

EA11-003

CHRYSLER

12-9-2011

Enclosure 4

Field Data

CAIRS Report - Public





















Comments:

Engine quit December 22, 2009. Truck taken to Auto World in BSG Va. for repairs. Auto World would not make repairs and had truck towed to Carl Gregory, Johnson City, Tn. January 9, 2010. Carl Gregory inspected the truck and found the fuel system contaminated with water causing the injector pump and all 6 injecters damaged. Chrysler staes because of the water contamination no warrany coverage for these repairs. Carl Gregory stated that if the water/fuel separator would have functioned properly the repairs would have been minimal. The repair cost for parts and labor are in access of \$15,000.00. I need explanation of why these repairs are not covered on a \$50,000.00 truck with 7000 miles and why the water separator and other safety features did not protest the fuel system components. (Called dealer service manager Ken and left message with direct line.) (Spoke with Kenny at dealer who states the vehicle was towed to his dealer and they found out of ten gallons in the fuel tank 9 was water. States there was rust found and the high pressure pump and 6 fuel injectors were damaged along with other parts. States the fuel separator was working properly. The owner claim most of the cost under his insurance company.)

Dear Keith:

Thank you for contacting the Chrysler Customer Assistance Center. I spoke with the service manager Kenny at Carl Gregory who stated out of ten gallons in your tank 9 was water which caused the damage. Warranty does not cover contamination. Kenny stated the water fuel separator was working properly. Your warranty has not been voided since you and your insurance company repaired the vehicle.

Thanks again for your email.

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Dealership complaint NEED DODGE REP. TO CONTACT ME IMMEDIATELY  
\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

'ram cares'? I need a local dodge rep. to contact ME. DEALERSHIP REFUSES  
TO GIVE ME DODGE REPRESENTATIVES CONTACT INFORMATION! I have gone around  
in circles for days now between customer cares 800# and the dealership.  
\*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*

Dear Kim:

Thank you for contacting the Ram Customer Assistance Center in regards to  
your 2011 Dodge Ram ST 4X2 3500 Crew Cab Pickup.

Thank you for your recent email, although it 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.

If, at some future date, we can be of assistance to you in some other  
area, please let us know.

Thanks again for your email.

Sincerely,

Sabrina

Customer Service Representative

Ram Customer Assistance Center

EA11-003

CHRYSLER

12-9-2011

Enclosure 4

Field Data

19315816

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sun Feb 14 08:17:53 EST 2010  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service  
Brief Description:  
-----

\$15000.00 of repair work on this truck: Warranty Voided according to Chrysler

Comments:  
-----

Engine quit December 22, 2009. Truck taken to Auto World in BSG Va. for repairs. Auto World would not make repairs and had truck towed to Carl Gregory, Johnson City, Tn. January 9, 2010. Carl Gregory inspected the truck and found the fuel system contaminated with water causing the injector pump and all 6 injecters damaged. Chrysler staes because of the water contamination no warrany coverage for these repairs. Carl Gregory stated that if the water/fuel separator would have functioned properly the repairs would have been minimal. The repair cost for parts and labor are in access of \$15,000.00. I need explanation of why these repairs are not covered on a \$50,000.00 truck with <7000 miles and why the water separator and other safety features did not protest the fuel system components.

Sender Information:  
-----

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Wed Mar 03 10:26:10 EST 2010  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear Keith:

Thank you for contacting the Chrysler Customer Assistance Center.

I spoke with the service manager Kenny at Carl Gregory who stated out of ten gallons in your tank 9 was water which caused the damage. Warranty does not cover contamination. Kenny stated the water fuel separator was working properly. Your warranty has not been voided since you and your insurance company repaired the vehicle.

Thanks again for your email.

Sincerely,

Susan

Customer Service Representative  
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19315816

EMAIL CASE NUMBER: 2416928

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM6873770I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6873770I25261L0KM&)

Original Message Follows:  
-----

US Customer Service - Chrysler Brand Site

Brief Description:

\$15000.00 of repair work on this truck: Warranty Voided according to Chrysler

Comments:

Engine quit December 22, 2009. Truck taken to Auto World in BSG Va. for

repairs. Auto World would not make repairs and had truck towed to Carl

Gregory, Johnson City, Tn. January 9, 2010. Carl Gregory inspected the

truck and found the fuel system contaminated with water causing the injector pump and all 6 injecters damaged. Chrysler states because of the

water contamination no warranty coverage for these repairs. Carl Gregory

stated that if the water/fuel separator would have functioned properly the

repairs would have been minimal. The repair cost for parts and labor are in

access of \$15,000.00. I need explanation of why these repairs are not

covered on a \$50,000.00 truck with 7000 miles and why the water separator

and other safety features did not protect the fuel system components.

