925 T3802

29SEP06 IS14SEP05 19:00 15FEB07 CASH 31JAN07
DLR:08701 ENG:3.3_Liter_SMPI TRN:4-SPD-A

13:21 29JAN07 18:47 31JAN07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
.....	REPAIR	TO	VERIFY	PROPER	OPERATION	OF	THE
.....	REPAIR	TO	VERIFY	PROPER	OPERATION	OF	THE
.....	COMPLETE						

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
0.00

DAMAGE NOTIFICATION

I/We, [redacted] declare that the 2006 Chrysler Town & Country Lx Fwd Lwb Wagon vehicle identification number 2A4GP44R16R650863 being returned to DaimlerChrysler Motors Company 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 the approximate cost of the repairs made here:

Received

FEB - 5 2007

I.S.G.

L. Maw...
Owner Signature

1-11-07
Date

J. ...
2nd Owner Signature (If Applicable)

1-11-07
Date

Both Cust. Sign

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date: January 15, 2007
To: Lyn Tetreau

Telephone
Fax:

989-269-2161
989-269-6266

Customer Name: [REDACTED]
Zone: 74
VIN: 2A4GP44R16R [REDACTED]
Year: 2006
Model: CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON
Color: WHITE
Brake/Steering: Yes

*****ATTENTION DRIVER*****

Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name: Corwin-Churchill Mtr Inc
Address: 1112 Missouri Ave
City: Bismarck
State: ND
Zip Code: 58502
Telephone: 701-223-1170
Contact Name: Billy Ericksen or Mike Kahl

Special Remarks:
Delivery Name: J Elway Chy-Jee on Brdwy
Street Address: 5445 South Broadway
City: Littleton
State: CO
Zip Code: 80121
Telephone: 303-761-1720 (cell 303-961-9575)
Contact Name: Vern Hale

*****ATTENTION DRIVER*****

Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLOGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
Signature:	

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date: February 1, 2007
To: Lyn Tetreau

Telephone
Fax:

989-269-2161
989-269-6266

Customer Name: [REDACTED]
Zone: 74
VIN: 2A4GP44R16R6 [REDACTED]
Year: 2006
Model: CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON
Color: WHITE
Brake/Steering: Yes

*****ATTENTION DRIVER*****

Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name: Go Chy-Jee on Brdwy
Address: 5445 South Broadway
City: Littleton
State: CO
Zip Code: 80121
Telephone: 303-761-1720 (cell 303-961-9575)
Contact Name: Vern Hale

Special Remarks:

Delivery Name: (Marshalling) DENVER AUTO AUCTION
DAIMLERCHRYSLER CORPORATE CAR
Street Address: 17500 E. 32ND AVENUE
City: AURORA
State: CO
Zip Code: 80011
Telephone: 303-326-6309
Contact Name: Gloria Gallardo (gloria.gallardo@manheim.com)

*****ATTENTION DRIVER*****

Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLOGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
Signature:	

RELEASE

In sole consideration of 2A4GP44R46R [redacted], I/We, [redacted] 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 2006, Chrysler Town & Country Lx Fwd Lwb Wagon VIN: 2A4GP44R16R [redacted]. 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: 1-11, 2007

[redacted signature]

Signature

[redacted signature]

Signature

[redacted signature]

Witness Signature

Received
FEB - 5 2007
I.S.G.

Both Cust. Sign

Release of Vehicle

*Dealer
Completes*

In order to expedite the transport of VIN # 2A4GP44R16R [redacted], for [redacted] please provide the following information:

Is this the physical vehicle location? Yes No

Corwin-Churchill Mtr Inc
1112 Missouri Ave
Bismarck, ND 58502

Received
FEB - 5 2007
I.S.G.

If no, please provide vehicle's location:

Two contact names with phone number for persons who will physically release the unit:

BILLY ERICKSEN 701-223-1170
MIKE KAHL 701-223-1170

Date Vehicle is Releasable: 1/13/07

I acknowledge and agree that Corwin-Churchill Mtr Inc will not be paid for the replacement vehicle until ISG receives the title to VIN # 2A4GP44R16R [redacted] and I give consent to have this vehicle picked up.

I further agree that upon signing this acknowledgement and not allowing the vehicle to be picked up may result in a "dry run" fee charged by the transportation company and taken out of the proceeds to Corwin-Churchill Mtr Inc for the replacement vehicle.

Sign: [Signature] Date: 1-11-07

Title: 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

~~REMITTANCE ADVICE
DAIMLERCHRYSLER CORPORATION
CIMS: 48321-8004
P.O. BOX 218004
AMTORN HILLS HI 968321-8004~~

PAY REF. NO: 0007095318
DATE: 02/16/2007
PH: USCKU SOURCE: SU
MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
02/15/2007 2A4GP44R16R	15767469-1A	25,186.60		25,186.60
TOTALS		25,186.60		25,186.60

**RECEIVED
FEB 20 2007**

74
Jammy

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

0007095318
DATE: 02162007
MMDDYYYY

SEQUENCE NO. 00125

62-26
311

1530-09

*****25186.60

PAY TWENTY FIVE THOUSAND ONE HUNDRED EIGHTY SIX AND 60/100 DOLLARS
TO THE ORDER OF:

CORWIN-CHURCHILL MTR INC *****
1112 MISSOURI AVE
BISMARCK ND 58502

ACCOUNT 7601 BANK USCKU
DAIMLERCHRYSLER CORPORATION
AUTHORIZED SIGNER

T.P. Dykstra
CP-8



15767489 - 0322071051

DAIMLERCHRYSLER

DISCLOSURE NOTICE

Rev. 02/02

(Check One)

- In an effort to promote customer satisfaction, this vehicle was repurchased by DaimlerChrysler Motors Company LLC due to the problem(s) listed below.
- This vehicle was repurchased by DaimlerChrysler Motors Company LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

VIN	YEAR	MAKE	MODEL
2A4GP44R16R [REDACTED]	06	CHRYSLER	TOWN & COUNTRY LX FWD LWB WAGON

Reported Problem(s):


- Airbag light is on.
- _____
- _____
- _____
- _____

Date Repaired or Other Comments:

- 01/31/07 Repaired bus wiring behind metal brace and wiring under left front seat.
- _____
- _____
- _____
- _____

Additional Information: _____


 DaimlerChrysler Motors Company LLC Representative Signature 03/22/2007
 Date


 Auction Representative Signature/Title 03/22/2007
 Date

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless DaimlerChrysler Motors Company LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. DaimlerChrysler Motors Company LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.

 3/22/07
 Dealer Representative Signature/Title Date

Customer Acknowledgement/Signature Date

Jeff O'Leary 24237
 Printed Name Dealer Code

Printed Name

J Elway Chr-Ply Jee West, CO
 Dealership Name State

Street & No. City or Town and State

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION

VEHICLE DISPUTE RESOLUTION PROCESS – BINDING ARBITRATION

Vehicle Identification Number: 2A4GP44R16R [REDACTED]

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.

[Signature] 3-22-07
DEALER/REPRESENTATIVE SIGNATURE DATE

Jeff O'leary agent
PRINTED NAME AND TITLE

J Elway Chr-Ply Jee West
DEALERSHIP NAME

24237 - Golden, CO 80401
DEALER CODE AND CITY, STATE AND ZIP

[Signature] 3-22-07
AUCTION REPRESENTATIVE SIGNATURE DATE

agallardo agent
PRINTED NAME AND TITLE

CUSTOMER SIGNATURE DATE

PRINTED NAME

ADDRESS

CUSTOMER CITY, STATE AND ZIP CODE

VIN: 2A4GP44R16R [REDACTED]

APR 09 2007

DAIMLERCHRYSLER

DISCLOSURE NOTICE

LSG

Rev. 02/02

(Check One)

In an effort to promote customer satisfaction, this vehicle was repurchased by DaimlerChrysler Motors Company LLC due to the problem(s) listed below.

This vehicle was repurchased by DaimlerChrysler Motors Company LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

VIN	YEAR	MAKE	MODEL
2A4GP44R16R [REDACTED]	06	CHRYSLER	TOWN & COUNTRY LX FWD LWB WAGON

Reported Problem(s):

- Airbag light is on.
-
-
-
-

Date Repaired or Other Comments:

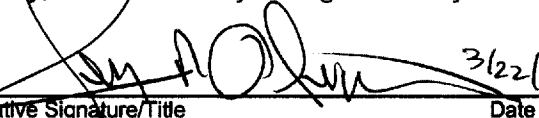
- 01/31/07 Repaired bus wiring behind metal brace and wiring under left front seat.
-
-
-
-

Additional Information: _____


 _____ 03/22/2007
 DaimlerChrysler Motors Company LLC Representative Signature Date


 _____ 03/22/2007
 Auditor Representative Signature/Title Date

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless DaimlerChrysler Motors Company LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. DaimlerChrysler Motors Company LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.


 _____ 3/22/07
 Dealer Representative Signature/Title Date

[REDACTED] 4-4-07

 Customer Acknowledgement/Signature Date

Jeff O'leary 24237

 Printed Name Dealer Code

[REDACTED]

 Printed Name

J Elway Chr-Ply Jee West, CO

 Dealership Name State

[REDACTED] WESTCLIFFE, CO [REDACTED]

 Street & No. City or Town and State

DAIMLERCHRYSLER

DISCLOSURE NOTICE

Rev. 02/02

(Check One)

In an effort to promote customer satisfaction, this vehicle was repurchased by DaimlerChrysler Motors Company LLC due to the problem(s) listed below.

This vehicle was repurchased by DaimlerChrysler Motors Company LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

VIN	YEAR	MAKE	MODEL
2A4GP44R16R [REDACTED]	06	CHRYSLER	TOWN & COUNTRY LX FWD LWB WAGON


Reported Problem(s):


- Airbag light is on.
-
-
-
-

Date Repaired or Other Comments:

- 01/31/07 Repaired bus wiring behind metal brace and wiring under left front seat.
-
-
-
-

Additional Information: _____


 _____ 03/22/2007
 DaimlerChrysler Motors Company LLC Representative Signature Date


 _____ 03/22/2007
 Auction Representative Signature/Title Date

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless DaimlerChrysler Motors Company LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. DaimlerChrysler Motors Company LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.


 _____ 3-22-07
 Dealer Representative Signature/Title Date


 _____ 4-4-07
 Customer Acknowledgment/Signature Date

Jeff O'leary
 _____ 24237
 Printed Name Dealer Code



 Printed Name

J Elway Chr-Ply Jee West,
 _____ CO
 Dealership Name State

 WESTCHIFFEKO

 Street & No. City or Town and State

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION
VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION

Received
APR 09 2007
I.S.G.

Vehicle Identification Number: 2A4GP44R16R [REDACTED]

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 PRECEDING 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.

<u><i>[Signature]</i></u> <u>3-22-07</u> DEALER/REPRESENTATIVE SIGNATURE DATE	<u>[REDACTED]</u> <u>4-4-07</u> CUSTOMER SIGNATURE DATE
<u>Jeff O'leary agent</u> PRINTED NAME AND TITLE	<u>[REDACTED]</u> PRINTED NAME
<u>J Elway Chr-Ply Jee West</u> DEALERSHIP NAME	<u>[REDACTED]</u> ADDRESS
<u>24237 - Golden, CO 80401</u> DEALER CODE AND CITY, STATE AND ZIP	<u>WESTCHIFFE, CO. [REDACTED]</u> CUSTOMER CITY, STATE AND ZIP CODE
<u><i>[Signature]</i></u> <u>3-22-07</u> AUCTION REPRESENTATIVE SIGNATURE DATE	
<u>ggallardo agent</u> PRINTED NAME AND TITLE	

VIN: 2A4GP44R16R [REDACTED]

15767469

Remit To:

Page 1



Invoice No.
108_0951792

Invoice Date:
02/08/07

Service Date:
02/08/07

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

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

TERMS: Due on Receipt
TOTAL AMOUNT DUE \$ 719.25

TOTAL AMOUNT PAID _____

Customer No: 319

INVOICE

PO# ZONE 74

Vehicle: 2006 Chrysler Town and Countr White Tag No: State:
VIN: 2A4GP44R16R [REDACTED] Odometer: Owner: [REDACTED]
Tow Information
Location: Corwin-Churchill Motors; 1112 Missouri Ave; Bisma Date: 01/16/07 Time: 8:13:29 AM
Destination: John Elway Dodge On Broadway

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	600.00
Supplemental Charge	30.00
600 Charge(s) at \$0.05/Charge = \$30	
Littleton, CO - Denver AA	85.00
Supplemental Charge	4.25
85 Charge(s) at \$0.05/Charge = \$4.25	
Total	<u>719.25</u>

From: [REDACTED]
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: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Fri Dec 22 10:08:33 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4532285I25[REDACTED])
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 [REDACTED]

Mileage:

6951

Servicing Dealer:

Planet Dodge/Miami, FL

Title:

Ms.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Miami

State:

FL

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

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 VEHICLE WHEN I MAKE TURNS. IT SOUNDS LIKE IT IS COMING FROM THE AXLE. I HAVE TAKEN THE VAN BACK OVER 5 TIMES FOR THIS PROBLEM AND THE NOISE IS GETTING WORSE.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chrysler Model Town + Country Year 2006
VIN 2A4G154L36R Date of Delivery 2/26/06
Name and City/State of selling dealer or leasing company (if applicable) Potomac Miami, Florida

Name and City/State of authorized service agent(s) attempting previous repairs Potomac Service Center
Miami, Florida

Consumer [REDACTED] Home phone [REDACTED]
Address [REDACTED] Work phone [REDACTED]
OPA LOCKA, FLORIDA Signature [REDACTED]
Date Mailed _____

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

Pink—Attorney General's copy, send by regular mail.

RECEIVED

JAN 26 2007

OWNER RELATIONS

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.

[REDACTED]

Opa Locka, FL [REDACTED]



CHRYSLER

SERVICE HOURS
 Monday - Friday 16600 N.W. 57th Avenue MV-09688
 7:00 AM to 6:00 PM Miami, Florida 33014 MV-09667
 (305) 820-3833
 Saturday PARTS: (305) 828-0933 MVR-94103562
 8:00 AM to 1:00 PM MVR-94103563



CLASSIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
R759777	R759777	T873		05JAN07	166879
COUNTRY	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A	
	0.00	23MAR06	13031	2500	
MISCELLANEOUS COMMENT / LOCATION					

DATE 221022506994 TIME 11:20:10
 01/05/2007 004K05

POTAMKIN CHRYSLER PLYM
 16600 NW 57 AVENUE
 MIAMI, FL 330146123
 3055562400

CREDIT SALE

TRANS #009
 AUTH #09437A
 VISA ACCOUNT

SALE AMOUNT \$19.21

THANK YOU!
 THANK YOU
 COME AGAIN
 CUSTOMER COPY

LIST/AMT	NET/UNIT	TOTAL
FOR" FOR THIS		
TS.		(N/C)
		(N/C)
SE FROM REAR		
ES		
in		
tion---Made		(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.

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 repair.

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

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 received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

C** 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
	1 5281090BA		
FILTER-ENGINE OIL		6.70	4.80
LUBE OIL	COUP		8.00
		8.00	8.00

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

** PRE-INVOICE **	DESCRIPTION	TOTALS
	LABOR AMOUNT	11.00
	PARTS AMOUNT	4.80
	GAS,OIL, LUBE	8.00
	SUBLET AMOUNT	0.00
	ENV. EXP. SHOP SUP.	0.00
	TOTAL CHARGES	23.80
	SALES TAX	6.26
	PLEASE PAY THIS AMOUNT	1.67
		19.21 X

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

The findings and actions taken to address my concern{s} have been reviewed with me

PAID
 JAN 04 2007

ORIGINAL RECEIPT

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 new tire 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).

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE 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 or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

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)				
					PTSS\$	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				
					PTSS\$	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.....				

Press S#, Return for next page, EST#, ?, or E to Exit:

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)
PTSS\$ 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 -
PTSS\$ 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)
PTSS\$ 31.50 LBR\$ 36.80 MSC\$ 0.00

Line Code: B Booker: 13031 Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 162946 Opened: 25SEP06 Closed: 25SEP06 Mileage: 13191

Line Code: B Booker: 13031 Comeback: N

Complaint: CUST STATES SQUEAKING NOISE IS COMING FROM ENGINE

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
5502	3959	WC40	07201805		TENSIONER, SERPENTINE DRIVE BELT-Replace (C)				
					PTSS\$	46.20	LBR\$	29.44	MSC\$ 0.00

--- 4 of 10 - Dealer: PLY-S -----

RO No: 162453 Opened: 11SEP06 Closed: 12SEP06 Mileage: 12468

Line Code: A Booker: 13031 Comeback: N

Complaint: CB CUST STATES BRAKES GRINDING

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8533	8829	WC40	05702202		PADS, DISC BRAKE-Replace (B)				
					PTSS\$	136.15	LBR\$	36.80	MSC\$ 0.00

Line Code: B Booker: 13031 Comeback: N

Complaint: CSI HANDLE WITH MERITS - PRIORITY # 1

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8533	8829	CP	CSI		HANDLE WITH MERITS - PRIORITY # 1				

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 162453 Opened: 11SEP06 Closed: 12SEP06 Mileage: 12468
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 5 of 10 - Dealer: PLY-S -----

RO No: 162226 Opened: 05SEP06 Closed: 08SEP06 Mileage: 12379

Line Code: A Booker: 13031 Comeback: N

Complaint: CUST STATES BRAKE PEDAL TRAVELS TO FLOOR

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
8533	9470	WC40	05400502		MASTER CYLINDER-Replace (B)				
						160.65	66.24		0.00

Line Code: B Booker: 13031 Comeback: N

Complaint: 02 PERFORM SHEDULE B

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
8533	9470	COUP	01		OIL CHANGE W/FILTER CHANGE. LUBE CHASIS AND TOP-OFF FLUIDS TO SPECS.				
						4.80	7.80		0.00
8533	9470	COUP	24		ROTATE TIRES ONLY				
						0.00	14.95		0.00
8533		COUP	9998		LUBE-OIL-GREASE CHARGES				
						0.00	0.00		5.90

Press B, S#, Return for next page, EST#, ?, or E to Exit:

--- 6 of 10 - Dealer: PLY-S -----

RO No: 161375 Opened: 09AUG06 Closed: 09AUG06 Mileage: 11102

Line Code: A Booker: 13031 Comeback: N

Complaint: CUST STATES ALARM DOES NOT GO OFF WHEN SLIDING DOOR OPENS

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8533	9470	CP	NE		Vehicle is operating within Manufacturer				
					r's specification---Made No Repairs				
					PTSS\$	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: B Booker: 13031 Comeback: N

Complaint: CUST STATES TIRE PRESSURE LIGHT IS ON

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8533	9470	CP	00M		TIRE HAS A NAIL				
					PTSS\$	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: C Booker: 13031 Comeback: N

Complaint: CUST STATES SCREAMING NOISE WHEN TURNING

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8533	9470	WC40	NE		Vehicle is operating within Manufacturer				
					r's specification---Made No Repairs				

Press B, S#, Return for next page, EST#, ?, or E to Exit:

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 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 - PRIORITY # 1

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

8533 9815 CP CSI HANDLE WITH MERITS - PRIORITY # 1

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 13031 Comeback: N

Complaint: CUST STATES CK ENG LIGHT IS ON

Cause: F

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

8533 9815 WC40 NC NO CHARGE - SHOP ABSOBS CHARGES -

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 8 of 10 - Dealer: PLY-S -----

RO No: 157150 Opened: 14APR06 Closed: 14APR06 Mileage: 3004

Line Code: A Booker: 13031 Comeback: N

Complaint: 01F Performed complimentary Oil change and Lube.

