

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Apr 18 19:21:44 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Corroded air bag sensor
Comments:

I had my van looked at today because the air bag signal comes on in wet weather. The dealer said the sensor is corroded. I then found on the internet that cars in WI are being recalled for this problem. When I contacted Chrysler, I was told my minivan was not part of the recall. Since this is a safety issue and I seem to fit the criteria for the recall I would expect that this repair should be covered under this recall. Please set this in motion.

Sincerely,

[REDACTED]
Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Apr 21 04:12:42 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Grand Caravan.

We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day and time of day vehicles are built. We then recall all those vehicles built within that time frame.

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

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. Please visit our brand site www.Dodge.com and click on "For Owners" at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).

Thanks again for your email.

Sincerely,

Nick Tyler
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17433210
EMAIL CASE NUMBER: 1997867
REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5659487I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Corroded air bag sensor

Comments:

I had my van looked at today because the air bag signal comes on in wet weather. The dealer said the sensor is corroded. I then found on the internet that cars in WI are being recalled for this problem. When I contacted Chrysler, I was told my minivan was not part of the recall. Since this is a safety issue and I seem to fit the criteria for the recall I would expect that this repair should be covered under this recall. Please set this in motion. Sincerely, [REDACTED]

VIN:

5R [REDACTED]

Mileage:

37827

Servicing Dealer:

Ewald Chrysler Jeep Dodge LLC

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

J

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

South Milwaukee

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Apr 21 17:29:38 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5659487I25261L0KM)
Dear Nick,

Thank you for your reply to my query, but since my issue of a corroded air bag sensor is one that you have identified as a recall issue (although not for my vehicle), could it be that you need to expand the range of the recall? I obviously have this problem and I am upset about having to pay over one hundred dollars to repair something that you have found to be a problem. Is there any way we can make this repair ourselves? Where is the sensor located?

Thank you again,
[REDACTED]

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

From: "customerassistre" <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Monday, April 21, 2008 3:13 AM
Subject: Re: Chrysler LLC Customer Assistance (KMM5659487I25261L0KM)

> Dear [REDACTED]:
>
> Thank you for contacting the Chrysler Customer Assistance Center
> regarding your 2005 Dodge Grand Grand Caravan.
>
> We identify the recall issue and determine which vehicles in the
> assembly plant are involved. This is determined by the specific day and
> time of day vehicles are built. We then recall all those vehicles built
> within that time frame.
>
> A review of our records indicates that your vehicle does not currently
> require service for any recall campaigns. If your vehicle is involved
> in a future recall campaign, you will be notified promptly by mail.
>
> 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. Please visit our brand site www.Dodge.com and click on "For
> Owners" at the top of the home page and then enter the last eight digits
> of your Vehicle Identification Number (VIN).
>
> Thanks again for your email.
>
> Sincerely,
>
> Nick Tyler
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 17433210
> EMAIL CASE NUMBER: 1997867
> REPLY LINK:

>
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5659487I25261L0K
M&

>
>
> Original Message Follows:
> -----

> Recall Information - Chrysler Brand Site

> Brief Description:

> Corroded air bag sensor

> Comments:

> I had my van looked at today because the air bag signal comes on in wet
> weather. The dealer said the sensor is corroded. I then found on the
> internet that cars in WI are being recalled for this problem. When I
> contacted Chrysler, I was told my minivan was not part of the recall.

> Since

> this is a safety issue and I seem to fit the criteria for the recall I
> would expect that this repair should be covered under this recall.

> Please

> set this in motion. Sincerely, [REDACTED]

>

>

>

> VIN:

> 5R [REDACTED]

> Mileage:

> 37827

> Servicing Dealer:

> Ewald Chrysler Jeep Dodge LLC

> Title:

> Mrs.

> First Name:

> [REDACTED]

> Middle Initial:

> J

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> South Milwaukee

> State:

> WI

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

>

>

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Tue Apr 22 10:26:48 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5659487I25261L0KM)
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

In response to your email, we would like to inform you that we are unable to assist you regarding your concern for expanding the range of recall.

In addition, an independent repair may cause damage to a co-related part and as a result may increase the expense incurred. The technicians at our dealerships are experts at servicing Dodge vehicles. Their state-of-the-art diagnostic equipment is designed specifically for your vehicle; it is able to read fluid and emissions levels and diagnose electrical and mechanical functions to ensure your vehicle is operating at maximum efficiency. Hence, we would request you to perform the repairs at an authorized dealer.

Furthermore, it would be wise to check around and compare with other authorized dealers close to your location. Our dealers are competitive in their retail service pricing with other repair facilities, both foreign and domestic.

It is regrettable that a more favorable reply cannot be provided.

Thanks again for your email.

Sincerely,

Nick Tyler
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 1997867

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5661491I25261L0KM
M&

Original Message Follows:

Dear [REDACTED],

Thank you for your reply to my query, but since my issue of a corroded air bag sensor is one that you have identified as a recall issue (although not for my vehicle), could it be that you need to expand the range of the recall? I obviously have this problem and I am upset about having to pay over one hundred dollars to repair something that you have found to be a problem. Is there any way we can make this repair ourselves? Where is the sensor located?

Thank you again,
[REDACTED]

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

From: "customerassistre" <customerassistre@chrysler.com>

To: [REDACTED]

Sent: Monday, April 21, 2008 3:13 AM

Subject: Re: Chrysler LLC Customer Assistance (KMM5659487I25261L0KM)

> Dear [REDACTED]:

>

> Thank you for contacting the Chrysler Customer Assistance Center
> regarding your 2005 Dodge Grand Grand Caravan.

>

> We identify the recall issue and determine which vehicles in the
> assembly plant are involved. This is determined by the specific day and
> time of day vehicles are built. We then recall all those vehicles built
> within that time frame.

>

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

>

> 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. Please visit our brand site www.Dodge.com and click on "For
> Owners" at the top of the home page and then enter the last eight digits
> of your Vehicle Identification Number (VIN).

>

> Thanks again for your email.

>

> Sincerely,

>

> Nick Tyler

> Customer Service Representative

> Chrysler Customer Assistance Center

>

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

> REFERENCE NUMBER: 17433210

> EMAIL CASE NUMBER: 1997867

> REPLY LINK:

>

> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5659487I25261L0KM
> M&

>

>

> Original Message Follows:

> -----

>

> Recall Information - Chrysler Brand Site

> Brief Description:

> Corroded air bag sensor

> Comments:

> I had my van looked at today because the air bag signal comes on in wet
> weather. The dealer said the sensor is corroded. I then found on the
> internet that cars in WI are being recalled for this problem. When I
> contacted Chrysler, I was told my minivan was not part of the recall.
> Since

> this is a safety issue and I seem to fit the criteria for the recall I
> would expect that this repair should be covered under this recall.
> Please
> set this in motion. Sincerely, [REDACTED]
>
>
>
> VIN:
> 5R [REDACTED]
> Mileage:
> 37827
> Servicing Dealer:
> Ewald Chrysler Jeep Dodge LLC
> Title:
> Mrs.
> First Name:
> [REDACTED]
> Middle Initial:
> J
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> South Milwaukee
> State:
> WI
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Home Phone:
> [REDACTED]
>
>
>

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Apr 23 10:56:41 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

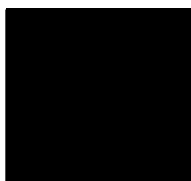
Category: Recall Information
Brief Description:

Airbag sensor light is on - saw a blog about a recall but haven't received recall notice - is there one?

Comments:

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Apr 23 11:58:26 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Dodge Caravan.

We appreciate the time and effort you took to write to us. In response to your email, regarding the Airbag Sensor Light, we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below:

Recall Campaign # F10 WINDSHIELD WIPER MOTOR.

Please contact your local authorized Dodge dealer to arrange for an inspection and for the repairs. The recall services are performed free of charge.

Also, seek the dealerships that are known for their excellence in customer service - our Five Star dealers. Please visit <http://www.fivestar.com>, or call 1-800-677-5-STAR.

You can also find a dealership using the "Find a Dealer" area on the Dodge website at <http://www.dodge.com>.

Given below are the names and addresses of our Five Star Dealerships in your vicinity:

Community Chrysler Dodge Jeep
555 STATE ROAD 37 SOUTH
MARTINSVILLE, IN 46151
Phone: (765) 342-5000

Bryan Bowman Chrysler Jeep Dodge
1873 E TIPTON ST
SEYMOUR, IN 47274
Phone: (812) 522-2982

Washington Chrysler Center
105 EAST VAN TREES
WASHINGTON, IN 47501-2944
Phone: (812) 254-3217

If you have any further questions, please feel free to contact the Customer Assistance Center at 1-800-992-1997 for an additional discussion.

Thanks again for your email. Have a great day.

Sincerely,

Mike Hanes
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17443977
EMAIL CASE NUMBER: 1999858
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5664324I25261L0K
M&

Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
Airbag sensor light is on - saw a blog about a recall but haven't received
recall notice - is there one?

Comments:

VIN:

5B [REDACTED]

Mileage:

74000

Servicing Dealer:

TOWN & COUNTRY

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

M

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Springville

State:

IN

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Apr 29 17:07:41 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

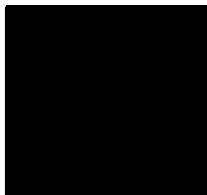
Category: US Customer Service
Brief Description:

Reimbursement for Repairs
Comments:

I understand that a recall related to SRS impact sensors has occurred which affects many minivans of 2005 model year. I was told by the dealer that my minivan was not part of the recall and that a replacement part was instituted by Chrysler in the manufacturing process. However, I recently had two separate incidents where the right front and left front impact sensors prematurely failed at different times. It is clear that the replacement parts are not correcting this problem. Considering the systemic nature of this issue, and that this is a known defect, I am asking that Chrysler reimburse me for these repairs.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 30 13:15:00 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

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

We appreciate the time and effort you took to write to us.

We would like to discuss this matter with you in more detail. Therefore, we will attempt to call you at the phone number you provided, (269-377-1185).

If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m., Monday through Friday. 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)
- ? Current vehicle mileage
- ? An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Thanks again for your email.

Sincerely,

Patrik Nelson
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17463113

EMAIL CASE NUMBER: 2004358

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5678912I25261L0K
M&

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue May 06 16:39:20 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

airbag light coming on, disarming passenger airbag!!!

Comments:

Your web site tells me there are no recalls on this problem however other web sites show me there is a problem with this condition. Also I don't need someone in India, whom I cannot understand, trying to tell me not to notify The National Highway Safety Council about this problem. I will wait until Friday May 9th to get your reply then I will report my situation.
Thank you.

[REDACTED]
Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed May 07 11:56:47 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler Town & Country.

Our 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 one of our brand sites: www.Chrysler.com; www.Dodge.com or www.Jeep.com, click on "For Owners" and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. 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.

Thank you again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17484319

EMAIL CASE NUMBER: 2008737

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5692826I25261L0K
M&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri May 16 09:54:57 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Major parts repair not covered under warranty

Comments:

We received a repair bill for almost \$2000 for replacement of parts that by everyone's account should not have broken on a 2 year old vehicle. Both automatic door motors need replacement as well as the track of one. Furthermore the airbag on the driver's side is no longer working properly and may not deploy when needed. When we purchased this van 2 years ago, we knew that we put alot of highway miles on our cars and bought a \$1000 extended warranty. The salesman explained this was the warranty for us because it covered those items that may be affected by mileage. We now find out that these items are not covered although they are NOT affected by mileage and SHOULD NOT have worn out in 2 years. We are so disappointed with the van and are flabergasted that these parts did not hold up. We are extremely disheartened to learn that Dodge will not stand behind the quality of your products in a car that is 2 years old. We formally would request that these items be repaired under the intial 3 year warranty of our vehicle. Thank you.
Bill Paparteys

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon May 19 12:47:25 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

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

We regret for the inconvenience caused to you. In response to your email, we request you to please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When 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
- Dealership where service was performed
- Date of last service
- Current vehicle mileage
- An explanation of the problem

We have Customer Service Representatives available to address the your questions and concerns.

Thanks again for your email.

Sincerely,

Nick Tyler
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17514643

EMAIL CASE NUMBER: 2015554

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5716272I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Major parts repair not covered under warranty

Comments:

We received a repair bill for almost \$2000 for replacement of parts that by everyone's account should not have broken on a 2 year old vehicle. Both automatic door motors need replacement as well as the track of one.

Furthermore the airbag on the driver's side is no longer working properly and may not deploy when needed. When we purchased this van 2 years ago, we knew that we put alot of highway miles on our cars and bought a \$1000 extended warranty. The salesman explained this was the warranty for us because it covered those items that may be affected by mileage. We now find out that these items are not covered although they are NOT affected by mileage and SHOULD NOT have worn out in 2 years. We are so disappointed with the van and are flabergasted that these parts did not hold up. We are extremely disheartened to learn that Dodge will not stand behind the quality of your products in a car that is 2 years old. We formally would request that these items be repaired under the intial 3 year warranty of our vehicle. Thank you. Bill Paparteys

VIN:

6R [REDACTED]

Mileage:

60000

Servicing Dealer:

Dodge City, Burlington NJ

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

McGuire AFB

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu May 29 05:59:24 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

We deeply feel, that the Service Department, where our vehicle is being repaired, is being deciteful,untrustworthy, in disregard of said, disabilities= covered by ADA. Upper mang. refuses to help, broken repair promises!

Comments:

At 3:00 pm. prior to the close of business (at 6:00pm. CST.) we were told by Rusty Miller (Service Manager), that he had spoken to Dave Jones (District Service Manager), and that he stated that he had no reason to discuss any concerns I may have, and that he was on his way out (vacation?) and that Rusty could handle everything. Mr. Jones from my understanding stated exactly what Mr. Miller stated..."I am sorry that you have a problem.... (My disability of OCD - which is covered by the Americans with Disabilities Act), BUT IT IS NOT OUR problem to deal with". Furthermore, Mr.Rusty Miller stated, that he was probably more versed in the ADA then he really cared to be, and stated, that it only covered Government buildings, and public access areas, and the like., for which I disagree....It protects against, DISCRIMINATION, of those who have disabilities, also. After, I had discussed my concerns with Mr.Miller, he continued to be extremely rude to me throughout our conversation. This has caused an enormous amount of distress, and disruption to both me, and our family. It is hard to explain to our children why people can be so uncaring in regards to those with disabilities. Calling, me at 3pm. does not provide me with enough time to contact the appropriate people to dispute our repair, and discrimination concerns. Mr. Miller stated that he would no longer pay for the rental, which was being covered due to the fact that the repair was a manufacturer's defect. He also, at the time stated, that I had until 6 pm. when the rental agency (located in their building) closed, to get the rental back, and not be charged for it, and that we needed to pick up our vehicle immediately. When I stated that I did not feel that we should have to pay for the rental, or the repair to the carpet which had been proven to have an existing problem in relation to standing water caused by a body seam leak. This caused mold, and mildew problems....He stated, well if you feel that way then we will have them repossess? the vehicle. I am not sure if he was speaking of our Chrysler Town and Country, or the rental.

There were "SEVERAL" things, we brought the car in for. FOUR, of the issues are still unresolved. We have had the rental vehicle, I think, since May 17th. We also, have had problems with the rental vehicle (but... I guess that is the rental agencies area, of concern or fault.) There were these, four Major concerns needing immediate attention: Water "THROUGH OUT" the floor of the vehicle with mold and mildew (seen by 3 mechanics, two adults in our family, myself, and two service managers), also, a problem in the feeling of the vehicle when it came to a stop, it would shift hard...WHICH they say, that they can not duplicate, and refuse to do further diagnostics., also, when the air conditioner was on the air would blow between the front vent, and the defrost vent, (almost like it

would stop blowing and then blow while in operation of the vehicle...)
AGAIN, they are unable to duplicate it.... and the last MAJOR CONCERN being
that the front drivers side =93AIR BAG LIGHT=94, would come on during
operation of the vehicle.=20

I have had many concerns about the vehicle
ever since the car was purchased, when we bought the car from Meador
Chrysler Jeep, in Ft. Worth, TX. we were told that many of our concerns
not to be worried about and did not need fixing because they were
normal...well my reply to that was if I am spending that much on a
vehicle, and that is normal....then there is a problem, they had told us
that if we were unsatisfied with it in the future to bring it back into the
dealer. After our experience there, though, we then had chosen to go to
the Grapevine Dealer.=20

As a first time customer, and new vehicle
owner, I did NOT anticipate such a difficult time! When I initially went
into the Grapevine Chrysler Jeep Dodge Dealer, we were greeted cordially,
and treated nicely by many people, it was not until we were promised that
the entire length of the carpet was to be repaired that Mr. Miller, got
involved, and then the person whom, I thought was going to help us, did a
360 in both his character, and in his business dealings. We do not feel
that especially after having witnesses who were there in person, and those
who overheard phone conversations that things would be repaired and that
they promised after we asked them VERY SPECIFIC questions regarding the
carpet, that in fact the entire carpet through out the vehicle would be
replaced...they went back on there word. NOT ONLY THAT, Mr. Miller
states, that he knows that it doesn't seem right that they are going back
on their word, but they can, and that they are.