VIN: X9 [REDACTED]  
Mileage: 6700  
Servicing Dealer: Carl Gregory Chrysler-Dodge-Jeep  
Title:

First Name [REDACTED]  
Middle [REDACTED]  
Last Name [REDACTED]  
Address [REDACTED]  
Address [REDACTED]  
City: Big Stone Gap  
State: VA  
Zip: [REDACTED]  
Email: [REDACTED]  
Home P [REDACTED]

EA11-003  
CHRYSLER  
12-9-2011  
Enclosure 4  
Field Data  
20683937





CERTIFIED  
CLEAN IDLE

TURBO DIESEL

RAM  
5500  
HEAVY DUTY



846 KG 19500 LB

5/70R19.5F TIRES

9 KPA ( 95 PSI) COLD

5/70R19.5F TIRES

9 KPA ( 95 PSI) COLD



# INCOMPLETE VEHICLE

VIN: 3D6WD76L19



TYPE: INCOMPLETE

MDH: 091109 178AA

VEHICLE MADE IN MEXICO

PAINT: P47

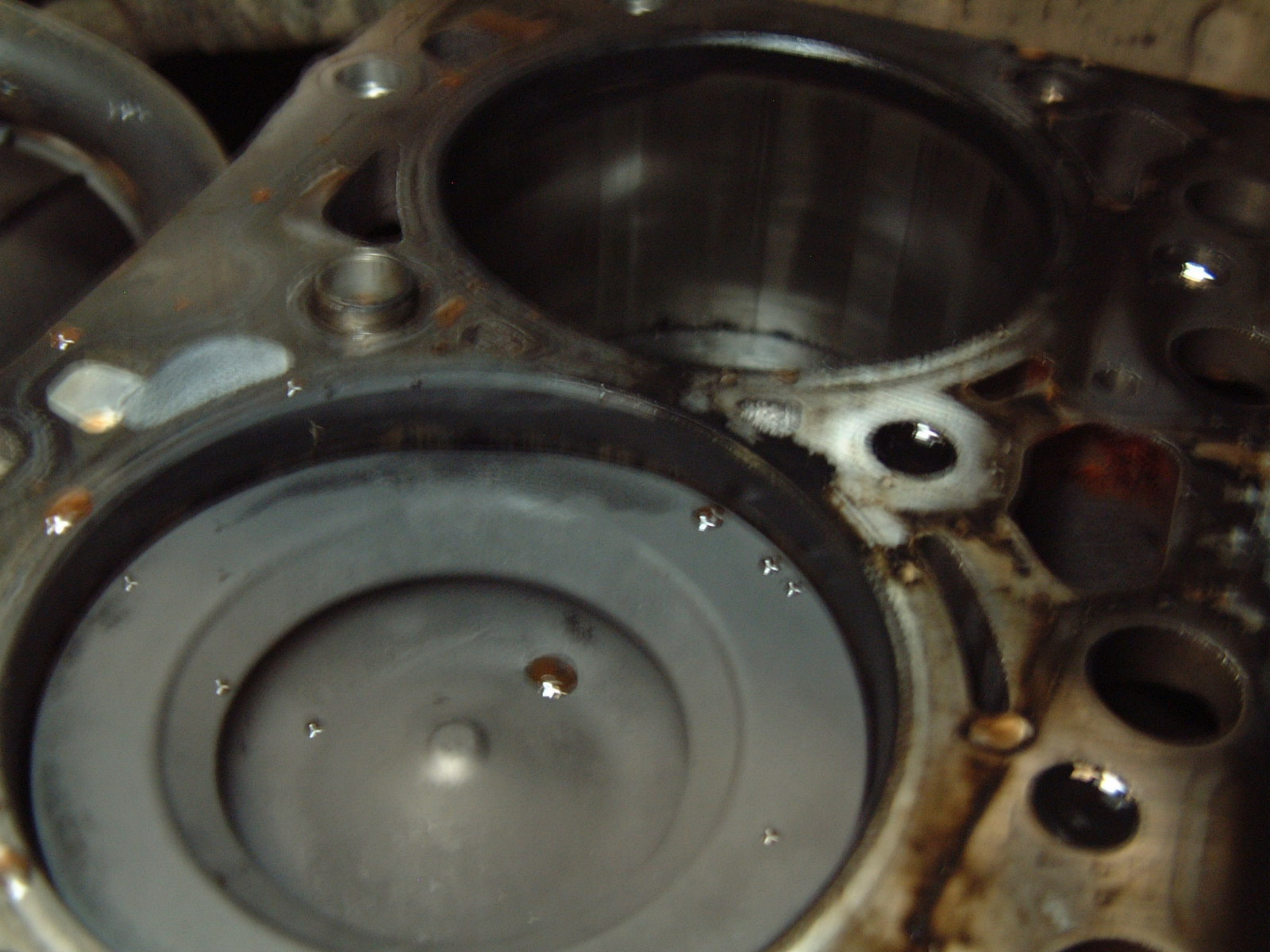
TRIM: TXD5

DUAL













  
**BRAKE**  




















NOTE TO WATER DRAIN SERVICE: WITH ENGINE OFF, TURN  
IGNITION KEY TO "ON" FOR 5 SECONDS, THEN TURN "OFF".

**05183410AA**



**CUMMINS® APPROVED FILTER**

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Model # 05183410AA  
All rights reserved. Trade names of other companies are used herein.  
Cummins Inc., Auburn Hills, Michigan USA 48326