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 157150 Opened: 14APR06 Closed: 14APR06 Mileage: 3004

Line Code: A Booker: 13031 Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8533	8829	ISAD	01		OIL CHANGE W/FILTER CHANGE. LUBE CHASIS AND TOP-OFF FLUIDS TO SPECS.				
					PTSS\$ 4.93	LBR\$ 7.80	MSC\$ 0.00		
8533		ISAD	9998		LUBE-OIL-GREASE CHARGES				
					PTSS\$ 0.00	LBR\$ 0.00	MSC\$ 7.90		

--- 9 of 10 - Dealer: PLY-S -----

RO No: 156564 Opened: 30MAR06 Closed: 30MAR06 Mileage: 1847

Line Code: A Booker: 13031 Comeback: N

Complaint: CSI HANDLE WITH MERITS - PRIORITY # 1

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8533	6651	CP	CSI		HANDLE WITH MERITS - PRIORITY # 1				
					PTSS\$ 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.....				
8533	6651	CP	R		RESCHEDULED				

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 156564 Opened: 30MAR06 Closed: 30MAR06 Mileage: 1847
PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 10 of 10 - Dealer: PLY-S -----

RO No: 156345 Opened: 23MAR06 Closed: 23MAR06 Mileage: 1444

Line Code: A Booker: 13031 Comeback: N

Complaint: CSI HANDLE WITH MERITS - PRIORITY # 1

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

8533 3069 CP CSI HANDLE WITH MERITS - PRIORITY # 1

PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 13031 Comeback: N

Complaint: CUST STATES CK ENG LIGHT ON

Cause: F

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

8533 3069 WC40 NE Vehicle is operating within Manufacturer
r's specification---Made No Repairs

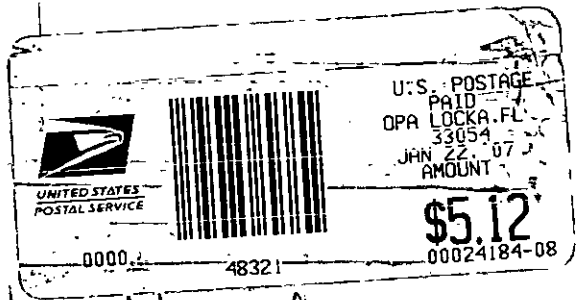
PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00

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

OPA Locka FL



7005 3110 0003 4705 6983



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

4832138004-8158



From: [REDACTED]
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:

Title: =20
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Wed Jan 31 14:07:33 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4625864I25[REDACTED])
M&

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:

6E [REDACTED]

Mileage:

6000

Servicing Dealer:

Dodge of Arlington Heights, IL.

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Wauconda

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
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,
[REDACTED]

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Wed Feb 07 09:25:59 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4641718I25[REDACTED])

M&

Original Message Follows:

US Customer Service - Dodge Brand Site

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, [REDACTED]
[REDACTED]

VIN:

5B [REDACTED]

Mileage:

22000

Servicing Dealer:

Allen Samuels

Title:

Mrs.

First Name:

Middle Initial:

M

Last Name:

Address 1:

Address 2:

City:

State:

TX

Zip:

Email:

Work Phone:

From: [REDACTED]
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 beginning 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: [REDACTED]
Middle Initial:
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
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 [REDACTED]

M&

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

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 beginning 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.

VIN:

XP [REDACTED]

Mileage:

22000

Servicing Dealer:

Feeney Chrysler - Elgin, IL

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

South Elgin

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu Mar 01 14:54:27 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

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\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4693723I25[REDACTED])

M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Critical parts availability 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, [REDACTED]

VIN:

5R [REDACTED]

Mileage:

135000

Servicing Dealer:

Byers Dodge Dublin Ohio

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

E

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Columbus

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
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,

[REDACTED]

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

[REDACTED]

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.

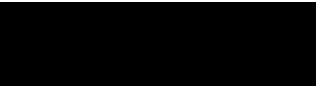
Please advise if the manufacturer, you, would be willing to reimburse me for the expense that I have incurred. This seems like a lot of money to pay for repair of a faulty piece of equipment.

Sincerely,


St Helens, OR

Phone: 

Email: 



Handwritten notes at top right



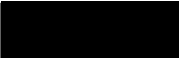
ST. HELENS AUTO CENTER, Inc.



FORD, CHRYSLER, DODGE, DODGE TRUCK, JEEP
P.O. Box 367 - St. Helens, OR 97051
(503) 397-5454 - 1-800-246-5454 - Fax: (503) 397-4101

ST HELENS

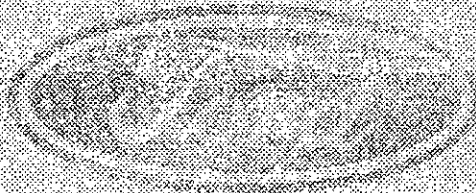
OR



CUSTOMER COPY PAGE 1

Table with columns: DATE, YEAR, MAKE, MODEL, VIN, STK/CUS, MILES IN, MILES OUT, TAG, SERVICE DATE, NOTIFIED, SVC ADV, PROMISED DATE/TIME, LICENSE, RATE, PAYMENT, INV. DATE, R.O. NUMBER, TAX ID, HOME PHONE, BUSINESS PHONE, WHITE, 1

===== WAITER =====
===== REPAIR LINE 001 =====
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
DIAGNOSE AND REPAIR 88 M A 2.20 182.60
Total Labor 182.60
CH 5082050AC CLKSPRING 1 37.50
Total Parts 37.50
Total Line 220.10
Payment Type - 01 220.10



PAID FEB 01 2007 BY: [Signature]

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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
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 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 ITEM/ITEMS.
I HAVE RECEIVED A THOROUGH EXPLANATION OF THIS REPAIR.
[] YES [] NO
X CUSTOMER SIGNATURE

Table with columns: LABOR AMOUNT (182.60), PARTS AMOUNT (37.50), MISC. SALES, MATERIALS, TOTAL CHARGE (220.10), DEDUCTIBLE, SALES TAX, OTHER PAY, CUSTOMER PAY (220.10)

SAINT HELENS, OR



stamps
\$0.390
FEB 10 2007
US POSTAGE
FIRST-CLASS MAIL
MAILED FROM 97051



STAMPS.COM

062S0005125512



Dodge Customer Assistance Center
Dodge Motor Company
PO Box 218004
Auburn Hills MI 48321-8004



RECEIVED FEB 20 2007

From: [REDACTED]
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,

[REDACTED]

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

[REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Wed Mar 07 11:25:50 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4705454I25[REDACTED])
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

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, [REDACTED]

VIN:

6R [REDACTED]

Mileage:

9750

Servicing Dealer:

Ed Shults

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

A

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Warren

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

February 2, 2007

[REDACTED]
Charlevoix, MI [REDACTED]

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,

[REDACTED]

- LIGHT CAME BACK ON FEB 3, RETURNED TO SHOP

5470601

1 2 3 5 1 9

FOX | CHARLEVOIX *Only the Best.*

UNIT# 5CR95

INVOICE

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

CHARLEVOIX, MI

DUPLICATE 1
PAGE 1

HOME [REDACTED] BUS:

SERVICE ADVISOR: 8921 JIM SYLVAIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHRYSLER TC	2C8GP54L75R		37301/37301	T233	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22JUL05 IS			17:00 25JAN07		0.00	CASH	26JAN07
R.O. OPENED	READY	OPTIONS: STK:5CR95 ENG:EGH TRN:DGL 1) US WARRANTY					
16:31 25JAN07	10:48 26JAN07	SERVICE INTERVAL 1					

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

A MAINT PKG B - 6000 MILE SERVICE - OIL CAND FILTER CHANGE, TIRE ROTATION WITH BRAKE INSPECTION, FULL INSPECTION AND LUBRICATION, CK WIPERS, CLEAN CD/CASS, CK AXLE FLUID LEVELS AND EXHAUST SYSTEM, CK BELTS AND HOSES

6KG MAINT PKG B - 6000 MILE SERVICE - OIL CAND FILTER CHANGE, TIRE ROTATION WITH BRAKE INSPECTION, FULL INSPECTION AND LUBRICATION, CK WIPERS, CLEAN CD/CASS, CK AXLE FLUID LEVELS AND EXHAUST SYSTEM, CK BELTS AND HOSES

68	CPC	0.80				32.17	32.17
1	5281090	FILTER-ENGINE OIL			7.88	7.88	7.88
1	OIL OIL				9.86	9.86	9.86
PARTS: 17.74 LABOR: 32.17 OTHER: 0.00					TOTAL LINE A:		49.91

37301 .8 LOF AND ROTATE DONE US WARR 111946PJK 49.91 PLUS TAX

B AIR BAG LIGHT ON

62 MISC REPAIR

68	CPC	1.00				72.86	72.86
1	5175978AB	SENSOR			26.85	26.85	26.85
PARTS: 26.85 LABOR: 72.86 OTHER: 0.00					TOTAL LINE B:		99.71

37301 RT. FRT. IMPACT SENSOR INTERNAL FAULT 1-0 REPLACED RT. FRT. SENSOR AND CLEANED CONTACTS

EST: 100.00 25JAN07 16:31 SA: 892

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 follows: Nuts, bolts, washers, tape, pins, aero-sprays, shellac, solvents, rags, carburetor cleaner, wire, glue, window sealer, toxic disposal, etc.

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

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.
REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X
CUSTOMER SIGNATURE

CASH CHECK CHECK NO. []
 VISA MASTERCARD DISCOVER
 AMER XPRESS OTHER CHARGE

EXCLUSION OF WARRANTIES
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 such purchase. The undersigned purchaser further agrees that the warranties 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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

5470601

1 2 3 5 1 9

FOX | CHARLEVOIX *Only the Best.*

UNIT# 5CR95

INVOICE

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

CHARLEVOIX, MI

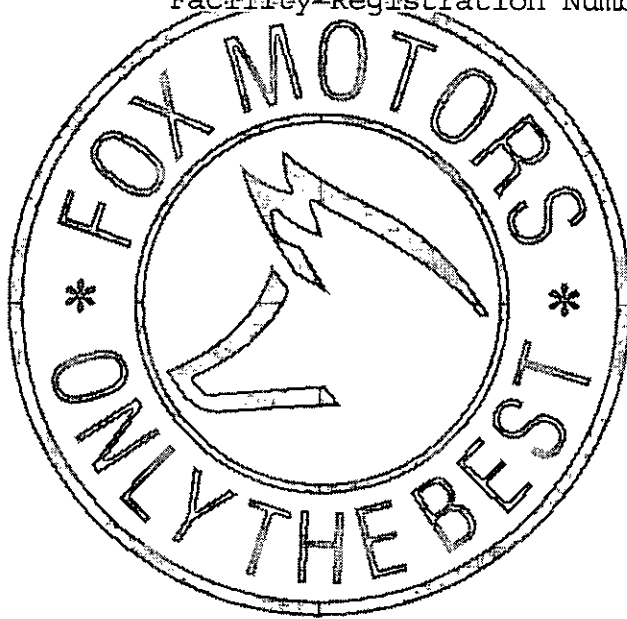
DUPLICATE 1
PAGE 2

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 8921 JIM SYLVAIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MAGNESIUM	05	CHRYSLER TC	2C8GP54L75R [REDACTED]		37301/37301	T233	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	
22JUL05 IS			17:00 25JAN07		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:5CR95 ENG:EGH TRN:DGL 1) US WARRANTY					
		SERVICE INTERVAL 1					
16:31 25JAN07	10:48 26JAN07						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

You may be receiving a survey from the manufacturer regarding today's 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.
Facility Registration Number F159285



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 follows: Nuts, bolts, washers, tape, pins, aero-sprays, shelec, solvents, rags, carburetor cleaner, wire, glue, window sealer, toxic disposal, etc.

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

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X
CUSTOMER SIGNATURE

CASH CHECK CHECK NO. []
 VISA MASTERCARD DISCOVER
 AMER XPRESS OTHER CHARGE

EXCLUSION OF WARRANTIES
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 such purchase. The undersigned purchaser further agrees that the warranties 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

CUSTOMER COPY

PD. MASTERCARD 4/26/07 101.32



Chateaux, MI



REC'D MAR 01 2007

Daimler CHRYSLER MOTORS CORPORATION
CUSTOMER CENTER
P.O. BOX 21-8004
AUBURN HILLS, MI.

483218004 8198

48321-8004



Brian Carson
13402 Stover Rd.
Charlevoix, MI 49720

February 2, 2007

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

1 2 3 5 1 9

FOX | CHARLEVOIX *Only the Best.*

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

INVOICE
DUPLICATE 1
PAGE 1

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

SERVICE ADVISOR: 8921 JIM SYLVAIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MAGNESIUM	05	CHRYSLER TC	2C8GP54L75R572061		37301/37301	T233	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
22JUL05 IS			17:00 25JAN07		0.00	CASH	26JAN07
R.O. OPENED	READY	OPTIONS: STK:5CR95 ENG:EGH TRN:DGL 1) US WARRANTY					
16:31 25JAN07	10:48 26JAN07	SERVICE INTERVAL 1					

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

A MAINT PKG B - 6000 MILE SERVICE - OIL CAND FILTER CHANGE, TIRE ROTATION WITH BRAKE INSPECTION, FULL INSPECTION AND LUBRICATION, CK WIPERS, CLEAN CD/CASS, CK AXLE FLUID LEVELS AND EXHAUST SYSTEM, CK BELTS AND HOSES

6KG MAINT PKG B - 6000 MILE SERVICE - OIL CAND FILTER CHANGE, TIRE ROTATION WITH BRAKE INSPECTION, FULL INSPECTION AND LUBRICATION, CK WIPERS, CLEAN CD/CASS, CK AXLE FLUID LEVELS AND EXHAUST SYSTEM, CK BELTS AND HOSES

68	CPC	0.80				32.17	32.17
1	5281090	FILTER-ENGINE OIL			7.88	7.88	7.88
1	OIL OIL				9.86	9.86	9.86
PARTS: 17.74 LABOR: 32.17 OTHER: 0.00					TOTAL LINE A:		49.91

37301 .8 LOF AND ROTATE DONE US WARR 111946PJK 49.91 PLUS TAX

B AIR BAG LIGHT ON

62 MISC REPAIR

68	CPC	1.00				72.86	72.86
1	5175978AB	SENSOR			26.85	26.85	26.85
PARTS: 26.85 LABOR: 72.86 OTHER: 0.00					TOTAL LINE B:		99.71

37301 RT. FRT. IMPACT SENSOR INTERNAL FAULT 1-0 REPLACED RT. FRT. SENSOR AND CLEANED CONTACTS

EST: 100.00 25JAN07 16:31 SA: 892

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 follows: Nuts, bolts, washers, tape, pins, aero-sprays, shellac, solvents, rags, carburetor cleaner, wire, glue, window sealer, toxic disposal, etc.

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

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X
CUSTOMER SIGNATURE

CASH CHECK CHECK NO. []
 VISA MASTERCARD DISCOVER
 AMER XPRESS OTHER CHARGE

EXCLUSION OF WARRANTIES
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 such purchase. The undersigned purchaser further agrees that the warranties 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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

5470601

1 2 3 5 1 9

FOX | CHARLEVOIX *Only the Best.*

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

INVOICE

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

DUPLICATE 1
PAGE 2

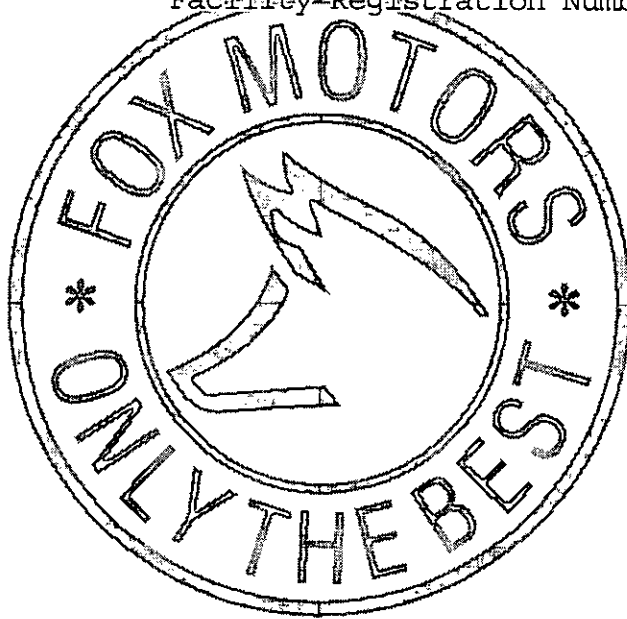
SERVICE ADVISOR: 8921 JIM SYLVAIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MAGNESIUM	05	CHRYSLER TC	2C8GP54L75R572061		37301/37301	T233

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JUL05 IS			17:00 25JAN07		0.00	CASH	26JAN07

R.O. OPENED	READY	OPTIONS:	STK:5CR95 ENG:EGH TRN:DGL 1)US WARRANTY				
16:31 25JAN07	10:48 26JAN07	SERVICE INTERVAL	1				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

You may be receiving a survey from the manufacturer regarding today's 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.
Facility Registration Number F159285



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 follows: Nuts, bolts, washers, tape, pins, aero-sprays, shelec, solvents, rags, carburetor cleaner, wire, glue, window sealer, toxic disposal, etc.