What kind of service is
that? I had considered purchasing another new vehicle (Chrysler 300), from
them in the future, until we ran into this problem, and our friends who we
referred to Chrysler, we are now cautioning. I have also, contacted a
local news station called K.T.V.T regarding the way your company does
buisness while handling it=92s customer complaints and service needs, and w=
e
are also contacting the Department of Justice to discuss, with the
appropriate people how to go about filing a grievance in regards to the
=93Americans With Disabilities Act=94, since it is a federal law, to not
discriminate against those with various disabilities. =20

We were told by
Mr. Miller, that =93they can not accomodate everyone who has a disability,
or they would be out of business!=94

Personally, I feel that, that would actually be =93GOOD=94 customer servic=
e!
THIS HAS BEEN A VERY DIFFICULT SITUATION, SINCE IT IS OUR FIRST
SERVICE EXPERIENCE WITH CHRYSLER. WE ARE VERY, DISAPPOINTED!!

In
regards, to WHY, they promised to replace the carpet....

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The conversation CONFIRMING THE FULL REPLACEMENT, was reiterated, and readdressed several times!

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We are PLEADING, for help!!!!

We are asking for someone, to stand behind their word, and we would like Chrysler to actually be concerned about our safety, and well being!! I do not feel that it is very business like, nor very kind to make fun of those, or put down those who have =93ANY=94 form of disability!! You wouldn=92t tell someone with diabetes, or cancer to just get over it!=20 Well, it is the same in my circumstance.

Thank you, for taking the time to read my lengthy complaint.

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When I bought the car I was promised touch up paint for free, (for which I just purchased), replacement of a cargo net, which was missing between the front seats, two head phones for which we paid for, and also, replacement of the two front window tints, because of a defect in the way they were put on. When we purchased the vehicle, we bought it with 95 miles on it. We also, had purchased a 100,000 mile warranty. I am not sure what you can do about these issues, but they were documented when we bought the car. We even also, brought up problems with the carpet when we bought it, because

it did not seem to be installed properly.=20

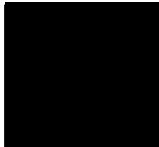
I am hoping, that this is
not a lemon.

Thanks again,



Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu May 29 06:01:46 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Our problems with the Service Department, are unresolved after contacting the District Mang. UNFAIR, AND DECITEFUL PRACTICES!!!!

Comments:

At 3:00 pm. prior to the close of business (at 6:00pm. CST.) we were told by Rusty Miller (Service Manager), that he had spoken to Dave Jones (District Service Manager), and that he stated that he had no reason to discuss any concerns I may have, and that he was on his way out (vacation?) and that Rusty could handle everything. Mr. Jones from my understanding stated exactly what Mr. Miller stated..."I am sorry that you have a problem.... (My disability of OCD - which is covered by the Americans with Disabilities Act), BUT IT IS NOT OUR problem to deal with". Furthermore, Mr. Rusty Miller stated, that he was probably more versed in the ADA then he really cared to be, and stated, that it only covered Government buildings, and public access areas, and the like., for which I disagree....It protects against, DISCRIMINATION, of those who have disabilities, also. After, I had discussed my concerns with Mr. Miller, he continued to be extremely rude to me throughout our conversation. This has caused an enormous amount of distress, and disruption to both me, and our family. It is hard to explain to our children why people can be so uncaring in regards to those with disabilities. Calling, me at 3pm. does not provide me with enough time to contact the appropriate people to dispute our repair, and discrimination concerns. Mr. Miller stated that he would no longer pay for the rental, which was being covered due to the fact that the repair was a manufacturer's defect. He also, at the time stated, that I had until 6 pm. when the rental agency (located in their building) closed, to get the rental back, and not be charged for it, and that we needed to pick up our vehicle immediately. When I stated that I did not feel that we should have to pay for the rental, or the repair to the carpet which had been proven to have an existing problem in relation to standing water caused by a body seam leak. This caused mold, and mildew problems....He stated, well if you feel that way then we will have them repossess? the vehicle. I am not sure if he was speaking of our Chrysler Town and Country, or the rental.

There were "SEVERAL" things, we brought the car in for. FOUR, of the issues are still unresolved. We have had the rental vehicle, I think, since May 17th. We also, have had problems with the rental vehicle (but... I guess that is the rental agencies area, of concern or fault.) There were these, four Major concerns needing immediate attention: Water "THROUGH OUT" the floor of the vehicle with mold and mildew (seen by 3 mechanics, two adults in our family, myself, and two service managers), also, a problem in the feeling of the vehicle when it came to a stop, it would shift hard...WHICH they say, that they can not duplicate, and refuse to do further diagnostics., also, when the air conditioner was on the air would blow between the front vent, and the defrost vent, (almost like it would stop blowing and then blow while in operation of the vehicle...)

AGAIN, they are unable to duplicate it.... and the last MAJOR CONCERN being that the front drivers side =93AIR BAG LIGHT =94, would come on during operation of the vehicle.=20

I have had many concerns about the vehicle ever since the car was purchased, when we bought the car from Meador Chrysler Jeep, in Ft. Worth, TX. we were told that many of our concerns not to be worried about and did not need fixing because they were normal....well my reply to that was if I am spending that much on a vehicle, and that is normal....then there is a problem, they had told us that if we were unsatisfied with it in the future to bring it back into the dealer. After our experience there, though, we then had chosen to go to the Grapevine Dealer.=20

As a first time customer, and new vehicle owner, I did NOT anticipate such a difficult time! When I initially went into the Grapevine Chrysler Jeep Dodge Dealer, we were greeted cordially, and treated nicely by many people, it was not until we were promised that the entire length of the carpet was to be repaired that Mr. Miller, got involved, and then the person whom , I thought was going to help us, did a 360 in both his character, and in his business dealings. We do not feel that especially after having witnesses who were there in person, and those who overheard phone conversations that things would be repaired and that they promised after we asked them VERY SPECIFIC questions regarding the carpet, that in fact the entire carpet through out the vehicle would be replaced....they went back on there word. NOT ONLY THAT , Mr. Miller states, that he knows that it doesn't seem right that they are going back on their word, but they can, and that they are.

What kind of service is that? I had considered purchasing another new vehicle (Chrysler 300), from them in the future, until we ran into this problem, and our friends who we referred to Chrysler, we are now cautioning. I have also, contacted a local news station called K.T.V.T regarding the way your company does buisness while handling it=92s customer complaints and service needs, and we are also contacting the Department of Justice to discuss, with the appropriate people how to go about filing a grievance in regards to the =93Americans With Disabilities Act=94, since it is a federal law, to not discriminate against those with various disabilities. =20

We were told by Mr. Miller, that =93they can not accommodate everyone who has a disability, or they would be out of business!=94

Personally, I feel that , that would actually be =93GOOD=94 customer service!

THIS HAS BEEN A VERY DIFFICULT SITUATION, SINCE IT IS OUR FIRST SERVICE EXPERIENCE WITH CHRYSLER. WE ARE VERY, DISAPPOINTED!!

In regards, to WHY, they promised to replace the carpet....

(for which they

only have replaced half, and stated that they would pay for the time, and labor, but that I would have to come up with the \$300 to COVER THE PART)....

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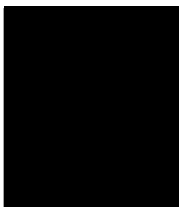
I am hoping, that this is
not a lemon.

Thanks again,



Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



DAIMLERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Disposal Package -- 07/22/2008

STATUS: **Check Request** Disposal Only

Disposal Package Approved

CAIR 17562425 VIN 7R

Zone 71

Dealer 43535

Owner
Address
NORTH HILLS, CA

VIN 2D4GP44L17R I/S/D 4/22/2007

Year 07
M/M DODGE GRAND CARAVAN SXT LWB WAGON

Phone

Miles 13,685

CAIR 17562425 Amount \$32,910.67

Warranty Expense \$1,218.61

Payee #1

Address

Total \$32,910.67

Type Lease Repurchase

Category S - Warranty Litigation

State Lemon Law Filed? No State?
DaimlerChrysler Arbitration Case Filed? No DC Case #
Arbitration/LL/Litigation-Settled/Decision? Settled Date? 5/21/2008
FL Lemon Law Case # RV?

Disposal Type Auction

Title State CA Title Number CA109236967 Branding Required Yes

Vehicle Location RIVERSIDE AUTO AUCTION
Address 6446 FREMONT STREET
RIVERSIDE, CA 92504
Contact: Michelle Davies Phone: 951-689-6000

Cannot Resell In: AL, MD, ND, VT, WA, ID, MN, NH, OH, PA Assign to Auction: 586

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. 07/09/08 Unable to duplicate reported problem.
0108	2. Electrical.	A	2. 12/26/07 Replaced the air bag module.
0119	3. Steering.	A	3. 11/19/07 Replaced the steering wheel airbag module.
0119	4. Steering.	A	4. 10/17/07 Replaced the clock spring.
0123	5. Body.	C	5. 08/28/07 Replaced glass lift channel.

DAIMLERCHRYSLER REQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Disposal Package -- 07/22/2008 (con't)

CAIR 17562425

VIN 7F

Additional Disclosures

NONCONFORMITY		Status Code	DATE REPAIRED or OTHER COMMENTS	
1.	Steering.	A	1.	08/28/07 Replaced the clock spring.
2.	Electrical.	C	2.	07/19/07 Replaced the headlamp switch.
3.			3.	
4.			4.	
5.			5.	

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

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

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

DAIMLERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM
Approved Disposal Package -- 07/22/2008 (con't)

CAIR 17562425

VIN 7R [REDACTED]

HISTORY

Approval History

Check Request

Marked as Disposal Only -- 6/4/2008 9:04:49 PM (Chaliise Mackey)

Disposal Package

Approved -- 7/22/2008 2:34:03 PM (Rachel D Malec)

Submitted for Approval -- 7/21/2008 2:38:06 PM (Michelle Simpson)

Submitted for Review -- 7/21/2008 2:37:41 PM (Michelle Simpson)

Original Selling Dealer Information

Dealer: 43535

Valley Dodge Inc

6110 Van Nuys Boulevard

Van Nuys, CA 91401

Main Number: 818 787 0800

Consigned Auction Infor

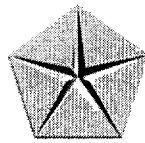
Auction: 586

RIVERSIDE AUTO AUCTION

6446 FREMONT STREET

RIVERSIDE, CA 92504

Main Number: **951-689-6000**



CHRYSLER

May 28, 2008

Chris Cates - ISG
105 Decker Court #300
Irving, TX 75062

17562425

Received

MAY 30 2008

I.S.G.

Re: [REDACTED] v. Chrysler Motors LLC

Case No.:	1186625
Vehicle:	2007 Dodge Grand Caravan
VIN:	2D4GP44L17R [REDACTED]
Non-Conformity:	Airbag light on.
Current Mileage:	20,000
Lender:	Chrysler Financial Dept. 249401
Lender Address:	39200 Six Mile Rd., MC7525 Livonia, MI 48152
Payoff Date:	6/22/08
Attorney:	Krohn & Moss, Ltd.
Address:	5055 Wilshire Blvd., Suite 300 Los Angeles, CA 90036
Phone No.:	323-988-2400

Dear Chris:

Please find enclosed Chrysler check no. 7446253, in the amount of \$6,208.97, made payable to Eric & Britt Polzien and their attorneys, Krohn & Moss, Ltd.; and, check no. 7445536, in the amount of \$26,701.70, made payable to Chrysler Financial. Also enclosed are:

- Purchase Contract/Lease Agreement;
- Registration and/or Title;
- Release Agreement; and,
- Worksheet.

Should you have any questions or concerns please do not hesitate to contact Stephanie Wooten at 949/265-9241.

Sincerely,

Kyle Lentz

Kyle Lentz
Customer Relations Manager
West Business Center

VENDOR NO: QQ1173475

~~REMITTANCE ADVICE
 CHRYSLER LLC
 CIMS: 05-13-60
 1000 CHRYSLER DRIVE
 AUBURN HILLS MI 48326~~

PAY REF. NO: 0007446253
 DATE: 05/21/2008
 PM: USCKU SOURCE: QQ
 MAIL: R:QQ

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
05/14/2008 MATTER # 1186625	1173475 FOR : 6208.97	6,208.97		6,208.97
TOTALS		6,208.97		6,208.97

Received
 MAY 30 2008
 I.S.G.

ELECTRONIC FUNDS TRANSFER (EFT) IS AVAILABLE FOR YOUR PAYMENTS FROM CHRYSLER. APPLICATIONS FOR EFT WILL BE SENT TO YOU UPON YOUR FAX REQUEST TO: GAP-EFT COORDINATOR @ (586) 274-7061.

REMOVE CHECK ALONG THIS PERFORATION

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



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

0007446253

DATE: 05212008

X

MMDDYYYY

SEQUENCE NO. 00126

62-26

1530-09

311

*****6208.97

PAY SIX THOUSAND TWO HUNDRED EIGHT AND 97/100 DOLLARS
 TO THE ORDER OF:

ACCOUNT 7601 BANK USCKU

CHRYSLER LLC
 AUTHORIZED SIGNER

THEIR ATTORNEYS, KROHN & MOSS
 5055 WILSHIRE BLVD., SUITE 300
 LOS ANGELES CA 90036

T.P. Dykstra
 CP-8



VENDOR NO: QQ1173476

~~REMITTANCE ADVICE
 CHRYSLER LLC
 CIMS 485-13-60
 1000 CHRYSLER DRIVE
 TROBURN HILLS MI 48326~~

PAY REF. NO: 0007445536
 DATE: 05/20/2008
 PH: USCKU SOURCE: QQ
 MAIL: R:QQ

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
05/14/2008 MATTER # 1186625	1173476 FOR : 26701.70	26,701.70		26,701.70
TOTALS		26,701.70		26,701.70
ELECTRONIC FUNDS TRANSFER (EFT) IS AVAILABLE FOR YOUR PAYMENTS FROM CHRYSLER. APPLICATIONS FOR EFT WILL BE SENT TO YOU UPON YOUR FAX REQUEST TO: GAP-EFT COORDINATOR @ (586) 274-7061.				

Received
 MAY 30 2008
 I.S.G.

REMOVE CHECK ALONG THIS PERFORATION

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



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

0007445536

DATE: 05202008

X

MMDDYYYY

SEQUENCE NO. 00100

62-26

1530-09

311

*****26701.70

PAY TWENTY SIX THOUSAND SEVEN HUNDRED ONE AND 70/100 DOLLARS

TO THE ORDER OF:

CHRYSLER FINANCIAL *****
 DEPT. 249401
 39200 SIX MILE ROAD, MC7525
 LIVONIA MI 48152

ACCOUNT 7601 BANK USCKU

CHRYSLER LLC
 AUTHORIZED SIGNER

T.P. Dykstra
 CP-8



Received
MAY 30 2008
I.S.G.

FULL AND FINAL RELEASE AGREEMENT

1. For and in consideration of the promises set forth below, [REDACTED], on behalf of themselves and on behalf of their dependents, heirs, executors, administrators, successors and assigns, hereinafter collectively referred to as "RELEASESORS" hereby fully and forever release and discharge CHRYSLER MOTORS LLC (formerly known as DAIMLERCHRYSLER COMPANY LLC) and its dealers, including but not limited to VALLEY DODGE, INC. and each of their partners, officers, directors, insurers, predecessors, assigns, subsidiaries, successors in interest, employees and agents, past and present, hereinafter collectively referred to as "RELEASEES," from any and all claims, demands, liens, agreements, contracts, covenants, actions, suits, causes of action, obligations, controversies, deaths, costs, expenses, damages, judgments, orders and liabilities of whatever kind and nature in law, equity or otherwise, whether known or unknown, suspected or unsuspected, which have existed or may exist, or which hereinafter can, shall or may exist, including but without in any respect limiting the generality of the foregoing, any and all claims arising from or out of any act, transaction, occurrence, event, error or omission which may have occurred with respect to the 2007 DODGE GRAND CARAVAN VIN 2D4GP44L17R [REDACTED] (hereinafter "Subject Vehicle"), including but not limited to the lawsuit entitled [REDACTED] v. DAIMLERCHRYSLER CORPORATION, Superior Court of California, Los Angeles County, North Valley District, Case No. PC042408 (hereinafter "Subject Action".)

2. Releasees agree to pay a total sum of SIX THOUSAND TWO HUNDRED EIGHT DOLLARS AND 97/100 (\$6,208.97) in full and final settlement of this matter. Said sum is inclusive of costs, expenses and/or attorneys' fees incurred or claimed by Releaseors in the Subject Action.

3. Releaseors shall return the subject vehicle, the 2007 DODGE GRAND CARAVAN VIN 2D4GP44L17R [REDACTED], with clear title, current registration, and free from any other liens or encumbrances to CHRYSLER MOTORS LLC in an undamaged condition excepting normal wear and tear and the alleged defects which gave rise to this action. Releaseors shall deliver the subject vehicle to a dealership to be determined by CHRYSLER MOTORS LLC.

4. CHRYSLER MOTORS LLC will satisfy the balance of Releasors lease agreement with CHRYSLER FINANCIAL account number 7002223756.

5. Releasors agree to dismiss with prejudice the Subject Action.

6. This Release contains the entire agreement of the parties and their terms of this Release are contractual. Releasors accept drafts as final payment for this agreement.

7. Neither this Release nor the settlement which led to it is intended to be and shall not be deemed, construed or treated in any respect as an admission of liability by any person or entity for any purpose.

8. Releasors warrant that no promise or inducement has been offered except as herein set forth. Releasors warrant that this Release is executed without reliance upon any statement or representation by Releasees or their representative, concerning the nature and extent of any injuries, damages or legal liability. Releasors warrant that they are of legal age, are legally competent to execute this Release Agreement, and Releasors accept full responsibility therefore.