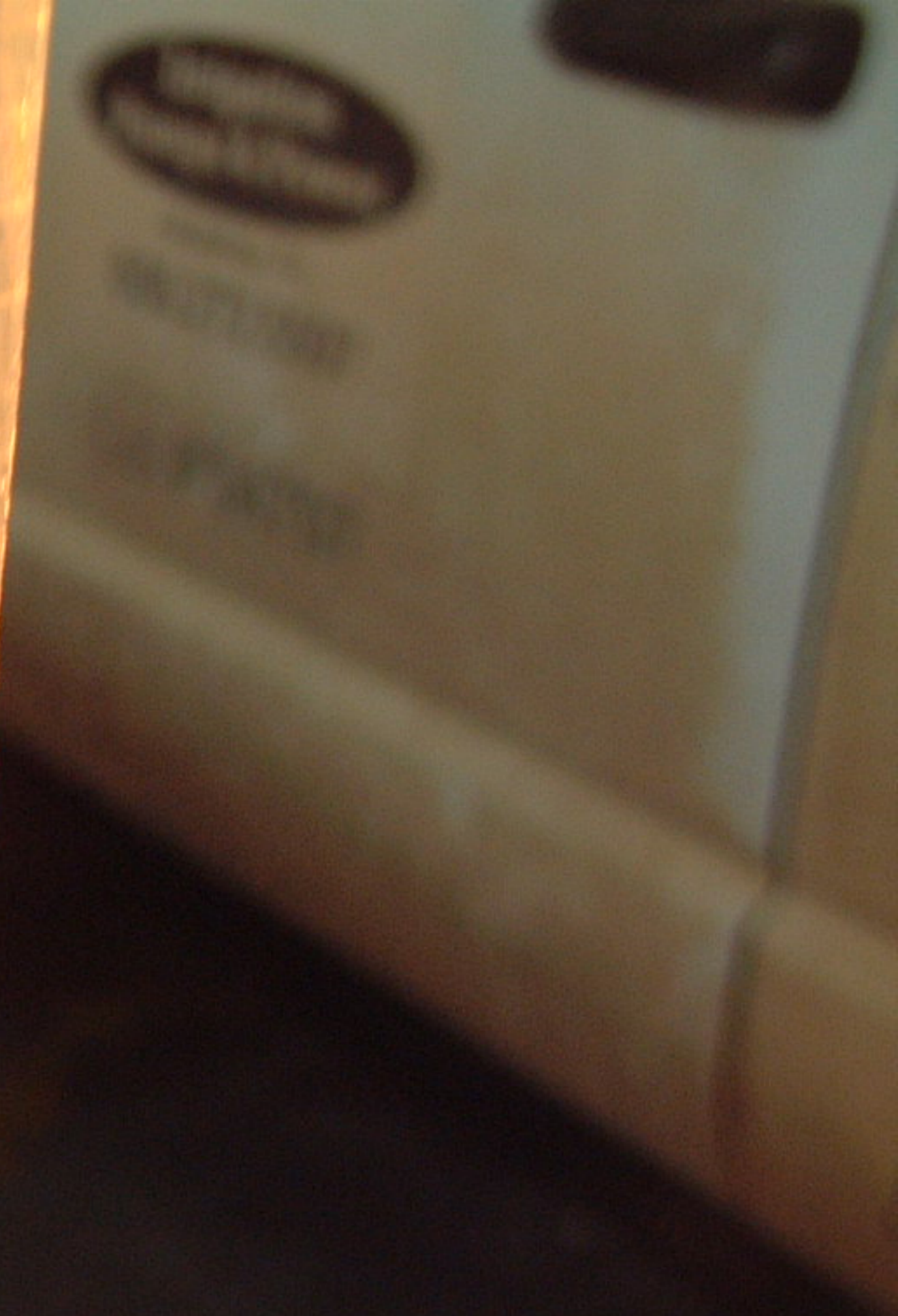


**Irrigation  
Pumps & Power**

Muleshoe, TX  
806.272.5597









NOT RESPONSIBLE  
FOR ARTICLES  
LEFT IN VEHICLE

DANGER

CAUTION

SINCO

SNYDER NE









846 KG 19500 LB

5/70R19.5F TIRES

95 KPA ( 95 PSI) COLD

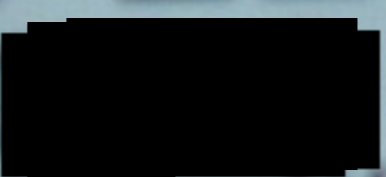
5/70R19.5F TIRES

95 KPA ( 95 PSI) COLD



# INCOMPLETE VEHICLE

VIN: 3D6WD76L19



TYPE: INCOMPLETE

MDH: 091109 178AA

VEHICLE MADE IN MEXICO

PAINT: P47

TRIM: TXD5

DUAL







846 KG 19500 LB

5/70R19.5F TIRES

9 KPA ( 95 PSI) COLD

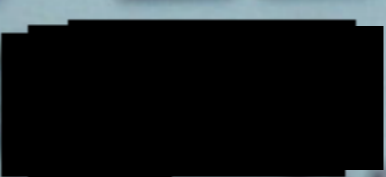
5/70R19.5F TIRES

9 KPA ( 95 PSI) COLD