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

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X
CUSTOMER SIGNATURE

- CASH CHECK CHECK NO. []
- VISA MASTERCARD DISCOVER
- AMER XPRESS OTHER CHARGE

EXCLUSION OF WARRANTIES
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 such purchase. The undersigned purchaser further agrees that the warranties 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

CUSTOMER COPY

PD. MASTERCARD
4/26/07 101.32



Mr. Brian D. Carson
 13402 Stover Rd
 Charlevoix, MI 49720-9500



REC'D MAR 01 2007

Daimler CHRYSLER MOTORS CORPORATION
 CUSTOMER CENTER
 P.O. BOX 21-8004
 AUBURN HILLS, MI.

48321-8004

483218004 8198



From: [REDACTED]
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 goood! 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,
[REDACTED]

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu Mar 29 12:11:17 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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,

[REDACTED]
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=KMM4753575I25 [REDACTED]
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

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 goood! 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, Jennie Demmons

VIN:

60 [REDACTED]

Mileage:

50900

Servicing Dealer:

Shepard Motors (Rockland, ME)

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Warren

State:

ME

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Wed Apr 04 02:24:20 EDT 2007
Subject: Reply to DaimlerChrysler (KMM4753575I252 [REDACTED])
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.

[REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Mon Apr 09 09:33:41 EDT 2007
Subject: Re: Reply to DaimlerChrysler (KMM4753575I252 [REDACTED])
Dear [REDACTED]:

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,

[REDACTED]
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 \[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4773713I25 [REDACTED])
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. [REDACTED]

Zeeland, MI [REDACTED] • Phone [REDACTED] DON'S • FA [REDACTED]

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[REDACTED]). 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 40,000 miles (oh maybe that is because they are exposed to

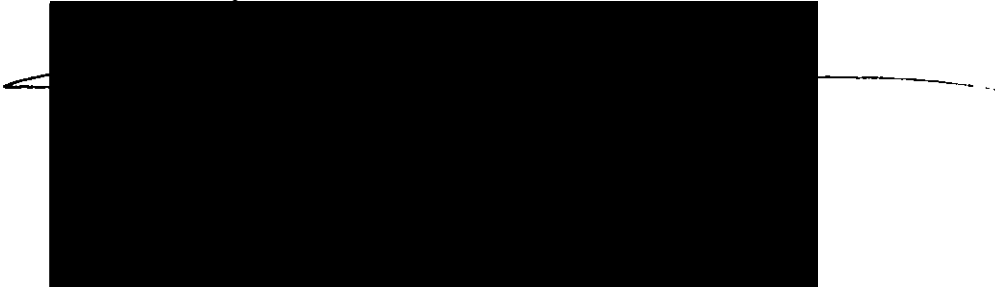


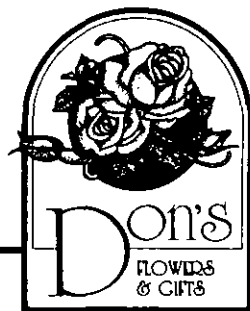
salt and road grime, being under the front bumper)....Same Van and another \$265.00, within a week's time. Seems like poor design to me.

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.


Sincerely,





217 E. MAIN ST
ZEELAND, MI 49464



UNITED STATES POSTAGE

PITNEY BOWES
02 1P \$ 000.39⁰
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.


Teleflora


Hallmark

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.

Thank You for your time.



President

Enclosure: Repair Bills
Check Stubs from payment

40850

193002

AUTOMOTIVE CAMPUS HOLLAND, MICHIGAN

ELHART

Dodge • NISSAN • HYUNDAI

870 CHICAGO DR. HOLLAND, MI 49423-3006 396-0441 / O.R. 668-8929
W W W . E L H A R T . C O M

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 5154 PAUL VOSS

ZEELAND, MI

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STONE WHIT	05	DODGE CARAVAN	1D4GP25BX5B		42738/42738	T058	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PK NO	RATE	PAYMENT	INV DATE
26SEP05 IS			17:00 23MAR07			CASH	26MAR07
N.O. OPENED	READY	OPTIONS: STK:5B436191 ENG:2.4L 1)R BARON					
07:03 23MAR07	11:40 26MAR07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A APPOINTMENT BY ANDI SEROCKE
 AS APPOINTMENT BY ANDI SEROCKE
 1111 IHD 0.00 0.00 0 0.00 0.00

B CUSTOMER STATES THE AIRBAG LIGHT IS ON AGAIN, CHECK AND ADVISE
 D300 DIAGNOSE ELECTRICAL, CRUISE CONTROL OR
 STARTING/CHARGING SYSTEMS PROBLEM
 5011 ANDY JOHNSON LIC# M144065
 CPR3 2.45 2.50 21250 212.50 212.50

42738 VERIFIED AIR BAG WARNING LIGHT IS ON USING DRB111 CHECKED AIRBAG
 SYSTEM FOR DTCS(((ORC HAS DTC, NO MESSAGE FROM OCM))) .CHECKED OCM NO
 RESPONSE USING TESTS FOR DTC IN ORM TESTS ENDS WITH PERFORMING NO
 RESPONSE TEST FOR OCM. PERFORMED OCM NO RESPONSE TEST. .THERE IS NOT A
 RUN-START VOLTAGE AT OCM CAV 9 F201 PK OR CHECKED B+ AT Q290
 CAV.31, OK. THERE IS AN OPEN FROM SPLICE S373 TO OCM CONNECTOR
 CAV9. REMOVED SEATS AND INTERIOR TRIM PULLED BACK CARPET AND TRACED
 PK/OR WIRE CIRCUIT F201. FOUND CORRODED SPLIC S373. REPAIRED
 SPLICE REINSTALLED CARPET CHECKED B+ AT OCM CAV9, OK. REINSTALLED
 SEATS, TRIM AND ALL COMPONANTS REMOVED IN DIAGNOSING AND
 REPAIR. CLEARED DTC. AIR BAG SYSTEM OK.
 SHOP SUPPLIES AND TOXIC WASTE DIS 2037 20.37

 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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-23-07	07:38	08:06	0.47	W	5011	B	
03-26-07	08:08	10:06	1.97	W	5011	B	
	10:13	10:14	0.01	W	5011	B	

ALL REPAIRS PROPERLY COMPLETED & CHECKED BY: ALL PARTS NEW UNLESS INDICATED OTHERWISE	AUTH REPR	FACILITY REG. F130530	DESCRIPTION	TOTALS
TOTAL ESTIMATE INCLUDING ADDITIONS	AUTHORIZATION #	STATEMENT OF DISCLAIMER	LABOR AMOUNT	
DIAGNOSIS-ESTIMATE	TRANSIENT <input type="checkbox"/>	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 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 this item/items.	PARTS AMOUNT	
HRS.			GAS, OIL, LUBE	
PARTS	LABOR		SUBLET AMOUNT	
TOTAL			MISC. CHARGES	
			TOTAL CHARGES	
			DEDUCTIBLE	
			SALES TAX	
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work hereinafter set forth 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 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express Garage Keeper's Lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

ACCOUNTING COPY

40850

193002

AUTOMOTIVE CAMPUS  **HOLLAND, MICHIGAN**

ELHART

Dodge • NISSAN • HYUNDAI

870 CHICAGO DR. HOLLAND, MI 49423-3006 396-0441 / G.R. 669-8929
W W W . E L H A R T . C O M

ACCOUNTING

PAGE 2

SERVICE ADVISOR: 5154 PAUL VOSS

██████████
 ZEELAND, MI
 HOME ██████████ BUS ██████████

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STONE WHITE	05	DODGE CARAVAN	1D4GP25BX5E		42738/42738	T058	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
26SEP05 IS			17:00 23MAR07			CASH	26MAR07
B.O. OPENED		READY		OPTIONS: STK:5B436191 ENG:2.4L 1)R BARON			
07:03 23MAR07		11:40 26MAR07					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ACCOUNT	SALE	COST	CONTROL		ACCOUNT	SALE	COST	CONTROL			
56704	0				55000	21250	6250				
34402	2037				11700	23287	*****				

COST, SALE, & COMP TOTALS

23287 0

ALL REPAIRS PROPERLY COMPLETED & CHECKED BY: ALL PARTS NEW UNLESS INDICATED OTHERWISE

AUTH REPR.

AUTHORIZATION # _____ TRANSIENT

TOTAL ESTIMATE INCLUDING ADDITIONS FACILITY REG. #F130530

DIAGNOSIS-ESTIMATE	HRS.	PARTS	LABOR	TOTAL	HRS.
\$ _____					

I hereby authorize the repair work hereinafter set forth 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 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 and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express Garage Keeper's Lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

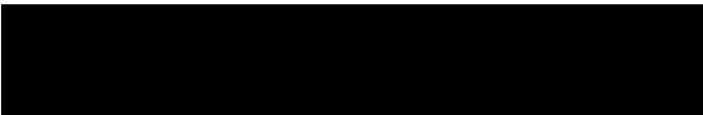
DESCRIPTION	TOTALS
LABOR AMOUNT	212.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.37
TOTAL CHARGES	232.87
DEDUCTIBLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	232.87

STATEMENT OF DISCLAIMER
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 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 this item/items.

CUSTOMER SIGNATURE _____

CERTIFICATION

X



Check #:

Vendor ID:440

Vendor Name:Elhart Dodge, Inc

<u>Invoice No.</u>	<u>Date</u>	<u>Invoice Amount</u>	<u>Amount Paid</u>	<u>Discounts Taken</u>	<u>Credits Taken</u>	<u>Net Amount</u>
193002	03/31/07	232.87	232.87	0.00	0.00	232.87
					Net Check Amt	232.87

40850

191707



ELHART
Dodge • NISSAN • HYUNDAI
 870 CHICAGO DR. HOLLAND, MI 49423-3008 386-0441 / G.R. 888-8928
 WWW.ELHART.COM

INVOICE

FEB 12 2007

PAGE 1

SERVICE ADVISOR: 5154 PAUL VOSS

ZEELAND, MI
HOME BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STONE WHIT	05	DODGE CARAVAN	1D4GP25BX5B		40383/40383	T286	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26SEP05 IS			17:00 09FEB07			CASH	09FEB07
R.O. OPENED		READY		OPTIONS: STK:5B436191 ENG:2.4L 1)R BARON			

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 STEERING/SUSPENSION PROBLEM - DODGE

5011 ANDY JOHNSON LIC#: M144065

CPR3

1	5013457AA	FLUID-AUTOMATIC TRANSMISS	7.95	7.95	7.95	355.67	355.67
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 INSPECTED FOR LEAKS, FOUND RACK LEAKING. REPLACED RACK ASSY. ((NOTE: NOTICED STEERING 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 BELTS ARE NOISY))

B** 115 CHANGE AUTOMATIC TRANSMISSION FLUID AND FILTER

115 115 CHANGE AUTOMATIC TRANSMISSION FLUID AND

FILTER

5011 ANDY JOHNSON LIC#: M144065

CPR3

1	5010884AA	SEALER	6.75	6.75	6.75	61.90	61.90
6	ATF4	FLUID	3.13	3.13	18.78		
1	4864505AB	FLTR PKG-TRANSMISSION OIL	14.25	14.25	14.25		

40383 COMPLETED TRANS. FLUID AND FILTER CHANGE

C** 1084 4 CYL EMISSIONS, 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

CPR3

4	SP00RE16MC	SPARKPLUG	3.35	3.35	13.40	49.67	49.67
---	------------	-----------	------	------	-------	-------	-------

ALL REPAIRS PROPERLY COMPLETED & CHECKED BY: _____ AUTH REPR

ALL PARTS NEW UNLESS INDICATED OTHERWISE

AUTHORIZATION # _____ TRANSIENT

TOTAL ESTIMATE INCLUDING ADDITIONS _____ FACILITY REG. #F130630

DIAGNOSIS-ESTIMATE	HRS.	PARTS	LABOR	TOTAL	HRS.

I hereby authorize the repair work hereinafter set forth 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 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 and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express Garage Keeper's Lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

FACILITY REG. F130630

STATEMENT OF DISCLAIMER

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 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 this item/items.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DEDUCTIBLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CERTIFICATION -

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

X _____ CUSTOMER COPY

40850

191707

AUTOMOTIVE CAMPUS HOLLAND, MICHIGAN

ELHART

Dodge • NISSAN • HYUNDAI

670 CHICAGO DR. HOLLAND, MI 48423-3008 390-0441 / O.R. 669-6928
W W W . E L H A R T . C O M

INVOICE

PAGE 2

SERVICE ADVISOR: 5154 PAUL VOSS

DEERLAND, MI
HOME: BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STONE WHITE	05	DODGE CARAVAN	1D4GP25BX5B		40383/40383	T286	
DEL DATE	PROD DATE	WARR EXP	PROMISED	RD	RATE	PAYMENT	INV DATE
26SEP05 IS			17:00 09FEB07			CASH	09FEB07
26SEP05 DD							
R.O. OPENED		READY	OPTIONS: STK:5B436191 ENG:2.4L 1)R BARON				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
40383	COMPLETED	IGN.	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+ FUEL SYSTEM SERVICE PLUS CLEAN AND ADJUST THROTTLE BODY

5011 ANDY JOHNSON LIC# MI44065

CPR3		100.18	100.18
2 1002 PROTECH		17.50	17.50
1 4003 CLEANER		2.90	2.17

40383 COMPLETED FSS+TBS

E** CHANGE ENGINE OIL & FILTER, LUBRICATE VEHICLE; CHECK ALL FLUIDS, HOSES & BELTS

100 CHANGE ENGINE OIL & FILTER, LUBRICATE VEHICLE; CHECK ALL FLUIDS, HOSES & BELTS

5011 ANDY JOHNSON LIC# MI44065

CPR3		14.70	14.70
5 5W30 OIL		1.40	1.40
1 4105409AB FILTER-ENGINE OIL		6.85	6.00

40383 COMPLETED I.O.F.

F** VEHICLE WILL NEED A TORSET

999 MISC NOTES

1111 CPR3

0.00 0.00

SHOP SUPPLIES AND TOXIC WASTE DISPOSAL

20.37

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

ALL REPAIRS PROPERLY COMPLETED & CHECKED BY:	AUTH REPR.	FACILITY REG. F130530	DESCRIPTION	TOTALS
TOTAL ESTIMATE INCLUDING ADDITIONS	AUTHORIZATION #	STATEMENT OF DISCLAIMER	LABOR AMOUNT	582.12
DIAGNOSIS-ESTIMATE	HRS.	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 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 this item/items.	PARTS AMOUNT	366.30
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	30.00
			MISC. CHARGES	20.37
			TOTAL CHARGES	998.79
			DEDUCTIBLE	0.00
			SALES TAX	0.00
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	998.79

I hereby authorize the repair work hereinafter set forth 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 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 and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express Garage Keeper's Lien is hereby acknowledged on above vehicle to secure the amount of repair thereto.

CERTIFICATION - ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 3001) CUSTOMER COPY

40850

192080

AUTOMOTIVE CAMPUS HOLLAND, MICHIGAN



ELHART

Dodge • NISSAN • HYUNDAI

870 CHICAGO DR. HOLLAND, MI 49423-3006 398-0441 / G.R. 869-8923
W W W . E L H A R T . C O M

INVOICE

FEB 27 2007

PAGE 1

SERVICE ADVISOR: 5154 PAUL VOSS

LAND, MI

IE: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ONE WHITE	05	DODGE CARAVAN	1D4GP25BX5E		41018/41018	T137	
PL DATE	PRGR DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
SEP05 IS			17:00 20FEB07			CASH	20FEB07
R.O. OPENED	READY	OPTIONS: STK:5B436191 ENG:2.4L 1)R BARON					
26 19FEB07	11:02 20FEB07						
VE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

CUSTOMER STATES THE AIR BAG LIGHT CAME ON AFTER PICKING THE VEHICLE UP ON SATURDAY. THE STEERING WAS WORKED ON WHEN THE VEHICLE WAS HERE.

D300 DIAGNOSE ELECTRICAL, CRUISE CONTROL OR STARTING/CHARGING SYSTEMS PROBLEM
5011 ANDY JOHNSON LIC#: M144065

CPRS		203.24	203.24
2 5175978AB SENSOR	23.35	17.51	35.02
2 5175788AA WIRING	4.25	3.19	6.38

018 VERIFIED AIR BAG WARNING LIGHT IS ON. USING DRB111 CHECKED ACM FOR CS(((ACTIVE:LEFT INPUT SENSOR INTERNAL 1.))) PERFORMED FRT. SENSOR STS.. FOUND BOTH FRT, SENSORS WITH CORROSION AND THE CONNECTORS. REPLACED BOTH FRT. IMPACT SENSORS AND SOLDERED IN NEW SENSOR HARNESS PIGTAILS FOR BOTH FRT, SENSORS...LIVE DTC GONE..CLEARED CURED DTC.