9. Notwithstanding Section 1542 of the California Civil Code which provides that, "A General Release does not extend the claims which the creditor does not know or suspect to exist in his favor at the time of executing the Release, which if known to him must have materially affected his settlement with the debtor," this Release shall constitute a full release in accordance with its terms. Releasors knowingly and voluntarily waive the provisions of Section 1542 and acknowledge and agree that this waiver is an essential and material term of this Release Agreement and the settlement which led to it and without such waiver the settlement would not have been entered into. Releasors have been advised by legal counsel and understand and acknowledge the significance and consequences of the Release Agreement and of this specific waiver of Section 1542.

10. Releasors hereby acknowledge that the terms and conditions of this Release Agreement have been completely read and translated to them if necessary and that the terms and conditions of this Release Agreement are fully understood and voluntarily accepted for the express purpose of making a full compromise, adjustment and settlement of any and all claims for injury and damages, as mentioned above, and that this Release Agreement has as its purpose, the preclusion of any additional claims against Releasees of any nature whatsoever.

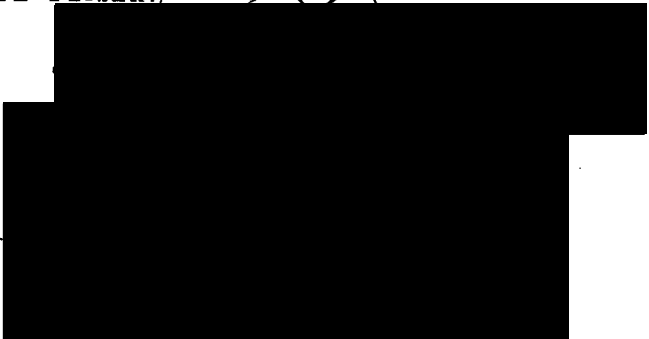
11. Releasors as a further consideration and inducement for this Release Agreement, agree to indemnify and hold harmless Releasees for any and all liability, loss, costs, damage, attorneys' fees or other expense which Releasees may sustain or incur as a result of any claim or lawsuit arising out of or connected with the incident. Releasors specifically agree to indemnify Releasees for any liability, loss, damage, attorneys' fees, or any other expenses which Releasees may sustain or incur as a result of any claim or lawsuit for indemnity, contribution or a comparative indemnity, medical lien, attorneys' lien, lenders lien, reimbursement, statutory lien or subrogation.

IN WITNESS WHEREOF we have hereunto set our hand and seat this _____ day of _____, 2008

Signed, sealed and delivered in the presence of:

(THIS IS A RELEASE; READ BEFORE SIGNING; ESTA ES UNA EXONERATION, LEES ANTES DE FIRMAR)

WITNESS



REPURCHASE WORKSHEET

Plaintiff Name: [REDACTED]
Old VIN: 2D4GP44L17R [REDACTED]
Date: May 14, 2008
Case ID: 1186652

REASON FOR REQUEST: Criteria: 4 repair attempts/30 cum day out of service. Vehicle had 5 repair attempts for AN AIRBAG LIGHT ON within the presumption period of 18 months/18,000 miles. Zone assisted with repurchase to promote customer satisfaction & to avoid litigation.

- DOWN PAYMENT (LESS REBATE) \$0
- PAYMENTS (11 at \$440.74) 4,848.14
- LESS NEGATIVE EQUITY -200.00
- LESS MILEAGE OFFSET -939.17
- ATTORNEY FEES AND COSTS 2,500.00
- PAYMENT TO PLAINTIFFS & ATTORNEYS \$6,208.97
- LOAN PAYOFF (Good thru 6/22/08) \$26,701.70

Lender: Chrysler Financial, Dept. 249401
39200 Six Mile Road, MC7525
Livonia, MI 48152

Account No.: 7002223756

MOTOR VEHICLE LEASE AGREEMENT

RECEIVED
NOV 29 2007

DATE LEASE TERM BEGINS 04/22/2007	DATE LEASE TERM ENDS 07/22/2010
--------------------------------------	------------------------------------

LESSOR (DEALER) NAME AND ADDRESS VALLEY DODGE, INC 6110 VAN NUYS BLVD VAN NUYS CA 91401	LESSEE (AND CO-LESSEE) NAME AND ADDRESS [REDACTED] GRANADA HILLS CA [REDACTED]
--	--

Lessee and Co-Lessee ("You" or "Your") agree to lease the leased vehicle described below, including all equipment, parts and accessories from Lessor ("we," "us" and "our") on the terms and conditions of this Motor Vehicle Lease Agreement ("Lease"). This Lease will be assigned to DCFS Trust or its successors and assignees ("Assignee", "we," "us" and "our"). The consumer lease disclosures contained in this Lease are also made on behalf of Assignee.

PRIMARY USE OF VEHICLE You agree to use the Vehicle primarily for personal, family or household purposes. However, if the following box is checked, You will use the Vehicle primarily for business or commercial purposes. <input type="checkbox"/>	STATEMENT OF FEDERAL TAX OBLIGATION You declare Your federal tax status is: <input type="checkbox"/> exempt; or <input checked="" type="checkbox"/> non-exempt
--	--

DESCRIPTION OF THE VEHICLE BEING LEASED (THE "VEHICLE")					
YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED	MILEAGE AT DELIVERY
2007	DODGE TRUCK	GRAND CARAVA	2D4GP44L17R [REDACTED]		12

1 Amount Due at Lease Signing or Delivery (Itemized below) \$ 4000.00	2 Monthly Payments Your first Monthly Payment of \$ 440.74 is due on 04/22/2007 followed by 38 payments of \$ 440.74 due on the 22nd of each month. The total of Your Monthly Payments is \$ 17188.86	3 Other Charges (not part of Your Monthly Payment) Vehicle Turn-In Fee (if You do not purchase the Vehicle) \$ 425.00	4 Total of Payments (The amount You will have paid by the end of the Lease) \$ 21173.12
--	--	--	--

5 Itemization of Amount Due at Lease Signing or Delivery			
Amount Due at Lease Signing or Delivery		How the Amount Due at Lease Signing or Delivery will be paid:	
Capitalized Cost Reduction	\$ 2967.94	Net Trade-In Allowance	N/A
First Monthly Payment	\$ 440.74	Rebates and Noncash Credits	4000.00
Refundable Security Deposit	\$ N/A	Amount to be Paid in Cash	N/A
License fees	\$ 261.00		N/A
Title fees	\$ N/A		N/A
Registration fees	\$ N/A		N/A
Document preparation (not a government fee and not to exceed \$45.00)	\$ 45.00		
CALIFORNIA TIRE FEE	\$ 8.75		
DMV ELECTRONIC FIL IN	\$ 28.00		
CAP RED TAX/SALES TAX	\$ 248.57		
N/A	\$ N/A		
Total	\$ 4000.00	Total	\$ 4000.00

6 Your Monthly Payment is Determined as Shown Below:	
Gross Capitalized Cost (The agreed upon value of the Vehicle (\$ 30250.00) and any items You pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance))	\$ 31150.00
Capitalized Cost Reduction (The amount of any Net Trade-In Allowance, Rebate, Noncash Credit, or Cash You pay that reduces the Gross Capitalized Cost)	\$ 2967.94
Adjusted Capitalized Cost (The amount used in calculating Your Base Monthly Payment)	\$ 28182.06
Residual Value (The value of the Vehicle at the end of the Lease used in calculating Your Base Monthly Payment)	\$ 15525.00
Depreciation and any Amortized Amounts (The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term)	\$ 12657.06
Rent Charge (The amount charged in addition to the Depreciation and any Amortized Amounts)	\$ 3221.79
Total of Base Monthly Payments (The total of Depreciation and any Amortized Amounts plus the Rent Charge)	\$ 15878.85
Lease Payments (The number of payments in Your Lease)	39
Base Monthly Payment	\$ 407.15
Monthly Sales/Use Tax	\$ 33.59
	\$ N/A

12) Additional Disclosures Required by California Law.

Description of Trade-in	YEAR 2003	MAKE HONDA	Gross agreed upon value	Trade-in Vehicle	\$ 12400.00
	MODEL ELEMENT		Prior credit or Lease balance on trade-in		-\$ 12600.00
			Net trade-in allowance (if less than -0-, enter -0-)		= \$ 0.00

THIS BOX IS FOR USE BY LESSOR (DEALER) AND YOU TO MEMORIALIZE TRADE-IN, TURN-IN OR OTHER INDIVIDUALIZED AGREEMENTS. IF NONE, ENTER "NONE" OR "N/A." ASSIGNEE SHALL NOT BE OBLIGATED FOR AGREEMENTS DISCLOSED HERE.

NONE.

RECEIVED

NOV 29 2007

Chrysler Motors LLC
Business Center

VEHICLE INSURANCE INFORMATION

ADDRESS	PHONE NUMBER	POLICY HOLDER NAME AND ADDRESS (IF OTHER THAN LESSEE)	
WESTLAKE VILLAGE CA			
POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE	

SEE BACK OF THIS LEASE FOR ADDITIONAL TERMS AND CONDITIONS, INCLUDING ARBITRATION DISCLOSURES.

You have a right to return the Vehicle and receive a refund of any payments made if the credit application is not approved, unless nonapproval results from an incomplete application or from incorrect information provided by You.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, You cannot later cancel this Lease simply because You change Your mind, decide the Vehicle costs too much, or wish You had acquired a different vehicle. You may cancel this Lease only with the agreement of the Lessor or for legal cause, such as fraud.

NOTICE TO LESSEE: (1) Do not sign this Lease before You read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this Lease; (3) Warning - Unless a charge is included in this Lease for public liability or property damage insurance, payment for that coverage is not provided by this Lease.

You have received a copy of this Lease. You agree to all the provisions on front and back of this Lease.

LESSEE SIGNATURE	CO-LESSEE'S SIGNATURE
------------------	-----------------------

The authorized signature of the Lessor below has the effect of: (1) accepting the terms and conditions of this Lease; (2) acknowledging verification of the Lessee vehicle insurance information above; and (3) assigning to DCFS Trust or its successors and assigns all right, title and interest in, and to the Vehicle and this Lease. This Lease will be serviced by DaimlerChrysler Financial Services Americas LLC ("Chrysler Financial") and You agree to make Your payments to Chrysler Financial.

LESSOR VALLEY DODGE, INC	BY	TITLE MGR
-----------------------------	----	--------------

PRIVACY POLICY OF DAIMLERCHRYSLER FINANCIAL SERVICES AMERICAS LLC/CHRYSLER FINANCIAL/DCFS TRUST ("we," "us," and "our")

Categories of Information We Collect

We collect nonpublic personal information about You from the following sources:

- Information we receive from You on applications and other forms
- Information about Your transactions with us, our affiliates, or others; and
- Information we receive from consumer reporting agencies and other outside sources.

Categories of Information We Disclose

We may disclose all of the information that we collect, as described above.

Categories of Affiliates and Third Parties to Whom We Disclose Information About Current and Former Customers

We may disclose all of the information that we collect, which relates to our transactions or experiences with You among our affiliated companies. Companies, which are affiliated with us, include any company that controls us, any company we control, or any company under common control with us. In other words, it is any company that is in our "family of companies."

We may disclose all of the information that we collect, as described above, to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements.

We may also disclose all of the information that we collect, as described above with other nonaffiliated third parties as permitted by law.

Opting Out of Disclosure

Because we only disclose information to nonaffiliated third parties as permitted by law or through a joint marketing agreement, opt outs of such disclosures are not required.

Policies and Practices to Protect the Confidentiality and Security of Nonpublic Personal Information

We restrict access to nonpublic personal information about You to those employees, outside contractors, and businesses which jointly market our products and services, who need or may need to know that information to provide products or services to You. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to protect Your nonpublic personal information.

Privacy Policy Changes and Future Disclosures

We may from time to time change our Privacy Policy. Therefore, we reserve the right to disclose any and all information to our affiliates and other nonaffiliated third parties as permitted by law.

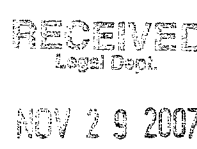
DEALER WORKSHEET - CHRYSLER FINANCIAL LEASE **STANDARD LEASE** **SINGLE PAYMENT LEASE**

LESSEE'S NAME [REDACTED]	TERM 39	DEALER'S NAME VALLEY DODGE, INC	NO.
------------------------------------	-------------------	---	-----

NET CAPITALIZED COST

1. Selling Price of Vehicle	\$ 30250.00
2. Selling Price of Approved Dealer Installed Equipment	N/A
3. Selling Price of Service Contract	N/A
4. Current Year Taxes, Licenses, Registration (if paid by Dealer)	N/A
5. Credit Life Premium	N/A
6. a. Disability Premium	N/A
c. TOTAL CASH PREMIUM (Lines 6a + 6b)	N/A
7. Acquisition Fee	\$ 700.00
8. Plus Tax on Downpayment	N/A
9. CAPITALIZED COST (Lines 1 + 2 + 3 + 4 + 5 + 6 + 7 + 8)	\$ 30950.00
IF SINGLE PAYMENT LEASE SKIP TO LINE 11	
10. Capitalized Cost Reduction	
a. Cash Downpayment	\$ N/A
b. Rebate	2967.94
c. Gross Allowance of Trade-in	12400.00
d. Payoff on Trade-in	12600.00
e. Net Trade-in	-200.00
f. TOTAL CAPITALIZED COST REDUCTION (Lines 10a + 10b + 10e)	\$ 2767.94
11. NET CAPITALIZED COST (Lines 9 - 10f)	\$ 28182.06

CALCULATION OF PAYMENT

	
18. Net Capitalized Cost (Line 11)	\$ 28182.06
19. Total Residual Value (Line 17)	15525.00
20. Depreciation (Line 18 - Line 19)	\$ 12657.06
21. Monthly Depreciation (Line 20 + Term)	324.54
22. Net Capitalized Cost Plus Residual (Lines 18 + 19)	43707.06
23. Monthly Service Charge:	
a. Monthly Service Charge Factor	.00189
b. Discount if Single Payment Lease	N/A
c. Total Service Charge Factor (Lines 23a - 23b)	.00189
d. Monthly Service Charge (Line 22 x Line 23c)	\$ 82.61
24. Monthly Local Fee (where applicable) (Factor X Line 12a)	N/A
25. Monthly Rental (Lines 21 + 23d + 24)	407.15
26. SUB TOTAL (Line 25)	\$ 407.15
27. <small>MO. USE TAX</small> CODE # TAX RATE TAXABLE AMOUNT #	0.08250 X 407.15
28. MONTHLY PAYMENT (Lines 26 + 27)	\$ 440.74
29. Total of all Monthly Payments ("Single Payment") (Line 28 x Term)	\$ 17188.86

CALCULATION OF RESIDUAL

12. MSRP Calculation:	
a. MSRP Per Invoice	\$ 33750.00
b. MSRP of Discount Package	N/A
c. MSRP of Approved Dealer Added Equipment	N/A
d. TOTAL FOR RESIDUALIZING (Lines 12a + 12b + 12c)	\$ 33750.00
13. Residual Value % Calculation: (Reduce 2% if demo w/501- 8,000 miles)	
a. Residual % (Per Guide)	46 %
b. Low Mileage Option	N/A %
c. Residual Enhancement/Mileage Reduction	N/A %
d. TOTAL RESIDUAL VALUE % (Lines 13a + 13b + 13c Adjustment)	46 %
14. Base Residual Value (Line 12d x 13d)	\$ 15525.00
15. Excess Mileage Adjustment:	
ANTICIPATED EXCESS MILES PER MONTH MONTHS	
(-1250) X X \$.12 Per Mile	N/A
16. Eligible Conversion Vehicle Residual Calculation:	
a. 100 % of Net Dealer Conversion Cost (Maximum \$12,000)	N/A
b. Residual % (Per Guide) (Line 13a)	N/A %
c. RESIDUAL OF CONVERSION PACKAGE (Line 16a x 16b)	N/A
17. TOTAL RESIDUAL VALUE (Lines 14 - 15 + 16c)	\$ 15525.00

CASH THAT LESSEE MUST PAY AT INCEPTION

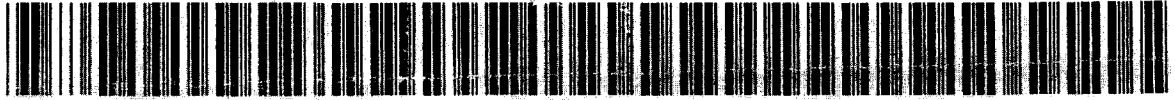
30. Total Capitalized Cost Reduction (Line 10f)	\$ 2767.94
31. Security Deposit (Reconditioning Reserve)	N/A
32. First Total Monthly Payment (Line 28) or "Single Payment" (Line 29)	440.74
33. Title, License and Registration Fees	289.00
34. Sales or Use Tax (If required to be paid in advance)	248.57
35. Other (Describe)	DOC/CA TIRE/NEG EQUITY 253.75
36. TOTAL CASH LESSEE MUST PAY AT INCEPTION (Which includes a manufacturer's rebate of \$ (Lines 30 + 31 + 32 + 33 + 34 + 35))	\$ 4000.00

ADVANCE DUE DEALER

37. Net Capitalized Cost (Line 11)	\$ 28182.06
38. Security Deposit (Reconditioning Reserve) (Line 31)	N/A
39. First Total Monthly Payment (Line 28) or "Single Payment" (Line 29)	440.74
40. Acquisition Fee (Line 7)	700.00
41.	N/A
42. ADVANCE DUE DEALER (Lines 37 - 38 - 39 - 40 - 41)	\$ 27041.32

Refer to Chrysler Financial/DCFS Trust Program Rules for general business rules, calculations, and guidelines for Chrysler Financial's Finance plans. The program rules are updated quarterly and can be accessed in the DealerConnect Website.