# INCOMPLETE VEHICLE

VIN: 3D6WD76L19



TYPE: INCOMPLETE

MDH: 091109 178AA

VEHICLE MADE IN MEXICO

PAINT: P47

TRIM: TXD5

DUAL





  
**BRAKE**



**22028**









  
**BRAKE**  










  
**BRAKE**













**Irrigation  
Pumps & Power**

Muleshoe, TX  
806.272.5597





**Irrigation  
Pumps & Power**

Muleshoe, TX  
806.272.5597





NOT RESPONSIBLE  
FOR ARTICLES  
LEFT IN VEHICLE

DANGER

CAUTION

SINCO

SNYDER NE





NOT RESPONSIBLE  
FOR ARTICLES  
LEFT IN VEHICLE

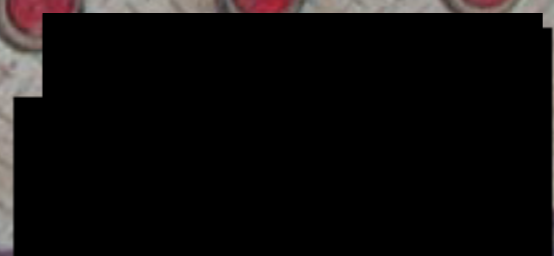
DANGER

CAUTION  
DO NOT OPERATE  
THIS EQUIPMENT  
UNLESS YOU ARE  
PROPERLY TRAINED  
AND CERTIFIED  
TO DO SO.