OP SUPPLIES AND TOXIC WASTE DISPOSAL 20.37

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

64008

REPAIRS PROPERLY COMPLETED & CHECKED BY: PARTS NEW (UNLESS INDICATED OTHERWISE)	AUTH. REG. TRANSIENT	FACILITY REG. #F130530	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
AUTHORIZATION #			The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or 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 this item/vehicle.	LABOR AMOUNT	203.24
TOTAL ESTIMATE INCLUDING ADDITIONS				PARTS AMOUNT	41.40
DIAGNOSIS-ESTIMATE				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	20.37
				TOTAL CHARGES	265.01
				DEDUCTIBLE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	265.01

CERTIFICATION -

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

CUSTOMER COPY

Vendor ID:440

Vendor Name: Elhart Dodge, Inc

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:

Page 1



Invoice No.
108_1039116

Invoice Date:
08/31/07

Service Date:
08/31/07

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

TOTAL AMOUNT PAID _____

Customer No: 322

INVOICE

PO# ZONE 74

Vehicle: 2007 Chrysler Town and Countr Blue
VIN: 2A4GP44R77R: [REDACTED] Odometer:

Tag No: State:
Owner: [REDACTED]

Tow Information
Location: Cross Motors Corporation;1501 Gardiner Lane;Lo
Destination: Northgate Chrysler

Date: 07/18/07 Time: 8:52:12 AM

Re-Tow Information
Location: Northgate Chrysler
Destination: Detroit Auto Auction

Date: 08/22/07 Time: 8:37:00 AM

DETAIL

louisville, KY - Cincinnati, OH	170.00
Supplemental Charge	8.50
170 Charge(s) at \$0.05/Charge = \$8.5	
Cincinnati, OH - Detroit AA	215.00
Supplemental Charge	10.75
215 Charge(s) at \$0.05/Charge = \$10.75	
Total	404.25

DAIMLERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Buyback Package -- 6/26/2007

STATUS: Check Request Approved

Disposal Package Open

CAIR 16100200 VIN 7R [REDACTED]

Zone 74

Dealer 23355

Owner [REDACTED]
 Address [REDACTED]
 EDEN PRAIRIE, MN [REDACTED]
 Phone [REDACTED]

VIN 2A4GP44R77R [REDACTED] I/S/D 3/21/2007
 Year 07
 M/M CHRYSLER TOWN & COUNTRY LX LWB WAGON

CAIR 16100200 Amount \$16,608.68
 Payee #1 GELCO CORPORATION
 Address 3 CAPITAL DR
 EDEN PRAIRIE, MN 55344

Miles 255
 Warranty Expense \$1,853.58

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 # _____
 Arbitration/LL/Litigation-Settled/Decision? _____ Date? _____
 FL Lemon Law Case # _____ RV? _____

Disposal Type _____

Title State _____ Title Number _____ Branding Required _____

Vehicle Location _____
 Address _____
 Contact: _____ Phone: _____

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 # 16100200

VIN # 2A4GP44R77R

Owner Name: [REDACTED]

USAGE FEE

Mileage $\frac{0}{\text{\# of miles}} \times \frac{\$0.00}{\text{(cost/mile)}} = \0.00

AND/OR

Purchase $\frac{\$0.00}{\text{Price}} \times \frac{0 \text{ Miles}}{100,000} = \0.00
 (insert either 100,000 or 120,000)

AND/OR

Mileage Offset Calculation
 (Purchase Price * Miles / (100,000 or 120,000)) * 50%

$\frac{\$0.00 \times 0}{100,000}$

$= \frac{\$0.00}{\text{(Usage Fee)}} \times \frac{50\%}{\text{(Offset)}} = \0.00

AND/OR

Flat Usage Fee \$0.00

TOTAL USAGE FEE \$0.00

REBATE/CERTIFICATE/DISCOUNT

\$0.00
 Rebate Code / Amount

DAMAGE

(Requires Estimate) \$0.00

OTHER

\$0.00

TOTAL OWNER CONTRIBUTION \$0.00

REMARKS

Fleet vehicle. Terms per cair.

VEHICLE COST

Retail Sales Price \$16,608.68

AfterMarket Accessories \$0.00

\$0.00

\$0.00

\$0.00

Subtotal \$16,608.68

Owner Contribution \$0.00

A. TOTAL VEHICLE COST \$16,608.68

COLLATERAL / INCIDENTAL COSTS

Taxes \$0.00

License & Title \$0.00

Doc Fees \$0.00

Earned Finance Charges \$0.00

Service Contract \$0.00

Per Diem Expense \$0.00

Other \$0.00

Other \$0.00

B. TOTAL COLLATERAL COSTS \$0.00

TOTAL AMOUNT REQUESTED (A + B) \$16,608.68

Payoff to Lienholder \$0.00

Check to Customer \$16,608.68

DAIMIERCHRYSLER 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

DAIMLERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Disposal Package -- 11/06/2007

STATUS: Check Request Approved

Disposal Package Approved

CAIR 16100200 VIN 7R [REDACTED]

Zone 74

Dealer 23355

Owner [REDACTED]
Address [REDACTED]
EDEN PRAIRIE, MN [REDACTED]

VIN 2A4GP44R77R [REDACTED] I/S/D 3/21/2007

Year 07
M/M CHRYSLER TOWN & COUNTRY LX LWB WAGON

Phone 952-828-1572

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 # _____
Arbitration/LL/Litigation-Settled/Decision? _____ Date? _____
FL Lemon Law Case # _____ RV? _____

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
Was the vehicle reacquired due to days out of service? No No of Days _____
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.
	3.		3.
	4.		4.
	5.		5.

DAIMLERCHRYSLER REQUIRED 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

Handwritten: P. 01
Handwritten: Amy Blake



GE Fleet Services

Vehicle Invoice

INVOICE #: 7REYK927201
 INVOICE DATE: 03/05/07
 VIN: 2MGP44R77H [REDACTED]
 MAKE/FACTORY ORDER #: CHRYSLER K592
 PLANT: WINDSOR

GE LOG: 07511654
 GE IDENTIFIER: 01/002344/00274918
 GE TEAM: 555
 GE FLEET IND: CA
 SALE TYPE:

SHIP TO: SHIP LINE 1
 42 23333 SHIP LINE 2
 SHIP LINE 3

IGNITION KEY: M2220
 TRUNK KEY: 1397
 ACCESSORY KEY:

SOLD TO: SOLD LINE 1
 63 29908 SOLD LINE 2
 SOLD LINE 3

PLANT/SALE/INV LIST: 9103/01/3705
 BANK ACCOUNT: 770-031100-00
 SHIP WEIGHT/SAE HP: 4165/ 32.2

OPTION CODE	DESCRIPTION	MSRP	INVOICE
		\$23,837.00	
RYH93	CHRYSLER TOWN & COUNTRY FWD LWB 24 LX LWB 4 DOOR PASSENGER	\$0.00	\$0.00
P81	PRIMARY - MODERN BLUE PEAKCOAT	\$0.00	\$0.00
P81	MONOTONE PAINT APPLICATION	\$0.00	\$0.00
B70A	SEAT/COLORS - MEDIUM SLATE GRAY	\$25.00	\$0.00
B70B	CLOTH LOW-BACK BUCKET SEATS	\$172.00	\$0.00
C1E	FRONT & REAR FLOOR MATS	\$0.00	\$0.00
CVV	FRONT SEAT CENTER REMOVABLE CONSOLE	\$0.00	\$0.00
D1F	TRANSMISSION 4-SPEED AUTOMATIC V6 41TE	\$326.00	\$0.00
ECA	ENGINE 3.3L V6 OHV	\$35.00	\$0.00
JPK	8-WAY POWER DRIVER SEAT	\$150.00	\$0.00
LMN	DAYTIME RUNNING PARK/TURN LAMPS	\$62.00	\$0.00
L5A	SECURITY ALARM	\$13.00	\$0.00
S08	HEAVY DUTY SUSPENSION	\$0.00	\$0.00
Y0E		\$0.00	\$0.00
Z0F		\$0.00	\$0.00
Z0F	QUICK ORDER PACKAGE Z8F	\$0.00	\$0.00
Z0H	PRICE PROTECTION	\$0.00	\$0.00
Z0C	FLEET INCENTIVE WAIVER	\$0.00	\$0.00
Z0D	DELETE GROUP FUNDS-FLEET	\$0.00	\$0.00
Z0A	SOLD VEHICLE	\$0.00	\$0.00
Z0M	FLEET OPTION ENTOR	\$0.00	\$0.00
Z0T	FLEET SALES ORDER	\$0.00	\$0.00
Z0Y	DEALER FLEET	\$0.00	\$0.00
Z0G	GE CAPITAL FLEET SERVICES	\$0.00	\$0.00
Z0A	ALL INCLUSIVE VIP PROGRAM	\$0.00	\$0.00
Z0V	OFF INVOICE TRACKING	\$8,000.00	\$0.00
	VOLUME INCENTIVE FOR (VID)	\$738.00	\$0.00
	KN	\$0.00	\$0.00
146	DESTINATION CHARGE	\$0.00	\$0.00

TOTAL \$27,225.00 \$17,451.00

THIS VEHICLE INVOICE ACCURATELY REPRESENTS THE MANUFACTURERS' ORIGINAL INVOICE BASED ON THE DATA ELECTRONICALLY TRANSMITTED BY CHRYSLER TO GECS.

PAGE 1

LAST PAGE

June 18, 2007

[Redacted]

Fax: [Redacted]
Re: Repurchase of 2007 Chrysler Town & Country

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

Fleet/Unit #: 2344 / 274918
Vin #: 2A4GP44R77R [Redacted]
Year/Make/Model: 2007 / Chrysler / Town & Country

We understand that your organization will fund the purchase of this vehicle from [Redacted]. It is the policy of [Redacted] not to release a certificate of title unless and until it has received funds for the sale of the vehicle. [Redacted] 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 Fleet Services is unable to forward the certificate of title to your organization [Redacted] shall immediately refund the amount received.

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

Sincerely,

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

COMMONWEALTH OF KENTUCKY TRANSPORTATION CABINET CERTIFICATE OF TITLE

TITLE NO. 071080560281	YEAR 07	MAKE CHRY	MODEL NAME TWN & C	VIN/VIN 2A4GP44R77R	TITLE TYPE ORIGINAL	MODEL NO.
BODY TYPE VN	COLOR BLU	NO. CYL 06	ODOMETER 8	MOTOR NO.	PREV. TITLE NO./STATE	
KY NO.	BOAT TYPE	LENGTH	BEAM	WEIGHT 6000	HULL MATERIAL	PROPULSION
OWNER(S) NAME:				DATE OF ISSUE 05/25/07	FUEL	USAGE TAX PAID 0.00

REG-3
EDEN PRAIRIE MN



REMARKS
BRAND(S)
FIRST LIENHOLDER
SECOND LIENHOLDER

GEN ELEC CAP CORP
PO BOX 16040
MINNEAPOLIS
MN 55416

Notation No.	FIRST LIEN	County	Notation No.	SECOND LIEN	County
B079986		JEFF			
Filing Date	04-18-07		Filing Date		
Released By:			Released By:		
County Clerk's Use Only		Date	County Clerk's Use Only		Date

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 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.

Raymond... (STATE SEAL)

CONTROL NO. C11091222

Commissioner, Department of Vehicle Regulation
FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

***** CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK ***** FIRST 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):

DEALER ONLY

DEALER ONLY

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.

- **** 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) _____ (Seller) To Be Notarized

Transferor(s) Printed Name(s) _____ (Seller)

Date of Transfer _____ Seller Dealer No. _____ Purchasing Dealer No. _____

Transferee(s) Signature(s) _____ (Owner)

Transferee(s) Printed Name(s) _____ (Owner)

***** CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK ***** 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):

- 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.
- **** 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) _____ (Seller) To Be Notarized

Transferor(s) Printed Name(s) _____ (Seller)

Date of Transfer _____ Seller Dealer No. _____ Purchasing Dealer No. _____

Transferee(s) Signature(s) _____ (Owner)

Transferee(s) Printed Name(s) _____ (Owner)

Notarizing Official _____ Title _____ My commission expires _____ NOTARY PUBLIC

Subscribed and sworn before me this _____ day of _____ 20____

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS, OR MUTILATIONS. MUST BE COMPLETED IN BLUE OR BLACK INK. FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

JUN 18 2007 11:08 AM FR GE CAPITAL

9528281766 TO 912146342262

P. 03

TRANSFER OF TITLE BY OWNER: FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP FAILURE TO COMPLETE OR PROVIDING FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

TRANSFER OF TITLE BY OWNER

The undersigned owner hereby certifies that the vehicle described in the title has been transferred to the following (print name and address of the transferee):

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).

****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

Odometer Reading (no units)

Transferor(s) Dealer/Agent Signature(s)

Transferor(s) Dealer/Agent Printed Name(s)

Date of Transfer

Subscribed and sworn before me this ___ day of ___ 20___ My commission expires ___

NOTARY PUBLIC

APPLICATION FOR TITLE/ AFFIDAVIT OF TOTAL CONSIDERATION

BRAND DISCLOSURE

Check appropriate Block #: 1. Regular Vehicle 2. Water Damaged 3. Fiat Damaged where previous brand was issued.

Giving a false statement as to the total consideration paid is a Class B Felony with a minimum fine of \$2000.

Sale Price \$ Trade In \$ Net Cost \$ Tax \$

(Credit allowed only on vehicles registered and applicant has paid tax.)

USAGE TAX

TRADE IN

Table with columns for Make, Year, Vin No, Title No. for trade-in vehicles.

Date of Sale

Seller and Buyer further certify subject to penalties of forgery in the second degree, that each has supplied true and correct information to the best of his knowledge and belief, in this document, including the above affidavit.

NAME OF SELLER OR TRANSFEROR, DEALER NO, PHONE NO, STREET ADDRESS, CITY, COUNTY, STATE, ZIP

NAME OF OWNER/BUYER, SS.#, BIRTH MO., ADDRESS, CITY, COUNTY, STATE, ZIP

I (..have) (..have not) applied for a loan in connection with the vehicle described herein and if not, I (..will) (..will not) apply for a loan within 30 days of this application.

LESSEE NAME OR OTHER, LESSEE ADDRESS, CITY, COUNTY, STATE, ZIP

FIRST LIENHOLDER, ADDRESS, COUNTY LIEN TO BE FILED IN

Transferor(s) Signature(s), Title, Date of Transfer, My Commission Expires

Transferor(s) Signature(s), Title, Subscribed and sworn to before me this ___ day of ___ 20___ My Commission Expires ___

COUNTY CLERK USE ONLY

TYPE APPLICATION, DATE OF ISSUANCE, TITLE NO, PLATE NO

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 on the date and time indicated hereon, and that the fees were collected as indicated. I further certify that the required information has been entered into the automated vehicle qualification system (AVIS)

SIGNATURE OF TITLE AND ISSUER, COUNTY, DATE, TIME, SIGNATURE

USAGE TAX

VENDOR NO: SU00000002

~~REMITTANCE ADVICE~~
~~DAIMLERCHRYSLER CORPORATION~~
~~CIMS: 500-00-00~~
~~P.O. BOX 21-8004~~
~~AUBURN HILLS MI 48321-8004~~

PAY REF. NO: 0007197374
 DATE: 06/27/2007
 PH: USCKU SOURCE: SU
 MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
06/26/2007 2A4GP44R77R	16100200-1A [REDACTED]	16,608.68		16,608.68
TOTALS		16,608.68		16,608.68

Received
 JUN 28 2007
 I.S.G.

74
Jammy

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

SEQUENCE NO. 00166

62-26
 311

1530-09

*****16608.68

PAY SIXTEEN THOUSAND SIX HUNDRED EIGHT AND 68/100 DOLLARS

TO THE ORDER OF:

GELCO CORPORATION *****

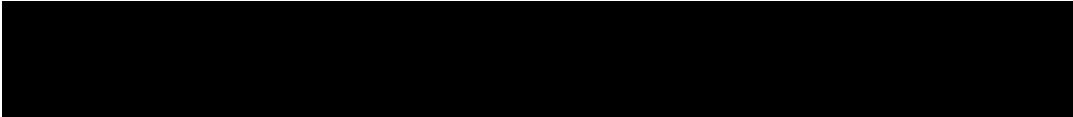
3 CAPITAL DR

EDEN PRAIRIE MN 55344

ACCOUNT 7601 BANK USCKU
 DAIMLERCHRYSLER CORPORATION

AUTHORIZED SIGNER

T.P. Dykstra
 CP-8



**COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
CERTIFICATE OF TITLE**

Reddy

TITLE NO. 071080560281 YEAR 07 MAKE CHRY MODEL NAME TWN & C VIN/HIN 2A4GP44R77R TITLE TYPE ORIGINAL MODEL NO. [REDACTED]
 BODY TYPE VN COLOR BLU NO. CYL 06 ODOMETER 8 MOTOR NO. [REDACTED] WEIGHT 6000 PREV. TITLE NO./STATE [REDACTED]
 KY NO. [REDACTED] BOAT TYPE [REDACTED] LENGTH [REDACTED] BEAM [REDACTED] CAPACITY [REDACTED] HULL MATERIAL [REDACTED] PROPULSION [REDACTED]
 OWNER(S) NAME [REDACTED] DATE OF ISSUE 05/25/07 FUEL [REDACTED] USAGE TAX PAID 0.00

M65-3 [REDACTED]
 EDEN PRAIRIE MN [REDACTED]



REMARKS

BRAND(S)

FIRST LIENHOLDER

SECOND LIENHOLDER

GEN ELEC CAP CORP
 PO BOX 16040
 MINNEAPOLIS
 MN 55416

Notation No. B079986	FIRST LIEN	County JEFF	Notation No.	SECOND LIEN	County
Filing Date 04-18-07			Filing Date		
Released By: [Signature]			Released By:		
County Clerk's use Only	Date 05/29/07		County Clerk's use Only	Date	

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 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.

Raymond J. Mundy Jr.



(STATE SEAL)

CONTROL NO. C11091222

Commissioner, Department of Vehicle Regulation

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

FIRST 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):

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.

******CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK******

Odometer Reading (no tenths) 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) (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.

Attesting Official Title

Subscribed and sworn before me this _____ day of _____ 20____ My commission expires _____ NOTARY PUBLIC

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):

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.

******CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK******

Odometer Reading (no tenths) 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) (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.

Attesting Official Title

Subscribed and sworn before me this _____ day of _____ 20____ My commission expires _____ NOTARY PUBLIC

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS, OR MUTILATIONS. MUST BE COMPLETED IN BLUE OR BLACK INK. FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

DEALER

DEALER ONLY

"TRANSFER OF TITLE BY OWNER": FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

TRANSFER OF TITLE BY OWNER

The undersigned owner hereby certifies that the vehicle described in the title has been transferred to the following (print name and address of the transferee):

DaimlerChrysler Corp

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.