DISCLAIMER. Please contact your own counsel regarding the legal sufficiency of this job aid before you use it. DaimlerChrysler Financial Services Americas LLC does not guaranty that this job aid complies with all current laws.



REGISTRATION CARD VALID FROM: 04/22/2007 TO: 04/24/2008

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
DODG	2007	2007	HY	11S	11	5YXJ304
BODY TYPE MODEL	MF	MO				VEHICLE ID NUMBER
SV	G	NS				2D4GP44L17R
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE		05/14/07	19	05/14/07	4	L4663085

REGISTERED OWNER

DCFS TRUST LSR
ROBERT ERIC LSE
10240 PETIT AV

GRANADA HILLS
CA 91344

	AMOUNT DUE	AMOUNT RECVD
\$	261.00	CASH :
		CHCK : 261.00
		CRDT :

AMOUNT PAID
\$ 261.00

LIENHOLDER

US BANK AS COLL AGT
PO BOX 997539

SACRAMENTO
CA 95899

A00 V38 L6 0026100 0009 CS A00 051407 11 5YXJ304 451



Online Registration Renewal

Step 3: Transaction Confirmation

CONGRATULATIONS!

Your online registration renewal was successful! The Registration Card and Year Sticker will be mailed to you within 5 business days. The information from your transaction will update on the vehicle registration record after settlement of the daily transactions. This usually occurs during the next business day.

Important!

The following information should be retained for your records and any subsequent inquiries regarding this transaction.

Year	2007
Make or Model	DODG
License Plate or CP Number	[REDACTED]
Fee Paid	\$340.00
Date and Time of Transaction	04/22/2008 - 11:46:28 AM
Credit/ATM/Debit Card Authorization Number	764832
<small>(sent by your credit card company)</small>	

Please print this page for a record of this transaction. When done, click the Finished button or close the browser to protect your personal information.

Printed
 Copyright © 2007 | Director, Policy
 Copyright © 2007 State of California
 4/22/2008 11:46:28 AM



4/22/2008

Need a new ride? Check out the largest site for U.S. used car listings at [AOL Autos](#).

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

md

REPAIR VERIFICATION

Location: RIVERSIDE AUTO AUCTION Repairing Dealer Code: 43582 (If known)

VEHICLE IDENTIFICATION NUMBER (Last 8 Digits): 7R XXXXXXXX

YEAR: 2007 MAKE/MODEL: DODGE GRAND CARAVAN SXT LWB WAGON

Beginning Mileage: 12,687 Ending Mileage: 12,688

#1 Reported Problem: 1. Airbag light is on.

Repaired? Yes

START CAR AIRBAG LIGHT IS NOT ON. ROADTEST IN LOT AND TEST TRACK 3 TIMES TO 50 MPH.

Describe Inspection Method & Results

AIRBAG LIGHT DID NOT COME ON AT ANY TIME DURING ROADTEST.

#2 Reported Problem:

Repaired? Yes No

Describe Inspection Method & Results

#3 Reported Problem:

Repaired? Yes No

Describe Inspection Method & Results

Inspector:



Date Inspected:

9-20-08

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENT'S that ERIC POLZIEN I/we

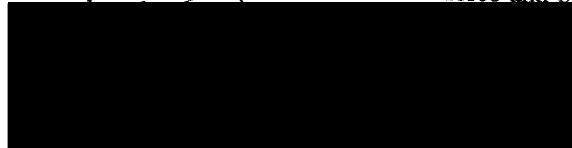
("Customer"), do hereby make, constitute and appoint, Chrysler LLC and its successors and assigns (collectively "Chrysler") as my/our true and lawful attorney in fact coupled with an interest, to execute and sign such papers, documents and affidavits, as are necessary under the laws of the State of California and the policies and regulations of the California Board of Equalization (the "Board") to obtain a refund of sales and/or use tax in the amount of \$436.67 that was paid to the Board and refunded by Chrysler to Customer for the following motor vehicle:

Year 2007 Make SXT

Mfr's SERIAL NO. 2D4GP44L17R [REDACTED]

BODY TYPE MODEL

Customer hereby authorizes and directs the Board to make the refund check or payment payable to Chrysler and to deliver the check or payment to Chrysler. Customer hereby releases and holds the Board harmless from any liability with respect to paying the refund to Chrysler, and waives any right to file such claim for refund or credit with the Board with respect to such vehicle(s). If such check is made payable to Customer, Customer hereby authorizes Chrysler to endorse such check and make such check payable to Chrysler with the same force and effect as if the check was actually endorsed by Customer



Date

Customer Printed Name

Customer Signature

Date

Customer Printed Name

STATE OF CALIFORNIA)
) ss:
COUNTY OF)

The foregoing instrument was acknowledged before me this day of 2008, by who is personally known to me or who has produced (type of identification) as identification.

NOTARY PUBLIC, STATE OF CALIFORNIA

(Print, Type or Stamp Commissioned Name of Notary Public)

VEHICLE FOUND ON VEHICLE WARRANTY DB2 TABLE

VON: 18411452 VIN: 2D4GP44L17R [REDACTED] MODEL: RSKH53 SLD ZN/DLR: 71-43535

STATION: KZ X 09-25-06	SOLD 04-23-07	DEALER WHEN SCHED: 43535
DAYS IN 679 ORD 08-07-06	B/O HOLD:	ESTIM SHIP DATE: 09-11-06
FIN HOLD: R	DIST HOLD:	SHIP ZONE/DEALER: 71-43535
PASS/FAIL EDIT: P	PSP:	
MATERIAL PROCURE:	BID:	FAN 1: FAN 2:
REJECT:	EMISSIONS: NAE	PORT CODE:
ORDER: REGULAR	DELAY:	SOURCE: DEALER
DEALER PRIORITY: 99	ORIG ORDER QTY: 1	SOLD ORDER:
PAPER FLAG: P1	MKT: US DEALER RETAIL	REASSIGN CODE:
	MONRONEY: 33,750.00	INVOICE: 31,376.00

OPTION SALES CODES

*RL -D5 CLE CVV DFF EGH LAB NAE PRH RB1 RSP XAP XPF YEP 29P

SPECIAL EQUIPMENT CODES

MODEL YEAR: FAMILY LINE: VON: OR VIN: 2D4GP44L17R [REDACTED]

2=BID 3=TRAFF 4=HIST 5=SC/SECS 7=FED GOVT 8=HELP

VEHICLE FOUND ON VEHICLE WARRANTY DB2 TABLE

VON: 18411452 VIN: 2D4GP44L17R [REDACTED] MODEL: RSKH53 SLD ZN/DLR: 71-43535

DEALER ORDERED	08-07-06	FIRM (D).....	08-11-06	DELIVERED (X)..	09-25-06
		GATE LINE (D1).	08-31-06	CNA DELV DATE..	04-22-07
ORD RECD (BA).	08-07-06	FRAME (E).....	09-08-06	SOLD DATE/CODE.	04-23-07 Z
FLEET HOLD(BB)		PAINT (F).....	09-08-06	FLT EST DELV WK	
ENGR HOLD (BD)		TRIM (G).....	09-11-06		
EDIT ERROR(BE)	08-07-06	BUILT NOT OK(I)	09-11-06	GVW.....	5700
PASS EDIT (BG)		BUILT (J).....	09-11-06	FRONT.....	2850
MATL PROCR		WARR BUILT HOUR	00	REAR.....	2950
FIN HOLD		WARR BUILT DATE	09-11-06	TIRE CERT. CODE	
FIN RELEASE		BODY VENDOR(JB)		TIRE PRES. CODE	0003
LAST ORD EDIT.	08-31-06	EMISSION (JE)..			
PASS EDIT (BX)	08-08-06	CONS BDY VND(JJ			
SUB FRM SCH(C)	08-08-06	STORAGE (JS)...			
SCHEDULE MONTH	09				
WEEKLY MO/WK	9 - 02	SHIPPED (KZ)...	09-11-06		
BUILD PLAN					

MODEL YEAR: FAMILY LINE: VON: OR VIN: 2D4GP44L17R150451

 PF2=VEH PF3=TRAFF PF5=SC/SECS PF7=FED GOVT PF8=HELP

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

13467110912

AUTOMOBILE

LEMON LAW BUYBACK

VEHICLE ID NUMBER
2D4GP46L17R

YR MODEL MAKE
2007 DODG

PLATE NUMBER

BODY TYPE MODEL
SV

UNLADEN AX WEIGHT

FUEL TRANSFER DATE

FEES PAID
\$32

REGISTRATION EXPIRATION DATE
04/24/2009

YR 1ST SOLD CLASS YR
2007 HI

EQUIPMT/TRUST NUMBER

ISSUE DATE
07/11/08

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE
06/20/2008

ODOMETER READING
13680 MI

REGISTERED OWNER(S)
CHRYSLER NURS LLC
105 DECKER CT STE 300
IRVING
TX 75062

ACTUAL MILEAGE

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. DATE X SIGNATURE OF REGISTERED OWNER
1b. DATE X SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Table with 4 columns: DATE, TRANSFEROR/SELLER SIGNATURE(S), DATE, TRANSFEREE/BUYER SIGNATURE(S). Includes printed names of agents signing for a company.

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S):

2. X Signature releases interest in vehicle. (Company names must be countersigned)
Release Date

000019 CA 109236967 REG. 17.30FF (REV. 10/03)

KEEP IN A SAFE PLACE - VOID IF ALTERED

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

APPLICATION FOR TRANSFER BY NEW OWNER (Please print or type.)

Any change of registered owner or lienholder must be recorded with the Department of Motor Vehicles (DMV) within ten (10) days. The title, transfer fee and in most instances, use tax and a smog certificate must be presented to DMV to record the ownership change.

N E W R E G I S T E R E D O W N E R	3a. TRUE FULL NAME(S) OF NEW REGISTERED OWNER(S) (LAST, FIRST, MIDDLE) AS IT APPEARS ON DRIVER'S LICENSE OR ID CARD													
	3b. <input type="checkbox"/> AND (LAST, FIRST, MIDDLE)													
	<input type="checkbox"/> OR													
	4. STREET ADDRESS OR P.O. BOX NUMBER													
	5. CITY										STATE		ZIP CODE	
	6. MAILING ADDRESS STREET OR P.O. BOX NUMBER (DO NOT COMPLETE IF SAME AS RESIDENCE ABOVE)													
	7. CITY										STATE		ZIP CODE	
	8. FOR TRAILER COACHES ONLY - ADDRESS OR LOCATION WHERE KEPT													

I certify under penalty of perjury under the laws of the State of California that the information entered by me on this document is true and correct. If there is a mailing address entered on this form, it is a valid, existing and accurate address. I consent to receive service of process at this mailing address pursuant to Civil Procedures Code Sections 415.20(b), 415.30(a) and 416.90.

9a. DATE	SIGNATURE OF NEW REGISTERED OWNER	CALIFORNIA DRIVER LICENSE OR ID CARD NO.	PURCHASE DATE
	<input checked="" type="checkbox"/>		
9b. DATE	SIGNATURE OF NEW REGISTERED OWNER	CALIFORNIA DRIVER LICENSE OR ID CARD NO.	PURCHASE PRICE OR IF GIFT, SO STATE
	<input checked="" type="checkbox"/>		

L I E N H O L D E R	10. ADDRESS OF NEW LESSEE IF DIFFERENT FROM LINE 4 ABOVE (WILL NOT BE PRINTED ON TITLE)													
	11. NAME OF LIENHOLDER - FIRM OR INDIVIDUAL HOLDING SECURITY INTEREST (IF NO LIEN, WRITE "NONE") DO NOT ENTER NAME OF REGISTERED OWNER(S) ABOVE. ELECTRONIC LIENHOLDER ID													
												ELT #		
	12. STREET ADDRESS OR P.O. BOX NUMBER													
N E W L I E N H O L D E R	13. CITY										STATE		ZIP CODE	

TITLE REASSIGNMENTS BY LICENSED CALIFORNIA DEALERS

FEDERAL LAW REQUIRES that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

I certify under penalty of perjury under the laws of the State of California that the signature below releases my interest in this vehicle, acknowledges the odometer mileage recorded by the seller, and certifies that the odometer reading entered above my signature (in compliance with Federal law) and the other information entered by me on this document are true and correct.

D E A L E R T R A N S A C T I O N S O N L Y	14. Odometer now reads: <input type="text"/> (no tenths) miles, and to the best of my knowledge reflects the actual mileage of the vehicle unless one of the following statements is checked: WARNING - Mileage <input type="checkbox"/> is not the actual mileage. <input type="checkbox"/> exceeds the odometer mechanical limits. R/S NUMBER											
	DATE SIGNATURE OF AUTHORIZED AGENT PRINTED NAME OF AGENT DEALER NAME DEALER NUMBER											
	<input checked="" type="checkbox"/>											
	DATE BUYER'S SIGNATURE, ACKNOWLEDGES ODOMETER READING PRINTED NAME OF BUYER OR AGENT SALES PERSON'S NO.											
	<input checked="" type="checkbox"/>											
	SOLD THROUGH AUCTION IF APPLICABLE DATE OF AUCTION AUCTION NAME DEALER NUMBER											
	15. Odometer now reads: <input type="text"/> (no tenths) miles, and to the best of my knowledge reflects the actual mileage of the vehicle unless one of the following statements is checked: WARNING - Mileage <input type="checkbox"/> is not the actual mileage. <input type="checkbox"/> exceeds the odometer mechanical limits. R/S NUMBER											
	DATE SIGNATURE OF AUTHORIZED AGENT PRINTED NAME OF AGENT DEALER NAME DEALER NUMBER											
	<input checked="" type="checkbox"/>											
	DATE BUYER'S SIGNATURE, ACKNOWLEDGES ODOMETER READING PRINTED NAME OF BUYER OR AGENT SALES PERSON'S NO.											
	<input checked="" type="checkbox"/>											
	16. Odometer now reads: <input type="text"/> (no tenths) miles, and to the best of my knowledge reflects the actual mileage of the vehicle unless one of the following statements is checked: WARNING - Mileage <input type="checkbox"/> is not the actual mileage. <input type="checkbox"/> exceeds the odometer mechanical limits. R/S NUMBER											
DATE SIGNATURE OF AUTHORIZED AGENT PRINTED NAME OF AGENT DEALER NAME DEALER NUMBER												
<input checked="" type="checkbox"/>												
DATE BUYER'S SIGNATURE, ACKNOWLEDGES ODOMETER READING PRINTED NAME OF BUYER OR AGENT SALES PERSON'S NO.												
<input checked="" type="checkbox"/>												

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

V38070514LL6

AUTOMOBILE

VEHICLE ID NUMBER
2D4GP44L17R

YR MODEL MAKE
2007 DODG

PLATE NUMBER

BODY TYPE MODEL
SV

UNLADEN AX WEIGHT FUEL TRANSFER DATE
2007 HY

CLASS *YR MO
NS

FEES PAID
\$261

REGISTRATION EXPIRATION DATE
04/24/2008

ISSUE DATE
05/23/07

ODOMETER DATE ODOMETER READING
04/22/2007 12 MI
ACTUAL MILEAGE

MOTORCYCLE ENGINE NUMBER

REGISTERED OWNER(S)
DCFS TRUST LSR
POLZIEN ERIC LSE
10240 PETIT AV
GRANADA HILLS CA 91344

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE
1a. [Signature] DATE [Date] SIGNATURE OF REGISTERED OWNER DCFS TRUST

1b. [Signature] DATE [Date] SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [Mileage] (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify under penalty of the laws of the State of California that the foregoing is true and correct.

DATE [Date] TRANSFEREE SIGNATURE [Signature]
PRINTED NAME OF AGENY SIGNING FOR A COMPANY [Name]

IMPORTANT READ CAREFULLY
Any change of Lienholder (holder of security interest) must be reported to the [Name] within 10 days.
LIENHOLDER(S)

US BANK AS COLL AGT
PO BOX 997539
SACRAMENTO CA 95899

2. X [Signature]
Signature releases interest in Vehicle. (Company names must be countersigned)
Release Date [Date]

CA 103622562

024381 REG. 17.30RS (REV.10/03)

KEEP IN A SAFE PLACE - VOID IF ALTERED

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.



105 Decker Ct. (Suite 300)
Irving, TX 75062
(972) 652-3400
Fax: (972) 652-3590

June 23, 2008

To: Fred Benoit (fred@mossbrosdodge.com) From: Kimberly Walker
Co: Moss Bros Dodge Zone: 71
Fax: fred@mossbrosdodge.com Telephone: (972) 652-3400

BUYBACK VEHICLE:

Customer Name: [REDACTED]
Vehicle VIN: 2D4GP44L17R [REDACTED]
Model: DODGE GRAND CARAVAN SXT LWB WAGON
Color: RED
Year: 2007
State: CA

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

1. Airbag light is on.

Please attempt to have the vehicle repaired by: 07/23/2008

- 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-.
- 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 (972) 652-3400.