CAUTION

SINCO

SNYDER NE



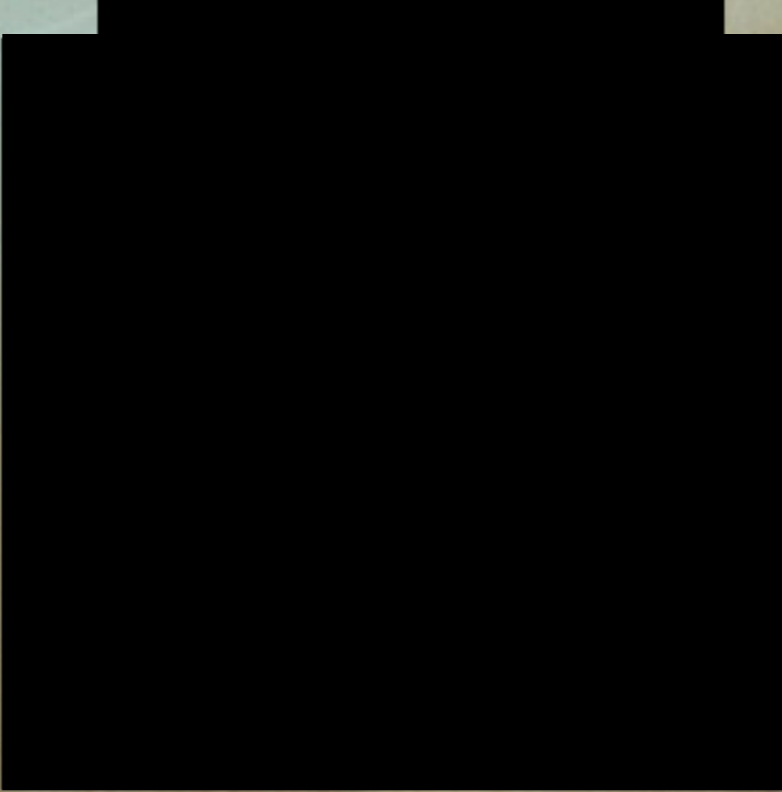




CERTIFIED  
CLEAN IDLE

TURBO DIESEL

RAM  
5500  
HEAVY DUTY





VEHICLE MAINTENANCE

20683937

MAKE	Dodge 5500		MODEL	6T-SMEAL		NOV 20, 2008			
Oil Filter # 84620									
DATE	HOURS	OIL CHG	OIL FILTER	AIR FILTER	FUEL FILTER	GREASE	TRANS & ETC	OTHER	DONE BY
2/26/09		X	X			X	X	Hyd Filter	L.G.
5/16/09		X	X			X	X	Hyd Filter	L.G.
8/15/09		X	X	X		X	X		L.G.
11/2/09		X	X			X	X	Hyd Filter	L.G.
2/19/09		X	X			X	X		L.G.
4/22/09		X	X	X		X	X		L.G.
8/18/10		✓	✓	✓		✓	✓		AG
12/14/10		✓	✓			✓	✓	H. Filter	AG
3/17/10		✓	✓	✓		✓	✓		AG
7/10/10		✓	✓	<del>✓</del> clean		✓	✓	Hyd. Filter	AG
11/24/10		✓	✓	✓		✓	✓		AG

EA11-003

CHRYSLER

12-9-2011

Enclosure 4

Field Data

21368142

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Tue Sep 20 13:07:38 EDT 2011  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service  
Brief Description:  
-----

Dealership complaint NEED DODGE REP. TO CONTACT ME IMMEDIATELY  
Comments:  
-----

"ram cares"? I need a local dodge rep. to contact ME. DEALERSHIP  
REFUSES TO  
GIVE ME DODGE REPRESENTATIVES CONTACT INFORMATION! I have gone around  
in  
circles for days now between customer cares 800# and the dealership.

Sender Information:  
-----

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

From: customerassist@chrysler.com  
To: [REDACTED]  
Date: Tue Sep 20 16:25:41 EDT 2011  
Subject: Re: Chrysler Group LLC Customer Assistance  
Dear Kim:

Thank you for contacting the Ram Customer Assistance Center in regards to your 2011 Dodge Ram ST 4X2 3500 Crew Cab Pickup.

Thank you for your recent email, although it 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.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

Sincerely,

Sabrina

Customer Service Representative  
Ram Customer Assistance Center

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

REFERENCE NUMBER: 21368142

EMAIL CASE NUMBER: 2624944

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM7477282V50341L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7477282V50341L0KM&)

Original Message Follows:  
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US Customer Service - Ram Brand Site

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GIVE ME DODGE REPRESENTATIVES CONTACT INFORMATION! I have gone around in

circles for days now between customer cares 800# and the dealership.

VIN:

BG [REDACTED]

Mileage:

47112

Servicing Dealer:

SOUTHLAND DODGE

Title:

First [REDACTED]

Middle [REDACTED]

Last Name

Address

Address

City:

MARRERO

State:

LA

Zip:

Email:

Work Phone