*****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**

Odometer Reading 54374 (no tenths)

Transferor(s) Dealer/Agent Signature(s)

Transferee(s) Signature(s)

Transferor(s) Dealer/Agent Printed Name(s)

Transferee(s) Printed Name(s)

Date of Transfer 7-7-07

Mario Chazco
 Transferee(s) Printed Name(s)
 MICHELLE M. KEATING-PETERSON
 Notary Public
 Minnesota
 My Commission Expires January 31, 2011
 NOTARY PUBLIC

Subscribed and sworn before me this 17 day of 7 2007

APPLICATION FOR TITLE/ AFFIDAVIT OF TOTAL CONSIDERATION

BRAND DISCLOSURE

Check appropriate Block if: Rebuilt Vehicle Water Damaged Flood Damaged
 When Block is checked and title does not include brand, provide jurisdiction and title number where previous brand was issued.

Giving a false statement as to the total consideration paid is a Class D Felony with a minimum fine of \$2000.

Sale Price \$	Trade in \$	Net Cost \$	Tax \$
---------------	-------------	-------------	--------

(Credit allowed only on vehicles registered and applicant has paid tax.)

TRADE IN	Make	Year	Vin No.	Title No.
	Make	Year	Vin No.	Title No.

Seller and buyer further certify subject to penalties of forgery in the second degree, that each has supplied true and correct information to the best of his knowledge and belief, in this document, including the above affidavit.

NAME OF SELLER OR TRANSFEROR

DEALER NO.

NAME OF OWNER/BUYER S.S.# BIRTH MO.

STREET ADDRESS

PHONE NO.

NAME OF OWNER/BUYER S.S.# BIRTH MO.

CITY COUNTY STATE ZIP

ADDRESS

CITY COUNTY STATE ZIP

I have have not applied for a loan in connection with the vehicle described herein and if not, I will will not apply for a loan within 30 days of this application.

LESSEE NAME OR OTHER

FIRST LIENHOLDER

LESSEE ADDRESS

ADDRESS

CITY COUNTY STATE ZIP

COUNTY LIEN TO BE FILED IN

Transferor(s) Signature(s)

Transferee(s) Signatures(s)

Transferor(s) Signature(s)

Transferee(s) Signatures(s)

Attesting Official Title

Attesting Official Title

Date of Transfer

Subscribed and sworn to before me this ___ day of ___ 20__

My Commission Expires

My Commission Expires

COUNTY CLERK USE ONLY

TYPE APPLICATION	DATE OF ISSUANCE	TITLE NO.	PLATE NO.
------------------	------------------	-----------	-----------

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 on the date and time indicated hereon and that the fees were collected as indicated; I further certify that the required information has been entered into the automated vehicle identification system (AVIS).

SIGNATURE & TITLE AND ISSUER COUNTY DATE TIME
I certify that the lien indicated to be filed has been noted into the automated system and that a title will be withheld for 30 days, or until financing statement and fees required are received, whichever occurs first.

SIGNATURE DATE

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT. NOTICE: ANY ALTERATIONS OR ERASURES VOIDS THE ASSIGNMENTS.

USAGE TAX

USAGE TAX



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

July 17, 2007

To: John Shockley
Co: Northgate Chrysler Jeep
Fax: 513-385-0625

From: Kristina Loyd
Zone: 74
Telephone: 214-634-9100

BUYBACK VEHICLE:

Customer Name: [REDACTED]
Vehicle VIN: 2A4GP44R77R [REDACTED]
Model: CHRYSLER TOWN & COUNTRY LX LWB
WAGON
Color: BLUE
Year: 2007
State: 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

2 5 1 2 5 6



8536 Colerain Avenue Cincinnati, Ohio 45251
 Phone: (513) 385-1045 Email: ngcservice@fuse.net
 www.northgatechrysler.com

INVOICE

PAGE 1

SERVICE ADVISOR: 70 JOHN SHOCKLEY

OH HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
	07	CHRYSLER TOWN & COUN	2A4GP44R77R [REDACTED]		57/57	T120	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
20MAR07 IS			17:00 20JUL07			CASH	18AUG07
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: DLR:68341 ENG:3.3 Liter SMPI					

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

A AIRBAG LIGHT STAYS ON

CAUSE: NPF UNABLE TO DUPLICATE CONDITION AT THIS TIME
 233 WB4 (N/C)

DRB TEST SYSTEM NO CODES ROAD TEST AND STILL NO CODES

B SEATBELT LIGHT STAYS ON

CAUSE: NPF UNABLE TO DUPLICATE CONDITION AT THIS TIME
 233 WB4 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

INSPECTED SYSTEM ROAD TEST COULD NOT DUPLICATE

C R/HEADLIGHT GOES OUT

CAUSE: AOK INSPECTED-ALL OK
 233 WB4 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

INSPECTED CONNECTOR AND BULB ALL OK

SERVICE DEPT. HOURS: MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M. SATURDAY 9:00 A.M. TO 3:00 P.M. THANK YOU FOR YOUR BUSINESS!	SHOP SUPPLY COST: We have added a charge equal to 10% of the cost of labor, nor to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.	DESCRIPTION	TOTALS
	WARRANTY STATEMENT AND DISCLAIMER THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT
PARTS AMOUNT			
GAS, OIL, LUBE			
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGES			
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

ATT KIRSTINA

51000

251256

INVOICE

NORTHGATE

CHRYSLER • DODGE • Jeep

8536 Colerain Avenue • Cincinnati, Ohio 45251
Phone: (513) 385-1045 • Email: ngcservice@fuse.net
www.northgatechrysler.com

PAGE 2

OH HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 70 JOHN SHOCKLEY

COLOR	YEAR	MAKE/MODEL	VIN.	LICENSE	MILEAGE	TAG	
	07	CHRYSLER TOWN & COUN	2A4GP44R77R		57/57	T120	
IN. SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
20MAR07 IS			17:00 20JUL07			CASH	18AUG07
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: DLR:68341 ENG:3.3 Liter SMPI					

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

MW

 * DEAR VALUED SERVICE CUSTOMER. YOU MAY BE *
 * RECEIVING A SURVEY FROM THE MANUFACTURER *
 * THAT WILL ASK YOU TO RATE YOUR SERVICE VIS*
 * IT. IF YOU CANNOT RATE YOUR VISIT AS "VERY*
 * SATISFIED" PLEASE CONTACT STEVE FLETCHER *
 ***** AT (513) 385-1045 *****

SERVICE DEPT. HOURS: MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M. SATURDAY 9:00 A.M. TO 3:00 P.M. THANK YOU FOR YOUR BUSINESS!	SHOP SUPPLY COST: We have added a charge equal to 10% of the cost of labor, nor to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.	DESCRIPTION LABOR AMOUNT	TOTALS 0.00
	WARRANTY STATEMENT AND DISCLAIMER THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OR 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.	PARTS AMOUNT
GAS, OIL, LUBE			0.00
SUBLET AMOUNT			0.00
MISC. CHARGES			0.00
TOTAL CHARGES			0.00
LESS INSURANCE			0.00
SALES TAX			0.00
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 [REDACTED] 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 the approximate cost of the repairs made here:

Owner Signature

Date

2nd Owner Signature (If Applicable)

Date

No damage per PFAQ
customer info

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date: July 17, 2007 Telephone 989-269-2161
To: Lyn Tetreau Fax: 989-269-6266

Customer Name: [REDACTED]
Zone: 74
VIN: 2A4GP44R77R [REDACTED]
Year: 2007
Model: CHRYSLER TOWN & COUNTRY LX LWB WAGON
Color: BLUE
Brake/Steering: Yes

*****ATTENTION DRIVER*****

Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name: CROSS MOTORS CORPORATION
Address: 1501 GARDINER LANE
City: LOUISVILLE
State: KY
Zip Code: 40232
Telephone: 502-459-9900
Contact Name: Michael Cochran, Greg Clark

Special Remarks:

Delivery Name: Northgate Chrysler Jeep
Street Address: 8536 Colerain Ave
City: Cincinnati
State: OH
Zip Code: 45251
Telephone: 513-385-1045
Contact Name: John Shockley

*****ATTENTION DRIVER*****

Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLOGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
Signature:	

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date: August 21, 2007 Telephone 989-269-2161
To: Lyn Tetreau Fax: 989-269-6266

Customer Name: [REDACTED]
Zone: 74
VIN: 2A4GP44R77R [REDACTED]
Year: 2007
Model: CHRYSLER TOWN & COUNTRY LX LWB WAGON
Color: BLUE
Brake/Steering: Yes

*****ATTENTION DRIVER*****

Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name: Northgate Chrysler Jeep
Address: 8536 Colerain Ave
City: Cincinnati
State: OH
Zip Code: 45251
Telephone: 513-385-1045
Contact Name: John Shockley

Special Remarks:

Delivery Name: (Marshalling) DETROIT AUTO AUCTION
CHRYSLER CORPORATE CAR
Street Address: 600 WILL CARLETON ROAD
City: CARLETON
State: MI
Zip Code: 48117
Telephone: 734-654-7100
Contact Name: Debbie Holme

*****ATTENTION DRIVER*****

Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLAGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
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 [REDACTED]. 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: 7/17 20 07
[REDACTED]

Received
JUL 19 2007
I.S.G.

Signature

Signature

[REDACTED]

Witness



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

REPAIR VERIFICATION

Location: DETROIT AUTO AUCTION Repairing Dealer Code: 65305 (If known)

VEHICLE IDENTIFICATION NUMBER (Last 8 Digits): 7R [REDACTED]

YEAR: 07 MAKE/MODEL: CHRYSLER T+C

Beginning Mileage: _____ Ending Mileage: _____

#1 Reported Problem:

AIRBAG LIGHT IS ON.

Repaired? Yes No

Describe Inspection Method & Results: DURING MY INSPECTION THE AIRBAG LIGHT WAS NOT ON.

#2 Reported Problem:

Repaired? Yes No

Describe Inspection Method & Results

#3 Reported Problem:

Repaired? Yes No

Describe Inspection Method & Results

Inspector: [Signature]

Date Inspected: 11-14-07

ATTN: MICHELLE



MICHIGAN DEPARTMENT OF STATE ODOMETER MILEAGE STATEMENT

(See Next Page for Leased Vehicles)

Federal law and section 233a of the Michigan Vehicle Code require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing false statement may result in civil liability, fines and/or imprisonment.

Year	Make	Model
2007	CHRYSLER	
Body Style	Vehicle Identification Number	
	2A46P4LR77R [REDACTED]	

I (we) certify that the odometer reading is: (No Tenth)

And certify that to the best of my knowledge the odometer mileage is:

- Check One *
- actual mileage
 - not actual mileage - WARNING - ODOMETER DISCREPANCY
 - exceeds mechanical limits of odometer

* Note: Mileage cannot be corrected at a later date.

Name of Seller(s) (Please Print)		
[REDACTED]		
Address		
[REDACTED]		
City	State	Zip Code
EDEEN PRAIRIE	MD	[REDACTED]
Date		
[REDACTED]		11-15-07

Name of Purchaser(s) (Please Print)		
Address		
City		
State		
Zip Code		

"I am aware of the above odometer certification made by the seller(s)."

Signature(s) of Purchaser(s)	Date

Michigan Department of State

Certification

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

Year 2007 VIN 2A4GP44R77R [REDACTED]

Make CHRYSLER Title No. 071080560281

Please make statement or explain error:

Start Explanation here:

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

Signature: X [REDACTED]

Chrysler

DISCLOSURE NOTICE

3-275

(Check One)

- In an effort to promote customer satisfaction, this vehicle was repurchased by Chrysler Motors LLC due to the problem(s) listed below.
- This vehicle was repurchased by Chrysler Motors LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

Received
11/20/2007

VIN	YEAR	MAKE	MODEL	I.S.G.
2A4GP44R77R [REDACTED]	07	CHRYSLER	TOWN & COUNTRY LX LWB WAGON	

Reported Problem(s):

1. Airbag light is on.

2. _____
3. _____
4. _____
5. _____

Date Repaired or Other Comments:

1. 08/18/07 Unable to duplicate reported problem.

2. _____
3. _____
4. _____
5. _____

Additional Information: _____

[Signature] 11/20/2007
Chrysler Motors LLC Representative Signature Date

[Signature] 11/20/2007
Auction Representative Signature/Title Date

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Motors LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. Chrysler Motors LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.

Dealer Representative Signature/Title Date

Customer Acknowledgement/Signature Date

41356
Printed Name Dealer Code

Printed Name

K & M Northfield Dge Inc, MI
Dealership Name State

Street & No. City or Town and State

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION
VEHICLE DISPUTE RESOLUTION PROCESS – BINDING ARBITRATION

3-275
Received
NOV 26 2007
I.S.G.

Vehicle Identification Number: 2A4GP44R77R XXXXXXXXXX

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

D. Holme ast

AUCTION REPRESENTATIVE SIGNATURE DATE

Debbie Holme, Agent

PRINTED NAME AND TITLE

VIN: 2A4GP44R77R307301

Chrysler

DISCLOSURE NOTICE

I.S.G.

Rev. 08/07

(Check One)

- In an effort to promote customer satisfaction, this vehicle was repurchased by Chrysler Motors LLC due to the problem(s) listed below.
- This vehicle was repurchased by Chrysler Motors LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

VIN	YEAR	MAKE	MODEL
2A4GP44R77R [REDACTED]	07	CHRYSLER	TOWN & COUNTRY LX LWB WAGON

Reported Problem(s):

1. Airbag light is on.
2. _____
3. _____
4. _____
5. _____

Date Repaired or Other Comments:

1. 08/18/07 Unable to duplicate reported problem.
2. _____
3. _____
4. _____
5. _____

Additional Information: _____

[Signature] 11/20/2007
 Chrysler Motors LLC Representative Signature Date

[Signature] 11/20/2007
 Auction Representative Signature/Title Date

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Motors LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. Chrysler Motors LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.

[Signature] 11-20-07
 Dealer Representative Signature/Title Date

Jim Kordina 41356
 Printed Name Dealer Code

K & M Northfield Dge Inc, MI
 Dealership Name State

[REDACTED] 11-23-07
 Customer Acknowledgment/Signature Date

[REDACTED]
 Printed Name

GRAND HAVEN, MI
 Street & No. City or Town and State

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION

30355

VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION

Received
DEC 03 2007

I.S.G.

Vehicle Identification Number: 2A4GP44R77R [REDACTED]

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 11-20-07

Jim Kovins K.P.
PRINTED NAME AND TITLE

K & M Northfield Dge Inc
DEALERSHIP NAME

41356 - Grand Rapids, MI 49525
DEALER CODE AND CITY, STATE AND ZIP

AUCTION REPRESENTATIVE SIGNATURE _____ DATE

Debbie Holme, Agent
PRINTED NAME AND TITLE

[REDACTED] _____ DATE 11-23-07

[REDACTED]
PRINTED NAME

[REDACTED]
ADDRESS

GRAND HAVEN, MI [REDACTED]
CUSTOMER CITY, STATE AND ZIP CODE

VIN: 2A4GP44R77R [REDACTED]

From: [REDACTED]
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=se 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: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Wed Apr 11 14:23:29 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

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=KMM4780505I25 [REDACTED]

M&

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:

6E [REDACTED]

Mileage:

31000

Servicing Dealer:

Fletcher

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Cabot

State:

AR

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
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 something 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: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
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\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4807613I25[REDACTED])

M&

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 something 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:

5R [REDACTED]

Mileage:

44500

Servicing Dealer:

Holiday Cars, Austin, MN

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

G

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Austin

State:

MN

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Thu Apr 26 07:18:35 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4807613I252 [REDACTED])
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

[REDACTED]
Austin, MN [REDACTED]

CSI SCORE: 13

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
▽	▽	▽	▽	▽
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very Satisfied				Very Dissatisfied

1. How satisfied are you with your recent service experience at South County Chrysler Jeep Dodge?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	-------------------------------------

About the Service Staff At

South County Chrysler Jeep Dodge

2. I was satisfied with the treatment I received from the service staff

Strongly Agree				Strongly Disagree
▽				▽
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

3. The service staff listened and understood my needs

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	-------------------------------------

4. How satisfied are you with the quality of the service work performed on your vehicle?

Very Satisfied				Very Dissatisfied
▽				▽
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

5. How satisfied are you with service staff's ability to have your vehicle ready when promised?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	-------------------------------------	--------------------------	--------------------------

The Dealership's Facility

6. a. Was the service write-up area neat and clean?

Doesn't Apply		Yes	No
▽		▽	▽
<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>

b. Was the waiting area/customer lounge neat and clean?

<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
--------------------------	--	-------------------------------------	--------------------------

c. Were the restrooms neat and clean?

<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--	--------------------------	--------------------------

d. Approximately how many miles are on your vehicle? 14000 - Miles

The Service Staff At

SERVICE ADVISOR SCORE: 21

South County Chrysler Jeep Dodge

7. Please rate your satisfaction with your Service Advisor on the following:

Very Satisfied				Very Dissatisfied
▽				▽
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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)

South County Chrysler Jeep Dodge

8. a. Was it easy to schedule your service visit?

Doesn't Apply	Yes	No
▽	▽	▽
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

b. From the time you arrived at the dealership to pick up your 2006 Chrysler Town & Country, how long did it take to receive your vehicle?

Less than 10 Minutes	10-20 Minutes	More than 20 Minutes
▽	▽	▽
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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 an 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.

Sincerely,



RECEIVED

APR 30 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 text as will fit on a line.

OWNER RELATIONS

Pursuant to the Wisconsin Lemon Law, I am notifying CHRYSLER/DODGE/JEEP of the following (check one)
manufacturer

- My vehicle has been made available for repair at least 4 times for the same defect during its first year of warranty.
- My vehicle has been out of service at least 30 days because of one or more defects during its first year of warranty.

Vehicle make DODGE Model CARAVAN SXT Year 2006 VIN (17 digits) 1D4GP45R46B

Name and city/state of selling or leasing dealer or leasing company BEMBENEK CHRYSLER DODGE, JEEP
KHINELANDER, WI

Date of vehicle delivery 5/11/06 Today's date 4-27-07

Name of financial institution that financed/leased vehicle CHRYSLER FINANCIAL Loan account # [REDACTED]

By providing this information, I authorize the manufacturer to contact this financial institution for financing information needed to calculate a refund. Authorization expires 35 days after the date of this form.