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



Mail: 8146 Auto Drive Riverside, CA 92504
 1100 South "E" Street San Bernardino, CA 92408
 (909) 884-8255 800-53-DODGE Fax (909) 884-2966

www.MossSavings.com

PARTS AND LABOR AMENDED. LIMITED WARRANTY IS 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. THIS SUPERSEDES THE TIME AND MILEAGE WARRANTY ON REVERSE SIDE OF THIS INVOICE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. 123898	ADVISOR FREDRICK BENOIT	1767	TAG NO. 6389	INVOICE DATE 07/09/08	INVOICE NO. DOC5425687
IMPARTIAL SERVICE GROUP 2777 STEMMONS FWY SUITE 1425 DALLAS, TX 75207	LABOR RATE	LICENSE NO.	MILEAGE 13,684	COLOR 7	STOCK NO.
	YEAR / MAKE / MODEL 07 / DODGE / GRAND CARAVAN / 4 DOOR MINIVA			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. Z D 4 G P 4 4 L 1 7 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		DATE 07/07/08	MILEAGE OUT
RESIDENTIAL PHONE		COMMENTS			MO: 13685

- LABOR & PARTS**
- # 1-0800Z ELECTRICAL DIAGNOSIS TECH(S) 278 WARRANTY
 DIAGNOSE AND REPAIR WHY THE AIR BAG LAMP IS ON
 CUSTOMER AUTHORIZE TO INSPECT FOR CODES AND ELECTRICAL
 FOUND NO CODES NO PROBLEMS AT THIS TIME.
JOB # 1 TOTAL LABOR & PARTS 0.00
 - # 2-2900ZINSR 23 POINT INSPECTION TECH(S) 278 WARRANTY
 AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS
 PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
 VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST,
 BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
 PICK UP YOU WILL RECEIVE YOUR VEHICLE'S REPORT CARD.
 AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GAURANTEE.
 YOUR VEHICLE REPAIRS ARE INSPECTED FOR QAULTY ASSURANCE BY
 OUR CHRYSLER MASTER CERTIFIED TECHNICIANS. THE FOLLOWING
 VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED.
JOB # 2 TOTAL LABOR & PARTS 0.00
 - # 3-0800ZBATT GREEN BATTERY TEST TECH(S) 278 WARRANTY
 CHECK BATTERY PERFORMANCE
 BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.
 ASSHOULKD
JOB # 3 TOTAL LABOR & PARTS 0.00
 - # 4-2200ZGTIRE GREEN LIGHT WEAR TECH(S) 278 WARRANTY
 TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.
 PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED
 REGULARLY.
 A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.
JOB # 4 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 TECHNICIAN CERTIFICATION
 278 DANNY L WHITE 6958

TO REORDER CALL: PRINTING SOLUTIONS (800) 367-3032



Mail: 8146 Auto Drive Riverside, CA 92504
 1100 South "E" Street San Bernardino, CA 92408
 (909) 884-8255 800-53-DODGE Fax (909) 884-2966

www.MossSavings.com

PARTS AND LABOR AMENDED. LIMITED WARRANTY IS 90 DAYS OR 1000 MILES WHICHEVER OCCURS FIRST. THIS SUPERSEDES THE TIME AND MILEAGE WARRANTY ON REVERSE SIDE OF THIS INVOICE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. 123898	NAME FREDRICK BENOIT	AGE 1767	TAG NO. 6389	INVOICE DATE 07/09/08	INVOICE NO. DOCS425687
IMPARTIAL SERVICE GROUP 2777 STEMMONS FWY SUITE 1425 DALLAS, TX 75207	LABOR RATE	LICENSE NO.	MILEAGE 13,684	COLOR 7	STOCK NO.
	YEAR/MAKE/MODEL 07/DODGE/GRAND CARAVAN/4 DOOR MINIVA	VEHICLE ID NO. ZD4GP44L17R		DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEPT. FR. NO.	PRODUCTION DATE	MILEAGE OUT
RESIDENTIAL PHONE	CELLPHONE NUMBER 415-6236 x183	COMMENTS			MO: 13685

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 08/11/2008 / 15000 MI 7500ZBAT BATTERY SERVICE *

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED. RCRA ID CAD9815/2506--DEALER CODE 71-43587	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

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

TO REORDER CALL PRINTING SOLUTIONS (909) 507-2032

VIN: 2D4GP44L17R [REDACTED] --- 07 DODGE GRAND CA

T C -----REPAIR-----

C N	DATE	ZN	DLR	CLAIM/SC	MILEAGE	MICRO/AUTH	LIST-DT	TOT-EXP
W	07/07/08	71	43582	425687	13,684	4211295	08073	DENIED
1	LOP=85418302 NO LOP DESC AVAILABL FC=UC PART=NO PART EXP= \$34.32							
W	07/07/08	71	43582	425687	13,684	4211344	08073	\$34.32
1	LOP=85418302 NO LOP DESC AVAILABL FC=UC PART=NO PART EXP= \$34.32							
W	12/26/07	71	43535	243162	12,046	0196728	08013	DENIED
1	LOP=08450901 MODULE,AIR BAG FC=UC PART=04896056AD EXP= \$292.46							
W	12/26/07	71	43535	243162	12,046	0820265	08014	\$292.46
1	LOP=08450901 MODULE,AIR BAG FC=UC PART=04896056AD EXP= \$292.46							
W	11/19/07	71	43535	241246	10,668	7487553	07121	DENIED
1	LOP=19851201 MODULE,S/W AIR BAG FC=58 PART=0YS921DVAI EXP= \$514.98							

TOTAL WARRANTY COST: \$1252.93

PF 1=DLR/SUS 2=PG1 3=DLR 4=AUTH 6=VEH 7=CLM DTL 8=HELP 9=DESC 11=WARR 12=OWNR
**** PRESS ENTER TO CONTINUE ****

VIN: 2D4GP44L17R [REDACTED] --- 07 DODGE GRAND CA

T C -----REPAIR-----

C N	DATE	ZN	DLR	CLAIM/SC	MILEAGE	MICRO/AUTH	LIST-DT	TOT-EXP
W	11/19/07	71	43535	241246	10,668	7594572	07121	\$514.98
1	LOP=19851201 MODULE,S/W AIR BAG FC=58 PART=OYS921DVAI EXP= \$514.98							
W	10/17/07	71	43535	239453	9,155	4305106	07105	DENIED
1	LOP=19852501 CLOCK SPRING FC=18 PART=05082050AC EXP= \$137.84							
M	10/17/07	71	43535	239453	8,155	4379471	07105	DENIED
1	LOP=19852501 CLOCK SPRING FC=18 PART=05082050AC EXP= \$137.85							
W	10/17/07	71	43535	239453	9,155	4666360	07105	DENIED
1	LOP=19852501 CLOCK SPRING FC=18 PART=05082050AC EXP= \$137.85							
W	10/17/07	71	43535	239453	9,155	4668390	07105	\$137.85
1	LOP=19852501 CLOCK SPRING FC=18 PART=05082050AC EXP= \$137.85							

TOTAL WARRANTY COST: \$1252.93

PF 1=DLR/SUS 2=PG1 3=DLR 4=AUTH 6=VEH 7=CLM DTL 8=HELP 9=DESC 11=WARR 12=OWNR
 **** PRESS ENTER TO CONTINUE ****

VIN: 2D4GP44L17R [REDACTED] --- 07 DODGE GRAND CA

T C -----REPAIR-----

C N	DATE	ZN	DLR	CLAIM/SC	MILEAGE	MICRO/AUTH	LIST-DT	TOT-EXP
W	08/28/07	71	43535	236678	6,659	9771013	07091	\$121.44
1	LOP=23312506 CHANNEL GLASS LIFT FC=K4 PART=04868122AE EXP= \$49.39							
2	LOP=19852501 CLOCK SPRING FC=18 PART=05082050AC EXP= \$72.05							
W	07/19/07	71	43535	234366	3,618	6948747	07075	DENIED
1	LOP=08194050 CNTRL MODULE FC=UC PART=NO PART EXP= \$16.22							
2	LOP=08803601 SWT,HD/LAMP & I/P FC=51 PART=0ZL651DVAF EXP= \$66.19							
W	07/19/07	71	43535	234366	3,618	7010705	07075	DENIED
1	LOP=08803601 SWT,HD/LAMP & I/P FC=51 PART=0ZL651DVAF EXP= \$66.19							
W	07/19/07	71	43535	234366	3,618	8529795	07083	\$66.19
1	LOP=08803601 SWT,HD/LAMP & I/P FC=51 PART=0ZL651DVAF EXP= \$66.19							

TOTAL WARRANTY COST: \$1252.93

PF 1=DLR/SUS 2=PG1 3=DLR 4=AUTH 6=VEH 7=CLM DTL 8=HELP 9=DESC 11=WARR 12=OWNR

**** PRESS ENTER TO CONTINUE ****

SZA9600T

WARRANTY CLAIM INFORMATION SUMMARY

B94S5798

07/21/08

11:19:53

VIN: 2D4GP44L17R [REDACTED] --- 07 DODGE GRAND CA

T C -----REPAIR-----

C N DATE	ZN DLR	CLAIM/SC	MILEAGE	MICRO/AUTH	LIST-DT	TOT-EXP
K 09/27/06	71 43535	PREPNV	0	2044723	06101	\$85.69
1	LOP=85900040	NO LOP	DESC	AVAILABL	FC=NU PART=NO PART	EXP= \$85.69

TOTAL WARRANTY COST: \$1252.93

PF 1=DLR/SUS 2=PG1 3=DLR 4=AUTH 6=VEH 7=CLM DTL 8=HELP 9=DESC 11=WARR 12=OWNR
**** INQUIRY COMPLETE ****

DAMAGE NOTIFICATION

I/We, Eric Polzien, declare that the 2007 Dodge Grand Caravan Sxt Lwb Wagon vehicle identification number 2D4GP44L17R [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:

[REDACTED]

Received
JUN 24 2008
I. S. G.

[REDACTED]

Owner Signature

6/20/08
Date

2nd Owner Signature (If Applicable)

Date

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date: June 23, 2008 Telephone 989-269-2161
To: Lyn Tetreau Fax: 989-269-6266

Customer Name: [REDACTED]
Zone: 71
VIN: 2D4GP44L17R [REDACTED]
Year: 2007
Model: DODGE GRAND CARAVAN SXT LWB WAGON
Color: RED
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: Valley Dodge Inc
Address: 6110 Van Nuys Boulevard
City: Van Nuys
State: CA
Zip Code: 91401
Telephone: 818-787-0800
Contact Name: Chuck Wainright

Special Remarks:

Delivery Name: Moss Bros Dodge
Street Address: 1100 South E Street
City: San Bernardino
State: CA
Zip Code: 92408
Telephone: 909-884-8255 (cell 951-259-5669)
Contact Name: Fred Benoit (fred@mossbroisdodge.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:	

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date: July 16, 2008
To: Lyn Tetreau

Telephone
Fax:

989-269-2161
989-269-6266

Customer Name: [REDACTED]
Zone: 71
VIN: 2D4GP44L17R [REDACTED]
Year: 2007
Model: DODGE GRAND CARAVAN SXT LWB WAGON
Color: RED
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: Moss Bros Dodge
Address: 1100 South E Street
City: San Bernardino
State: CA
Zip Code: 92408
Telephone: 909-884-8255 (cell 951-259-5669)
Contact Name: Fred Benoit (fred@mossbrosdodge.com)

Special Remarks:

Delivery Name: (Marshalling) RIVERSIDE AUTO AUCTION
CHRYSLER CORPORATE CAR
Street Address: 6446 FREMONT STREET
City: RIVERSIDE
State: CA
Zip Code: 92504
Telephone: 951-689-6000
Contact Name: Michelle Davies

*****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 of Vehicle

In order to expedite the transport of VIN # 2D4GP44L17R [redacted], for [redacted] please provide the following information:

Is this the physical vehicle location? X Yes _____ No

Valley Dodge Inc
6110 Van Nuys Boulevard
Van Nuys, CA 91401

If no, please provide vehicle's location:

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

CHUCK WAINRIGHT
TRAVIS LARSEN

Date Vehicle is Releasable: 6-20-08

Sign: [Signature] Date: 6-20-08

Title: [redacted]

Please fax this release back to ISG, Attn: Seneca Jefferson 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.

** Dealer Complete **

AUTHORIZATION OF PAYOFF AND RELEASE OF TITLE

I, [REDACTED] hereby agree that Chrysler Financial may release any information regarding my loan/lease account and the title document (pink slip) on vehicle 2D4GP44L17R [REDACTED] to Impartial Services Group (ISG) upon presentation of a check for the total payoff amount, with any and all amounts in excess of the amount needed to pay off the balance on loan number 7002223756 to be returned to me.

For further verification my social security number is 573179175.

It is understood and agreed that upon release of the title documents to ISG, I shall have no further obligation on the above listed loan.

[REDACTED]

Owner Signature

6/20/08
Date

Received
JUN 24 2008
I. S. G.

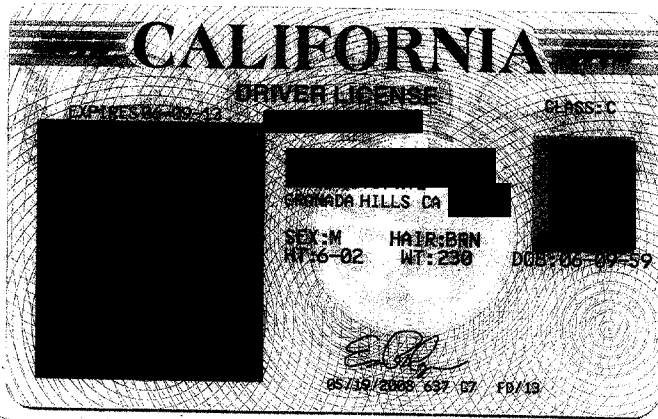
Owner Signature

Date

Please assign the title of the vehicle to Chrysler and mail the title to the address below.

If you have any questions, please call 214-634-9100 ext. 465.

Impartial Services Group
Attn: Title Dept.
2777 Stemmons Frwy., Ste. 1425
Dallas, TX 75207



Chrysler

REACQUIRED VEHICLE DISCLOSURE STATEMENT - TEXAS

Rev. 08/07

VIN 2D4GP44L17R MAKE DODGE MODEL GRAND CARAVAN SXT LWB WAGON YEAR 07

Mileage 13,685

TO: PROSPECTIVE RETAIL PURCHASER(S)

Chrysler Motors LLC repurchased or replaced the above vehicle pursuant to

- An effort to promote customer satisfaction
- An order of the Texas Motor Vehicle Board to repurchase or replace the vehicle
- The Settlement of a Texas lemon law or general warranty complaint
- A warranty claim or lemon law of CA . (Specify State)

Received
AUG 27 2008
I.S.G.

The original owner or lessee complained of the following defects

Of the defects listed, the following have been repaired:

1. Airbag light is on.
2. Electrical.
3. Steering.
4. Steering.
5. Body.

1. 07/09/08 Unable to duplicate reported problem.
2. 12/26/07 Replaced the air bag module.
3. 11/19/07 Replaced the steering wheel airbag module.
4. 10/17/07 Replaced the clock spring.
5. 08/28/07 Replaced glass lift channel.

Additional Information: _____

[Signature] 08/20/2008
Chrysler Motors LLC Representative Signature Title Date

Chrysler Motors #4
Chrysler Motors LLC Representative Printed Name & Title
M. CARDWELL
RIVERSIDE AUTO AUCTION
Printed Name of Auction and Auction Official
M. Turnidge

[Signature] 08/20/2008
Auction Official Signature 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 which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Motors LLC from all claims, causes of action, and 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. In addition, Texas dealers certify that a disclosure decal was affixed to the vehicle at a location approved by the Motor Vehicle Division and that it accompanied the vehicle through the first retail purchase.

EUGENE KNIES, Pres.

[Signature] Title Date AUG 20 2008

Printed Name of Dealer Representative

Bonham Chrysler, 1522 W Sam Rayburn Drive,
Dealership Name Mailing Address

Bonham, TX 75418 5838877
City/Town State Zip Area Code & Phone No.

I acknowledge that I was informed of the previous repurchase of this vehicle under the lemon law or goodwill policies of Chrysler Motors LLC, and that a copy of this disclosure statement was given to me at the time of purchase

Acknowledgement/Signature of Retail Buyer	Printed Name	Date of Delivery
Retail Buyer's Printed Mailing Address	City/Town State Zip	Area Code & Phone Number

NOTE 1: The manufacturer is required to (1) Affix a Board provided disclosure label to the vehicle; (2) Provide the Board, on transfer of the vehicle, in writing, the name, address and telephone number of the transferee, regardless of residence, within 60 days of the transfer; and (3) issue a 12 month/12,000 mile basic warranty on the vehicle, except for non-OEM items. **NOTE 2:** The disclosure statement and label requirement also apply to vehicles reacquired in another state and transferred to Texas for resale. **NOTE 3:** The selling dealer is required to return the completed form within 60 days of the retail sale of the vehicle to Texas Department of Transportation, Motor Vehicle Division, P.O. Box 2293, Austin, Texas, 78768-2293.

FOR MORE INFORMATION, CALL THE MOTOR VEHICLE DIVISION AT 1-800-622-8682 OR (512) 416-4800

Chrysler

REACQUIRED VEHICLE DISCLOSURE STATEMENT - TEXAS

Rev. 08/07

VIN 2D4GP44L17R MAKE DODGE MODEL GRAND CARAVAN SXT LWB WAGON YEAR 07

TO: PROSPECTIVE RETAIL PURCHASER(S)

Mileage 13,685

Chrysler Motors LLC repurchased or replaced the above vehicle pursuant to

- An effort to promote customer satisfaction
- An order of the Texas Motor Vehicle Board to repurchase or replace the vehicle
- The Settlement of a Texas lemon law or general warranty complaint
- A warranty claim or lemon law of CA . (Specify State)

Received
AUG 27 2008
I.S.G.

The original owner or lessee complained of the following defects

Of the defects listed, the following have been repaired:

1. Steering.
2. Electrical.
3. _____
4. _____
5. _____

1. 08/28/07 Replaced the clock spring.
2. 07/19/07 Replaced the headlamp switch.
3. _____
4. _____
5. _____

Additional Information: _____

 Chrysler Motors LLC Representative Signature Title
 Date 08/20/2008

 Auction Official Signature
 Date 08/20/2008

Chrysler Motors #4
 Chrysler Motors LLC Representative Printed Name & Title
M. CARDWELL
M. TURWAGE

RIVERSIDE AUTO AUCTION
 Printed Name of Auction and Auction Official

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 which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Motors LLC from all claims, causes of action, and 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. In addition, Texas dealers certify that a disclosure decal was affixed to the vehicle at a location approved by the Motor Vehicle Division and that it accompanied the vehicle through the first retail purchase.

[Signature]
 Signature of Dealer Representative Title
 Date AUG 20 2008

Bonham Chrysler, 1522 W Sam Rayburn Drive,
 Dealership Name Mailing Address

EUGENE KNIES, Pres.
 Printed Name of Dealer Representative

Bonham, TX 75418 5838877
 City/Town State Zip Area Code & Phone No.

I acknowledge that I was informed of the previous repurchase of this vehicle under the lemon law or goodwill policies of Chrysler Motors LLC, and that a copy of this disclosure statement was given to me at the time of purchase

 Acknowledgement/Signature of Retail Buyer Printed Name Date of Delivery

 Retail Buyer's Printed Mailing Address City/Town State Zip Area Code & Phone Number

NOTE 1: The manufacturer is required to (1) Affix a Board provided disclosure label to the vehicle; (2) Provide the Board, on transfer of the vehicle, in writing, the name, address and telephone number of the transferee, regardless of residence, within 60 days of the transfer; and (3) issue a 12 month/12,000 mile basic warranty on the vehicle, except for non-OEM items. **NOTE 2:** The disclosure statement and label requirement also apply to vehicles reacquired in another state and transferred to Texas for resale **NOTE 3:** The selling dealer is required to return the completed form within 60 days of the retail sale of the vehicle to Texas Department of Transportation, Motor Vehicle Division, P.O. Box 2293, Austin, Texas, 78768-2293.

FOR MORE INFORMATION, CALL THE MOTOR VEHICLE DIVISION AT 1-800-622-8682 OR (512) 416-4800

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

19-14
Received
AUG 27 2008
I.S.G.

Vehicle Identification Number: 2D4GP44L17R [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 EUGENE KNIES, Pres. DATE AUG 20 2008

PRINTED NAME AND TITLE

Bonham Chrysler
DEALERSHIP NAME

44433 - Bonham, TX 75418
DEALER CODE AND CITY, STATE AND ZIP

M. Turnidge
AUCTION REPRESENTATIVE SIGNATURE DATE AUG 20 2008

PRINTED NAME AND TITLE

CUSTOMER SIGNATURE _____ DATE _____

PRINTED NAME

ADDRESS

CUSTOMER CITY, STATE AND ZIP CODE

VIN: 2D4GP44L17R150451

VIN 1D4GP44L17R MAKE DODGE MODEL GRAND CARAVAN SXT LWB WAGON YEAR 07

TO: PROSPECTIVE RETAIL PURCHASER(S)

Mileage 13,685

Chrysler Motors LLC repurchased or replaced the above vehicle pursuant to

- Options for repurchase: An effort to promote customer satisfaction, An order of the Texas Motor Vehicle Board to repurchase or replace the vehicle, The Settlement of a Texas lemon law or general warranty complaint, A warranty claim or lemon law of CA (Specify State)

Received NOV - 4 2008 I.S.G. BB13 12/16

The original owner or lessee complained of the following defects

Of the defects listed, the following have been repaired:

- 1. Airbag light is on.
2. Electrical.
3. Steering.
4. Steering.
5. Body.

- 1. 07/09/08 Unable to duplicate reported problem.
2. 12/26/07 Replaced the air bag module.
3. 11/19/07 Replaced the steering wheel airbag module.
4. 10/17/07 Replaced the clock spring.
5. 08/28/07 Replaced glass lift channel.

Additional Information

Chrysler Motors LLC Representative Signature/Title 08/20/2008 Date
Auction Official Signature 08/20/2008 Date

Chrysler Motors #4 M. CARDWELL
Chrysler Motors LLC Representative Printed Name & Title
RIVERSIDE AUTO AUCTION M. Turnidge
Printed Name of Auction and Auction Official

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 which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Motors LLC from all claims, causes of action, and 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. In addition, Texas dealers certify that a disclosure decal was affixed to the vehicle at a location approved by the Motor Vehicle Division and the dealer accompanied the vehicle through the first retail purchase.

Signature of Dealer Representative, Title Date
Bonham Chrysler, 1522 W Sam Rayburn Drive,
Dealership Name Mailing Address

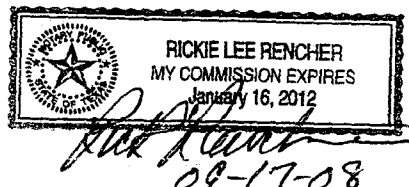
Printed Name of Dealer Representative
Bonham, TX 75418 5838877
City/Town State Zip Area Code & Phone No.

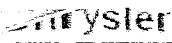
I acknowledge that I was informed of the previous repurchase of this vehicle under the lemon law or goodwill policies of Chrysler Motors LLC, and that a copy of this disclosure statement was given to me at the time of purchase

Signature of Retail Buyer Printed Name Date of Delivery
Retail Buyer's Printed Mailing Address City/Town State Zip Area Code & Phone Number

NOTE 1: The manufacturer is required to (1) Affix a Board provided disclosure label to the vehicle; (2) Provide the Board, on transfer of the vehicle, in writing, the name, address and telephone number of the transferee, regardless of residence, within 60 days of the transfer, and (3) issue a 12 month/12,000 mile basic warranty on the vehicle, except for non-OEM items. NOTE 2: The disclosure statement and label requirement also apply to vehicles reacquired in another state and transferred to Texas for resale. NOTE 3: The selling dealer is required to return the completed form within 60 days of the retail sale of the vehicle to Texas Department of Transportation Motor Vehicle Division, P.O. Box 2293, Austin, Texas, 78768-2293.

FOR MORE INFORMATION, CALL THE MOTOR VEHICLE DIVISION AT 1-800-622-8682 OR (512) 416-4800





REACQUIRED VEHICLE DISCLOSURE STATEMENT - TEXAS

Rev. 08/07

VIN 2D4GP44L17R MAKE DODGE MODEL GRAND CARAVAN SXT LWB WAGON YEAR 07

TO: **PROSPECTIVE RETAIL PURCHASER(S)** Mileage 13,685

Chrysler Motors LLC repurchased or replaced the above vehicle pursuant to

- An effort to promote customer satisfaction
- An order of the Texas Motor Vehicle Board to repurchase or replace the vehicle
- The Settlement of a Texas lemon law or general warranty complaint
- A warranty claim or lemon law of CA (Specify State)

Received
NOV - 4 2008
I.S.G.

The original owner or lessee complained of the following defects

1. Steering.
2. Electrical.
3. _____
4. _____
5. _____

Of the defects listed, the following have been repaired:

1. 08/28/07 Replaced the clock spring.
2. 07/19/07 Replaced the headlamp switch.
3. _____
4. _____
5. _____

Additional Information: _____

[Signature] 08/20/2008
 Chrysler Motors LLC Representative Signature Title Date

[Signature] 08/20/2008
 Auction Official Signature Date

Chrysler Motors #4 M. CARDWELL
 Chrysler Motors LLC Representative Printed Name & Title

RIVERSIDE AUTO AUCTION M. Turnidge
 Printed Name of Auction and Auction Official

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 which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Motors LLC from all claims causes of action, and 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. In addition, Texas dealers certify that a disclosure decal was affixed to the vehicle at a location approved by the Motor Vehicle Division and that it accompanied the vehicle through the first retail purchase.

[Signature] AUG 20 2008
 Signature of Dealer Representative, Title Date

Bonham Chrysler, 1522 W Sam Rayburn Drive,
 Dealership Name Mailing Address

EUGENE KNIE
 Printed Name of Dealer Representative

Bonham, TX 75418 5838877
 City/Town State Zip Area Code & Phone No.

I acknowledge that I was informed of the previous repurchase of this vehicle under the lemon law or goodwill policies of Chrysler Motors LLC, and that a copy of this disclosure statement was given to me at the time of purchase

[Signature] [Printed Name]
 Acknowledgment Signature of Retail Buyer Printed Name

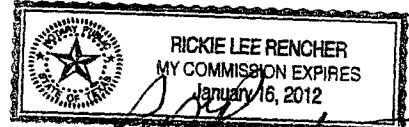
[Address] Paris, TX [State] [Zip]
 Retail Buyer's Printed Mailing Address City/Town State Zip

9-17-08
 Date of Delivery

Area Code & Phone Number

NOTE 1: The manufacturer is required to (1) Affix a Board provided disclosure label to the vehicle (2) Provide the Board, on transfer of the vehicle, in writing, the name, address and telephone number of the transferee, regardless of residence, within 60 days of the transfer, and (3) issue a 12 month/12,000 mile basic warranty on the vehicle, except for non-OEM items. **NOTE 2:** The disclosure statement and label requirement also apply to vehicles reacquired in another state and transferred to Texas for resale **NOTE 3:** The selling dealer is required to return the completed form within 60 days of the retail sale of the vehicle to Texas Department of Transportation, Motor Vehicle Division, P.O. Box 2293, Austin, Texas, 78768-2293.

FOR MORE INFORMATION, CALL THE MOTOR VEHICLE DIVISION AT 1-800-622-8682 OR (512) 416-4800



[Signature]
09-17-08



VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION

Vehicle Identification Number: 2D4GP44L17R [REDACTED]

BB13726

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.

Received
NOV - 4 2008
I.S.G.


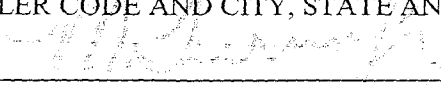
AS A CONDITION OF SALE, THE DEALER, THE AUCTION REPRESENTATIVE AND THE RETAIL CUSTOMER AGREE THAT BINDING ARBITRATION IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS VEHICLE. THIS INCLUDES, BUT IS NOT LIMITED TO CLAIMS ARISING UNDER THE SUPPLEMENTAL 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.

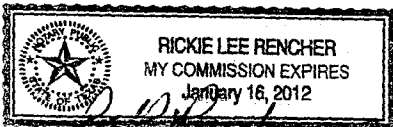
QUALIFYING CLAIMS WILL BE ADMINISTERED BY THE NATIONAL CENTER FOR DISPUTE SETTLEMENT. A COPY OF THE RULES ARE AVAILABLE BY CALLING 1-800-777-8119 OR AT WWW.NCDSUSA.ORG. BY AGREEING TO ARBITRATE, A PARTY FORGOES NO SUBSTANTIVE RIGHTS. POTENTIAL RECOVERY IS THE SAME AS THAT AVAILABLE UNDER RELEVANT STATE 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.

	<i>AUG 20 2008</i>	[REDACTED]	<i>9-17-08</i>
DEALER REPRESENTATIVE SIGNATURE	DATE	CUSTOMER SIGNATURE	DATE
EUGENE KIMES, Inc.		[REDACTED]	
PRINTED NAME AND TITLE		PRINTED NAME	
Bonham Chrysler		[REDACTED]	
DEALERSHIP NAME		ADDRESS	
44433 - Bonham, TX 75418		<i>Paris Tx.</i>	
DEALER CODE AND CITY, STATE AND ZIP		CUSTOMER CITY, STATE AND ZIP CODE	
	<i>AUG 20 2008</i>	[REDACTED]	
AUCTION REPRESENTATIVE SIGNATURE	DATE	[REDACTED]	
M. Turnage		[REDACTED]	
PRINTED NAME AND TITLE		[REDACTED]	


RICKIE LEE RENCHER
 MY COMMISSION EXPIRES
 January 16, 2012
Rickie Lee Rencher
08-17-08

VIN: 2D4GP44L17R [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jun 06 09:20:14 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

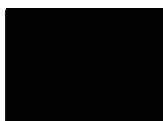
05 T&C dirvers air bag light comes on

Comments:

Light started comming on when driving. It is not always on when first starting. But shortly after moving vehicle.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jun 06 11:51:40 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

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

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

We have reviewed your email regarding the Air bag light. In response to your email, we would like to inform you that we are unable to diagnose your vehicle via email. Although we recommend that you contact your selling dealer for assistance, any authorized dealer can assist you with your issue. You are not limited to the dealership that sold you the vehicle.

Also, you can seek the dealerships that are known for their excellence in customer service - our Five Star dealers. Please visit our website <http://www.fivestar.com>, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership/ locate a dealership using the "Find a Dealer" area on the Dodge website at <http://www.chrysler.com>.

If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17574295
EMAIL CASE NUMBER: 2028321
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5752599I25261L0K
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

05 T&C drivers air bag light comes on

Comments:

Light started coming on when driving. It is not always on when first starting. But shortly after moving vehicle.

VIN:

5B [REDACTED]

Mileage:

42000

Servicing Dealer:

Score

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

J

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Trenton

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Jun 07 10:35:02 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5752599I25261L0KM)
I saw on the NHTSA>GOV That this is a problem with possible the sensor if so is it covered under the notice.

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

From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Friday, June 06, 2008 11:52 AM
Subject: Re: Chrysler LLC Customer Assistance (KMM5752599I25261L0KM)

> Dear [REDACTED]:
>
> Thank you for contacting the Chrysler Customer Assistance Center
> regarding your 2005 Chrysler Town & Country.
>
> We regret the inconvenience you have experienced and appreciate the time
> and effort you took to write to us.
>
> We have reviewed your email regarding the Air bag light. In response to
> your email, we would like to inform you that we are unable to diagnose
> your vehicle via email. Although we recommend that you contact your
> selling dealer for assistance, any authorized dealer can assist you with
> your issue. You are not limited to the dealership that sold you the
> vehicle.
>
> Also, you can seek the dealerships that are known for their excellence
> in customer service - our Five Star dealers. Please visit our website
> <http://www.fivestar.com>,
> or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you
> can find a dealership/ locate a dealership using the "Find a Dealer"
> area on the Dodge website at <http://www.chrysler.com>.
>
> If we can be of any assistance to you in the future, please feel free to
> contact us. We appreciate you and your business.
>
> Thanks again for your email.
>
> Sincerely,
>
> John Cooper
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 17574295
> EMAIL CASE NUMBER: 2028321
> REPLY LINK:
>
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5752599I25261L0KM
> M&
>
>

> Original Message Follows:

> -----

>

> US Customer Service - Chrysler Brand Site

> Brief Description:

> 05 T&C dirvers air bag light comes on

> Comments:

> Light started comming on when driving. It is not always on when first

> starting. But shortly after moving vehicle.

>

>

>

> VIN:

> 5B [REDACTED]

> Mileage:

> 42000

> Servicing Dealer:

> Score

> Title:

> Mr.

> First Name:

> [REDACTED]

> Middle Initial:

> J

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> Trenton

> State:

> OH

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Jun 09 07:37:22 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5752599I25261L0KM)
Dear [REDACTED]:

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

We have reviewed your email regarding the recall. In response to your email, we would like to inform you that a review of our records indicates that your 2005 Chrysler Town & Country does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the internet to check your vehicle's involvement in any/all recalls that are published. Simply log on to our brand website: www.chrysler.com, click on "For Owners" and then enter your Vehicle Identification Number (VIN).

If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: 2028321
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5755160I25261L0KM
M&

Original Message Follows:

I saw on the NHTSA>GOV That this is a problem with possible the sensor if so is it covered under the notice.

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

From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Friday, June 06, 2008 11:52 AM
Subject: Re: Chrysler LLC Customer Assistance (KMM5752599I25261L0KM)

> Dear [REDACTED]:

>

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

>

> We regret the inconvenience you have experienced and appreciate the time
> and effort you took to write to us.
>
> We have reviewed your email regarding the Air bag light. In response to
> your email, we would like to inform you that we are unable to diagnose
> your vehicle via email. Although we recommend that you contact your
> selling dealer for assistance, any authorized dealer can assist you with
> your issue. You are not limited to the dealership that sold you the
> vehicle.
>
> Also, you can seek the dealerships that are known for their excellence
> in customer service - our Five Star dealers. Please visit our website
> <http://www.fivestar.com>,
> or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you
> can find a dealership/ locate a dealership using the "Find a Dealer"
> area on the Dodge website at <http://www.chrysler.com>.
>
> If we can be of any assistance to you in the future, please feel free to
> contact us. We appreciate you and your business.
>
> Thanks again for your email.
>
> Sincerely,
>
> John Cooper
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 17574295
> EMAIL CASE NUMBER: 2028321
> REPLY LINK:
>
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5752599I25261L0K
> M&
>
>
> Original Message Follows:
> -----
>
> US Customer Service - Chrysler Brand Site
> Brief Description:
> 05 T&C drivers air bag light comes on
> Comments:
> Light started comming on when driving. It is not always on when first
> starting. But shortly after moving vehicle.
>
>
>
> VIN:
> 5B-
> Mileage:
> 42000
> Servicing Dealer:
> Score
> Title:

> Mr.
> First Name:
> [REDACTED]
> Middle Initial:
> J
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Trenton
> State:
> OH
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Home Phone:
> [REDACTED]
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jun 18 11:27:50 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I own a 2006 caravan, and my airbag sensor light keeps coming on.