→ See back for vehicle defect and repair information ←

My vehicle has a defect(s) that substantially impairs its use, value or safety. I demand that the manufacturer give me one of the following within 30 days:

(check one)

- A comparable new vehicle in accordance with the Lemon Law, plus collateral costs
- A refund calculated in accordance with the Lemon Law, plus collateral costs

Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative transportation, towing costs.) _____

Description of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle purchase price. (Examples include sunroof, rustproofing, roof rack, pinstriping, etc.) N/A

Description of missing equipment or serious unrepaired vehicle damage. (Do not include normal wear and tear such as minor dents, scratches, pitted glass, soiled carpets, minor stains or tears.) N/A

I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.

Owner name [REDACTED] Co-owner (if any) CHELSEA L. STEMPER

Address [REDACTED] EAGLE RIVER, WI [REDACTED]

Home phone (optional) _____ Work phone (optional) _____

Fax (optional) N/A Owner signature [REDACTED]

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	BEMBENK CHRYSLER DODGE JEEP	CODE FOR R/F-IMPACT SENSOR CUST. STATES AIR BAG LIGHT IS ON CLEANED CODE + RAN TEST
3-12-07 to 3-22-07	10,643	BEMBENK CHRYSLER DODGE JEEP	CODE FOR FRONT IMPACT SENSOR CUST. STATES AIR BAG LIGHT IS ON REPLACED BOTH IMPACT SENSORS + SEATBELT TENSIONER
3-22-07 3-29-07	11,409	BEMBENK CHRYSLER DODGE JEEP	CODE FOR SEATBELT SHORT CUST STATES AIR BAG LIGHT IS ON
3-29-07	11409	BEMBENK CHRYSLER DODGE JEEP	FRAYED WIRE UNDER SEAT INSTALLED PASTIL CONDUIT AFTER TEST DRIVE, AIR BAG LIGHT ON

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

Keep a copy for your records.

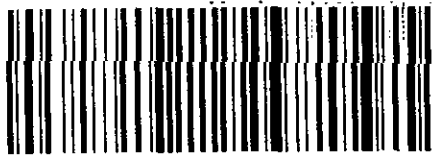
CERTIFIED MAIL™



Law Offices & Legal Resources

Main Office

7400 West State Street • Wauwatosa, WI 53213



7006 3450 0001 1395 0426

☆ ☆ ☆
 186
 2981 \$ 04.64⁰ APR 27 0
 5343 MAILED FROM ZIP CODE 53213

UNITED STATES POSTAGE
 PB228054

DaimlerChrysler 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

16255936

RECEIVED

AUG 08 REC'D

SPECIAL INVESTIGATIONS

August 6, 2007

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

Re: 2006 Dodge Caravan
Vehicle Identification Number 1D4GP45R46B [REDACTED]

Dear Sir or Madam:

Please be advised that I represent [REDACTED] 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.

The [REDACTED] 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

Craig E. Vance

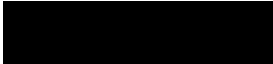
CEV/tbm

Offices also in: Respond to office below if box is marked

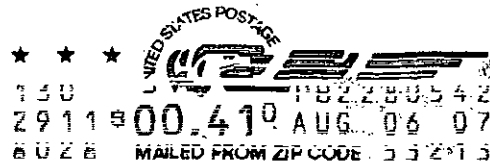
- Hartford • 57 South Main Street, Hartford, WI 53027 • 262-673-2400 • fax 262-670-6057
- Kenosha • 7600 75th Street, Suite 123, Kenosha, WI 53142 • 262-694-8000 • fax 262-694-8001



Main Office



Wauwatosa, WI



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

48321+8004



MANAGER: CUSTOMER SERVICE:

4-20-07

DEAR Sir,

I AM writing to you to tell you of our experience with our 2006 Midnight Blue Dodge CARAVAN. We bought it BRAND NEW FROM BOCH DODGE, ROUTE 1, NORWOOD, MA 02062 in FEB. 2006. WE HAD TO HAVE BOTH FRONT DIRECTIONAL BULBS REPLACED. THE REAR WINDOW WASHER HAD TO BE REPAIRED. THERE WAS A RECALL ON THE FRONT WIPERS. THERE WAS A TRANSMISSION FLUID LEAK. SAME DID NOT CLEAR UP AND BOCH HAD TO DO A MAJOR OVERHAUL 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 NEXT DAY IT WAS TOWED TO BOCH. THE AIR BAG LIGHT PASSENGER SIDE CAME ON AND IT HAD TO BE CHECKED OUT. OUR LATEST VISIT TO BOCH WAS BECAUSE THE VAN WAS LOSING POWER EVEN THOUGH THE PRESSURE ON THE ACCELERATOR WAS NOT RELEASED. BOCH 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 DOOR CLOS 50% OF THE TIME AT THE FIRST ATTEMPT.

We traded our 2002 Dodge Neon for the
2006 Dodge CARAVAN (Midnight Blue).
We also traded our 1999 Dodge CARAVAN
for another 2006 model in Feb. 2007.
As you can see we have stuck with
Dodge. The people @ Both Dodge have
been very good but they have said
they don't make the cars. They
suggested we write and ask you for
an extra years warranty or 12,000 miles.
I thought this a wonderful idea in
light of our patience and loyalty to Dodge.
The ID # is [REDACTED]

ID 4GP 25B 86B [REDACTED]

Yours faithfully
[REDACTED]

Northwood, MA [REDACTED]
1-781-769-2410
[REDACTED]

MA



DAIMLER CHRYSLER CORPORATION,
Customer Service

PO Box 218008

Auburn Hills

Mi 48321-9959

RECEIVED

APR 27 2007

4832188008 B198



April 24, 2007

Thomas LaSorda
DaimlerChrysler
1000 Chrysler Drive
Auburn Hills, MI 48326

Received

MAY 03 2007

R. Knox

RECEIVED

MAY 01 2007

T.W. LASORDA

[REDACTED]
South Elgin, IL [REDACTED]

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.

Thank you,
[REDACTED]

DAIMLERCHRYSLER



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

South Elgin, IL

4460

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	9am-9pm
Friday, April 27th	9am-9pm
Saturday, April 28th	9am-5:30pm
Monday, April 30th	9am - 9pm

www.feenyautos.com

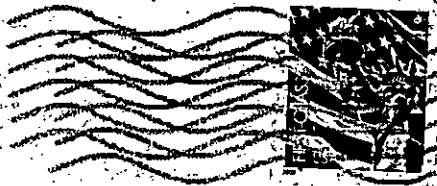


*On select models with approved credit.
See dealer for details.

South Elgin, IL

CAROL STREAM IL 601
CAROL STREAM IL 601

27 APR 2007 PM 4 T
27 APR 2007 PM 5 L



Thomas LaSorda
DaimlerChrysler
1000 Chrysler Drive
Auburn Hills, MI 48326

485-15-30

4832632766 0099



Attn: Brian

Ref # 16270088

980741

244325

HIGHLAND CHRYSLER • JEEP

INVOICE

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

CALEDONIA, MI HOME

BUS

PAGE 2

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

SERVICE ADVISOR: 8744 TOM WILLIAMS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, TAG. Row 1: PYG/GLD/J1, 06, CHRYSLER TOWN & COUN, 2A8GP64L56R, 53119/53119, TB946.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Row 1: 30NOV05 IS, 30NOV05 DD, 16:30 04MAY07, 82.00, CC, 04MAY07.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 6 VUGTEVEEN, STEVE LIC#: M110354, CR 0.00, 0.00, 0.00, 0.00, 0.00.

53119 WORKING AT THIS TIME

D INSPECT TIRES AND PRICE THEM OUT 197 MISC.NOTES

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE D. Row 1: 9 GRAHAM, DOUGLAS LIC#: M129999, CTR1 0.00, 0.00, 0.00, 0.00, 0.00.

53119 NEEDS A TIE ROD END AND MAINT WORK SEE EST.

E CHECK BRAKES -NOISES 110 INSPECT BRAKES

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE E. Row 1: 9 GRAHAM, DOUGLAS LIC#: M129999, CR 0.30, 24.60, 24.60. Row 2: 37 FRONT BRAKE SERVICE, 9 GRAHAM, DOUGLAS LIC#: M129999, CR 1.80, 147.60, 147.60. Row 3: 1 V1013803AC PAD KIT-FRONT DISC BRAKE, 61.56, 61.56, 61.56. Row 4: PARTS: 61.56 LABOR: 172.20 OTHER: 0.00 TOTAL LINE E: 233.76.

53119 1.8 TURN THE FRONT ROTORS AND REPLACE PADS .30 CHECK REAR BRAKES , THE PADS ARE THIN

EST: 291.00 04MAY07 07:48 SA: 874

SHOP SUPPLIES

PAID AMERICAN EXPRESS 20.00

Form for COMPLETE BODY REPAIR & PAINT SHOP. Includes fields for DEALER CODE # (42-61070), AUTHORIZATION #, FACILITY REG. # (F-101555), and a table for diagnosis estimate with columns for PARTS, LABOR, TOTAL, and HRS.

Table with columns: DESCRIPTION, TOTALS. Row 1: LABOR AMOUNT, 467.40. Row 2: PARTS AMOUNT, 140.90. Row 3: GAS, OIL, LUBE, 0.00. Row 4: SUBLET AMOUNT, 0.00. Row 5: DEDUCTIBLE, RENTAL & SUPPLIES, 20.00. Row 6: SUBTOTAL, 628.30. Row 7: LESS INSURANCE, 0.00. Row 8: SALES TAX, 9.65. Row 9: PLEASE PAY THIS AMOUNT, 637.95.

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

ACCOUNTING COPY

980741

244325

HIGHLAND CHRYSLER • JEEP

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

INVOICE

PAGE 1

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

CALEDONIA, MI
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 8744 TOM WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG	
PYG/GLD/J1	06	CHRYSLER TOWN & COUN	2A8GP64L56R [REDACTED]		53119/53119	TB946	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30NOV05 IS			16:30 04MAY07		82.00	CC	04MAY07
R.O. OPENED	READY	OPTIONS:					
07:48 04MAY07	13:54 04MAY07	STK:6TCE34 DLR:61070 ENG:EGH 3.8L V6 OHV Engine 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							
				CR 0.90		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 HARNESSSES 1.8

B ABS LIGHT CAME ON AND TRAC							
55B REPLACED SPEED SENSOR							
6 VUGTEVEEN, STEVE LIC#: M110354							
				CR 0.80		65.60	65.60
				1 5136038AB SENSOR-ANTI-LOCK BRAKES	18.24	18.24	18.24
PARTS:	18.24	LABOR:	65.60	OTHER:	0.00	TOTAL LINE B:	83.84

53119 REPLACE LEFT REAR SPEED SENSOR .8

C ILLUMINATION LIGHTS AROUND A/C INOPERATIVE
XX NO REPAIR NECESSARY

COMPLETE BODY REPAIR & PAINT SHOP				STATEMENT OF DISCLAIMER		DESCRIPTION		TOTALS
* FREE ESTIMATES * INSURANCE CLAIM REPAIRS * FRAME STRAIGHTENING * EXPERT PAINTING ALL PARTS ARE NEW UNLESS NOTED OTHERWISE				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 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 this item/items. All labor performed per the official Labor Time Guide and may not reflect actual hours worked. Vehicles not picked up within 30 days will be towed away at owner's expense, and assessed a \$5.00 per day storage fee.		LABOR AMOUNT		
ALL REPAIRS PROPERLY COMPLETED & CHECKED BY:				AUTH REPR.		PARTS AMOUNT		
DEALER CODE #		AUTHORIZATION #		TRANSIENT		GAS, OIL, LUBE		
42-81070						SUBLET AMOUNT		
TOTAL ESTIMATE INCLUDING ADDITIONS				FACILITY REG. # F-101555		DEDUCTIBLE, RENTAL & SUPPLIES		
DIAGNOSIS-ESTIMATE		HRS.	PARTS	LABOR	TOTAL	SUBTOTAL		
\$						LESS INSURANCE		
				CUSTOMER SIGNATURE		SALES TAX		
				X		PLEASE PAY THIS AMOUNT		

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

From: [REDACTED]
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:

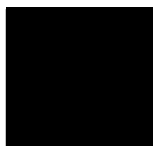
Caravan engine hesitates, poor mileage, and now air bag light comes on when it hesitates

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: [REDACTED]
Date: Tue May 15 09:10:33 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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=KMM4848078I25261L0KM&

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:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

LA FERIA

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
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, [REDACTED]. 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,

[REDACTED]

>From: customerassist <customerassist@daimlerchrysler.com>
>To: [REDACTED]
>Subject: Re: DaimlerChrysler Customer Assistance (KMM4848078I25261L0KM)
>Date: Tue, 15 May 2007 09:11:12 -0400 (EDT)
>
>Dear [REDACTED]:
>
>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,
>
>[REDACTED]
>
>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](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4848078I25261L0KM&)
>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:
> [REDACTED]
>Middle Initial:
>
>Last Name:
> [REDACTED]
>Address 1:
> [REDACTED]
>Address 2:
>
>City:

> LA FERIA

>State:

> TX

>Zip:

> [REDACTED]

>Email:

> [REDACTED]

>Home Phone:

> [REDACTED]

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=WLMENCA152

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu May 17 13:55:58 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4848078I25261L0KM)
Dear [REDACTED]:

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=KMM4854843I25261L0KM
M&

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,

[REDACTED]

>From: customerassist <customerassist@daimlerchrysler.com>

>To: [REDACTED]

>Subject: Re: DaimlerChrysler Customer Assistance (KMM4848078I25261L0KM)

>Date: Tue, 15 May 2007 09:11:12 -0400 (EDT)

>

>Dear [REDACTED]:

>

>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](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4848078I25261L0KM&)
>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:
> [REDACTED]
>Middle Initial:
>
>Last Name:
> [REDACTED]
>Address 1:
> [REDACTED]
>Address 2:
>
>City:
> LA FERIA
>State:
> TX
>Zip:
> [REDACTED]
>Email:
> [REDACTED]
>Home Phone:
> [REDACTED]

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=WLMENCA152

From: [REDACTED]
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: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Tue May 15 09:34:57 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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&

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

about getting this checked out properly?

VIN:

5R [REDACTED]

Mileage:

28000

Servicing Dealer:

Hebert's Town & Country, Shreveport, La.

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

A

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Bossier City

State:

LA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Tue May 15 10:10:27 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Avon

State:

IN

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

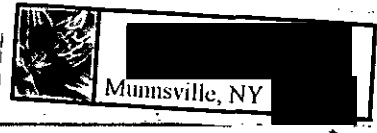
5-11-07

DEAR SIR'S

I AM SENDING THIS BILL IN FOR
REINBURSEMENT 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

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
MUNNSVILLE NY [REDACTED]		2D4GP44L05R [REDACTED]		38037	03/13/07	10112
YEAR	MAKE	MODEL		COLOR	TAG NO.	
05	DODGE	GRAND CARA		WHITE	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
[REDACTED]	[REDACTED]	[REDACTED]	-		00/00/00	PSB 4968
TERMS	CASH					
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN SERV DATE	
60.00	00/00/00		38035	03/13/07	00/00/00	

LINE	OP. CODE	FAIL. CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A CUSTOMER STATES THAT THE AIRBAG LIGHT IS ON						
CHECKED FOR CODES WITH DRB3 MACHINE AND FOUND ACTIVE CODE FOR						
LEFT FRONT IMPACT SENSOR INTERNAL SHORT						
REPLACED LEFT FRONT IMPACT SENSOR AND WIRING, CLEARED CODES						
TEST DROVE OK AT PRESENT TIME						
			A5 6762	1.00	C	60.00
			5175788AA WIRING PLUG	1	C	4.25
			4896023AA SENSOR SIDE	1	C	14.70
Line Total.....						78.95

Labor 60.00
 Parts 18.95
 Sales Tax 6.32
TOTAL AMOUNT 85.27

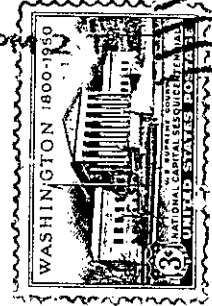
CUSTOMER COPY - PAGE 019

<p style="text-align: center;">STATEMENT OF DISCLAIMER</p> <p>The factory warranty (conflicts) 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 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 this item/items.</p> <p>_____</p> <p style="text-align: center;">CUSTOMER SIGNATURE</p>	<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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.</p> <p>_____</p> <p style="text-align: center;">(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>
--	---

NY

SYRACUSE NY 132

12 MAY 2007 PM 12



RECEIVED DAIMLER CHRYSLER

MAY 16 2007

P.O. BOX 4639

OAK RIDGE, TENN, 37831

From: [REDACTED]
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: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Fri May 18 11:57:00 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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 [REDACTED]

Mileage:

26400

Servicing Dealer:

Lithia Chrysler/Dodge

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Onalaska

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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.

I
don't appreciate business being done this way.

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Tue May 22 10:16:05 EDT 2007
Subject: Re: Reply to DaimlerChrysler (KMM4856839I25261L0KM)
Dear [REDACTED]:

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=KMM4862900I25261L0KM&

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.



DODGE

Denver, CO 80241-1429

Survey Return Date: 05/15/2007

SSI SCORE: 75

ABOUT YOUR OVERALL IMPRESSIONS OF . . .

Valley Chrysler Dodge Inc

1. How satisfied are you with your new vehicle buying experience?

Very Satisfied

Very Dissatisfied

very satisfied w/ Corey Carlson, sale

ABOUT THE FACILITY . . .

2. The facility was neat and clean

Strongly Agree

Strongly Disagree

THE SALES STAFF . . .

3. How satisfied are you with the sales staff?

4. How satisfied are you with the sincerity of the sales staff?

Very Satisfied

Very Dissatisfied

YOUR DELIVERY EXPERIENCE . . .

5. How satisfied are you with the delivery experience?

Very Satisfied

Very Dissatisfied

RECOMMENDATIONS . . .

6. I would recommend THIS DEALERSHIP to my family and friends

7. I would buy another vehicle from THIS DEALERSHIP

8. Would you purchase again from the same salesperson?

Strongly Agree

Strongly Disagree

Yes

No

YOUR SALESPERSON . . .

SALESPERSON SCORE: 100

9. Please rate your SALESPERSON on the following:

- 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

Very Satisfied

Very Dissatisfied

Corey Carlson salesman

YOUR SALES TEAM . . .

10. 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

Very Satisfied

Very Dissatisfied

MORE ABOUT THE BUYING EXPERIENCE . . .

11. If you've contacted this dealership by phone, how satisfied are you with the way your call was handled?

12. If this dealership handled the financing for your new vehicle, how satisfied are you with the arrangements?

13. If you took a demonstration drive at this dealership, how satisfied are you with that experience?

14. The dealer location was convenient

Doesn't Apply

Very Satisfied

Very Dissatisfied

Strongly Agree

Strongly Disagree

SALES TRANSACTION / PRICE NEGOTIATION . . .

15. Please rate your satisfaction with the following:

Very Satisfied

Very Dissatisfied

- | | | | | | |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The length of time it took to complete the sales transaction . . . | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The process of determining the final purchase/lease price . . . | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The comfort of the area where the vehicle price was negotiated . . . | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

max

THE DELIVERY OF YOUR NEW VEHICLE . . .

Excellent

Good

Average

Fair

Poor

- | | | | | | |
|--|-------------------------------------|--|-------------------------------------|-------------------------------------|--------------------------|
| 16. What was the overall condition of your vehicle at delivery? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. What was your vehicle's operating condition at delivery? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 18. a. Were you informed about the service department hours and whom to contact? | | Yes
<input checked="" type="checkbox"/> | | No
<input type="checkbox"/> | <i>see note</i> |
| b. Were you informed about the vehicle's maintenance requirements and logbook for tracking maintenance services? | | <input checked="" type="checkbox"/> | | <input type="checkbox"/> | |

DEALERSHIP FOLLOW-UP / CONCERNS HANDLING . . .

- | | | | | |
|---|---|--|--------------------------|---|
| 19. Since taking delivery, have you been contacted by a dealer representative regarding your satisfaction? | | Yes
<input checked="" type="checkbox"/> | | No
<input type="checkbox"/> |
| 20. a. Did you have any concerns regarding your sales experience that you brought to the attention of the dealership? | | <input checked="" type="checkbox"/> (Go to Q.20b.) | | <input type="checkbox"/> (Skip Q.20b.) |
| b. If YES, how satisfied are you with the dealership's resolution of your concerns? | Very Satisfied
<input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Very Dissatisfied
<input type="checkbox"/> |

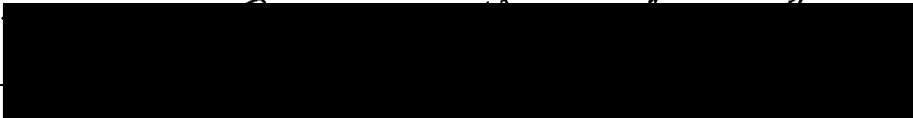
Overall Comments: _____

Salesperson: Carlson, C
Model and Year: 2006 Dodge Grand Caravan
VIN: 2D4GP44L86R [REDACTED]
Purchase Date: 04/10/2007
Survey Mail Date: 04/20/2007

that he transferred the Gap Insurance from Vehicle #1 to new vehicle. However, on our finance papers, I see that we were charged for new Gap Insurance, which was fine, because we wanted to have it. After I called our Gap Insurance provider, I was told that Gap insurance can never be transferred from vehicle to vehicle. So, ~~was~~ were they (dealer) just going to pocket my Gap Ins. refund? I think not - I cancelled previous coverage and I've notified dealer that I will be expecting my refund from them. So, we will see what happens to it.

I thank you for listening. Other than the above, I was VERY satisfied with Valley Dodge and I will be a repeat customer as I was with the previous car that I had bought through them.

Thank you



To Whom It May Concern;

① My husband & I purchased a 2006 Grand Caravan from Valley Dodge in Boulder, Colorado last month.

We were very ~~at~~ satisfied with your friendly sales staff. Especially, "Corey Carlson", salesman. Very nice young man, very nicely dressed.

This van was coming from another dealer a couple of hours away. They were sending a driver to drive it back to Colorado. About 3 days later (after Easter Sunday) we received the call that our Van was there and ready for pick-up. I went the following morning to pick it up. Upon driving home, I noticed that the drivers side and passenger side air bag lights stayed on the whole time. Trying to drive back to Boulder again (about a 30 minute drive from my house) the next day for them to look at it. The dealer needs to order the part - so that left me

driving the van for a week without air bag. I ~~tried~~ tried not to drive it very much, as I didn't want to get into an accident. The dealer called to let me know that the part was in and offered to come and pick up the van for its maintenance. However, I needed to sign some more papers at the dealership, so I drove the van there. It was fixed and we were on our way again. I feel that this should have been fixed before I gained possession of the car. The driver that brought the van from its first dealership should have mentioned this defect to salesperson at Valley. It is fixed now.

- (2) Another instance that I'm not especially happy about, is I don't like being led to or being made a fool of. Situation is:
- We had "gap" insurance on vehicle that we traded in. I asked how we get our refund from the 1st Gap insurance. I was told by "Tom"

From: [REDACTED]
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 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[REDACTED], 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 Chrysler 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: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Wed Jun 06 14:18:43 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

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=KMM4893152I25261L0KM&

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 [REDACTED], 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 Chrysler 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:

5R [REDACTED]

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:

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:

[Redacted]
DETROIT MI [Redacted]

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	Labor	Item Total
1	DW01470GBN Windshield Green Tint/Blue Shad (Solar Controlled)(W/third Visor Frit)	218.45	115.74	50.00	165.74
1.00	HAH000004 ADHESIVE(URETHANE,DAM,PRIMER)(2.0)	28.00	12.50	0.00	12.50
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 10 2007
R. Knox

paid
\$195.00

Signature _____

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

From: [REDACTED]
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:

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. [REDACTED]

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Wed Jun 20 12:26:36 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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 they 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
M&

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 months, 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 transmission 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 it 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 always used Dodge vehicles, 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 want to go that route because I am hoping that the problem can be fixed. Thanks for your time. Willard J. Faulkenberry

VIN:

6B [REDACTED]

Mileage:

21679

Servicing Dealer:

Meggs Ford-Chrysler-Jeep-Dodge

Title:

Mr.

First Name:

Middle Initial:

J

Last Name:

Address 1:

Address 2:

City:

Ruby

State:

SC

Zip:

Email:

Home Phone:

June 5, 2007

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,

[REDACTED]

6327737

210931



mazda



INVOICE

FRANK BOUCHER

9601 WASHINGTON AVENUE - P.O. BOX 085690
RACINE, WISCONSIN 53408-5690
Zone 55 (262) 866-2886
Code 68396 www.gordie.com

PAGE 1

RACINE, WI
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 483 ADAM MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	CHRYSLER TOWN & COUN	2C4GP44R15R [REDACTED]		39545/39545	T168
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
01JAN05 IS			17:00 31MAY07		80.00 CASH	31MAY07
R.O. OPENED	READY	OPTIONS: DLR:68396 ENG:3.3 Liter SMPI				
31MAY07	31MAY07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE AIRBAG LIGHT IS ON							
MSELEC REPLACED RIGHT FRONT IMPACT SENSOR AND							
RESET AIRBAG LIGHT							
23 COEY, MARK LIC#: 23							
CPC							
1	5175788AB		WIRING		3.97	3.97	3.97
1	4896023AA		SENSOR		16.91	16.91	16.91

ENVIRONMENTAL SURCHARGE							11.40

DATE: 5/31/07
 CASH:
 CHECK: PERSONAL COMPANY
 CHARGE: VISA MC DISC AMEX

Your Complete Satisfaction is Our Primary Concern

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 Technicians	LABOR AMOUNT 190.00
	PARTS AMOUNT 20.88
	GAS, OIL, LUBE 0.00
Service Dept.	SUBLET AMOUNT 0.00
Hours:	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 233.61

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER COPY

FRANK BOUCHER CHR/V/PLY
9601 WASHINGTON AVE
RACINE, WI. 53407-0001
262-886-2886
TID: 0000073024947401

MERCH#: 730249474
05/31/07 8:44:38 PM

REC NUM: 009
ACCT# [REDACTED]
BUS CD:
CARD TP: VISA
TRAN TP: SALE
AUTH CD: 004438

AMOUNT: 233.61

NELSON/BRIAN J

THANK YOU
CUSTOMER ID: [REDACTED]
ORIGINAL



Racine, WI

MILWAUKEE WI 532

11 JUN 2007 PM 4 L

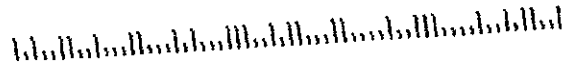


REC'D JUN 18 2007

Daimler Chrysler Motor Companies

PO BOX 21-8004

Auburn Hills, Michigan 48321-8004

48321+8004 8198 

From: [REDACTED]
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 mysterious one since no one at the dealer can tell me anything about it. Please respond ASAP. Thanks

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Thu Jun 21 16:57:40 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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 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 mysterious one since no one at the dealer can tell me anything about it. Please respond ASAP. Thanks

VIN:

5B [REDACTED]

Mileage:

48624

Servicing Dealer:

NORTHTOWN DODGE

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

West Amherst

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
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 reimbursement 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 reimbursement 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: [REDACTED]
Subject: Re: DaimlerChrysler Customer Assistance (KMM4925379I25261L0KM)

Dear [REDACTED]:

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=KMM4925379I25261L0KM
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 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 mysterious one since no one

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

Thanks

VIN:

5B [REDACTED]

Mileage:

48624

Servicing Dealer:

NORTHTOWN DODGE

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

1 [REDACTED]

Address 2:

City:

West Amherst

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

=====
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
To: [REDACTED]
Date: Tue Jun 26 08:52:01 EDT 2007
Subject: RE: DaimlerChrysler Customer Assistance (KMM4925379I25261L0KM)
Dear [REDACTED]:

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=KMM4933045I25261L0KM
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 reimbursement 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 reimbursement 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: [REDACTED]
Subject: Re: DaimlerChrysler Customer Assistance (KMM4925379I25261L0KM)

Dear [REDACTED]:

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 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 mysterious one since no one

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

Thanks

VIN:

5B [REDACTED]

Mileage:

48624

Servicing Dealer:

NORTHTOWN DODGE

Title:
Mr.
First Name:
[REDACTED]
Middle Initial:

Last Name:
[REDACTED]
Address 1:
[REDACTED]
Address 2:

City:
West Amherst
State:
NY
Zip:
[REDACTED]
Email:
[REDACTED]
Work Phone:
[REDACTED]

=====
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: [REDACTED]
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: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
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=KMM4945487I25261L0KM&

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:

[REDACTED]

Middle Initial:

a

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Brook Park

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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?

Thanks

[REDACTED]
Brighton Michigan [REDACTED]

38841

63222



M 59



INVOICE

6700 Highland Road
White Lake, Michigan 48383
BUS: # 248-889-8989 Fax: # 248-889-8998
www.m59cjdeals.com

BRIGHTON, MI

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 248 RALPH RIDINGS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: PW1 Stone, 05, DAIM CHRY TOWN & COU, 2C4GP54L05R, [redacted], 43012/43013, T39

Table with columns: DEL DATE, PRGD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Row 1: 01JAN05 IS, 17:00, 05JUL07, 83.95, CASH, 05JUL07

R.O. OPENED READY OPTIONS: STK:5R582271 ENG:EGH 3.8L V6_OHV_Engine TRN:DGL 4-Speed Automatic Transmission 9)5R582271

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A ELECTRICAL SYSTEM CONCERN, CUSTOMER STATES THE AIR BAG WARNING LIGHT COMES ON WHEN DRIVING CAUSE: NO LEFT FRONT IMPACT SENSOR COMMUNICATION RIGHT FRONT IMPACT SENSOR INTERNAL 1

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE A. Includes items like 2 4896023AA SENSOR, 2 5175788AB WIRING. Total Line A: 313.95

DIAG AND REPALCED BOTH FRONT IMPACT SENSORS AND RPLACED BOTH CONNECTORS RETEST OK

Table for B 16 POINT INSPECTION. Includes 200 SMART, DAVID D LIC#: M180763. Total Line B: 0.00

Table for C** PERFORM OIL AND FILTER CHANGE CHECK ALL THE FLUIDS LUBE THE CHASSIS CHECK BELTS AND HOSES CHECK EXHAUST SYSTEM CHECK AND ADJUST THE TIRE PRESSURES AND PERFORM MULTIPOINT INSPECTION. Includes 200 SMART, DAVID D LIC#: M180763. Total Line C: 26.10

SERVICE HOURS
Monday and Thursday
7:30 AM to 7:00 PM
Tues, Wed, and Friday
7:30 AM to 6:00 PM
Saturday
8:00 AM to 1:00 PM

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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR "INSPECTION" BY MANUFACTURER'S REPRESENTATIVE.

POWER OF ATTORNEY-KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint Scott M59 Chrysler-Jeep my (our) true and lawful attorney to sign name, place and stamp of the undersigned on any insurance checks or drafts by insurance company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever matter is necessary to please check or draft in suitable position. I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. The above work hereby authorized and conditions agreed to as outlined above.

Table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT

ALL BODYSHOP PARTS AND WORKMANSHIP WARRANTED FOR 12 MONTHS REGARDLESS OF MILEAGE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

ALL RETURNED GOODS ARE SUBJECT TO A 10% HANDLING/RESTOCKING CHARGE. ELECTRICAL ITEMS SPECIAL ORDERED ITEMS. ITEMS \$10.00 OR LESS ARE NON-RETURNABLE. NO REFUND AFTER 10 DAYS OR WITHOUT THE INVOICE RETURNED TO US IN ORIGINAL PACKAGE. CREDIT WILL NOT BE ISSUED WITHOUT INSPECTION OF ITEMS. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TUBES, SOLVENTS, GAS, ETC. \$20.00 PER GALLON. HAZARDOUS WASTE DISPOSAL IS A CHARGE OF 10% OF LABOR MAXIMUM \$10.00 INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PHIS, BELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BOLDEN, BATTERY CLEANER, WAX, WINDOW CLEANER, ETC. THE ONLY WARRANTIES APPLYING TO GAS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FURTHER AGREES NOT TO DEFEND OR HOLD ANY OTHER PERSON ACCOUNTABLE FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTIAL ORDER SERVICE. Buyer shall not be entitled to recover from the selling dealer any consequential damages, except as provided in the express warranties of sale. No part of this invoice shall be construed as a contract, offer of profit, or income, or any other financial advantage.

CUSTOMER COPY

From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Sat Jul 07 13:06:06 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

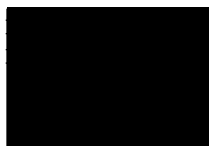
Category: Recall Information
Brief Description:

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: [REDACTED]
Date: Tue Jul 10 10:59:13 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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
M&

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:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Parma

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
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:

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 coming 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 shutting 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?

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Mon Jul 23 09:35:36 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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

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 coming 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 shutting 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:

6R [REDACTED]

Mileage:

19000

Servicing Dealer:

Fillbachs dodge in Boscobel WI

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

D

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Wauzeka

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Wed Aug 01 23:18:03 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

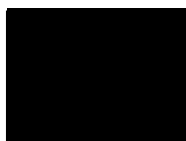
Category: Recall Information
Brief Description:

AIRBAG LIGHT ON AFTER DRIVING SHORT TIME.

Comments:

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Fri Aug 03 13:21:50 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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:

5E [REDACTED]

Mileage:

17500

Servicing Dealer:

SPITZER DODGE

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

PARMA HTS.

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

HAROLD ZEIGLER

Chrysler
Dodge Jeep

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

Grandville

UNIT# 5803 10362

62400

INVOICE

PAGE 1

F156292

HUDSONVILLE, MI
HOME
CELL

SERVICE ADVISOR: 8591 CHRIS SHILLINGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PRH Infern	05	CHRYSLER TOWN & COUN	2C4GP54L95R		39828/39828	T1826	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02JUN05	IS		17:00 26MAR07			CASH	26MAR07

R.O. OPENED	READY	OPTIONS:					
15:16 26MAR07	17:45 26MAR07	STK:5803 DLR:60085 ENG:EGH_3.8L_V6_OHV_Engine TRN:DGL_4-Speed_Automatic_Transmission					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A AIRBAG LITE ON

CAUSE: REPLACED FRT IMPACK SENSORS

08142502 Sensor, air bag impact - Replace
Front-Right (B)

2494 RAY, JAMES LIC#: [REDACTED]
WCSC 0.60

2 5175788AA WIRING
2 5175978AB SENSOR

(N/C)
(N/C)
(N/C)

08142503 Sensor, air bag impact - Replace
Front-Left (B)

2494 RAY, JAMES LIC#: M137621
WCSC 0.60

(N/C)

CHRYSLER



Jeep

B ROTATE TIRES

ROT ROTATE TIRES

2494 RAY, JAMES LIC#: [REDACTED]
C 0.30

15.95 15.95

C OIL/FILTER/LUBE

LOF OIL/FILTER/LUBE

2494 RAY, JAMES LIC#: [REDACTED]
CQ 0.30

1 VO-45 OIL FILTER
5 4761872AC *OIL

6.85 4.00 4.00
4.92 2.95 14.75

D RECALL F10

CAUSE: RECALL

08F10182 RECALL F10

2494 RAY, JAMES LIC#: [REDACTED]
W 0.60

(N/C)
(N/C)

1 CBROF102 MOTOR KIT-WINDSHIELD WIPE

FC:

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth 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 vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

SIGN X

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X AUTHORIZED REPRESENTATIVE

TECH. NAME & NO.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 sale of said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE			DESCRIPTION	TOTALS
SALE	TYPE	COST	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			DEDUCTIBLE, RENTAL & SUPPLIES	
			SUBTOTAL	
			LESS INSURANCE	
			SALES TAX	
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

X

HAROLD ZEIGLER

Chrysler
Dodge·Jeep

Grandville

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

UNIT# 5803

10362

62400

INVOICE

HUDSONVILLE, MI

PAGE 2

F156292

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 8591 CHRIS SHILLINGER

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PRH Infern	05	CHRYSLER TOWN & COUN	2C4GP54L95R	PWM645	39828/39828	T1826	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02JUN05 IS			17:00 26MAR07			CASH	26MAR07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PART#: CBR0F102
COUNT: 1
CLAIM TYPE: S
AUTH CODE:

OPTIONS: STK:5803 DLR:60085
ENG:EGH_3.8L_V6_OHV_Engine
TRN:DGL_4-Speed_Automatic_Transmission

EST: 0.00 26MAR07 15:16 SA: 859

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER



VISIT US AT OUR WEBSITE WWW.HAROLDZEIGLER.COM

1.07

Recall G89

PAID MAR 26 PAID

CUSTOMER PAY DEDUCTIBLE FOR LINE A

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereafter set forth 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 vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

SIGN: X

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X AUTHORIZED REPRESENTATIVE

TECH. NAME & NO.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 sale of said products. Any limitation contained herein does not apply where prohibited by law.

YOU ARE ENTITLED TO A COPY OF THIS DOCUMENT WHEN SIGNING

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE	DESCRIPTION	TOTALS
	LABOR AMOUNT	24.87
	PARTS AMOUNT	18.75
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	DEDUCTIBLE, RENTAL & SUPPLIES	101.07
	SUBTOTAL	144.69
	LESS INSURANCE	0.00
	SALES TAX	1.19
	PLEASE PAY THIS AMOUNT	145.88

All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act P.A. 300.

CUSTOMER COPY

X

Hudsonville, MI

GRAND RAPIDS MI 493

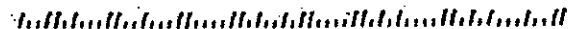
31 JUL 2007 PM 2 L



DaimlerChrysler
P.O. Box 4639
Oak Ridge, TN 37831

RECEIVED AUG 03 2007

37831+4639



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Aug 13 16:44:13 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

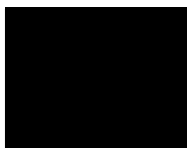
Lost cruise control, air bag and horn

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:



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Aug 16 10:27:12 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

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=KMM5069308I25261L0KM&

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 servicing my van. I am upset because its the exact same thing on a newer model.

VIN:

6E [REDACTED]

Mileage:

30000

Servicing Dealer:

Terry Wiseman's Robinson IL

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Robinson

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

DAIMALER CRYSLER

1 Aug 07

[REDACTED]
Manti, UT [REDACTED]

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.

Thanks,

[REDACTED]

SMITH CHRYSLER

Jeep • Dodge



501 West Main American Fork Utah 84003

(801) 492-0100

(801) 566-9624 from Salt Lake

1-500-1997
992-1997

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 #					
Dennis P./2968*W*					
Vehicle Identification Number					
1D4GP25RX5B					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2005	DODGE	CARAVAN		WHITE	

MANTI, UT

Work Phone
Home Phone

Year	Make	Model	Body	Color	License Number
2005	DODGE	CARAVAN		WHITE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#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</p>	123.00
<p>#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</p>	24.60

*Daimler Chrysler po box 4639
Oak Ridge, Tenn 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 inspection. 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 sale 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 or 4,000 miles, whichever occurs first. The dealer hereby limits 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.
We hope that by better understanding how "Appointments" work, we can better meet AND exceed your Automotive service needs.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

ZIONS BANK®

P.O. Box 30709, Salt Lake City, UT 84130-0709

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

MANTI UT

DIRECT INQUIRIES TO:

24-hour Account Information:

Logan: 755-9995

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 84842-1350

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!

SUMMARY OF ACCOUNT BALANCE

Account Type	Account Number	Checking/Savings Ending Balance	Outstanding Balances Owed
Centennial Checking	053371076	\$9,348.92	

CENTENNIAL CHECKING 053371076

Previous Balance	Deposits/Credits	Charges/Debits	Checks Processed	Ending Balance
9,279.10	3,933.30	2,130.64	1,732.84	9,348.92

7 DEPOSITS/CREDITS

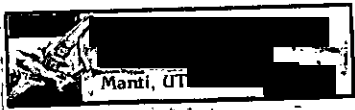
Date	Amount	Description
01/16	85.00	ATM TRANSFR FROM SAV 0533049581 1 SOUTH MAIN MANTI UT 1406138529
01/22	200.00	DEPOSIT 0660347120
01/24	427.00	US TREASURY 303 SOC SEC *****98A SSREF # 031736043891629 1105209159
01/24	164.00	US TREASURY 303 SOC SEC *****41A SSREF # 031736043893456 1105210985
01/29	114.96	DEPOSIT 0440183118
01/31	1,126.08	SOUTH SANPETE SC PAYROL *****98 REF # 124000050240490 1103912753
02/01	1,816.26	US TREASURY 312 CIVIL S A *****0 CREF # 121736152534195 1104224824

9205.20

37 CHARGES/DEBITS

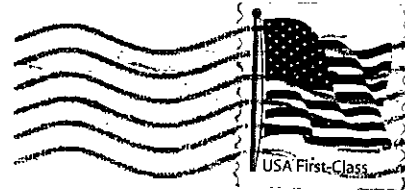
Date	Amount	Description
01/04	30.60	P.O.S. PURCHASE SAMSCLUB # 1313 UNIVER PROVO UT 1404118656
01/04	16.83	P.O.S. PURCHASE WAL-MART # 660 SOUTH 1 SPRINGVILL UT 1404118655
01/08	58.40	P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1405762573
01/09	45.69	P.O.S. PURCHASE HARBOR FRE HARBOR FREI OREM UT 1403819998
01/09	43.59	P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1403819997
01/09	30.52	P.O.S. PURCHASE SAMSCLUB # 1313 UNIVER PROVO UT 1403819996
01/09	14.03	P.O.S. PURCHASE SAMSCLUB # 1313 UNIVER PROVO UT 1403819995
01/11	24.95	24388940A6NA987EE RASMUSSEN'S ACE HARDWA GUNNISON UT 1206506651
01/11	20.49	P.O.S. PURCHASE MANTI JUBI 35 EAST UNI MANTI UT 1404619264
01/11	18.15	P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1404619263
01/11	17.81	24717050B3T5KYTVS DONS GALLERY CAFE EPHRAIM UT 1206506652
01/12	164.67	24207850B9AYSZR7L DOUG SMITH DODGE AMERICAN FORK UT 1205206502
01/12	28.02	P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1404021491
01/16	31.45	P.O.S. PURCHASE WAL-MART # 777 N MAIN EPHRAIM UT 1405985259
01/17	47.62	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

MEMBER FDIC



PROVO UT 846

01 AUG 2007 PM 1 T



REC'D AUG 07 2007

DAIMALER CRYSLER
PO BOX 4639
OAK RIDGE, TENN. 37831

378314639



From: [REDACTED]
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 diagnostic 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 wanted 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 emission check my van failed. The service center that I took my van to ran a diagnostic 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: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

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 diagnostic 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 wanted 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 emission check my van failed. The service center that I took my van to ran a diagnostic 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?

VIN:

5B [REDACTED]

Mileage:

41200

Servicing Dealer:

Hanover Chrysler

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

N

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Hanover

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

[REDACTED]
E. Liverpool, Ohio
[REDACTED]

Attn: Traci

Enclosed is the information requested;
Reference # 16660464 - concerning the repairs
made on my Dodge Grand Caravan on August 21, 2007.

1. Faulty Airbag Front Sensor
2. Tie Rod End. & Wheel Alignment.

Thank-you for any consideration you extend
to us on our extended warranty.

With appreciation,
[REDACTED]

20496

48552

FREDERICK CHRYSLER JEEP DODGE



INVOICE

7871 Market Street · Boardman, OH 44512-5970
Phone: 330-726-2777 · 330-726-7030 · 1-800-636-3366
Fax: 330-726-0057
www.frederickcj.com

EAST LIVERPOOL, OH
HOME: [REDACTED]
CELL: [REDACTED]

BUS:

PAGE 1

SERVICE ADVISOR: 4863 CHRISTINE M BALAKOF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MAG-PEARL	05	DODGE GRAND CARAVAN	2D4GP44L15R		43093/43094	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
01JAN05 DD			WAIT 21AUG07			CASH
R.O. OPENED	READY	OPTIONS: STK:PN557 ENG:3.8 LITER SMPI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	2688	COMPLETE LUBE, OIL, & FILTER SERVICE AS DESCRIBED IN OUR MAINTENANCE FOLDER					
	2688	LUBE-OIL-FILTER SERVICE					
		5884	C			9.25	9.25
		1	5281090	FILTER-ENGINE OIL	5.45	5.45	5.45
		5	68026603AA	OIL	2.25	2.25	11.25
PARTS:		16.70	LABOR:	9.25	OTHER:	0.00	TOTAL LINE A: 25.95

B	9020	COMPLIMENTARY 16 POINT VEHICLE INSPECTION					
	9020	COMPLIMENTARY 16 POINT VEHICLE INSPECTION					
		5884	C			0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

C**	CUSTOMER STATES AIR BAG LIGHT IS ON						
	M DIAGNOSIS FOUND RIGHT FRONT FAULTY SENSOR						
		5884	CD5			34.10	34.10
	M REPLACE RIGHT FRONT SENSOR RECHECK OK						
		5884	C			48.60	48.60
		1	4896023AA	SENSOR	20.37	20.37	20.37
		1	5175788AB	WIRING	5.18	5.18	5.18
PARTS:		25.55	LABOR:	82.70	OTHER:	0.00	TOTAL LINE C: 108.25

D**	CUSTOMER STATES REPLACE THE LEFT OUTER TIE ROD END AS NEEDED						
	M COMPLETED						
		5884	C			72.90	72.90
		1	68033477AA	TIE ROD	39.90	39.90	39.90
		1	6508273AA	NUT	9.90	9.90	9.90
PARTS:		49.80	LABOR:	72.90	OTHER:	0.00	TOTAL LINE D: 122.70

E** 2240 COMPLETE THRUST ANGLE WHEEL ALIGNMENT

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. If the product proves to be defective after purchase, the 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 excluded from this warranty.

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

CUSTOMER SIGNATURE

CUSTOMER COPY

20496

48552

FREDERICK

CHRYSLER JEEP DODGE

Jeep CHRYSLER DODGE

7871 Market Street · Boardman, OH 44512-5970
 Phone: 330-726-2777 · 330-726-7030 · 1-800-636-3366
 Fax: 330-726-0057
 www.frederickcd.com

INVOICE

PAGE 2

EAST LIVERPOOL, OH

HOME: [REDACTED] BUS:

CELL: [REDACTED] SERVICE ADVISOR: 4863 CHRISTINE M BALAKOF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MAG-PEARL	05	DODGE GRAND CARAVAN	2D4GP44L15R [REDACTED]		43093/43094		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN05 DD			WAIT 21AUG07			CASH	21AUG07

R.O. OPENED	READY	OPTIONS:
09:48 21AUG07	14:19 21AUG07	STK:PN557 ENG:3.8_LITER_SMPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
2240	COMPLETE	THRUST	ANGLE	WHEEL ALIGNMENT			
	5884	C				54.95	54.95
PARTS:	0.00	LABOR:	54.95	OTHER:	0.00	TOTAL LINE E:	54.95

 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

PAID

CASH CK # 5227
 CREDIT CARD
 DATE 8/21/07
 MK

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. If the product proves to be defective after purchase, the 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 excluded from this warranty.

DESCRIPTION	TOTALS
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 THIS AMOUNT	349.11

CUSTOMER SIGNATURE

CUSTOMER COPY

386-9343



Account: 016020540

K [REDACTED] OH / RM 971080 5227
 [REDACTED] 177866
 [REDACTED] Aug. 21, 20 07
 EAST LIVERPOOL, OHIO

PAY TO THE ORDER OF Fredrick's CJD \$ 349.⁰⁰/₁₀₀
Three hundred forty-nine and 00/100 DOLLARS

THE HOME SAVINGS AND LOAN COMPANY
 EAST LIVERPOOL, OHIO

FOR [REDACTED]

1013045484
 0410-0001-4
 08232007
 ENT=1427 TRC=1426 PK=06

041211382K SKY BANK
 BRECKSVILLE, OH
 4065324940 08 22
 0000004606777842

DO NOT WRITE IN THESE SPACES

ENDORSE HERE

PAY TO THE ORDER OF
 SKY BANK
 FOR DEPOSIT ONLY
 REIS CO., LLC
 OF
 FREDERICK CJD
 OPERATING ACCT
 OF
 4606777842 FROM THIS LINE

FEDERAL RESERVE BOARD OF GOVERNORS WASH., DC

K Barbara Kalinowski
16587 Dunn Rd
East Liverpool, OH 43920

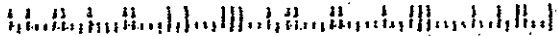
ROYAL MAIL 48321
23541800007 PPD-1 T



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

RECEIVED AUG 30 2007

48321+8004



Please SCAN to CAIR → 16762242
VIN → 7R150451
Customer → 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 [REDACTED]

07 DODGE GRAND CARAVAN

Marvin F Yacoub | Case Manager | Suite: Hamlin Road Centre
Tie-Line: 754-7034 | Outside: 248-944-7034 | E-mail: mfy@chrysler.com



Massapequa Park, NY

Survey Return Date: 09/24/2007

21

CPOV SCORE: 56

ABOUT YOUR OVERALL IMPRESSIONS OF

Security Dodge Chrysler

1. How satisfied are you with your Certified Pre-Owned Vehicle buying experience?

Very Satisfied, Very Dissatisfied scale with checkboxes

ABOUT THE FACILITY

2. The facility was neat and clean

Strongly Agree, Strongly Disagree scale with checkboxes

THE SALES STAFF

3. How satisfied are you with the sales staff?

4. How satisfied are you with the sincerity of the sales staff?

Very Satisfied, Very Dissatisfied scale with checkboxes

YOUR DELIVERY EXPERIENCE

5. How satisfied are you with the delivery experience?

Very Satisfied, Very Dissatisfied scale with checkboxes

RECOMMENDATIONS

6. I would recommend THIS DEALERSHIP to my family and friends

7. I would buy another vehicle from THIS DEALERSHIP

8. Would you purchase again from the same salesperson?

Strongly Agree, Strongly Disagree scale with checkboxes and Yes/No options

YOUR SALESPERSON

SALESPERSON SCORE: 67

9. Please rate your SALESPERSON on the following:

- 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

Very Satisfied, Very Dissatisfied scale with checkboxes

YOUR SALES TEAM

10. 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

Very Satisfied, Very Dissatisfied scale with checkboxes

MORE ABOUT THE BUYING EXPERIENCE

11. If you've contacted this dealership by phone, how satisfied are you with the way your call was handled?

12. If this dealership handled the financing for your vehicle, how satisfied are you with the arrangements?

13. If you took a demonstration drive at this dealership, how satisfied are you with that experience?

14. The dealer location was convenient

Doesn't Apply, Very Satisfied, Very Dissatisfied, Strongly Agree, Strongly Disagree scales with checkboxes

SALES TRANSACTION / PRICE NEGOTIATION

15. Please rate your satisfaction with the following:

- | | Very Satisfied
▼ | | | | Very Dissatisfied
▼ |
|---|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| a. The length of time it took to complete the sales transaction ... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The process of determining the final purchase/lease price | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The comfort of the area where the vehicle price was negotiated | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

THE DELIVERY OF YOUR VEHICLE

- | | Excellent
▼ | Good
▼ | Average
▼ | Fair
▼ | Poor
▼ |
|--|--------------------------|---|--------------------------|-------------------------------------|--------------------------|
| 16. What was the overall condition of your vehicle at delivery? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. What was your vehicle's operating condition at delivery? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. a. Were you informed about the service department hours and whom to contact? | | Yes
▼
<input checked="" type="checkbox"/> | | No
▼
<input type="checkbox"/> | |
| b. Were you informed about the vehicle's maintenance requirements and logbook for tracking maintenance services? | | <input checked="" type="checkbox"/> | | <input type="checkbox"/> | |

DEALERSHIP FOLLOW-UP / CONCERNS HANDLING

- | | | | | | |
|---|---------------------|---|--------------------------|-------------------------------------|--|
| 19. Since taking delivery, have you been contacted by a dealer representative regarding your satisfaction? | | Yes
▼
<input checked="" type="checkbox"/> | | No
▼
<input type="checkbox"/> | |
| 20. a. Did you have any concerns regarding your sales experience that you brought to the attention of the dealership? | | <input type="checkbox"/> | (Go to Q.20b.) | <input type="checkbox"/> | (Skip Q.20b.) |
| b. If YES, how satisfied are you with the dealership's resolution of your concerns? | Very Satisfied
▼ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Very Dissatisfied
▼
<input type="checkbox"/> |

Overall Comments: _____
 _____ *see attached* _____

Model and Year: 2006 Dodge Grand Caravan
VIN: 1D4GP24R96B XXXXXXXXXX
Transaction Date: 08/14/2007
Survey Mail Date: 08/31/2007

9/16/07

To whom it may concern

I purchased this vehicle - a 2006 Carava
on 9/14/07. Upon picking the car up,
I noticed 2 passenger airbag lights
were on. My salesperson assured me
it could be taken care of quickly.

I brought the car back on 9/15/07.
After one hour of service, I was
told they needed to order a part.

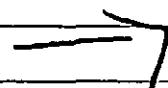
At this point, I started to wonder
if this car actually received the
125 point inspection the sticker claimed.

It is now 9/16 & this has
yet to be repaired. I brought the car in
on 9/11/07, I am enclosing a copy of
repair order.

At this point an OCS bladder
needs to be ordered. This will take
another day to service this car.

I have spoken to too many
people, including the owner of Security
Dodge. He was rude & abrupt.

My main concern is this claim
that this vehicle has undergone a
rigorous inspection. It clearly has not
& this is a false claim.



I will be contacting an attorney
regarding this misrepresentation.