Comments:

Consumer Affairs feds are investigating the air bag sensors. Mine started coming on 3 weeks ago. Can this be covered under a recall? I am not comfortable if I am in an accident and the air bag doesn't deploy, which according to Consumers Affairs. that would be possible.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Jun 19 09:24:41 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

If you think there has been a recall on your vehicle and you haven't been notified, you can call any one of our dealers and ask if your particular vehicle has been recalled. If it has, you can take it to the dealer, without a written recall notice for your free-of-charge repairs or changes. You may want to call and set up a specific appointment time.

A dealership locator is available in the "Find a Dealer" area on the Chrysler web site at www.Chrysler.com, the Dodge site at www.Dodge.com, or the Jeep® site at www.Jeep.com.

If you prefer, you can check online on the sites above for recall notices on specific vehicles (using the Vehicle Identification Number - VIN) . Start by clicking on "For Owners" and enter the last eight digits of your VIN (6B [REDACTED]).

Any further questions regarding this issue can be directed to your local Chrysler, Jeep or Dodge dealer.

Thanks again for your email.

Sincerely,

Cheryl

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17611752
EMAIL CASE NUMBER: 2036000
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5777048I25261L0K
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

I own a 2006 caravan, and my airbag sensor light keeps coming on.

Comments:

Consumer Affairs feds are investigating the air bag sensors. Mine started coming on 3 weeks ago. Can this be covered under a recall? I am not comfortable if I am in an accident and the air bag doesn't deploy, which according to Consumers Affairs. that would be possible.

VIN:

6B [REDACTED]

Mileage:

50000

Servicing Dealer:

MCGREGORS

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

INDIANA

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 10 11:34:09 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

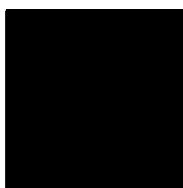
Category: US Customer Service
Brief Description:

Driver Side Air Bag light goes on and off
Comments:

The driver's side air bag warning light comes on and goes off randomly. Henderson Chrysler has changed the Clockspring, the air bag itself and an associated circuit board. Each time, after the maintenance, the light goes off as normal but then will come on again while driving down the road. Then it may or may not go off minutes later. What else could be the problem?

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jul 11 11:19:02 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2007 Chrysler Town and Country.

We regret to read of your dissatisfaction in our 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 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.

Furthermore, intermittent problems are often very difficult for the dealership to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealership 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 dealership to perform prompt diagnosis and repairs. It is our suggestion that you continue to work with your servicing dealer.

We regret your dissatisfaction but hope you will understand our position.

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

Thanks again for your email. We value your continued business with us.

Sincerely,

Mike Hanes
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17681118

EMAIL CASE NUMBER: 2049527

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5819391I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Driver Side Air Bag light goes on and off

Comments:

The driver's side air bag warning light comes on and goes off randomly.

Henderson Chrysler has changed the Clockspring, the air bag itself and an associated circuit board. Each time, after the maintenance, the light goes off as normal but then will come on again while driving down the road. Then it may or may not go off minutes later. What else could be the problem?

VIN:

7R [REDACTED]

Mileage:

4433

Servicing Dealer:

Henderson Chrysler Plymouth Jeep

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

E

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Baton Rouge

State:

LA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jul 21 18:05:14 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I'm tired of talking to people in India!!

Comments:

My 2005 van started showing the airbag light after going through water. My friend's 2004 van had a recall for this and I'm wondering if mine has the same problem why it would not be fixed with a recall. Her's showed an airbag light while she went through water on a church youth trip while I was with her, this is how I know it was the same problem. Please contact me. Thanks Landa Tomlinson

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Jul 22 12:49:14 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

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

We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us. It is always a concern when a customer is dissatisfied with our products or our Customer service.

In response to your email regarding the recalls, we would like to inform you that according to our records 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.

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 one of our brand sites: www.Chrysler.com; www.Dodge.com or www.Jeep.com, click on "For Owners" and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

In this case, we would recommend you to contact your local authorized dealership to seek an opinion. Our dealerships have the factory training, equipment, and information available to them to diagnose and correct problems with our vehicles. They have all the information about the airbag light and they can assist you in a better way. You can find a dealership using the "Find a Dealer" area on the Chrysler web site at www.chrysler.com.

If we can be of any help to you in future, please contact the Customer Assistance Center at 800-992-1997 or click on the reply link given below.

Thanks again for your email and for sharing your concern with us.

Sincerely,

George Ray
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17717370
EMAIL CASE NUMBER: 2056701
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5841070I25261L0K
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
I'm tired of talking to people in India!!

Comments:

My 2005 van started showing the airbag light after going through water. My friend's 2004 van had a recall for this and I'm wondering if mine has the same problem why it would not be fixed with a recall. Her's showed an airbag light while she went through water on a church youth trip while I was with her, this is how I know it was the same problem. Please contact me. Thanks Landa Tomlinson

VIN:

5R [REDACTED]

Mileage:

69500

Servicing Dealer:

Greve, Wapakoneta Ohio

Title:

First Name:

[REDACTED]

Middle Initial:

L

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Spencerville,

State:

OH

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jul 23 23:37:46 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5841070I25261L0KM)
-----Boundary-00=_D8NHLVC0000000000000
Content-Transfer-Encoding: quoted-printable
Content-Type: Text/Plain;
 charset="iso-8859-1"

I understand there is no recall, my question is why not?. My van did the exact same thing as a van that was made in 04 that did have a recall. The person in India told me it was fixed before mine was made, however, I had my van way before that recall was made. The problem was still there. Why will you not fix it? Sincerely, Landa Tomlinson=0D

-----Original Message-----=0D

From: customerassist=0D
Date: Tuesday, July 22, 2008 01:00:18 PM=0D
To: [REDACTED]
Subject: Re: Chrysler LLC Customer Assistance (KMM5841070I25261L0KM)=0D
Dear [REDACTED]:=0D

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.=0D

We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us. It is always a concern when a customer is dissatisfied with our products or our Customer service.=0D

In response to your email regarding the recalls, we would like to inform you that according to our records 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.=0D

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 one of our brand sites: www.Chrysler.com; www.Dodge.com or www.Jeep.com, click on "For Owners" and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.=0D

In this case, we would recommend you to contact your local authorized dealership to seek an opinion. Our dealerships have the factory training, equipment, and information available to them to diagnose and correct problems with our vehicles. They have all the information about the airbag light and they can assist you in a better way. You can find a dealership using the "Find a Dealer" area on the Chrysler web site at www.chrysler.com.=0D

If we can be of any help to you in future, please contact the Customer Assistance Center at 800-992-1997 or click on the reply link given below.=0D

=0D
Thanks again for your email and for sharing your concern with us. =0D
=0D
=0D
Sincerely, =0D
=0D
George Ray =0D
Customer Service Representative =0D
Chrysler Customer Assistance Center=0D
=0D
For any future communications related to this email, please refer to the=0D
following information: =0D
REFERENCE NUMBER: 17717370=0D
EMAIL CASE NUMBER: 2056701 =0D
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM5841070I25261L0KM&=0D
=0D
=0D
Original Message Follows:=0D
-----=0D
=0D
US Customer Service - Chrysler Brand Site=0D
Brief Description: =0D
I'm tired of talking to people in India!!=0D
Comments:=0D
My 2005 van started showing the airbag light after going through water. =0D
My=0D
friend's 2004 van had a recall for this and I'm wondering if mine has =0D
the=0D
same problem why it would not be fixed with a recall. Her's showed an=0D
airbag light while she went through water on a church youth trip while =0D
I=0D
was with her, this is how I know it was the same problem. Please =0D
contact=0D
me. Thanks Landa Tomlinson=0D
=0D
=0D
=0D
VIN:=0D
5F[REDACTED]=0D
Mileage:=0D
69500=0D
Servicing Dealer:=0D
Greve, Wapakoneta Ohio=0D
Title:=0D
=0D
First Name:=0D
[REDACTED]=0D
Middle Initial:=0D
L=0D
Last Name:=0D
[REDACTED]=0D
Address 1:=0D
[REDACTED]. =0D
Address 2:=0D
=0D
City:=0D

Spencerville,=0D
State:=0D
OH=0D
Zip:=0D
[REDACTED]=0D
Email:=0D
[REDACTED]=0D
Home Phone:=0D
[REDACTED]=0D
=2E

-----Boundary-00=_D8NHLVC00000000000000
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Content-Type: Text/HTML;
charset="iso-8859-1"

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<DIV>I understand there is no recall, my question is why not? = ; My=20
van did the exact same thing as a van that was made in 04 that did = have a=20
recall. The person in India told me it was fixed before mine = was=20
made, however, I had my van way before that recall was made. = The=20
problem was still there. Why will you not fix it? Sincer= ely,=20

Landa Tomlinson</DIV>

<DIV> </DIV>

<DIV id=3DIncrediOriginalMessage><I>-----Original Message-----<= /I></DIV>

<DIV> </DIV>

<DIV id=3Dreceivingstrings>

<DIV dir=3Dltr style=3D"FONT-SIZE: 11pt" <i>From:</I> <A=20 href=3D"mailto:customerassist@chrysler.com">customerassist</DIV=

>

<DIV dir=3Dltr style=3D"FONT-SIZE: 11pt" <i>Date:</I> Tuesda=
y, July 22,=20

2008 01:00:18 PM</DIV>

<DIV dir=3Dltr style=3D"FONT-SIZE: 11pt" <i>To:</I> <A=20
href=3D"mailto:[REDACTED]">[REDACTED]</DIV>

<DIV dir=3Dltr style=3D"FONT-SIZE: 11pt" <i>Subject:</I> Re:=
Chrysler=20

LLC Customer Assistance (KMM5841070I25261L0KM)</DIV></DIV>

<DIV> </DIV>[REDACTED]:

Thank you for contacting the Ch=
rysler=20

Customer Assistance Center
regarding your 2005 Chrysler Town &a=
mp;=20

Country.

We apologize for the inconvenience caused to you an=
d=20

appreciate the time
and effort you took to write to us. It is al=
ways a=20

concern when a
customer is dissatisfied with our products or ou=
r=20

Customer service.

In response to your email regarding the r=
ecalls,=20

we would like to inform
you that according to our records this v=
ehicle=20

is not involved in any
outstanding factory recalls. If your veh=
icle is=20

involved in any future
recalls, a notice will be sent to your p=
ostal=20

address.

You can also access the self-service recall site o=
n the=20

internet to
check on your vehicle's involvement in any/all reca=
lls=20

that are
published. Simply go to one of our brand sites: <A=20
href=3D"http://www.Chrysler.com;">www.Chrysler.com;
<A=20

href=3D"http://www.Dodge.com">www.Dodge.com or <A=20
href=3D"http://www.Jeep.com,">www.Jeep.com, click on "For Owner=
s" and=20

then insert the
last eight digits of your Vehicle Identification=
Number=20

(VIN) where
appropriate.

In this case, we would recomme=
nd you=20

to contact your local authorized
dealership to seek an opinion.=
Our=20

dealerships have the factory
training, equipment, and informati=
on=20

available to them to diagnose and
correct problems with our veh=
icles.=20

They have all the information about
the airbag light and they c=
an=20

assist you in a better way. You can find a
dealership using the =
"Find a=20

Dealer" area on the Chrysler web site at
<A=20
href=3D"http://www.chrysler.com">www.chrysler.com.

If we=
can be=20

of any help to you in future, please contact the Customer
Assis=
tance=20

Center at 800-992-1997 or click on the reply link given=20

below.

Thanks again for your email and for sharing your =
concern=20

with us.

Sincerely,

George Ray
Customer Ser= vice=20

Representative
Chrysler Customer Assistance Center

For a= ny=20

future communications related to this email, please refer to=20 the
following information:
REFERENCE NUMBER: 17717370
EMA= IL CASE=20

NUMBER: 2056701
REPLY LINK: <A=20 href=3D"http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_I= D=3DKMM5841070I25261L0KM&">http://www.chrysler.com/wccs/brand_forms/u= s/reply.jsp?trk_ID=3DKMM5841070I25261L0KM&

Original=20

Message Follows:

US Customer Ser= vice -=20

Chrysler Brand Site
Brief Description:
I'm tired of talking = to=20

people in India!!
Comments:
My 2005 van started showing the a= irbag=20

light after going through water.
My
friend's 2004 van had a = recall=20

for this and I'm wondering if mine has
the
same problem why = it=20

would not be fixed with a recall. Her's showed an
airbag light w= hile=20

she went through water on a church youth trip while
I
was wi= th her,=20

this is how I know it was the same problem. Please
contact
m= e.=20

Thanks Landa=20 Tomlinson

VIN:
5R446153
Mileage:
69500
= Servicing=20

Dealer:
Greve, Wapakoneta Ohio
Title:

First=20 Name:
Landa
Middle Initial:
L
Last=20

Name:
[REDACTED]
Address 1:
[REDACTED]. Amanda=20 Rd.
Address=20

2:

City:
Spencerville,
State:
OH
Zip:
45887
=

R>Email:
<A=20 href=3D"mailto:[REDACTED]@[REDACTED]">[REDACTED]
Home=20

Phone:
[REDACTED]
.</TD></TR>

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</TD></TR>

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MG alt=3D""=20
hspace=3D0 src=3D"cid:BD8BE635-F39B-4A86-80EA-ECE743BB26CF" align=3Dbasel=
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border=3D0> <I>IncrediMail</I> - Email has finally evolved</=
B> -=20
<FONT=20
face=3D"Times New Roman" size=3D3><U>Click=20
Here</U>
</BODY>
</html>
-----Boundary-00=_D8NHLVC0000000000000000--

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Jul 24 07:43:35 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5841070I25261L0KM)
Dear [REDACTED]:

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

In response to your email regarding the recalls, we would like to inform you that recalls generally occur on limited numbers of vehicles and are VIN specific. In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard.

Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

Thanks again for your email and for sharing your concern with us.

Sincerely,

George Ray
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2056701
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5845473I25261L0KM
M&

Original Message Follows:

I understand there is no recall, my question is why not?. My van did the exact same thing as a van that was made in 04 that did have a recall. The person in India told me it was fixed before mine was made, however, I had my van way before that recall was made. The problem was still there. Why will you not fix it? Sincerely, Landa Tomlinson

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

From: customerassist
Date: Tuesday, July 22, 2008 01:00:18 PM
To: [REDACTED]
Subject: Re: Chrysler LLC Customer Assistance (KMM5841070I25261L0KM)

Dear [REDACTED]:

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

We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us. It is always a concern when a customer is dissatisfied with our products or our Customer service.

In response to your email regarding the recalls, we would like to inform you that according to our records 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.

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 one of our brand sites: www.Chrysler.com; www.Dodge.com or www.Jeep.com, click on "For Owners" and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

In this case, we would recommend you to contact your local authorized dealership to seek an opinion. Our dealerships have the factory training, equipment, and information available to them to diagnose and correct problems with our vehicles. They have all the information about the airbag light and they can assist you in a better way. You can find a dealership using the "Find a Dealer" area on the Chrysler web site at www.chrysler.com.

If we can be of any help to you in future, please contact the Customer Assistance Center at 800-992-1997 or click on the reply link given below.

Thanks again for your email and for sharing your concern with us.

Sincerely,

George Ray
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17717370

EMAIL CASE NUMBER: 2056701

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5841070I25261L0K
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

I'm tired of talking to people in India!!

Comments:

My 2005 van started showing the airbag light after going through water. My friend's 2004 van had a recall for this and I'm wondering if mine has the same problem why it would not be fixed with a recall. Her's showed an airbag light while she went through water on a church youth trip while I was with her, this is how I know it was the same problem. Please contact me. Thanks Landa Tomlinson

VIN:
5F [REDACTED]
Mileage:
69500
Servicing Dealer:
Greve, Wapakoneta Ohio
Title:

First Name:
[REDACTED]
Middle Initial:
L
Last Name:
[REDACTED]
Address 1:
[REDACTED]
Address 2:

City:
Spencerville,
State:
OH
Zip:
[REDACTED]
Email:
[REDACTED]
Home Phone:
[REDACTED]
.

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Jul 25 19:54:22 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

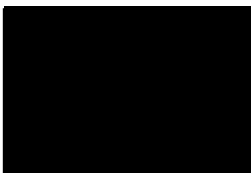
airbag light staying on continuously.

Comments:

i thought there was a recall for the airbag light in my van and mine hasn't been fixed yet. the dealer informed me awhile ago that there was going to be a recall to fix the airbag light staying on & they had to wait for the recall.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Jul 28 08:22:42 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

We have reviewed your recent email regarding the recall information. In response to your email, we would like to inform you that a review of our records indicates that your 2005 Dodge Grand Caravan does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the internet to check your vehicle's involvement in any/all recalls that are published. Simply log on to our brand website: www.dodge.com, click on "For Owners" and then enter your Vehicle Identification Number (VIN).

Although we recommend that you contact your selling dealer for assistance, any authorized dealer can assist you with your issue. You are not limited to the dealership that sold you the vehicle.

Also, you can seek the dealerships that are known for excellence in customer service - our Five Star dealers. Please visit our website <http://www.fivestar.com>, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership locator in the "Find a Dealer" area on the Dodge website at (<http://www.dodge.com>).

If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17738699

EMAIL CASE NUMBER: 2059826

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5851176I25261L0K
M&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

airbag light staying on continuously.

Comments:

i thought there was a recall for the airbag light in my van and mine hasn't been fixed yet. the dealer informed me awhile ago that there was going to be a recall to fix the airbag light staying on &they had to wait for the recall.

VIN:

5R [REDACTED]

Mileage:

48000

Servicing Dealer:

Sam Dell Dodge, Syracuse, NY

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

M

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Syracuse

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Aug 08 15:00:38 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Dodge Caravan.

We regret that you are experiencing problem with your vehicle and appreciate the time and effort you took to write to us. In response to your email, we suggest that you please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR) number and 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

Furthermore, our records indicate that your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # F10 WINDSHIELD WIPER MOTOR

Please contact your local authorized Dodge dealership to arrange for an inspection and for the repairs. The recall services are performed free of charge.

Thanks again for your email. We value your continued business with us.

Sincerely,

Mike Hanes
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17785306

EMAIL CASE NUMBER: 2073019

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5885289I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Electrical problem (airbag sensor had to be replaced) on my 2005 Dodge Caravan at 37000 miles, standard warranty just expired at 36000, and no courtesy fix. Very upset about the fact that this issue occurred at such low miles and not fixed as courtesy.

Comments:

There was an electrical problem (airbag deployment sensor had to be replaced) on my wife's 2005 Dodge Caravan at 37000 miles. First, this is bad that at 37000 miles, an electrical issue occurs with a part of the electrical system that never gets used (airbags have never been deployed). How could that happen at such a low mileage, other than a poorly-manufactured or defective part? That should never happen. Also, it just so happens that the standard warranty just expired (conveniently) at 36000, so we had to pay to get this fixed because we were a month past (a cost of \$190 that I feel is unwarranted). To say that I am very upset about the fact that this issue occurred at 37000 miles, and it was not fixed as a courtesy (which I have had with my other vehicle of another manufacturer), is an understatement. We are a family that goes through both of our cars every 5 years, if not sooner, and with this incident, it is safe to say we are very turned off at Dodge right now. Is there anything that can be done to remediate this situation? I have an invoice I can fax over if need be. I would greatly appreciate a timely response. Thanks. Regards, Scott Leanes

VIN:

5B [REDACTED]

Mileage:

37295

Servicing Dealer:

Chrysler/Dodge of Fox Lake, IL

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

R

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Fox Lake

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Aug 08 13:23:46 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Electrical problem (airbag sensor had to be replaced) on my 2005 Dodge Caravan at 37000 miles, standard warranty just expired at 36000, and no courtesy fix. Very upset about the fact that this issue occurred at such low miles and not fixed as courtesy.

Comments:

There was an electrical problem (airbag deployment sensor had to be replaced) on my wife's 2005 Dodge Caravan at 37000 miles. First, this is bad that at 37000 miles, an electrical issue occurs with a part of the electrical system that never gets used (airbags have never been deployed). How could that happen at such a low mileage, other than a poorly-manufactured or defective part? That should never happen. Also, it just so happens that the standard warranty just expired (conveniently) at 36000, so we had to pay to get this fixed because we were a month past (a cost of \$190 that I feel is unwarranted). To say that I am very upset about the fact that this issue occurred at 37000 miles, and it was not fixed as a courtesy (which I have had with my other vehicle of another manufacturer), is an understatement. We are a family that goes through both of our cars every 5 years, if not sooner, and with this incident, it is safe to say we are very turned off at Dodge right now. Is there anything that can be done to remediate this situation? I have an invoice I can fax over if need be. I would greatly appreciate a timely response.
Thanks.

Regards,
Scott Leanes

Sender Information:

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

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Aug 13 10:29:02 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

I am seeking reimbursement for the repair to the airbag sensor on my second 2005 Dodge Caravan which corroded and was not included under recall.

Comments:

I have (2) 2005 Dodge Caravans and live in Michigan. Only van was included in the May 3, 2007 recall-although the airbag sensors on BOTH vehicles corroded in the same way and needed the same repair at around the same mileage! Clearly this vehicle should have been included in the recall and I would appreciate reimbursement for the repair on this vehicle which was performed @ K&M Northfield Dodge, Grand Rapids, MI on August 13, 2008.
Thank you.

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Aug 13 15:09:21 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

In response to your email, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have your Reference (17799126) number.

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

Sincerely,

Sharon Nelson

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17799126

EMAIL CASE NUMBER: 2075770

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5894009I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

I am seeking reimbursement for the repair to the airbag sensor on my second

2005 Dodge Caravan which corroded and was not included under recall.

Comments:

I have (2) 2005 Dodge Caravans and live in Michigan. Only van was included

in the May 3, 2007 recall-although the airbag sensors on BOTH vehicles

corroded in the same way and needed the same repair at around the same

mileage! Clearly this vehicle should have been included in the recall and

I would appreciate reimbursement for the repair on this vehicle which was

performed @ K&M Northfield Dodge, Grand Rapids, MI on August 13, 2008.

Thank you.

VIN:

5B [REDACTED]

Mileage:

58000

Servicing Dealer:

K&M Northfield Dodge

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Cadillac

State:

MI

Zip:

Email:

Work Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Sep 29 10:48:13 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

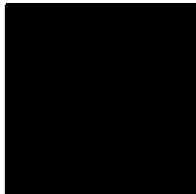
Service Repair on Airbag System Sensor in Front End of 2007 Grand Caravan

Comments:

I recently brought in my 2007 Grand Caravan for the airbag light coming on. Dealer stated that front impact sensor wiring harness was pulled from the connector and the connector was cracked. What is the standard service time to fix this repair? Thank you.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Sep 30 11:04:18 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Dodge Grand Caravan Sxt Lwb Wagon. We appreciate the time and effort that you took to write to us. In response to your email we recommend that you contact your local factory-authorized dealer to schedule an appointment. If, after meeting with your dealer, these concerns are still not resolved to your satisfaction, please re-contact us by email or by phoning our office at 1-800-992-1997. We will be happy to review the situation with you at that time.as we can not be able to diagnose the vehicle over the phone only our dealership will be able to give you the time frame.

Thanks again for your email.

Sincerely,

Charles Franklin

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17946710

EMAIL CASE NUMBER: 2107020

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5988854I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Service Repair on Airbag System Sensor in Front End of 2007 Grand Caravan

Comments:

I recently brought in my 2007 Grand Caravan for the airbag light coming on.

Dealer stated that front impact sesnsor wiring harness was pulled from the

connector and the connector was cracked. What is the standard service time

to fix this repair? Thank you.

VIN:

7R [REDACTED]

Mileage:

11502

Servicing Dealer:

Elm Dodge

Title:

Mr.

First Name:

Middle Initial:

P
Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

North Arlington

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Oct 10 16:07:24 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

I am told my vehicle isn't part of recall 07v192000- I agreed to a \$88 charge for diagnosis- Dealer wants to charge me for a sensor unit he burned up while deciding I needed another part - a control unit for air bag. continued below

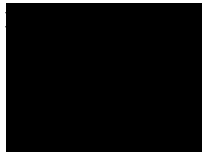
Comments:

Please decode my vin number which follows 2C8GP54L75R [REDACTED] and email decoded structure.

Continued-- It appears the diagnosis is a replace parts til I get it right approach at customer expense. I read recall information- seems I should be covered?

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Oct 13 11:11:42 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

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

We have reviewed your email concerning the inquiry about the repair that the dealership is not ready to perform under recall. We appreciate the time and effort you took to write to us.

In response to your email, we suggest that you contact the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference # 17985112 and 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 Customer Service Representatives available to address your questions and concerns.

Thank you for your email and for sharing your concern with us.

Sincerely,

Lisa Parker

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17985112
EMAIL CASE NUMBER: 2114762
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6011491I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

I am told my vehicle isn't part of recall 07v192000- I agreed to a \$88

charge for diagnosis- Dealer wants to charge me for a sensor unit he burned

up while deciding I needed another part - a control unit for air bag.

continued below

Comments:

Please decode my vin number which follows 2C8GP54L75R[REDACTED] and email decoded structure. Continued-- It appears the diagnosis is a replace parts til I get it right approach at customer expense. I read recall information- seems I should be covered?

VIN:

5R[REDACTED]

Mileage:

93000

Servicing Dealer:

Walker chrysler jeep Dayton,OH

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Springboro

State:

OH

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Dec 04 15:36:32 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

air bag light stays on

Comments:

I've read that the airbag sensors were being replaced, without charge, in certain states that use road salt in the winter. Would my vehicle qualify?

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Dec 05 14:01:27 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Chrysler Town and Country.

We regret the inconvenience you are experiencing with the air bag sensors and appreciate the time and effort you took to write to us. In response to your email regarding your request for identifying whether your vehicle qualify for the state law that replaces the air bag sensors free of charge, we regret to inform you that, by the given many variables involved, we are unable to diagnose your vehicle via email. We hope you will understand our position. We apologize this is an inconvenience in any way. We make every effort to answer all customer questions in a satisfactory and prompt manner.

Therefore, we suggest that you please contact your local authorized dealership to diagnose your vehicle and they would be glad to provide you with the requested information at that time and would performed the necessary repairs if required.

Seek the dealerships that are known for their excellence in customer service - our Five Star dealership. Please visit <http://www.fivestar.com>, or call 1-800-677-5-STAR. You can also find a dealership using the "Find a Dealer" area on the chrysler website at <http://www.chrysler.com>.

Moreover, for your convenience, we have provided few names and addresses of our Five Star Dealerships in your vicinity.

Newcomb Motors
2.26 Miles Away
95 NEW ATHOL ROAD
ORANGE, MA 01364
Phone: (978) 249-4723

Salvadore Chrysler Dodge
11.95 Miles Away
442 W BROADWAY
GARDNER, MA 01440-3110
Phone: (978) 630-2200

Brown Motors
18.47 Miles Away
399 FEDERAL STREET
GREENFIELD, MA 01301-2004
Phone: (413) 772-2111

If you have any further questions, please feel free to contact the Customer Assistance Center at 1-800-992-1997 for an additional discussion.

Thanks again for your email. We value you and your business.

Sincerely,

Mike Hanes
Customer Service Representative
Chrysler Customer Assistance Center

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

the following information:
REFERENCE NUMBER: 18142409
EMAIL CASE NUMBER: 2146383
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6097860I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6097860I25261L0KM&)

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

air bag light stays on

Comments:

I've read that the airbag sensors were being replaced, without charge, in certain states that use road salt in the winter. Would my vehicle qualify?

VIN:

5B [REDACTED]

Mileage:

64000

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Athol

State:

MA

Zip:

Email:

Work Phone:

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Dec 05 15:28:46 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
(KMM6097860I25261L0KM)

Mr. Mike Hanes,
=A0

I've had the sensor replaced already and was charged for it.=A0 The work wa=
s done at Newcomb Motors, and they were not aware of the information I foun=
d regarding the airbag sensor failing due to corrosion and moisture in stat=
es that salted roads in the winter, and that Chrysler was replacing the sen=
sors.=A0 Could you contact Newcomb Motors and find out why the sensor faile=
d?=A0=20
Thank you.....David Dugas

--- On Fri, 12/5/08, customerassistre <customerassistre@chrysler.com>
wrote=
:

From: customerassistre <customerassistre@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6097860I25261L0KM)
To: [REDACTED]
Date: Friday, December 5, 2008, 2:01 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center=20
regarding the 2005 Chrysler Town and Country.

We regret the inconvenience you are experiencing with the air bag=20
sensors and appreciate the time and effort you took to write to us.
In=20
response to your email regarding your request for identifying
whether=20
your vehicle qualify for the state law that replaces the air bag
sensors
free of charge, we regret to inform you that, by the given many=20
variables involved, we are unable to diagnose your vehicle via email.
=20
We hope you will understand our position. We apologize this is an=20
inconvenience in any way. We make every effort to answer all
customer=20
questions in a satisfactory and prompt manner.

Therefore, we suggest that you please contact your local authorized=
20
dealership to diagnose your vehicle and they would be glad to
provide=20
you with the requested information at that time and would performed
the=20
necessary repairs if required.

Seek the dealerships that are known for their excellence in customer=
20
service - our Five Star dealership. Please visit
<http://www.fivestar.com>,
or call 1-800-677-5-STAR. You can also find a dealership using the=
20
"Find a Dealer" area on the chrysler website at

<http://www.chrysler.com>.

Moreover, for your convenience, we have provided few names and addresses of our Five Star Dealerships in your vicinity.=20

Newcomb Motors
2.26 Miles Away
95 NEW ATHOL ROAD
ORANGE, MA 01364
Phone: (978) 249-4723

Salvadore Chrysler Dodge
11.95 Miles Away
442 W BROADWAY
GARDNER, MA 01440-3110
Phone: (978) 630-2200

Brown Motors
18.47 Miles Away
399 FEDERAL STREET
GREENFIELD, MA 01301-2004
Phone: (413) 772-2111

If you have any further questions, please feel free to contact the=20 Customer Assistance Center at 1-800-992-1997 for an additional=20 discussion.=20

Thanks again for your email. We value you and your business.

Sincerely,=20

Mike Hanes=20
Customer Service Representative=20
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER: 18142409
EMAIL CASE NUMBER: 2146383=20
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6097860I2=5261L0KM&

Original Message Follows:

=20
Recall Information - Chrysler Brand Site
Brief Description:=20
air bag light stays on
Comments:
I've read that the airbag sensors were being replaced, without charge,=20
in
certain states that use road salt in the winter. Would my vehicle=20
qualify?

=20
VIN:

5B [REDACTED]
Mileage: 64000
Servicing Dealer: [REDACTED]
=20
Title: [REDACTED]
=20
First Name: [REDACTED]
Middle Initial: [REDACTED]
=20
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2: [REDACTED]
=20
City: Athol
State: MA
Zip: [REDACTED]
Email: [REDACTED]
Work Phone: [REDACTED]
=0A=0A=0A

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Dec 05 15:52:36 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
(KMM6097860I25261L0KM)
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Chrysler Town and Country.

We appreciate the time and effort you took to write to us back. In response to your email, we would like to inform you that if you think the air bag sensors failed due to the corrosion and moisture caused by the salted roads in the winter, we suggest that you please send us your original repair order and proof of payment receipt for consideration to the address below:

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

If you wish, you can also fax a copy of the information for review at: 248-512-8748. Please note that originals may need to be mailed if required. The issue will be reviewed and you will be contacted with the response.

Thanks again for your email. We value you and your business.

Sincerely,

Mike Hanes
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: 2146383
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6098138I25261L0KM&

Original Message Follows:

[REDACTED],

I've had the sensor replaced already and was charged for it. The work was done at Newcomb Motors, and they were not aware of the information I found regarding the airbag sensor failing due to corrosion and moisture in states that salted roads in the winter, and that Chrysler was replacing the sensors. Could you contact Newcomb Motors and find out why the sensor failed?
Thank you.....David Dugas

--- On Fri, 12/5/08, customerassistre <customerassistre@chrysler.com> wrote:

From: customerassistre <customerassistre@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6097860I25261L0KM)
To: [REDACTED]
Date: Friday, December 5, 2008, 2:01 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Chrysler Town and Country.

We regret the inconvenience you are experiencing with the air bag sensors and appreciate the time and effort you took to write to us. In response to your email regarding your request for identifying whether your vehicle qualify for the state law that replaces the air bag sensors free of charge, we regret to inform you that, by the given many variables involved, we are unable to diagnose your vehicle via email. We hope you will understand our position. We apologize this is an inconvenience in any way. We make every effort to answer all customer questions in a satisfactory and prompt manner.

Therefore, we suggest that you please contact your local authorized dealership to diagnose your vehicle and they would be glad to provide you with the requested information at that time and would performed the necessary repairs if required.

Seek the dealerships that are known for their excellence in customer service - our Five Star dealership. Please visit <http://www.fivestar.com>, or call 1-800-677-5-STAR. You can also find a dealership using the "Find a Dealer" area on the chrysler website at <http://www.chrysler.com>.

Moreover, for your convenience, we have provided few names and addresses of our Five Star Dealerships in your vicinity.

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95 NEW ATHOL ROAD
ORANGE, MA 01364
Phone: (978) 249-4723

Salvadore Chrysler Dodge
11.95 Miles Away
442 W BROADWAY
GARDNER, MA 01440-3110
Phone: (978) 630-2200

Brown Motors
18.47 Miles Away
399 FEDERAL STREET
GREENFIELD, MA 01301-2004
Phone: (413) 772-2111

If you have any further questions, please feel free to contact the Customer Assistance Center at 1-800-992-1997 for an additional discussion.

Thanks again for your email. We value you and your business.

Sincerely,

Mike Hanes
Customer Service Representative

Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER: 18142409

EMAIL CASE NUMBER: 2146383

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6097860I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6097860I25261L0KM&)

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

air bag light stays on

Comments:

I've read that the airbag sensors were being replaced, without charge, in

certain states that use road salt in the winter. Would my vehicle qualify?

VIN:

5B [REDACTED]

Mileage:

64000

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Athol

State:

MA

Zip:

Email:

Work Phone: