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Nationwide Insurance
 Allied Insurance
 Nationwide Agribusiness
 Titan Insurance
 Victoria Insurance

On Your Side*

110 Elwood Davis Rd * N. Syracuse, NY 13212 **

February 3, 2009

Daimler Chrysler
 1000 Chrysler Dr
 CIMS 485 13 32
 Auburn Hills, MI 48326
 Attn: General Counsel

RECEIVED
FEB 10 2009
SPECIAL INVESTIGATIONS

OUR INSURED : [REDACTED]
OUR CLAIM NUMBER : [REDACTED]
YOUR INSURED : Self
YOUR CLAIM NUMBER : VIN 3D7MX38A88G [REDACTED] 08 Ram, loss in PA
DATE OF LOSS : 06-21-2008
TOTAL AMOUNT OF CLAIM : 34796.00

Please be advised that Nationwide is the insurance carrier for the above-named insured, who sustained damage to his automobile on the above date of loss. Our preliminary investigation reveals that this may have resulted from a defect in the automobile, therefore we are placing you on notice of a potential claim against you.

Please contact the undersigned within the next 10 business days to discuss this claim.

Thank you for your prompt attention to this matter.

Nationwide Insurance Company of America
 Lynn Ellis
 Recovery Department
 1-(800)992-5358 Ext. 3528

RECEIVED
FEB 09 2009
CCRG
Office of the General Counsel

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such a person to criminal and civil penalties.

Check Listing

Claim Key: 
 Policyholder: 
 Claimant: 

Requester: ELLISL11
 Print Date: February 3, 2009
 Print Time: 2:29 PM

PAYEE	AMOUNT	DATE	CHECK #	ISSUER	STOP PAY	MANUAL COV 1	SIDE 1 AMT	COV 2	SIDE 2 AMT
	470.00	08-14-2008	000724246		Yes	COLL	470.00		0.
	1,000.00	07-23-2008	000121144			COLL	1,000.00		0.
	34,804.31	07-11-2008	000752962		New	COLL	34,804.31		0.
	10,639.69	07-11-2008	000752961		New	COLL	10,639.69		0.
	682.00		000000000		Yes	COLL	682.00		0.

= 46444.7
 < 12148.7
 = 34296
 50.0 deductible
 = 34796.7



OFFICE OF DEFECTS INVESTIGATION (ODI)

Recalls - Search Results

1 Record(s) Displayed.

Report Date : February 3, 2009 at 02:29 PM

Search Type : VEHICLE

Make: DODGE

Model or Model No.: RAM 3500

Model Year: 2008

Make: DODGE

Model: RAM 3500

Model Year: 2008

Manufacturer: CHRYSLER LLC

Mfr's Report Date: JAN 06, 2009

NHTSA CAMPAIGN ID Number: 09V005000

NHTSA Action Number: N/A

Component: STEERING:LINKAGES:TIE ROD ASSEMBLY

Potential Number of Units Affected: 32865

Summary:

CHRYSLER IS RECALLING 32,865 MY 2008-2009 DODGE RAM 2500, 3500 AND 3500 CAB CHASSIS PICKUP TRUCKS EQUIPPED WITH POWERS AND SONS STEERING LINKAGE. THE STEERING LINKAGE DRAG LINK INNER TIE ROD TO PITMAN ARM BALL STUD MAY FRACTURE. ALSO THE STEERING LINKAGE DAMPER ATTACHING THE BRACKET MAY YIELD AND SHIFT ON THE LINKAGE.

Consequence:

THIS COULD RESULT IN A LOSS OF STEERING CONTROL AND THE RESTRICTED ABILITY TO TURN THE VEHICLE IN ONE DIRECTION INCREASING THE RISK OF A CRASH WITHOUT WARNING.

Remedy:

DEALERS WILL REPLACE THE STEERING LINKAGE DRAG LINK INNER TIE ROD END ASSEMBLY, AND INSPECT THE STEERING LINKAGE DAMPER BRACKET FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING JANUARY 2009. OWNERS MAY CONTACT CHRYSLER AT 1-800-853-1403.

Notes:

CHRYSLER RECALL NO. H36. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

CCC VALUESCOPE
Claim Services

Market Report

Report Reference Number: 39722097
Claim reference: [REDACTED]
Loss Incident Date: 06/21/2008
Insured: Concetta J
Appr. license: 0000000
Policy Number: [REDACTED]

Adjuster: Kerr, Dan
Adjuster ID: 0337080
Date Submitted: 06/23/2008
Owner: [REDACTED]
Unk
Imperial, PA 15126
Appraiser: KERR, DAN

Introduction

Nationwide Enterprise has conducted an inspection of your 2008 Dodge Ram 3500 4X4 Quad Cab 4 door Pickup located in Imperial, PA. The inspection information was then used to conduct research in your local market to determine the market value of your vehicle.

The local market value of your vehicle was defined by the Zip code 15126 -- Imperial, PA

The recommended settlement amount based on the loss vehicle description provided by Nationwide Enterprise is \$46,444.00

Section Title:	Section Contents:
=====	=====
Vehicle Valuation Summary	Market Valuation with components
VINGuard Vehicle Identification	Vehicle configuration information
VINGuard VIN Vehicle History	Vehicle history research
Local Market Definition	Local market basis
Valuation Methodology	Method used to evaluate the vehicle
Vehicle Condition	Vehicle's pre-accident condition
Comparable Vehicles Detail	Comparable vehicles located in market
Vehicle Model Information	Characteristics of the loss vehicle type
NHTSA Vehicle Recall	NHTSA recall notices
Appraisal and Valuation Notes	Log notes for this file

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA

===== Vehicle Valuation Summary =====

DESCRIPTION	OPTION
Laramie	PKG
Odometer	3,490
Vehicle equipment:	
	AT - Automatic Transmission
STD	OD - Overdrive
STD	4W - 4 Wheel Drive
STD	PS - Power Steering
STD	PB - Power Brakes
	PW - Power Windows
	PL - Power Locks
	SP - Power Driver Seat
	PC - Power Passenger Seat
	PM - Power Mirrors
STD	AC - Air Conditioning
	CL - Climate Control
STD	IW - Intermittent Wipers
STD	TW - Tilt Wheel
	CC - Cruise Control
	KE - Keyless Entry
STD	CN - Console/Storage
STD	CO - Overhead Console
	NV - Navigation System
	WT - Wood Interior Trim

LS - Leather Seats
 RL - Reclining/Lounge Seats
 BS - Bucket Seats
 SH - Heated Seats
 STD AM - AM Radio
 STD FM - FM Radio
 STD ST - Stereo
 STD SE - Search/Seek
 STD CD - CD Player
 SK - CD Changer/Stacker
 UR - Premium Radio
 AW - Aluminum/Alloy Wheels
 EG - Electric Glass Roof
 STD AG - Drivers Side Air Bag
 STD RG - Passenger Air Bag
 TD - Theft Deterrent/Alarm
 STD AB - Anti-Lock Brakes (4)
 STD DB - 4-Wheel Disc Brakes
 IP - Clearcoat Paint
 MP - Metallic Paint
 FL - Fog Lamps
 TG - Tinted Glass
 BN - Body Side Moldings
 STD DM - Dual Mirrors

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA

===== Vehicle Valuation Summary (continued) =====

STD HM - Heated Mirrors
 BD - Running Boards/Side Steps
 SB - Rear Step Bumper
 SW - Rear Sliding Window
 TP - Trailering Package

	PENNSYLVANIA STATE VALUE	LOCAL MARKET VALUE
ACV prior to averaging	\$ 48,290.00	\$ 47,867.00
CCC Valuation Amount	\$ 48,078.50	
Condition adjustment amount	+ 0.00	
Actual Cash Value	<u>\$ 48,078.50</u>	
Pre-tax amount	\$ 48,078.50	
Sales tax 7.00%	+ 3,365.50	
License/fees (if applicable)		
Rebate	- 4,500.00	
Value before deductible	<u>\$ 46,944.00</u>	
Deductible	- 500.00	
Computerized value	<u>\$ 46,444.00</u>	

The CCC Valuation amount is the average of the local market value and PA state value of the loss vehicle. This amount includes mileage, packages, and all options. As such, proper adjustments have been made for all options which are present on the loss vehicle. The method used to gather fair market values on current year vehicles involves finding new vehicles for sale at the time of valuation, and making necessary adjustments based on the new car prices. Package options are options included with that package. Non-factory options were not available from the factory at the time this vehicle was manufactured and any such options were installed at different location at a later date.

Notice: This valuation has been prepared in accordance with the Pennsylvania Appraisal Act 31 PA Code Chapter 62.
Any person who knowingly and with intent to injure or defraud any insurer files an application or claim containing any false, incomplete, or misleading information shall, upon conviction, be subject to imprisonment for up to seven years and payment of a fine of up to \$15,000.

Appraiser's signature: _____

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA

===== VINguard Vehicle Identification =====

VIN: 3D7MX38A88G [REDACTED]

	Insurer Description	VINguard Analysis
Year	2008	2008
Make	Dodge	Dodge
Model	Ram 3500 4X4 Quad Cab 7X38	Ram 3500 4X4 Quad Cab 7X38
Body style	4d Short	
Engine	6-6.7l-Td	6-6.7l-Td
Trans	Automatic Transmission Overdrive 4 Wheel Drive	
Restraints	AIR BAGS (DRIVER+PASS.)	Air Bags (Driver+Pass.)
Curb Weight		6,929
Odometer	3490	
This vehicle was assembled in		MEXICO

===== VINguard VIN Vehicle History =====

VINguard has decoded this VIN without any errors.

* WARNING - VINguard has detected prior event(s) in this vehicle's history. *
* Please review the information detailed below. *

ISO Vehicle History:
Number of times reported to ISO: 1 ISO's file number: H0142134169
Activity reported: Property & Casualty 06/21/2008
Insurance company: Nationwide Mutual Insurance Company Phone: (800) 421-3535
Claim number: 5437724246D2008062101

Collision History Information:
Collision incident reported by Nationwide Enterprise
on 06/25/2008 Claim # 5437D 72424606210801C/B1 in Butler, PA
Repair estimate: \$21,450 Miles: 03,490 Damage Location: Left Front

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA

===== AutoCheck Vehicle History Report =====

AutoCheck Vehicle History Report

Experian Automotive

Report Run Date: 07/11/2008

Key: | N = No Problem Found | Y = Problem Found | I = Information Found

TITLE CHECK

THIS VEHICLE CHECKS OUT. AutoCheck database for this 2008 DODGE RAM 3500 4X4 QUAD CAB (3D7MX38A88G212895) shows no historical events that indicate a significant automotive problem. These problems can indicate past automotive damage or warnings associated with the vehicle title.

Problems Checked	Results Found
Abandoned	N No Abandoned Record(s) Found
Damaged	N No Damaged Record(s) Found
Fire Damage	N No Fire Damage Record Found
Grey Market	N No Grey Market Record Found
Hail Damage	N No Hail Damage Record Found
Insurance Loss	N No Insurance Loss Record Found
Junk	N No Junk Record(s) Found
Rebuilt	N No Rebuilt Record(s) Found
Salvage	N No Salvage Record(s) Found

PROBLEM CHECK

THIS VEHICLE CHECKS OUT. AutoCheck database for this 2008 DODGE RAM 3500 4X4 QUAD CAB (3D7MX38A88G212895) shows no historical events that indicate a significant automotive problem. These problems can indicate past automotive damage or warnings associated with the vehicle title.

Problems Checked	Results Found
NHTSA Crash Test Vehicle	N No NHTSA Crash Test Vehicle Record(s) Found
Frame Damage	N No Frame Damage Record(s) Found
Major Damage Incident	N No Major Damage Record(s) Found
Manufacturer buyback/lemon	N No Manufacturer Buyback/lemon Record(s) Found
Odometer Problem	N No Odometer Problem Record(s) Found
Recycled	N No Recycled Record(s) Found
Salvage Auction	N No Salvage Auction Record(s) Found
Water Damage	N No Water Damage Record(s) Found

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA
===== AutoCheck Vehicle History Report (continued) =====
ODOMETER CHECK THIS VEHICLE CHECKS OUT. For this 2008 DODGE RAM 3500 4X4 QUAD CAB (3D7MX38A88G212895) no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

Date Reported	Odometer Reading
2008-04-21	19
2008-04-28	

VEHICLE INFORMATION

INFORMATION FOUND. AutoCheck found additional information on this vehicle. These records will provide more history for this 2008 DODGE RAM 3500 4X4 QUAD CAB (3D7MX38A88G212895).

Problems Checked	Results Found
Accident	N No Accident Record(s) Found
Corrected Title	N No Corrected Title Record(s) Found
Driver Education	N No Driver Education Record(s) Found
Duplicate Title	N No Duplicate Title Record(s) Found

Emissions Safety Inspection	N	No Emissions Safety Inspection Record(s) Found
Fire Damage	N	No Fire Damage Record(s) Found
Lease	N	No Lease Record(s) Found
Lien	Y	Lien Record(s) Found
Livery Use	N	No Livery Use Record(s) Found
Government Use	N	No Government Use Record(s) Found
Police Use	N	No Police Use Record(s) Found
Fleet	N	No Fleet Record(s) Found
Rental	N	No Rental Record(s) Found
Fleet and/or Lease	N	No Fleet and/or Lease Record(s) Found
Fleet and/or Rental	N	No Fleet and/or Rental Record(s) Found
Repossessed	N	No Repossessed Record(s) Found
Taxi Use	N	No Taxi Use Record(s) Found
Theft	N	No Theft Record(s) Found

FULL HISTORY

Below are the historical events for this vehicle listed in chronological order.

Report Run Date: 07/11/2008

Event Date	Event Location	Odometer Reading	Data Source	Event Detail
2008-04-21	IMPERIAL , PA	19	Motor Vehicle Dept	TITLE
2008-04-28	IMPERIAL , PA	00000000	Motor Vehicle Dept	REGISTRATION

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA

===== AutoCheck Vehicle History Report (continued) =====

EVENT/RENEWAL

AutoCheck Vehicle History Report Terms and Conditions:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN 'AS IS WHERE IS' BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, 'acts of God', terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of laws provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

=====
Local Market Definition
=====
The local market value for your 2008 Dodge Ram 3500 4X4 Quad Cab 4 Door Pickup Truck was defined by ZIP code 15126 -- Imperial, PA. Adjacent markets were also searched as secondary sources to locate comparable vehicles. Details of the specific markets searched follow.

The state of Pennsylvania is composed of 8 distinct local markets. The following 8 zones were used in the preparation of this CCC Valuescope Market Report.

Pittsburgh, PA - Primary local market vehicle database.

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA

=====
Local Market Definition (continued)
=====
In this market, CCC maintains a database of 3,783 inspected dealer vehicles located at 24 dealerships, and 40,282 dealer advertised, and 5,520 privately advertised vehicles taken from 19 local papers or magazines.

Erie, PA - Secondary local market vehicle database.
In this market, CCC maintains a database of 3,753 inspected dealer vehicles located at 21 dealerships, and 5,838 dealer advertised, and 1,659 privately advertised vehicles taken from 7 local papers or magazines.

Altoona, PA - Third local market vehicle database.
In this market, CCC maintains a database of 1,151 inspected dealer vehicles located at 10 dealerships, and 21,518 dealer advertised, and 2,216 privately advertised vehicles taken from 21 local papers or magazines.

Other markets searched - State College, Harrisburg, Philadelphia, Allentown/Bethlehem and Scranton/Wilkes-Barre

In these markets, CCC maintains a database of 15,924 inspected dealer vehicles located at 108 dealerships, and 163,673 advertised vehicles taken from 91 local newspapers or magazines.

CCC searched all local vehicle databases in Pennsylvania to establish the statewide market value.

The consolidated Pennsylvania database includes 24,611 inspected dealer vehicles located at 163 dealerships and 210,188 dealer advertised and 30,518 privately advertised vehicles taken from 138 local papers or magazines.

Search extended to locate additional comparable vehicles.
In certain circumstances, the area searched may be further extended to locate additional comparable vehicles for use in the valuation of your vehicle. That was done in connection with this valuation, and CCC was able to locate comparable vehicles in Youngstown. Adjustments were made to the value of each comparable vehicle to account for differences, if any, in year, model, body style, engine configuration, packages, options, and mileage.

Nationwide, CCC maintains a database of 738,065 inspected dealer vehicles located at 3,692 dealerships, and 6,160,357 advertised vehicles taken from 1,746 local papers and magazines.
For your vehicle's CCC Valuescope Market Report, CCC identified 2 inspected dealer vehicles as comparable to your vehicle, and used their values to determine the Local Market Value.

Vehicles are determined to be comparable to the loss vehicle based on:

- * Nearness to the loss vehicle's primary garage location
- * Similarity of model, equipment, and odometer
- * Precision of the data (inspected versus advertised)

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA

=====
===== Valuation Methodology (continued) =====

=====
===== Valuation Methodology =====

This CCC Valuescope Market Report was prepared for Nationwide Enterprise by CCC Information Services Inc. CCC has been preparing market reports for the insurance industry since 1981. CCC physically inspects vehicles for sale at vehicle dealerships in the local markets, and subscribes to local newspapers and automotive publications in these markets. CCC maintains vehicle databases containing these inspected dealership vehicles along with the dealer and private party advertised vehicle information.

When Nationwide Enterprise requests a CCC Valuescope Market Report from CCC, they provide CCC the VIN (Vehicle Identification Number) of the loss vehicle. Decoding this VIN identifies the exact vehicle for which the local market value will be done. See the VINguard Vehicle Identification section.

Nationwide Enterprise also provides CCC the vehicle owner's Zip code. This identifies the local market that will be used to determine the market value. See the Local Market Definition section.

Finally, Nationwide Enterprise provides CCC with the configuration of the loss vehicle including equipment, odometer, condition, maintenance, etc. This information is the starting point for determining the local market value.

The Local Market Value is the value of the loss vehicle, and includes condition, mileage, packages, and all equipment. The method used to determine the Local Market Value on current year vehicles involves finding new vehicles for sale at the time of the valuation. After the Adjusted Value for each comparable vehicle is calculated, the Local Market Value is determined.

Pennsylvania Market Valuations are based on the average of the local market value and the statewide market value. The methodology used to establish your market value is described below. The statewide market value is based on all Pennsylvania valuations for a comparably equipped 2008 Dodge Ram 3500 4X4 Quad Cab.

=====
===== Vehicle Condition =====

Nationwide Enterprise uses Condition Inspection Guidelines to determine the condition of key components of the loss vehicle. These guidelines are specific to geographic location, year, and vehicle type. The guidelines describe physical characteristics for each of the vehicle components. Based on these guidelines, Nationwide Enterprise determined the condition of the vehicle prior to the loss.

Category	Condition	Adjustments
----------	-----------	-------------

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA

----- Condition	----- Dealer retail	----- \$0
--------------------	------------------------	--------------

Appraiser comment: VEH MEETS DEALER RETAIL CONDITION PER MATRIX

Total Adjustments:	=====	\$0
--------------------	-------	-----

- * The Condition Inspection Guidelines provide information based on vehicle age, vehicle type, and geographic location. Your vehicle has been identified as being located in the Pennsylvania region as a newer truck.
- * The Condition Inspection Guidelines, and all dollar adjustments, are determined by surveys, inspections, and interviews with dealerships across the United States.

----- Inspected Vehicles -----

Dealer/Location/Yr Model/ VIN Stock# Color	Phone/Odometer	Price	Compared to Loss
Salem Dodge Salem, OH. 44 Miles From Imperial 2008 Ram 3500 4x4 Quad Cab 3D7MX48A08G [REDACTED] 8189	[REDACTED] New A	\$ 48,165	\$ 47,989
Tri Star Motors Blairsville, PA. 52 Miles From Imperial 2008 Ram 3500 4x4 Quad Cab 3D7MX48A68G180051 8C969	(724) 459-9300 New A	\$ 48,300	\$ 47,654

A=available

- * The Price, Asking Price, Take Price Or List Price Displayed Above (as Applicable) May Differ From The Advertised Price Where Ccc Obtains Different Price Information From The Seller.

===== Appraisal and Valuation Notes =====
 PURSUANT TO INSURER REQUEST VEHICLE VALUED AS DESCRIBED
 PER INSURER. ADDITIONAL EQUIPMENT ON VEHICLE NOT
 AVAILABLE PER MANUFACTURER RESOURCE, BUT INCLUDED IN
 VALUE: SLIDING REAR WINDOW
 \$680.00 MODEL ADJUSTMENT FOR: ENGINE BLOCK HEATER \$10,
 FRONT HOOD PROTECTION SHIELD \$100,LT235/80R17E OWL ON/OF

Valuation request: 39722097 (continued) 2008 DODG RAM 3500 4X4 QUAD CA

===== Appraisal and Valuation Notes (Continued) =====
 OFF ROAD TIRES \$200, POWER TRAILER TOW MIRRORS \$100,
 INFERNO RED PAINT \$225 AND PROTECTION GROUP \$45.
 \$1005.00 MODEL ADJUSTMENT FOR: SINGLE REAR WHEEL AND
 DUAL REAR WHEEL \$595, FOLD AWAY POWER MIRRORS \$100,
 ENGINE BLOCK HEATER \$10, LT235/80R17E OWL OFF ROAD
 TIRES \$200, AND FRONT HOOD PROTECTION SHIELD \$100
 A rebate has been applied in the amount of: \$4500 EXPIRES 06/30/08
 Included in our backup are similar models to the loss vehicle.
 Proper adjustments were made for this valuation.

The following information was provided after the valuation was completed:
 07/11 10:01 SALES TAX DATA MODIFIED AFTER VALUATION

Notice: This valuation has been prepared in accordance with the Pennsylvania Administrative Code Title 31, Chapter 62.3. Any person who knowingly and with intent to injure or defraud any insurer files an application or claim containing any false, incomplete, or misleading information shall, upon conviction, be subject to imprisonment for up to seven years and payment of a fine of up to \$15,000.

Various aspects of our Market Report are covered by one or more pending patent applications.

The trade names and/or trademarks used herein are owned by their respective trademark owners.

TER

Complete this form when file is closed. Date valued: 06/24/2008
Date of loss: 06/21/2008

SEND TO: CCC INFORMATION SERVICES INC.
ATTN: SETTLEMENT TRACKING
100 S. MAIN ST.
SIOUX FALLS; SD 57104
FAX: 1-800-621-7070

Settlement Data

Request number: 39722097 User id: 28880 Code: NA
Insured: [REDACTED] Vehicle: 2008 DODG RAM 3500 4X4 QUA
Claim reference: [REDACTED] /B1 Adjuster: 0337080
Settl Adj: _____

	CCC Values	Settlement Values
Base Valuation:	48078.50	_____
Condition Adjustment Amount:	(+/-)	_____
Additional Considerations:	(+)	_____
Prior Damage:	(-)	_____
Non-Factory Options:	(+)	_____
Other Pre-Tax Adjustments:	(+/-)	_____
Subtotal (ACV):	48078.50 +	_____
7.00% Tax:	3365.50 +	_____ %
Deductible:	500.00 -	_____
Rebates:	4500.00 -	_____
Other Post-Tax Adjustments:	(+/-)	_____
Owner Retained Salvage:	(-)	_____
Adjusted CCC Amount:	46444.00 +	_____
Final Settlement Amount:		_____

Settlement date: ___/___/___
(mm/dd/yyyy)

Insured report date: ___/___/___
(mm/dd/yyyy)

Claim Representative Settlement Notes:

Select Activity Logs

Claim Key: [REDACTED]
Policyholder: [REDACTED]
Claimant: N/A

Requester: ELLISL11
Print Date: February 3, 2009
Print Time: 2:30 PM

Date: 2008-08-14 Time: 14:37:37
Creator: OOR
Assignee: OOR
Cov: COLL
Claimant: Concetta J &

VEC...0250 RESOLUTION STRATEGY:SALV/ RECOVERY...(COLL)...

COPART AUTO AUCTIONS Date 8/14/08
ROUTE 351 2000 RIVER ROAD
P.O.BOX 270
ELLWOOD CITY, PA 16117 Visit us at www.copart.com
PHONE (724) 758-0480 All Amounts are in USD
TAX ID# 942867490

FINAL INVOICE

Copart Lot# 13328238 28 PA - PITTSBURGH NORTH
Loss Date 6/21/08
Called In 7/02/08
P/U Cleared 7/07/08 N919 PIP003B
Pickup Date 7/07/08 DEB CARL
Original Title 7/24/08 NATIONWIDE INSURANCE COMPANY
Trans Title 7/25/08 1000 NATIONWIDE
Sale Document 7/29/08 ELLWOOD CITY VEC
Loss Type COLLISION HARRISBURG, PA 17105 2655
Description 08 DODG RAM 3500 Q BLACK
Vehicle ID# 3D7MX38A88G212895
License#/ST NONTLC PA Claim# [REDACTED]
Mileage 3,490 Loss Code Policy# [REDACTED]
Pickup From KOPKO'S GARAGE Reference# COLL C/B1
1034 MOON CLINTON ROAD Insured [REDACTED]
CLINTON, PA 15026 Owner [REDACTED]
(724) 695-0188

ADVANCE CHARGES PAID BY COPART

TOW SERVICE 125.00
STORAGE 425.00
ESTIMATE REPORT 132.00

TOTAL ADVANCE CHARGES 682.00
COPART SERVICE CHARGES
TOW IN. 360.00 HEAVY TOW
PIP POOLING CHARGE..... 110.00

TOTAL COPART SERVICE CHARGES..... 470.00
TOTAL DUE COPART 1152.00
PROCEEDS FROM SALE 13300.00CR *Bid Raised By Internet*
PREVIOUS PAYMENTS FROM COPART..... 12148.00

NET DUE COPART00

COPART PAYMENTS DETAIL

COPART CHECK# 64288960 08/12/08 12,148.00

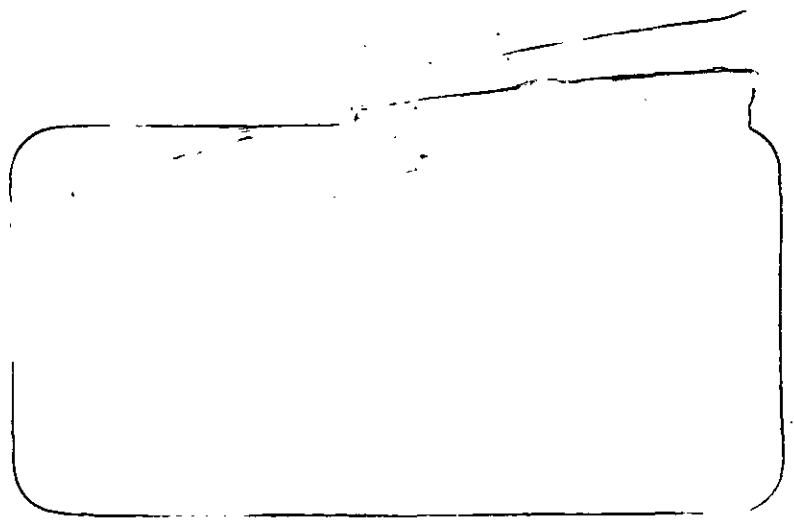
SALE INFORMATION

Lot# 13328238 Sold To 81923 J & M BODY SHOP
Sale Date 8/07/08 141 W 18TH STREET
Sale Amount 13300.00 LOCKPORT, IL 60441
ACV 48028.50 (815) 588-3005 RES# 30961841
Return 27.6% Item# 803
Cert# 65911523201

Invoice Date 8/12/08

Payment From Buyer 8/14/08 Invoice Amount .00 USD

Important Subrogation Documents Enclosed

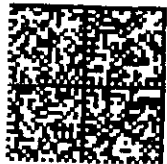


On Your Side[®]



Nationwide Insurance
110 Elwood Davis Rd.
North Syracuse, NY 13212-4310

PLEASE OPEN IMMEDIATELY



UNITED STATES POSTAGE
02 1A
\$ 0.
0004370541 FEB 0
MAILED FROM ZIP CODE

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Feb 12 21:05:29 EST 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Purchased new from dealer in May 2008 a Dodge Ram 3500, 4 X 4 Laramie, continuing to have many repair issues often requiring 2 to 3 weeks with dealer. Primary event was complete failure of the Drivers side tie rod end at low speed while leaving driveway.

Comments:

Completely dissatisfied with vehicle quality and durability. In shop 13 times to date. A severe vibration appearing to imitate from the rear end has been addressed with replacement of a drive shaft from other truck on dealer lot with no improvement. Service managers best explanation is that all 08 units demonstrate the same characteristics, which is unacceptable to me. Also within first 6 months the drivers side tie rod end broke at low speed. Several attempts at repair on not only these items but others have often taken several weeks and a loaner vehicle from my dealer while waiting for parts. I strongly desire to pursue a replacement of this truck under Lemon Law action. Please forward the required Chrysler application for same.

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Feb 13 09:15:09 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Dodge Ram 3500.

We regret the inconvenience you are experiencing with the tie rods of your vehicle and appreciate the time and effort you took to bring this matter to our attention.

In response to your email regarding the problems you are experiencing with the tie rods of your vehicle, we would like to inform you that your email has been forwarded to the appropriate department for a review. You will receive a call back from our Senior Staff Representative shortly.

In addition, according to our records, your vehicle is involved in the factory recall campaign listed below and the recall service work has not yet been performed by an authorized dealer.

Recall Campaign # H36 STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET

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

Please take a copy of this message with you at the time of service to aid the process. Please note that your dealership does not require a copy of the recall notice to perform the needed service. If you wish to obtain further information, please contact our Recall Assistance Center at 1-800-853-1403.

Thanks again for your email.

Sincerely,

Neil Wright
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18339515

EMAIL CASE NUMBER: 2193617

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6232362I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Purchased new from dealer in May 2008 a Dodge Ram 3500, 4 X 4 Laramie,

continuing to have many repair issues often requiring 2 to 3 weeks with

dealer. Primary event was complete failure of the Drivers side tie rod end

at low speed while leaving driveway.

Comments:

Completely dissatisfied with vehicle quality and durability. In shop 13 times to date. A severe vibration appearing to imitate from the rear end has been addressed with replacement of a drive shaft from other truck on dealer lot with no improvement. Service managers best explanation is that all 08 units demonstrate the same characteristics, which is unacceptable to me. Also within first 6 months the drivers side tie rod end broke at low speed. Several attempts at repair on not only these items but others have often taken several weeks and a loaner vehicle from my dealer while waiting for parts. I strongly desire to pursue a replacement of this truck under Lemon Law action. Please forward the required Chrysler application for same.

VIN:

8G [REDACTED]

Mileage:

2400

Servicing Dealer:

Southpoint Dodge

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2 [REDACTED]

City:

Tulsa

State:

OK

Zip:

Email: [REDACTED]

Work Ph [REDACTED]

Mail to:
Attn: Typist/Transcribers
Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name:



Requestor PROFS ID:

JH15

CAIR Number:

18427286

BC Number:

66

District Number:

E

FAX

TO: John Moore
FAX: (407) 826-7155
FROM: John Harrison
DATE: March 16, 2009
PAGES: 5 including cover sheet

John:

Per our telephone conversation.

John H.

From the desk of...
John E. Harrison

CHCB92701

CHCB92701

29369

STACEY SIMMONS 183

02/18/09 CHCB92701

2500QUAD 8,057 PATRIOT BLU T8151

DILLARD, GA

08/DODGE TRUCK/RAM/2500 SLT QC 4X4 05/20/08 17

3 D 7 K S 2 B D 9 B G 04/24/08

02/04/09

MO: 8059

LABOR & PARTS

REPAIR COLLISION DAMAGES PER ESTIMATE (EMBS) COLLISION DAMAGES REPAIRED COLLISION DAMAGES PER ESTIMATE (BODY). REPLACED THE STEERING CENTER ROD. VFY FIX

JOB #	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	55077946-AB	BUMPER FR 23034004	531.00	531.00
JOB # 1	1	55275522-AC	PANEL BOX 23092004	862.00	862.00
JOB # 1	1	55277302-AC	LAMP TAIL 8014001	59.80	59.80
JOB # 1	1	52122362-AE	STEERING 19001012	309.00	309.00
				JOB # 1 TOTAL PARTS	1761.80

JOB # 1 TOTAL LABOR & PARTS 3084.80

ALIGNMENT WRECK RELATED DAMAGE PERFORMED FRONT END ALIGNMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	49.95

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1.0		PAINT & MATERIALS @ 260.000 /UNIT		260.00
				TOTAL - GOG	260.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1		MSS HAZARDOUS WASTE/SHOP SUPPLIES		10.00	
				TOTAL - MISC	10.00

COMMENTS DELETED OPERATION(S) SUPPLEMENTAL REPAIRS

CHCB92701

CHCB92701



CELL: [REDACTED]

29369

STACEY SIMMONS 183

02/18/09 CHCB92701



2500QUAD

8,057 PATRIOT BLU T8151

DILLARD, GA

08/DODGE TRUCK/RAM/2500 SLT QC 4X4

05/20/08 17

3 D 7 K S 2 8 D 9 8 G

04/24/08

02/04/09

MO: 8059



Raid

TOTALS.....

B2

 * () CASH () CHARGE () CHECK NO. *
 * () CREDIT CARD () *

TOTAL LABOR.... 1372.95
 TOTAL PARTS.... 1761.80
 TOTAL SUBLET... 0.00
 TOTAL G.D.G.... 260.00
 TOTAL MISC CHG. 10.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 142.23

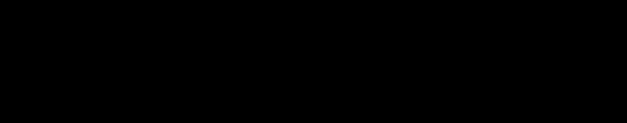
TOTAL INVOICE \$ 3548.98

DID YOU REALIZE THAT YOU SHOULD CHECK YOUR TIRE PRESSURE EVERY 30 DAYS?

ROTOR TURNED HAVE A 30 DAY WARRANTY ONLY !!!

ANY GASKET OR SEAL INSTALLED HAS A 90 DAY PARTS & LABOR WARRANTY ONLY. NON-MOPAR PARTS HAVE A PARTS ONLY WARRANTY.

THANK YOU FOR CHOOSING ED MURDOCK SUPERSTORE!!!



SSZ1500T

Customer Assistance System
Primary CAIR Detail Screen

03/16/09 C02T2783
15:55:15
Password:

=====
AC: CAIR: 18427286 66 2/ 2 Typ: C Alrt: Trk: Stat: O CurRes: JHM6 66
Link: VIN: 3D7KS28D98G YR/Model: 08 DODGE RAM SLT 4X4 2 Ltr: Pho:
Sls BC/Sls/Svc/Dlr: 66 E E 67748 ED MURDOCK CHRYSLER In Srv Date: 05/20/08
Svc BC/Sls/Svc/Dlr: 66 E E 67748 ED MURDOCK CHRYSLER Curr MI/KM: M 8057
Company: Tmp Address:
Cust: MR W
AD1: Ph: H
AD2: Ph:
Cty/St/ZIP: DILLARD GA Cntry: USA Lang: E
CNA Address Change: _

Open Dt: 031609 Cntc Typ: T Orig: C Mail Ctgry: Ltr dt: Exec:
Resp Ltr: Resp Ltr Dt: of Dt Ltr Recvd: Close Dt:
Resp Typ: Followup Date: Lst Upd: 031609 1534P JH15 66
* RSN Code 1 of 1 * 031609 1537P JH15 66 Narr Line Ct: 10
AC: RSN: Steering Linkage Inquiry EMOT: 3
Recall H36 - Steering Linkage Issue

=====
F13=InfoLkp F14=CAIRHist F15=SeCond F16=Vin/CAIR F17=GenNarr F18=AltFkeys
F19=Check F20=VehOwn F21=CNA F22=InBasket F23=ReAssign F24=Print
Inquire successful



**SAFETY RECALL H36
STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET**

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 and 2009 model year Dodge trucks.**

The problem is... The steering drag link inner joint on your truck (VIN: xxxxxxxxxxxxxxxxxxxx) may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

Also the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the steering drag link inner joint and inspect, and replace if necessary, the steering damper bracket. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at CCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler
Notification Code H36

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

SSZ1600T
CMD:

Customer Assistance System
Check Screen

03/17/09 A01T358F
11:13:25
Password:

=====
AC: CAIR: 18427286 66 Check #: St: A Ck 01 OF 01
Vin: 3D7KS28D98G [REDACTED] Category: P Mail: X
Payee: MR [REDACTED]

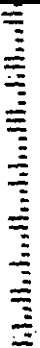
Address1: [REDACTED]
Address2: [REDACTED]

City/ST/Zip: DILLARD GA [REDACTED] Country: USA
Submitted : Warr. Total: 64.17
Approved : 031709 111325 JHM6 66 CAIR Total: 0.00
Sent to CAP : Cummm. Total: 64.17
ISSUE Date :
Void : Current Check Total: 3,546.98

Reason Code Description 01 of 01 Emotion Amount
Steering Linkage Inquiry 3 3,546.98
0.00
0.00

=====
F13=InfoLkup F14=Primary F15= F16=VIN/CAIR F17= F18=AltFkey
F19=Reprchse F20= F21= F22= F23= F24=Print
Check has been approved

Keithville Ct



4832138007 8198



Chrysler Recall Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI
48321-8007
Attention: Reimbursement

1839

KETHVILLE, LA

Date 12/23/08

Pay to the
Order of

Laubers Dodge Service Dept \$527.08

Five hundred eighty seven & 08/100

Dollars

Security features are included. Details on back.

Capital One

Capital One, N.A.

5000 5000

For

VOID VOID VOID VOID VOID VOID VOID

DATE 02004889-- TIME
12/23/2008 04:35:01pm
LANDERS DODGE-SF
2701 BENTON RD
BOSSIER CITY, LA 71111

When you provide a check as payment you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or to process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable. If your payment is returned unpaid, you authorize us to collect your payment and the Return Fee amount below by EFT(s) or draft(s) from your account.

ELECTRONIC CHECK

SALE AMT \$587.08

RETURN FEE AMT \$25.00

TRANS # 002 BATCH # 301
TRACE # 1400310000003687711589
CHECK # 1839 APP CODE 4816

QUESTIONS? CALL 1-800-697-9263

LANDERS

DODGE CHRYSLER Jeep

2701 Benton Road
Bossier City, Louisiana 71111
(318) 797-1233

ORIGINAL RECEIPT

CUSTOMER NO. 57773	ADVISOR BRAD SIMMONS	950	TAG NO. 399	INVOICE DATE 12/23/08	INVOICE NO. DOCS307401
[REDACTED] KEITHVILLE, LA	LABOR RATE	LICENSE NO.	MILEAGE 54,028	COLOR MINERAL GRAY	STOCK NO. 8G233993
	YEAR / MAKE / MODEL 08/DODGE TRUCK/RAM CC 3500/QUAD 163.			DELIVERY DATE 06/25/08	DELIVERY MILES 15
	VEHICLE I.D. NO. 3 D 6 W G 4 8 A X 8 G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE 12/23/08
BUSINESS PHONE	COMMENTS				MO: 54028

LABOR & PARTS
J# 1 19D0Z STEERING HOURS: 2.00 TECH(S):996 176.00
 VEHICLE WILL NOT STEER, CHECK FOR LOOSE COMPONENT
 DRAG LINK BROKEN
 R & R DRAG LINK

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 1 1 52122362-AE STEERING 1900102 312.65	312.65
JOB # 1 TOTAL PARTS 312.65	
JOB # 1 TOTAL LABOR & PARTS 488.65	

J# 2+01D0ZALIGN ALIGN FRONT END HOURS: TECH(S):996 49.95
 :1:2: ALIGN FRONT END
 MAINT
 ALIGNED FRONT END TO SPECS

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 2 TOTAL PARTS 0.00	
JOB # 2 TOTAL LABOR & PARTS 49.95	

COMMENTS
TOWED IN

TOTALS-----

DISCLAIMER OF WARRANTIES
 The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, TAPES, OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

WE AT LANDERS DODGE WANT TO THANK YOU FOR YOUR BUSINESS. IN THE NEAR FUTURE YOU MAY RECEIVE A SURVEY FROM CHRYSLER. THIS IS OUR REPORT CARD. IF YOU ARE UNABLE TO SCORE THE SURVEY COMPLETELY SATISFIED. PLEASE TALK TO YOUR SERVICE MANAGER OR THE SERVICE DIRECTOR SO WE MAY SERVICE YOU MORE EFFICIENTLY IN THE FUTURE.

FOR A SERVICE APPOINTMENT CALL (318) 797-1233

SERVICE HOURS
 MONDAY - FRIDAY
 7:00 AM - 6:00 PM
 SATURDAY
 7:00 AM - 3:00 PM

* CASH ----- * CHECK -----
 * AMEX ----- * DISC ----- * VISA/MC ----- * CHARGE -----

TOTAL LABOR....	225.95
TOTAL PARTS....	312.65
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	48.48
TOTAL INVOICE \$	587.08

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD.
ESTIMATES ARE FOR PARTS AND LABOR ONLY, MATERIALS ARE EXTRA.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The owner of the above described vehicle agrees to pay any reasonable attorney's fees and court costs incurred in the collection of this account, or the perfection of any lien.

CUSTOMER SIGNATURE

DEC 23 2008

The Reynolds and Reynolds Company EPRINTS/14E G0507165 0 (08/07)



CHRYSLER

**SAFETY RECALL H36
STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET**

Dear MCMILLIAN FARMS

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 and 2009 model year Dodge trucks.**

The problem is... The steering drag link inner joint on your truck (VIN: 3D6WG48AX8G [REDACTED]) may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

Also the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the steering drag link inner joint and inspect, and replace if necessary, the steering damper bracket. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Remember to bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler
Notification Code H36

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



CHRYSLER

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Address Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

02/23/2009 DET MI 482 #1

0008837

8G233993 H36

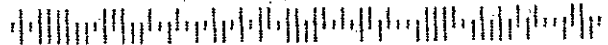
██████████
KEITHVILLE, LA ██████████



0008837/#35823 / H36

AXIFHP1

71047



From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Apr 07 10:13:14 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

If recall repair work was done on your vehicle before the recall notification, simply send your original repair order, towing bill, and proof of payment, after making a copy for your records, to the following address for review consideration:

Chrysler LLC
Recall Reimbursement Request
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

You should also take your vehicle to your dealer for a free inspection for the recall repair. It is possible that the recall may still need to be completed on the vehicle.

Unfortunately, the recall does not cover any incidental or consequential damages. Such damages include lost time; inconvenience; the loss of the use of your vehicle; the cost of rental cars, gasoline, telephone, travel or lodging; the loss of personal or commercial property; the loss of revenue, etc.

Thanks again for your email.

Sincerely,

Jay S.
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18472585
EMAIL CASE NUMBER: 2226746
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6337888I25261L0KM&

Previous Reply Follows:

US Customer Service - Dodge Brand Site
Brief Description:
reimbursement for an accident on a recalled part
Comments:
Please contact me by telephone to discuss all questions

VIN: 8G [REDACTED]
Mileage: 9000
Servicing Dealer: Christopher Dodge
Title: Mr.
First Name: [REDACTED]

Middle Initial:

Last Name

Address

Address 2:

City:

Arvada

State:

CO

Zip:

Email:

Work Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Apr 01 13:54:57 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

reimbursement for an accident on a recalled part
Comments:

Please contact me by telephone to discuss all questions
Sender Information:

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Apr 01 13:57:31 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

reimbursement for an accident on a recalled part
Comments:

To: Chrysler LLC Recall Center
I am requesting information on why I was not notified about a recall (H-36) on my 2008 Dodge truck (VIN 3D3KS26A58G [REDACTED]). Unfortunately the failure of this steering drag link caused me to lose control of my truck and potentially cause a fatal accident. Although no one was hurt, I fail to see Dodge=92s reason for no= t notifying their customers of a recall. Dodge is not only jeopardizing their customer=92s safety but the safety of the general public as well. I am requesting compensation for all my cost associated with the failure of the steering part:
Towing cost: \$135.00
Mechanic cost for replacing broken part: \$127.50
Purchase of new part from Christopher Dodge: \$42.23
Lost wages; 6 hours at \$45.00 per hour: \$270.00
Total Cost: \$574.73

[REDACTED]
Arvada, CO
[REDACTED]

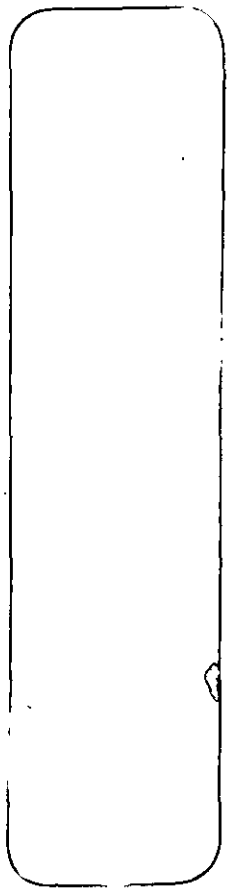
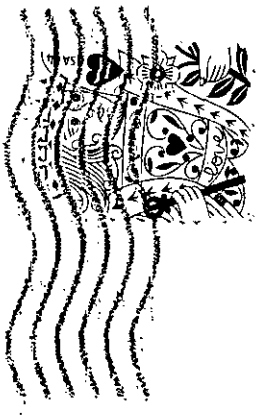
Sender Information:

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

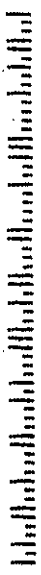
[Redacted]
Oklahoma City, Oklahoma
[Redacted]

TULSA OK 741

16 OCT 2009 PM 7 L



48321+6004



[REDACTED]

October 8, 2009

CHRYSLER CUSTOMER ASSISTANCE CENTER
PO BOX 218004
AUBURN HILLS, MI 48321

RECEIVED
OCT 20 2009
SPECIAL INVESTIGATIONS

Re: Claim No: [REDACTED]
Insured: [REDACTED]
Date of Loss: 2-17-09
Vehicle: 2008 Dodge, VIN 3D7MX48A28G [REDACTED]
Your Reference #'s: 18771691 & 18898305

To Whom It May Concern:

This letter is in reference to the above captioned claim.

We were advised that Chrysler was sending out an inspector to investigate this matter to see if there was a mechanical issue that caused the accident. South Point Dodge had our contact information and I was under the impression that we would be advised of the results of your investigation. I called Chrysler on several occasions and no one can seem to give me any information regarding Chrysler's investigation. I spoke with Troy on July 21, 2009 regarding reference # 18771691 and he advised me I would hear from someone with Chrysler's legal department within 72 hours. I followed up with Chrysler on September 1, 2009 and spoke with Alice. She advised me the above account was closed. I advised her I would like a return call as to Chrysler's findings and she said she would have to set up a new request. She gave me request # 18898305 and said someone would be calling me to discuss why the account was closed. As of this date, I have not heard back from Chrysler. Please advise our office of the findings of your investigation.

Sincerely,
American Farmers & Ranchers Mutual Insurance Company



Valori Towe
Claims Representative

CONFIDENTIAL - ATTORNEY WORK PRODUCT - CCRG**Preliminary Vehicle Investigation Report(PVIR)**

CAIR# 19115149

File No : 0

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		BUILT DATE	ODOMETER	SERVICE DATE
2008	DODGE RAM SLT 4X4 3500 QUAD CAB PICKUP	3D7MX48A28G [REDACTED]		07-18 11	29069	11/29/2007
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		HATBORO	PA	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Brilliant Black Crystal Pearl Coat	D18	[REDACTED]	[REDACTED]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
I M JARRETT & SON INC		35	57987	HATBORO	PA	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
H. VERNON SMITH		EAA		215-364-6260		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 250.00		

INTERVIEW REQUESTED BY COUNSEL: MJK32@chrysler.comINTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE:	DATE OF INCIDENT:	TIME OF INCIDENT	INSPECTION DATE:
11/30/2009	09/14/2009	04:00 <input type="radio"/> AM <input checked="" type="radio"/> PM	12/01/2009

1. DRIVER'S DESCRIPTION OF EVENT: **NATIONWIDE INSURANCE COMPANY AGENT AMOS GRBB ADVISED THEIR INSURED [REDACTED] (CLAIM 030339) LOST CONTROL OF HIS RAM 3500 ON GERMANTOWN PIKE, LAFAYETTE HILL, PA. DUE TO A STERRING FAILURE. THE CAUSE OF THIS FAILURE WAS A DEFECT IN THE STEERING LINKAGE AS NOTED IN CHRYSLER RECALL H-26. THERE WAS NO DAMAGE TO HIS VEHICLE. THE STEERING LOSS CAUSED HIM TO RUN OFF THE ROAD DAMAGING PROPERTY AT [REDACTED] TOTALLY, 1400.00 DOCUMENTS ATTACHED. SPORT CHRYSLER COMPLETED NEEDED RECALL H46 ON 9/18/2009 (RO ATTACHED).**

Insurance

Company Name:

Personal Injury:

Were there

Personal

 Yes No

If Yes, complete section "B"

Injuries?

Any Indicator/

Warning Lights

on Prior?

 Yes No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)**PART A- GENERAL****REQUIRED PHOTOGRAPHS:** ALL FOUR SIDE VIEWS**IF CRASH DAMAGED:**

PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)

- ANY RECENT VEHICLE SERVICE

 YES NO**INFORMATION:** POLICE/AGENCY REPORT #: ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address **SPORT CHRYSLER**

1

Address **MAIN STREET**

2

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

 YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH

UNKNOWN
IF YES, ENCLOSE COPIES OF
REPAIR ORDERS

City **NORRISTOWN**
State **PA**
Zip **18403**
Phone **610-539-3100**

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

- WINDSHIELD
- ALL AREAS OF DAMAGE
MARKINGS ON INTERIOR
AND EXTERIOR
- CLOSE UPS OF STAINS,
SKIN, HAIR, CLOTH
- EXTERIOR AND INTERIOR
DAMAGE INCLUDING
UNDERCARRIAGE

INFORMATION:

- DESCRIBE ANY INJURIES TO
DRIVER AND/OR OTHER
OCCUPANTS
 - SEE SEAT BELT/SEATS
SECTION IF APPLICABLE
-
-

**NO VEHICLE INSPECTION PER INSURANCE COMPANY, NO VEHICLE CRASH
DAMAGE STEERING PARTS REPLACED UNDER TERMS OF RECALL H49 HAVE
BEEN SCRAPPED BY THE DEALER.**

[Next](#)

CONFIDENTIAL - ATTORNEY WORK PRODUCT - CCRG

PRIOR APPROVAL IS REQUIRED BY THE COUNSEL LISTED ABOVE BEFORE SHOWING OR PROVIDING THIS REPORT TO ANYONE

PART - C AIRBAG(S) NOT APPLICABLE

PART - D SEATS/SHOULDER BELTS NOT APPLICABLE

PART - E TRANSMISSION NOT APPLICABLE

[Previous](#)

[Next](#)

CONFIDENTIAL - ATTORNEY WORK PRODUCT - CCRG

PRIOR APPROVAL IS REQUIRED BY THE COUNSEL LISTED ABOVE BEFORE SHOWING OR PROVIDING THIS REPORT TO ANYONE

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)

PERSONAL INTERVIEW CONDUCTED WITH SPORT CHRYSLER DEALERSHIP PERSONNEL. SERVICE MANAGER DOUG HAINES, SERVICE ADVISOR, KEN KLUTH AND TECHNICAN CHRIS DAWGIERT. VEHICLE TOWED TO DEALER BY OWNER. PER PERSONNEL NOTED, RIGHT SIDE TIE ROD SEPERATED. THE BALL DETACHED FROM THE SOCKET. THERE WAS NO EVIDENCE OF CRASH DAMAGE TO JOINT OR STEERING LINKAGE. THE SEPERATED TIE ROD IS NOT A CONDITION NOTED ON H46. THE TIE ROD AND JOINT IS INCLUDED IN KIT 68038055AC NEEDED TO COMPLETE H46. NO DRIVER INTERVIEW, NO VEHICLE INSPECTION. DOCUMENTS INCLUDED IN PHOTOS, COPIES IN FILE CAN BE FAXED.

Previous

Form Approved

Returned for corrections



ARBITRATION FORUMS, INC.

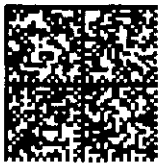
Industry created. Membership driven.

Member Service Department

P.O. Box 30174

Tampa, FL 33630-3174

**PRESORTED
FIRST CLASS**

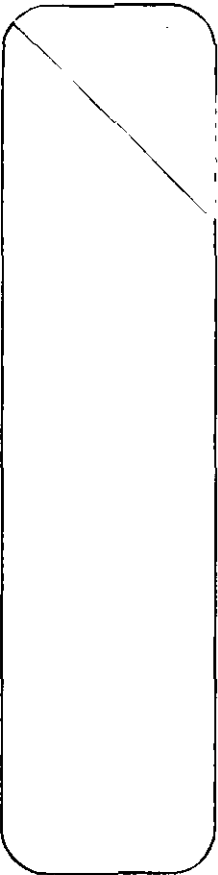


02 1A
0004635162
MAILED FROM ZIP CODE 33634

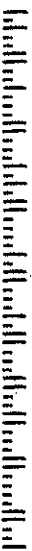


\$ 00.357
APR 07 2010

ARBITRATION APPLICATION



BA00331





ARBITRATION FORUMS, INC.

Property-Form

This is a Binding arbitration. Nonmembers answering are bound by this decision.

Online Filing Form

Docket #: P093-00103-10-00

RECEIVED

APR 12

2010

Tampa MSD
PO BOX 30174
Tampa FL 33630-3174

SPECIAL INVESTIGATIONS
Printed Date: 04/07/2010

(866)-977-3434

Check if Counterclaim

I. APPLICANT INFORMATION and ALLEGATIONS

Company Code 00008 - 0028 Billing Code 008001
Company/Subsidiary Name
Representative
Rep. Address
MILWAUKEE, WI
US
Telephone Number
Fax Number
Insured
File Number
Date of Loss 9/14/2009
City LAFAYETTE HILL State PA
LOCATION OF ACCIDENT

Company Claim Amount \$ 900.00 ACV RCV
Insured Deductible \$ 500.00
Legal Fees Sought \$ 0.00
I will accept policy limits (Article Second (d)).
I request one-year deferment (Rule 2-10).
I request Notice of Hearing (Rule 3-1).
I request a three-person panel (Rule 3-3).
Appearance will be made by: (Rule 3-7)

CERTIFICATION OF SERVICE The Applicant certifies that requirements of Rule 2-1 and condition precedent have been fulfilled.
03/15/2010
Signature Date

II. RESPONDENT INFORMATION and ALLEGATIONS

Respondent #1
Subsidiary Name NATIONWIDE MUTUAL INS CO
Rep. Name AMOS GRUBB
Rep. Address PO BOX 2655
HARRISBURG, PA 17105-2655
US
File #
Insured
Respondent #2
Subsidiary Name CHRYSLER GROUP LLC
Rep. Name MICHELLE ADJUSTER
Rep. Address 1000 CHRYSLER DR
AUBURN HILLS, MI 48326-2766
USA
File #
Insured SPORT CHRYSLER JEEP

RESPONDENT# 1 and COMPANY CODE 00210-0005
BILLING CODE B10001
Yes No A liability policy was in effect at the time of loss
Yes No Has coverage been denied for this claim?
If yes, a copy of the denial letter must be attached. (Rule 2-4)
I admit 0 % liability
Liability Deductible \$ 0.00
I request one-year deferment (Rule 2-10).
I request a three-person panel (Rule 3-3).
Appearance will be made by: (Rule 3-7)

COMPLETE THE FOLLOWING TO FILE A COUNTERCLAIM
Yes, I would like to file a Counterclaim (Rule 2-2)
Company Claim Amount (ACV/RCV) \$
Insured Deductible \$
Legal Fees \$
Attach Contentions Sheet
CERTIFICATION OF SERVICE: The Respondent certifies that requirements of Rule 2-2, and condition precedent have been fulfilled.
4/6/2010 13:36:10
Signature Date
Telephone Number
Fax Number



PROPERTY ARBITRATION CONTENTIONS SHEET
(Required per Rules)

File provided by: **Respondent #1**

Date Printed 04/07/2010

Company Name: [REDACTED] NATIONWIDE MUTUAL INS CO

Insured: [REDACTED]

File # [REDACTED]

DAMAGES:

Present your damages argument(s) and outline the amount of damages in dispute. If left blank, damages will not be considered at issue (Rule 2-5).

Applicant has included \$600.00 for repairs to a masonry wall. R1 did not hit the wall. R1's vehicle stopped prior to impact with the wall. Any 'repairs' needed to this wall were not a result of this incident.

Administrative Requests:



PROPERTY ARBITRATION CONTENTIONS SHEET
(Required per Rules)

File provided by: Respondent #1

Date Printed 04/07/2010

Company Name: [REDACTED] NATIONWIDE MUTUAL INS CO

Insured: [REDACTED]

File # [REDACTED]

AFFIRMATIVE DEFENSES/PLEADINGS (Rule 2-4):

DEFERMENT JUSTIFICATION (Rule 2-10):

CONTENTIONS:

R1 was driving a 2008 Dodge Ram 350 truck that had been purchased from and was still under warranty with Sport Chrysler Dodge Jeep. R1 was proceeding on Germantown Pike when the tie rod broke and the left front wheel came off causing R1 to lose control of the vehicle. The vehicle damaged some landscaping at Applicant's property.

The loss was due to the failure of parts which were still under warranty. The vehicle was taken to and repaired by the dealership where it was bought. All repairs to the vehicle were done at 'no charge' since the vehicle was still under warranty.

Nothing R1 did, or failed to do, caused this loss which was the result of failed parts manufactured by and warranted by the Chrysler Corp.

R1 contends that the negligence for this loss lies with R2 the Chrysler Group for the use of faulty parts in the production of the vehicle. BUT FOR the broken tie rod, R1 would not have lost control and no damage to Applicant's property would have occurred.

R1 requests a favorable decision from the panel. Thank you.

EVIDENCE:

List evidence which will support contentions stated above (i.e., police report, estimates, statements). Photocopies of evidence are suggested. Photos will not be returned without a sufficient size self-addressed envelope with adequate postage.

Note this request in Administrative Request Section below.

- 1 Respondent Recorded Statement
- 2 Adjusters Notes notes w/R1 insured regarding vehicle
- 3 Other Repair bill from Sport Chrysler showing all work was done 'no charge'
- 4 Estimate Applicant's repair estimate showing \$600 for repairs to a masonry wall that was not hit by Respondent 1

Tampa MSD

TO: CHRYSLER GROUP LLC
Attn: MICHELLE ADJUSTER
1000 CHRYSLER DR
AUBURN HILLS, MI 48326-2766

Date Printed: 04/07/2010

Pursuant to Rule 2-2, attached is a copy of the response and Contentions Sheet filed against your company via Arbitration Forums' online filing process. The Docket Number, Hearing Date and Last Day to respond are listed below. You may respond online or submit your documents to AF by mail by the date provided below. To view more information about this case by visiting AF's website at www.arbfile.org.

Case Information

Docket Number: P093-00103-10-00

Hearing Date: 06/07/2010

Hearing Type: SCHEDULED HEARING

Last Day to Respond/Materials Due: 05/20/2010

Reminder: A copy of your Amended Application/Response and Contentions MUST be received by AF and all parties involved on or before the last day to respond listed above.

The Philadelphia Jurisdiction is now hosting hearings in a number of locations throughout the region. Should you need to contact the resident Field Arbitration Manager, please contact Theresa Argibay at 610-544 -3945

RECEIVED DATE:

12/09/2009

POSTED DATE:

12/04/2009

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

8G [REDACTED]

CAIR

19076998

NON – SCANABLE ITEMS: CIRCLE ONE

NO

YES

TO CHRYSLER CUSTOMER ASSISTANCE CENTER,

ON 10-24-09 ON MY WAY TO WORK, I WAS DRIVING MY 2008 DODGE RAM VIN# 3D7MX3BA68G [REDACTED]. THE RIGHT FRONT TIE ROD FELL OFF WHILE I WAS ABOUT A HALF OF A MILE FROM MY HOME. WHEN I NOTICED THE DIFFERENCE IN THE HANDLING OF THE TRUCK, I PULLED OVER AND LOOKED UNDERNEATH THE TRUCK. IT WAS DARK AND EVEN WITH A FLASHLIGHT I DIDNT NOTICE THE TIE ROD END JAMMED INSIDE THE RIGHT FRONT WHEEL. I DROVE FURTHER, STOPPING ALONG SIDE OF THE HIGHWAY WHEN I KNEW SOMETHING WASNT RIGHT. I THEN NOTICED THE TIE ROD JAMMED INTO THE WHEEL UP AGAINST THE BRAKE COVER. I CALLED FOR A TOW TRUCK. WHEN I BACKED THE VEHICLE UP A FEW FEET SO THE TOW TRUCK (FLATBED) COULD HAVE ROOM IN FRONT OF THE VEHICLE, THE RIGHT SIDE TIE ROD FELL OUT FROM WHEEL AND PUSHED AGAINST THE STEERING SHOCK STABILIZER, BENDING IT. I HAD THE VEHICLE TOWED TO MY HOME AT A COST OF \$7000. BORROWED ANOTHER TRUCK AND CONTINUED TO WORK. WHEN I HAD TIME TO INSPECT THE DAMAGE, I HAD THE VEHICLE TOWED TO GRESHAM DODGE. I TOLD THEM HOW THE STABILIZER SHOCK GOT BENT AND SHOWED THEM HOW THE TIEROD ARM LINED UP WITH THE DENT ON THE STABILIZER SHOCK. THEY CONCLUDED THAT I MUST HAVE HIT SOMETHING WHETHER I KNEW IT OR NOT AND TOLD DODGE THAT THE FAILURE OF THE TIE ROD END WAS CAUSED BY ABUSE DUE TO OFF ROADING. THIS IS SIMPLY NOT TRUE. I TALKED TO DODGE AND WAS ASSIGNED REF. # 19076998.

I TOLD THE SENIOR RESOLUTION TEAM MEMBER MY SIDE OF THE STORY AND HE TOLD ME THAT HE HAD TO GO WITH THE DECISION MADE BY THE GRESHAM DODGE REP, I TOLD GRESHAM DODGE TO REPAIR THE TRUCK BECAUSE IT HAD BEEN IN THE SHOP TOO LONG ALREADY, I PAID IN FULL FOR REPAIRS, I TOOK THE VEHICLE TO ~~ANOTHER DODGE TO GET THEIR ASSESSMENT.~~

Wilsonville Dodge with the old parts, for another ~~assessment~~ evaluation. I showed the rep. at Wilsonville the parts and the damage to the inner right front wheel, I had the senior resolution team member call the rep. at Wilsonville Dodge, the resolution team member contacted me by phone and told me he would refund me the \$942.41 and requested ^{for} me to send this request.

Thankyou

[REDACTED]

EAGLE CREEK OR [REDACTED]

[REDACTED]

REF # 19076998

2008 DODGE RAM VIN# 3D7MX38A68G [REDACTED]

2014432

800
992 1997

230335



**GRESHAM
DODGE**

WINNER OF THE SERVICE
PROFESSIONALS AWARD

855 N.E. BURNSIDE GRESHAM, OREGON 97030

PHONE: GRESHAM 666-2277
FAX# 667-5167

PAGE 1

HOME [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3807 TODD M BLATNIK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	DODGE 3500 P/U	3D7MX38A68G [REDACTED]		32727/32728	T934	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 IS			17:00 02NOV09		0.00	CASH	04NOV09
R.O. OPENED	READY	OPTIONS: ENG:6.7_Liter_Turbo_Diesel					
10:40 02NOV09	12:45 04NOV09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A REPAIR FRONT END PER INSPECTION DONE ON #230162							
199 MISC MAINTENANCE							
	3746		CD			279.00	279.00
1	6502835		NUT-HEX FLANGE LOCK		1.63	1.63	1.63
1	6502473		BOLT-HEX FLANGE HEAD		6.37	6.37	6.37
3	6505623AA		NUT		5.53	5.53	16.59
1	52122362AE		STEERING		347.76	347.76	347.76
1	68039930AA		ARM		97.11	97.11	97.11
1	52122370AB		DAMPER		157.68	157.68	157.68
PARTS: 627.14 LABOR: 279.00 OTHER: 0.00					TOTAL LINE A: 906.14		

32728 REPLACED DAMAGED STEERING LINKAGE, ADJUST TOE. ROAD TEST OK.

 CUSTOMER PAY HAZARDOUS WASTE FOR REPAIR ORDER 36.27
 ALL TIRES ON SALE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
 DUNLOP, GOODYEAR, BRGOODRICH, BRIDGESTONE AND
 MANY MORE. WE WILL MEET OR BEAT LES SCHWAB.

Gresham Dodge, Inc.



NOV 05 2009

Cash 4804
 CC _____
 Cashier

"SIMPLY THE BEST"

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	279.00
		PARTS AMOUNT	627.14
		HAZARDOUS WASTE	0.00
		SUBLET AMOUNT	0.00
		SHOP SUPPLIES	36.27
		TOTAL CHARGES	942.41
		LESS ADJ./DISC.	0.00
FREIGHT	0.00		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	942.41

CUSTOMER COPY

Clackamas River Towing

425



P.O. Box 339 29850 SE Eagle Creek Rd.
Estacada, OR 97023 503-630-6287



YEAR 08	MAKE Dodge	DATE 10
LICENSE 024-EGZ OR	STATE OR	DRIVER Bul
VIN	REQUESTED BY	

REPORT NO	10-8	10-98	CALLED IN	RELEASED	RELEASE REQ
-----------	------	-------	-----------	----------	-------------

BILL TO

PO# O.K. FOR BILLING

OWNER

PHONE

FROM

TO

TOW MILES

RECOVERY & WINCHING

STORAGE DAYS

RETOW MILES

DOLLIES OR SPECIAL TOWING EQUIP

SERVICE CALL OR AFTER HOUR CHARGES

CLEAN-UP FEE - DISPATCH FEE

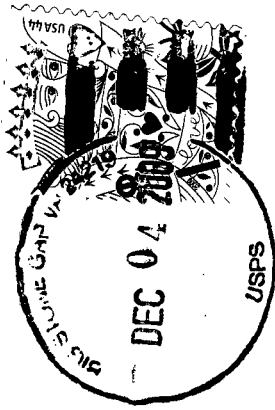
4223 PD. TOTAL 70.00

DATE TIME A.M. P.M.

RELEASED TO

SEE REVERSE FOR TERMS & CONDITIONS

EAGLE CREEK OR

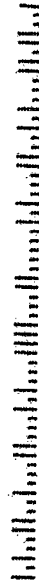


CHRYSLER CUSTOMER ASSISTANCE CENTER

P.O. BOX 21-8004

AUBURN HILLS MICH. 48321

4832130021



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Feb 01 13:47:47 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Truck is falling apart.

Comments:

A universal went, less than 25K miles! Dealer could not fix it right (not "truck" guys) Tie rod end broke. We bought part and fixed ourselves. Other tie rod broke. Truck lost steering underway. Could not get dealer to service. Towed it, ordered parts, fixing ourselves. Is this what you mean by "under warrantly"?

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Tue Feb 16 11:42:34 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear James:

Thank you for contacting the Chrysler Customer Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product and dealership experience. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Please indicate which Dodge dealer you had vehicle taken to that was unable to repair your Dodge Ram and please forward your original repair order and proof of payment receipt for consideration to the address below:

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

OR

You can fax a copy of the information for review to telephone #248-512-1322. Please note that originals may need to be mailed if required.

The issue will be reviewed and you will be contacted with the response.

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

Thanks again for your email.

Sincerely,

Tony

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19282362
EMAIL CASE NUMBER: 2410492
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6853840I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Truck is falling apart.

Comments:

A universal went, less than 25K miles! Dealer could not fix it right (not

"truck" guys) Tie rod end broke. We bought part and fixed ourselves.

Other tie rod broke. Truck lost steering underway. Could not get dealer to service. Towed it, ordered parts, fixing ourselves. Is this what you mean by "under warrantly"?

VIN:

3D

Mileage:

25000

Servicing Dealer:

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address:

City:

Essex

State:

MA

Zip:

Email:

Work Phone:

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Feb 16 18:42:03 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Dodge is aware of the problem with my vehicle and has not recalled it yet. Insurance won't cover and I am responsible....

Comments:

I am trying to find out why there has not been a recall or some type of service response to vehicle owners with a Dodge 2500 or 3500 pick up. My tie-rod broke after impact of a pot hole and my insurance will not cover it. They told me that it was Dodge's fault and Dodge was aware of the problem. Clearly Dodge is aware of the problem because the replacement part that I am now having to pay for out of pocket is much more stable and stout than the original. I am extremely frustrated with my vehicle and the disrespect that I am getting from Dodge. I am a loyal Dodge owner, as I own 3 pickups. A 1992, 1993, and a 2008 all Dodge Rams 250 and 2500 models. We have never had such a problem and can't seem to figure out why Dodge is ignoring this problem much like Toyota has ignored theirs. And furthermore, if the airbags would have deployed or someone would have been hurt when the tie rod broke and my husband lost steering control, I would still be responsible for something that could have been avoided by a recall. Where's the justice???

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Mar 04 14:44:05 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Morgan:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Ram 2500 4x4.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the mileage limitation of the manufacturer's warranty at the time the expense was incurred. The tie rods carried warranty coverage up to 36,000 miles for defects.

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

Thanks again for your email.

Sincerely,

Marvin

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19322316

EMAIL CASE NUMBER: 2418087

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6875806I25261LOKM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Dodge is aware of the problem with my vehicle and has not recalled it yet.

Insurance won't cover and I am responsible....

Comments:

I am trying to find out why there has not been a recall or some type of

service response to vehicle owners with a Dodge 2500 or 3500 pick up. My

tie-rod broke after impact of a pot hole and my insurance will not cover

it. They told me that it was Dodge's fault and Dodge was aware of the

problem. Clearly Dodge is aware of the problem because the replacement part

that I am now having to pay for out of pocket is much more stable and stout

than the original. I am extremely frustrated with my vehicle and the disrespect that I am getting from Dodge. I am a loyal Dodge owner, as I

own 3 pickups. A 1992, 1993, and a 2008 all Dodge Rams 250 and 2500 models.

We have never had such a problem and can't seem to figure out why

Dodge is ignoring this problem much like Toyota has ignored theirs. And furthermore, if the airbags would have deployed or someone would have been hurt when the tie rod broke and my husband lost steering control, I would still be responsible for something that could have been avoided by a recall. Where's the justice???

VIN:

8G [REDACTED]

Mileage:

72000

Servicing Dealer:

Terry's Service Center

Title:

Mrs.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

Logan

State:

NM

Zip:

Email:

Work Phone:

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Mar 10 13:56:14 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

I have a problem with my vehicle and maggie Gentry in your legal dept was helping me but now she out until further notice call me 570 994-2302

Comments:

maggie gentry in your legal sept message says out until further notice and no one in customer service seems to know what to do!! please have someone contact me [REDACTED]

Sender Information:

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

RECEIVED DATE:

02/8/2010

POSTED DATE:

2-2-2010

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

8G [REDACTED]

CAIR

19233547

NON - SCANABLE ITEMS: CIRCLE ONE

NO

YES

The following information pertains to the handling of this claim:

Truck Serial Number – 3D7MX39A38G [REDACTED]

Mailing Address – 498 West 1050 North
Centerville, UT. 84014

Contact Phone Number [REDACTED]

Reference Number – 19233547

In closing, I purchased the truck for two reasons the Mega Cab and the Cummins. The safety of this truck greatly concerns me. I would like full reimbursement of the total bill. I would also like to speak to and personally have a factory representative inspect this trucks front end for future safety issues.

Thank you for your time and indulgence.

[REDACTED]

CUSTOMER #: 713043

894486

Larry H. Miller

Chrysler Jeep Dodge SANDY

10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

INVOICE

PAGE 3

SERVICE ADVISOR: 163 ANDREW BORDERS

CENTERVILLE, UT

HOME: CONT:N/A

BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	08	DODGE 3500 4WD QUAD	3D7MX39A38G		44353/44353	T6936
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
13JUN08 DD			WAIT 12JAN10		CASH	14JAN10

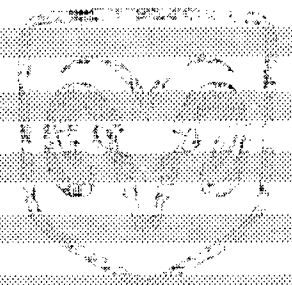
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
10:58 12JAN10	15:21 14JAN10	STK:36662 DLR:08011 ENG:6.7L TRN:6-SPD_AUTO

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

I have received a Demonstration/Explanation of Repairs.

All MOPAR parts carry a limited warranty. See your Service Advisor for details.

Cash Check Credit Card



Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc. A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	616.21
PARTS AMOUNT	410.54
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	55.00
MISC. CHARGES	30.00
TOTAL CHARGES	1111.75
LESS INSURANCE	0.00
SALES TAX	76.16
PLEASE PAY THIS AMOUNT	1187.91

CUSTOMER #: 713043

894486



Chrysler Jeep Dodge SANDY

10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070

Chrysler (801) 553-5950

Dodge (801) 553-5550

www.lhmchryslerjeep.com

INVOICE

PAGE 1

CENTERVILLE, UT

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	08	DODGE 3500 4WD QUAD	3D7MX39A38G		44353/44353	T6936
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	PAYMENT	INV DATE
13JUN08 DD			WAIT 12JAN10		CASH	14JAN10
R.O OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:36662 DLR:08011 ENG:6.7L				
10:58 12JAN10	15:21 14JAN10	TRN:6-SPD_AUTO				

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

A CUSTOMER STATES THAT THE FRT TIEROD FELL APART AND CRACKED LEFT FRT TIRE CHECK AND ADVISE ALL DAMAGES
700 STEERING

782 SMITH,DANIEL LIC#: 3001						389.50	389.50
CPD							
1 68038054AC PACKAGE-INNER END					102.00	102.00	102.00
1 MISC FREIGHT					20.00	20.00	20.00
9D Mount & balance one tire							
782 SMITH,DANIEL LIC#: 3001						13.85	13.85
CPD							
1 715C8908110 GEAR 715 RECOIL					190.00	190.00	190.00
10A Align Front And Rear Suspension							
782 SMITH,DANIEL LIC#: 3001						74.95	74.95
CPD							

SUBL SPEEDY TOWING PO#522628
PO#894486
CPD
55.00 55.00

SUBL ENTERPRISE RENTAL PO#523017
IDUP
(N/C)

PARTS: 312.00 LABOR: 478.30 OTHER: 55.00 TOTAL LINE A: 845.30

44353 TIEROD END, WHEEL AND ALIGNMENT REPLACED BROKEN LEFT OUTER TIEROD END, LEFT FRONT WHEEL W/BALANCE AND PERFORMED ALIGNMENT.

B MULTI POINT "ROAD READY" VEHICLE INSPECTION
15 MULTI POINT "ROAD READY" VEHICLE INSPECTION

782 SMITH,DANIEL LIC#: 3001							(N/C)
IDFRE							
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00					TOTAL LINE B: 0.00

44353 MULTI POINT INSPECTION COMPLETED INSPECTION

C** Lube,oil and filter change (Diesel up to 12 qts)
1D Lube,oil and filter change (Diesel up to 12

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

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

CUSTOMER SIGNATURE

VOID VOID VOID VOID VOID VOID VOID

DATE 20851562 TIME
01/15/2010 001 10:59:32am
LARRY MILLER CHRYSLER PLYMOUTH
10905 S. AUTO MALL DR
SANDY, UT 84070
8015535900

When you provide a check as payment you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or to process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable. If your payment is returned unpaid, you authorize us to collect your payment and the Return Fee amount below by EFT(s) or draft(s) from your account.

ELECTRONIC CHECK

SALE AMT \$1187.91
RETURN FEE AMT \$20.00

TRANS # 001 BATCH # 121
TRACE # 140031000004808809297
CHECK # 2840 APP CODE 4073

QUESTIONS? CALL 1-800-697-9263

CENTERVILLE, UT

106175195

Pay to the Order of

LHM Dodge

Dr. Theresa ...

1-15-10

\$1187.91

Dollars

©1999 WFS, U.S.A. PATENT

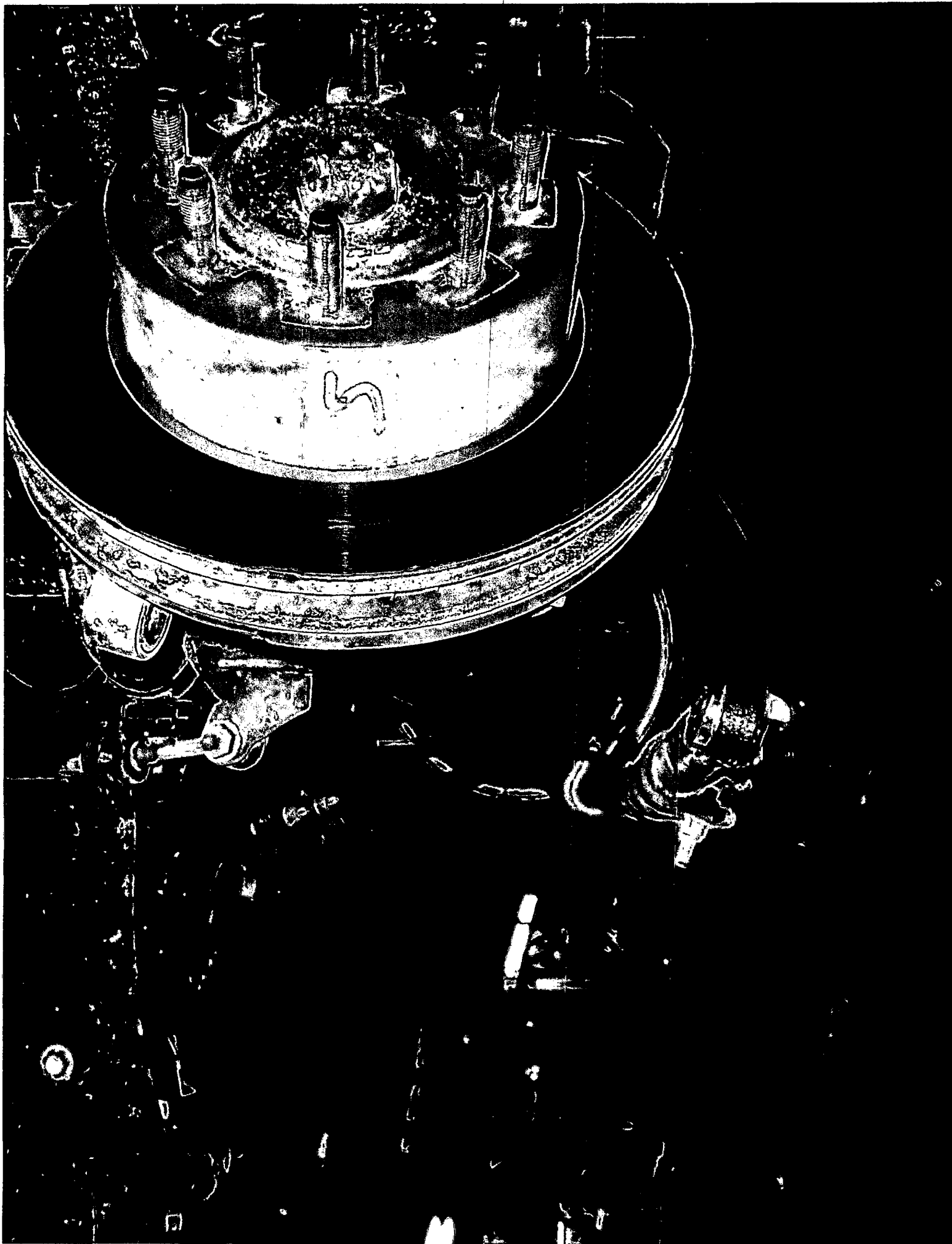


Wells Fargo Bank, N.A.
Utah
wellsfargo.com

For

MP

Security Features Details on Back.



[REDACTED]
Centerville, Utah

Email - [REDACTED]

Chrysler CAC
PO Box 21-8004
Auburn Hills, MI. 48321

RE: Repayment for Repairs

Dear Sir or Ma'am,

I have recently, for the fourth time, had major repairs done to the front end of my 2008 Ram 3500 series truck. I have had an upper control arm replaced, a steering box replaced, a recall done, and most recently a tie rod. This truck is not used for off-road applications, i.e. hunting, mud bogging, rock-crawling, or any other application a person would purchase a four wheel drive for. It is my car and to pull my trailer.

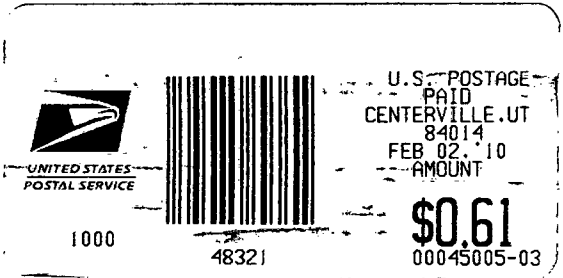
I am very disappointed in the quality of this truck, especially the safety. My wife refuses to drive the truck for fear that the front end will fall apart on her. The upper control arm broke at approximately 14,000 miles, just as I had exited the freeway. I had the famous Dodge death shake in the front end until the steering box and recall had been performed. At 44,000 miles the tie rod snapped, again just after I had exited the freeway.

Do I feel safe in this truck? **NO.**

I have dealt with Susie, in your Salt Lake City phone center, and she has told me that Dodge will only repay me for half the costs associated with this latest repair. I am not happy with this decision. There is something wrong with the front end of this truck. I believe that Dodge should pay for the entire amount as well as reimburse me for the cost of tires I had to replace at 20,000 miles because the front end was a mess.

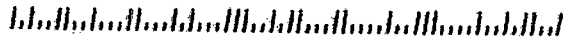
I am enclosing the latest repair order and would like to be reimbursed for the cost of repairs, alignment, and rental car. I have many friends who own the same type of truck with uses varying from hunting, construction, to commuting. Their trucks have lifts from 3 inches to 6 inches and not one of them has had the issues I have experienced.

Centerville, ut



Chrysler CAC
P.O. Box 21-8004
Auburn Hills, MI. 48321

483218004



3



Line A. 845.30
- 100

Outbound Follow up:

HANSEN

Girlfriend's name \$745.30

Amount: 745.30

Phone Number



CAIR # to Paperclip

19386589

Other CAIRs C10540 -

ADVISE to 2900

File: CAIR
NACEOLVA

CA
will
cont



[REDACTED]
Centerville, Utah
[REDACTED]

Fax Cover Transmittal

DATE: March 11, 2010
TO: Joe W
FAX #: [REDACTED]
FROM: [REDACTED]
RE: Repair reimbursement.

Comments: Reference numbers as follows – Old number 19233547. New number 19387652. Your assistance in resolving this quickly is appreciated.

Please be sure that this 5 page transmission, including this page, is immediately delivered to the party designated above. If this transmission is not complete please call John Gally at 801. 296. 1112

Confidentiality Notice

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under the applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify me immediately by telephone and return the original message to me at the above address via the U.S. Postal Service. Thank you.

Centerville, Utah

Email -

January 21, 2010

Chrysler CAC
PO Box 21-8004
Auburn Hills, MI. 48321

RE: Repayment for Repairs

Ref No: Old - 19233547
New - 19387652

Dear Sir or Ma'am,

I have recently, for the fourth time, had major repairs done to the front end of my 2008 Ram 3500 series truck. I have had an upper control arm replaced, a steering box replaced, a recall done, and most recently a tie rod. This truck is not used for off-road applications, i.e. hunting, mud bogging, rock-crawling, or any other application a person would purchase a four wheel drive for. It is my car and to pull my trailer.

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I am enclosing the latest repair order and would like to be reimbursed for the cost of repairs, alignment, and rental car. I have many friends who own the same type of truck with uses varying from hunting, construction, to commuting. Their trucks have lifts from 3 inches to 6 inches and not one of them has had the issues I have experienced.

The following information pertains to the handling of this claim:

Truck Serial Number – 3D7MX39A38G
Mailing Address –
Centerville, UT
Contact Phone Number –
Reference Number – 19233547

In closing, I purchased the truck for two reasons the Mega Cab and the Cummins. The safety of this truck greatly concerns me. I would like full reimbursement of the total bill. I would also like to speak to and personally have a factory representative inspect this trucks front end for future safety issues.

Thank you for your time and indulgence.

Sincerely,

VOID VOID VOID VOID VOID VOID

DATE 20051552 TIME 001 10:59:32am
01/15/2010
LARRY MILLER CHRYSLER PLYMOUTH
10995 S AUTO MALL DR
SAVING HT 84670
8015535900

When you provide a check as payment you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or to process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable. If your payment is returned unpaid, you authorize us to collect your payment and the Return Fee amount below by EFT(s) or draft(s) from your account.

ELECTRONIC CHECK

SALE AMT

\$1187.91

RETURN FEE AMT

\$20.00

TRACE # 001 BATCH # 121
TRACE # 1400310030004000209297
CHECK # 2000 APP CODE 9073

QUESTIONS? CALL 1-800-637-9263

RECEIVED DATE:

3/15/2010

POSTED DATE:

3/10/2010

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

8G [REDACTED]

CAIR #

00000000

NON-SCANABLE ITEMS: CIRCLE ONE

NO

YES

Dear Chrysler,

**My name is [REDACTED] Here are my
Recites for the work on my 2008 Dodge
Power Wagon on Safty recall H46- Mopar
steering linkage**

My mailing address is

**[REDACTED]
Ogden Ut [REDACTED]**

PATTY'S TOWING SERVICE

P.O. Box 9043
OGDEN, UT 84409
Phone (801) 393-9491
24 Hour Wrecker Service

TOWING REPORT

Name		Date	Time
		2/5/10	
Address		City	State
Home Phone	Insurance Company		Insurance Phone
Business Phone	Year	Make	Model
	08	Dodge	Wagon
			Color
			Red
VIN		3073328098	
PURCHASE ORDER NO.		ADDRESS TOWED FROM	
STORAGE IN DATE			
STORAGE OUT DATE			
TOTAL DAYS STORED		ADDRESS TOWED TO	
		Safetyver	
MILEAGE FINISH		117	
MILEAGE START		109	
MILEAGE TOTAL		8	
REMARKS		<input type="checkbox"/> IMPOUND	
#2		<input type="checkbox"/> START <input type="checkbox"/> WRECK	
TIME OUT:		<input type="checkbox"/> BATTERY <input checked="" type="checkbox"/> TOW	
1:40 P		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> CARRIER	
TIME IN:		<input type="checkbox"/> GAS <input type="checkbox"/> FLAT BED	
12:50 P		<input type="checkbox"/> LOCKOUT <input type="checkbox"/> INSURED	
TOTAL TIME:			
50			
<input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> AMX <input type="checkbox"/> DISCOVER		MILEAGE CHARGE	
Card No.		TOWING CHARGE	
Exp. Date		50 ⁰⁰	
ME		ROAD SERVICE CHARGE	
X		STORAGE CHARGE	
AUTHORIZED SIGNATURE		LABOR CHARGE	
X		SUB TOTAL	
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.		TAX	
		TOTAL	
		50 ⁰⁰	

SAFEHAVEN AUTO CARE

EVANS CARS LLC
 2496 SOUTH 1900 WEST
 WEST HAVEN, UT 84401
 (801)731-1552 FAX(801)731-1562

THANK YOU

PAID

Sales Receipt

Sold To	
[REDACTED]	
OGDEN, UT	
3D7KS28D48G	

Date	Sale No.
2/5/2010	121570

PAYMENT	PROJECT	MILEAGE
Debit	08 POWER W...	15,421

Item	Description	Rate	Amount
EVAN	HRS. REMOVE AND REPLACE ROD END AT	90.00	72.00T
TOW	PITMAN ARM.		
	TOWING	50.00	50.00
	SUBTOTAL		122.00
NOTE	CUSTOMER SUPPLIED PART.		0.00T

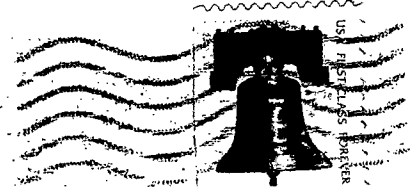
Paid in full!
Thanks

It's been a pleasure working with you!	Subtotal	\$122.00
	Sales Tax (6.85%)	\$4.93
	Total	\$126.93



SALT LAKE CITY UT 841

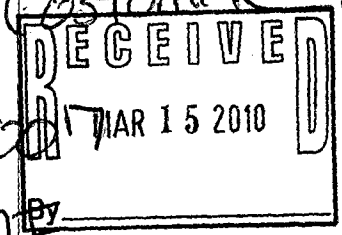
10 MAR 2010 PM 4 L



Chrysler Recall ~~Customer~~ Assistance

P.O. Box 21-8007

Auburn Hills MI 48321-8007



Attention Renbarnd

48321+8007

RECEIVED DATE:

4/5/2010

POSTED DATE:

3/30/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

8G [REDACTED]

CAIR #

00000000

NON-SCANABLE ITEMS: CIRCLE ONE

NO

YES

[REDACTED]
Essex, Massachusetts
[REDACTED]

March 30, 2010

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

Dear People,

I have a 2008 Ram 3500 chassis cab that I bought new from a dealer in Connecticut. The truck is operated and maintained carefully by one driver who absolutely treasures it. It is used to pull trailers and not used for plowing.

Late in 2009, I brought my truck to Herb Chambers Dodge pursuant to a recall notice. While it was there, I asked them to replace a universal joint that was making noises, even though the vehicle had less than 20,000 miles on it at the time. Chambers kept the vehicle for about a week. When I got it back, I could not exceed 45 MPH because it shook so badly. The driveshaft was out of whack and it appeared that a hammer had been used to get the universal joint into place. Clearly the truck was never road-tested before it was returned to me. I returned it to Chambers and they kept it for about another week. When I got it back, it was fine.

A few thousand miles later, I felt looseness in the front end. A tie rod end had worn out. The vehicle was well within its warranty, but because the part only cost \$53.32 and I wanted to insure that it was installed properly and reduce downtime at the dealer's, I had my own mechanic do the repair.

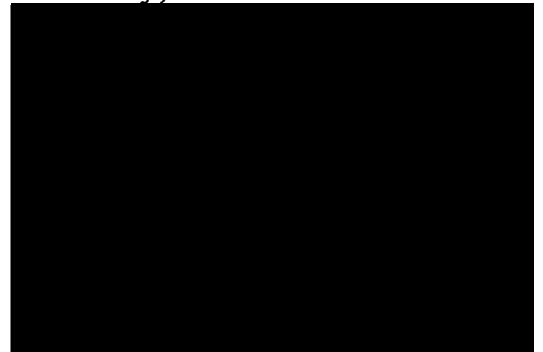
At that time, everything else in the front end was fine, but before the truck had gone 25,000 miles, the other tie rod end fell off. When the tie rod end came off the entire driveline fell to the pavement. This, in turn, bent the damper, but fortunately did no other damage because the vehicle was travelling slowly. I have owned hundreds of vehicles and I have never seen this happen regardless of the mileage or anything else. If the truck had been

hauling a trailer on the highway it almost certainly would have rolled over as it completely lost its steering.

I bought a new damper from Chambers Dodge and had my own mechanic install it as well as a new tie rod end. When I went to pick up the damper I spoke with mechanics at Herb Chambers Dodge who encouraged me to speak with their service manager. I waited for 40 minutes just to speak with the service manager but was unsuccessful because the woman was so busy. Apparently she is even responsible for driving all the vehicles from the parking lot to the service bays because I watched her do this several times while I was there!

I am writing to you because I believe serious accidents are likely to occur if there is something defective in the construction of the tie rods and ends on these vehicles. My drive and I are somewhat fearful of operating our Ram. I have attached copies of the bills for the parts, as well as a towing bill and information for Herb Chambers Dodge. I have also kept both of the original tie rod ends for your inspection.

Yours truly,



CERTIFICATE OF TITLE

THE COMMONWEALTH OF MASSACHUSETTS

TITLE NUMBER [REDACTED]		VEHICLE IDENTIFICATION NUMBER 3D6WH48A78G [REDACTED] 3D6WH48A78G		DATE OF ISSUE 11/30/2007	
MFYS MODEL YEAR 2008	MAKE DODG	MODEL NAME RAM	MODEL NO.	BODY STYLE/TYPE TRUCK	NEW/USED NEW
CYL. PASS. DRS 08 02 2	PURCHASE DATE 10/31/2007	ODOMETER READING 22 [REDACTED] 22 ACTUAL MILEAGE	PREV. TITLE NO.	PREV. TITLE STATE	
IF PREVIOUS STATE WAS TITLE EXEMPT REGISTRATION NUMBER IS DISPLAYED					

MAILING ADDRESS ONLY

[REDACTED]
ESSEX, MA [REDACTED]

OWNER(S) NAME AND ADDRESS:

[REDACTED]
ESSEX, MA [REDACTED]

TITLE TYPE AND BRANDS

TITLE TYPE

BRAND
BRAND
BRAND
BRAND

TITLE MESSAGE(S)

FIRST LIENHOLDER

[REDACTED]
ESSEX, MA [REDACTED]

SECOND LIENHOLDER

RELEASE OF FIRST LIEN

THE FIRST LIENHOLDER'S INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED

NAME:

AUTHORIZED SIGNATURE:
X

DATE RELEASED:

RELEASE OF SECOND LIEN

THE SECOND LIENHOLDER'S INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED

NAME:

AUTHORIZED SIGNATURE:
X

DATE RELEASED:

THE REGISTRAR OF MOTOR VEHICLES HEREBY CERTIFIES THAT AN APPLICATION FOR A CERTIFICATE OF TITLE FOR THE MOTOR VEHICLE DESCRIBED HEREIN HAS BEEN DULY FILED PURSUANT TO THE PROVISIONS OF THE LAWS OF THE COMMONWEALTH OF MASSACHUSETTS BASED ON THE STATEMENTS OF THE APPLICANT AND THE RECORDS ON FILE WITH THIS AGENCY. THE APPLICANT NAMED IS THE OWNER OF SAID VEHICLE.

THE REGISTRAR OF MOTOR VEHICLES FURTHER CERTIFIES THAT THE VEHICLE IS SUBJECT TO ANY SECURITY INTERESTS SHOWN HEREIN.

Anne L. Collins

Anne L. Collins

Registrar

CONTROL NO. [REDACTED]
NOT THE TITLE

ALTERATION OR ERASURE VOIDS THIS TITLE.

KEEP IN SAFE PLACE

REGISTRY OF MOTOR VEHICLES

VERIFY PRESENCE OF WATERMARK HOLD TO LIGHT TO VIEW

VERIFY PRESENCE OF WATERMARK HOLD TO LIGHT TO VIEW

**Herb Chambers Chrysler
Jeep Dodge of Danvers**
107 Andover Street, Rte. 114
Danvers, MA 01923
978-774-8840
www.herbchambers.com



**Herb Chambers Chrysler
Jeep Dodge**
2 Latti Farm Road, Rte. 20
Millbury, MA 01527
508-757-7444
www.herbchambers.com

W

CUSTOMER NO. 43018	ADVISOR JUSTIN DONAHUE	6692	TAG NO. 5482	INVOICE DATE 03/26/09	INVOICE NO. DOCS172475
LABOR RATE			MESSAGE 16,268	COLOR 7	STOCK NO.
YEAR / MAKE / MODEL	08/DODGE TRUCK/RAM 3500/QUAD 163.5WB			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO.	3D6WH48A78G			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.			R.O. DATE 03/26/09	
BUSINESS PHONE	COMMENTS				MO: 16268

LABOR & PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
J# 1 9900ZH34 SILENCER PAD 2007-2008 DODGE RAM WITH 6.7 DIESEL ENGINE DASH SILENCER PAD MAY SAG AND CONTACT EGR REPOSITION PER RECALL PER RECALL GUIDELINE COMPLETE RECALL INSTALL SUPPORT BRACKET 23-H3-41-82 0.2			UNITS 0.20 TECH(S) 6578			
PARTS						
JOB # 1	1	CBLFH340	BRACKET D 23043005			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

COMMENTS
781 608 5950

TOTALS

* NEXT RECOMMENDED SERVICE:
* 06/25/2009 / 19268 MI 00DOZLOF LUBE OIL FILTER

* [] CASH [] CHECK CK NO [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMEX [] CHARGE [] OTHER *

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

YOU MAY RECEIVE A SURVEY FROM DAIMLERCHRYSLER ASKING ABOUT OUR LEVEL OF SERVICE. IF YOU CANNOT GRADE US AS "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGEMENT STAFF. OUR GOAL IS YOUR COMPLETE SATISFACTION!
THANK YOU FOR YOUR PATRONAGE.

CUSTOMER SIGNATURE



480 BENNINGTON ST.
EAST BOSTON, MASS. 02128
PHONE 617-569-7450

2 MASON STREET
E. LYNN, MA. 01902
PHONE 781-599-8650

GEM AUTO PARTS CO., INC.

WWW.GEMAUTOPARTS.COM

"SERVING THE BOSTON AREA SINCE 1956"

THURSDAY DEC 31 7:30AM - 12:00PM

SATURDAY JAN 2 CHELSEA

DORCHESTER OPEN 8:00AM - 4:00PM



WAGNER
Brake Products

65 SCHOOL ST.
QUINCY, MASS. 02169
PHONE 617-472-6755

261 NORTH AVENUE
WAKEFIELD, MASS. 018
PHONE 781-245-0666

204 BOSTON STREET
DORCHESTER, MASS. 0
PHONE 617-265-9292

V.I.P. LINE
1-866-884-7400

52 NASON ST.
MAYNARD, MASS. 01754
PHONE 978-897-3901

CUSTOMER

07601

TIME: 16:58

INV#: 0-509392
TYPE: CASH
DATE: 12/29/09
CTMN: 205 PAGE

LYNN MA

QUANTITY	LINE	PART NUMBER	DESCRIPTION	CORE	LIST EA.	YOUR COST	EXTENSION	TAX
1	0.00	0.00	0.00	0.00	96.07	50.18	50.18	T
TOTAL UNITS					96.07	0.00	50.18	
		FREIGHT	LABOR	MISC	CHE TOTAL	LIST TOTAL	NON TAXABLE	TAXABLE
RECEIVED BY: X						PAY THIS AMOUNT		53.32

A service of 1% per month (15% per annum) will be charged to accounts past due. The purchaser agrees to pay all cost of collection including reasonable attorney fees.

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

SALES DRAFT

GEM AUTO PARTS
480 BENNINGTON ST.
EAST BOSTON, MA 02128
PHONE 617-569-7450

001653995 8
12/29/09 09:52:00
117 XXXXXXXXXX095
GEM AUTO PARTS
480 BENNINGTON ST.
EAST BOSTON, MA 02128
PHONE 617-569-7450

SALE TOTAL \$50.18
TAX \$3.14
TOTAL \$53.32

DISCOUNT



GEM AUTO PARTS CO., INC.

WWW.GEMAUTOPARTS.COM

"SERVING THE BOSTON AREA SINCE 1956"

*
*
*
*

WWW.REDCROSS.ORG
GEM AUTO PARTS WILL MATCH
YOUR DONATIONS FOR



480 BENNINGTON ST.
EAST BOSTON, MASS. 02128
PHONE 617-569-7450

2 MASON STREET
E. LYNN, MA. 01902
PHONE 781-599-8650

571 BROADWAY
CHELSEA, MASS. 02150
PHONE 617-884-7400

261 NORTH AVENUE
WAKEFIELD, MASS. 01880
PHONE 781-245-0666

65 SCHOOL ST.
QUINCY, MASS. 02169
PHONE 617-472-6755

204 BOSTON STREET
DORCHESTER, MASS. 02125
PHONE 617-265-9292

V.I.P. LINE
1-866-884-7400

52 NASON ST.
MAYNARD, MASS. 01754
PHONE 978-897-3901

HAITI DISASTER RELIEF

TIME: 16:47

INV#: L-512177
TYPE: CASH
DATE: 01/26/10
COMM: 205

QTY	LINE	PART NUMBER	DESCRIPTION	CORE	LIST EA.	YOUR COST	EXTENSION	TAX	
1		MOG DS1463	TIE ROD END		172.00	89.85	89.85	T	
GEM AUTO PARTS CO.									
1		0.00	0.00	0.00	0.00	0.00	89.85	5.6	
TOTAL UNITS		FREIGHT	LABOR	MISC	CORE TOTAL	LIST TOTAL	NON-TAXABLE	TAXABLE	TOTAL TAX

RECEIVED BY: X

PAY THIS AMOUNT

95.47

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE.

A service of 1 1/4% per month (15% per annum) will be charged to accounts past due. The purchaser agrees to pay all cost of collection including reasonable attorney fees.

01/26/2010 16:47
 91/01/10 01/26/10
 USXXXXXXXXXXXX
 480 BENNINGTON ST
 EAST BOSTON MA 02128
 TEL: 617-569-7450
 FAX: 617-569-7450

DISTRICT COPY
 \$59.85
 \$5.62
 \$65.47

SALES DRAFT

GEM AUTO PARTS

204 BOSTON ST

DORCHESTER MA 02125

PHONE 617-265-9292

CHRYSLER



Jeep



DODGE

Herb Chambers
Chrysler Jeep Dodge of Danvers
107 Andover Street, Rte. 114
Danvers, MA 01923
978-774-8840
www.herbchambers.com

Our Other Chrysler Jeep Dodge Location:

Herb Chambers
Chrysler Jeep Dodge of Millbury
2 Latti Farm Road, Rte. 20
Millbury, MA 01527
508-757-7444

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER	70468	13:31
28 JAN 10		28 JAN 10				

S
O
L
D

T
O

ACCOUNT NO. [REDACTED]

[REDACTED]

LYNN, MA [REDACTED]

S
H
I
P

T
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PAGE 1 OF 1

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT		
		6031		CASH	DANVERS, MA		
QTY	QTY	QTY	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52106909AE	134J2 DAMPER	149.00	149.00	149.00
CUSTOMER'S SIGNATURE					PARTS		149.00
X					SUBLET		
					FREIGHT		0.00
					SALES TAX		9.31
					TOTAL		\$158.31

*Thank
You
For
Your
Business!*

NO REFUND ON ELECTRICAL PARTS OR SPECIAL ORDERS.

ALL OTHER RETURNS MUST BE MADE WITHIN 7 DAYS ACCOMPANIED BY THIS SALES SLIP. RETURNS ARE SUBJECT TO A 20% HANDLING CHARGE.

HERB CHAMBERS DOD
107 ANDOVER ST
DANVERS, MA 01923
(978) 774-8840

Sale

Merchant ID: 542929801331638

Term ID: LK411401

01/28/10 13:35:34
Batch#: 000181 Inv #: 000013

VISA Entry Method: S

XXXXXXXXXXXX7275

Seq. #: 0013 Appr Code: 511622

Amount: \$ 158.31

Tax: \$ -0.00

=====
Total: \$ 158.31
=====

CVV2 Code:

APPROVED

Customer Copy

FLEMING'S TOWING

234 CHESTNUT STREET
 LYNN, MASS. 01902
 (781) 593-2630

No. 62693

TOWING
 SERVICE

NAME: Chad CITY: Andover STATE: MA
 ADDRESS: _____

YEAR: _____ MAKE/MODEL/COLOR: Ram 3500
 DRIVER NAME: _____ EXTRA PERSON: _____ REGISTRATION: _____ REQUESTED BY: _____

INSURANCE CO: _____ AGENT: _____ INS. PHONE: _____
 CASH MILEAGE BEFORE TOWING
 CHARGE MILEAGE AFTER TOWING
 CR CARD

FINISH: _____ START: _____ MILEAGE: _____ SERVICE TIME: _____ EXTRA TIME: _____
 TOTAL: _____ TOTAL: _____ TOTAL: _____

SPECIAL EQUIPMENT
 SINGLE LINE WINCHING
 DOUBLE LINE WINCHING
 SNATCH BLOCKS
 SCOTCH BLOCKS
 DOLLY
 FUEL OR BATTERY GAIL

DAMAGE RELEASE
 I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I RECOGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOWING SERVICE RESPONSIBLE FOR SUCH DAMAGE SHOULD IT RESULT.

REMARKS: _____
 LABOR: _____
 MILEAGE CHARGE: _____
 TOWING CHARGE: 60.00
 ROAD SERVICE CHARGE: _____
 STORAGE CHARGE: _____
 WINCHING: _____
 CLEAN-UP: _____

VEHICLE WILL NOT BE RELEASED UNTIL TOWING SERVICE IS PAID
 SUB-TOTAL: _____ TAX: _____ TOTAL: 61.00

HERB CHAMBERS



Jeep



DODGE

SEAN MURPHY
PARTS ADVISOR

SEAN - SERVICE

107 Andover Street, Rt. 114
Danvers, MA 01923

Tel: 978-774-8840
Fax: 978-774-7121

www.herbchambers.com

Essex, MA

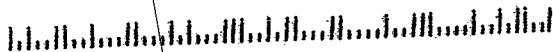
RECEIVED
APR 05 2010
BY

Chrysler Group Customer Assistance Center

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



48321-8004



19475757

Allways Atascosa Dodge
110128 IH-37 (Exit 109)
Pleasanton, Texas 78064
Ph. (830) 291-2244
Fax (830) 291-2872



Allways Chevrolet
102 South Front St.
Mathwa, Texas 78368
Ph. (361) 547-3331
Fax (381) 547-3333

ZAPATA

TX

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STR/CUS	MILES IN	MILES OUT	TAG
04/15/10	08	DODGE	RAM 2500	3D7KS29A58G	42655	31187	31190	423
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	INV. DATE			
01/31/09	04/20/10	02	00:00		80.00	01	04/21/10	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
23795		956-763-5311		MINERAL GR	2			

===== REPAIR LINE 001 =====
 CUSTOMER STATES VEHICLE LOST ALL STEERING CONTROL
 FOUND CENTER DRAG LINK CAME APART-SEE LINE (2)
 Bill Code - W
 STEERING 61 M A

===== REPAIR LINE 002 =====
 CUSTOMER REQUEST PERFORM RECALL H36 STEERING DRAG LINK INNER JOINT AND DAMPER
 INSPECTED STEERING DAMPER AND REPLACED STEERING DRAG LINK 19-H3-61-82 Q.3
 Bill Code - W
 19H36192 61 M A
 Total Labor 21.90
 CH CBFAH362 PACKAGE 1 32.97
 Total Parts 32.97
 Total Line 54.87

===== REPAIR LINE 003 =====
 CUSTOMER PAY LINE FOR TOWING DIFFERENCE
 Bill Code - C
 SUBLET:
 J & A TOWING INV#0825
 Bill Code - C PO Number M 182.50
 Total Sublet 182.50
 Total Line 182.50
 Payment Type - 01 CASH 182.50

#19475757

Paper clip!

<p>ENVIRONMENTAL COMPLIANCE CHARGE Maintaining and repairing your car inevitably involves the use of chemicals and the generation of wastes, solvents, oils, lead, asbestos, etc.) This must be stored, managed and disposed of in strict compliance with Federal, State and Local environmental regulations. We support these regulations and believe our customers do also, because they recognize the use of a safe and healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided that in lieu of raising its labor rate we will list a compliance charge on appropriate service bills because we believe our customers would be interested to know what they are helping to pay for a cleaner environment.</p> <p>NOTICE TO PURSUANT & 70001, TEXAS PROPERTY CODE I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code & 9.809. If payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the motor or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.</p> <p>Signature of person responsible or agent _____ For person responsible for payment) _____</p>	<p>I hereby authorize Allways Atascosa Dodge to supply all parts, labor and other services necessary or appropriate to correct the condition and/or satisfy the maintenance requirements described in the order. I also (will) Allways Atascosa Dodge and its employees permitted to operate the vehicle at all times, wherever it is located for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.</p> <p>DISCLAIMER OF WARRANTIES Any warranties on materials and/or labor are those made by the manufacturer. Allways Atascosa Dodge expressly disclaims all warranties, whether expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for any liability in connection with the use of such products. In consideration for the services to be performed on the customer's vehicle, the customer agrees that Allways Atascosa Dodge will not be responsible to the customer for loss of or damage to the customer's vehicle, or to any articles left in the vehicle, as a result of the negligence of Allways Atascosa Dodge or as a result of any cause beyond the control of Allways Atascosa Dodge. The customer has read and understands the provision.</p> <p>ARBITRATION AGREEMENT Any controversy or claim arising out of or relating to the repair work, whether express, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before an arbitrator in San Antonio, Texas, in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Judgments upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive remedy and binding method of resolution of any claim or controversy between the customer and Allways Atascosa Dodge and must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate arbitration shall constitute a waiver of the claim or controversy.</p> <p>Customer Signature _____ Date _____</p>	<p>MISC. SALES 182.50</p> <p>MATERIALS</p> <p>TOTAL CHARGE 182.50</p> <p>DEDUCTIBLE</p> <p>SALES TAX</p> <p>OTHER PAY</p> <p>CUSTOMER PAY 182.50</p>
---	--	--

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Apr 27 22:49:07 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

H 36 recall

Comments:

I have been recieving the H36 recall notices in the mail. My inner drag link DID break at 25,xxx miles. A new inner link was ordered from Chrysler, through Frontier dodge in lubbock Tx. The new link WAS the new and corrected drag link, as stated by the service manager. The new Inner drag link was installed and the vehicle IS repaired. If possible, could this be indicated in your records that the vehicle has, once again, Been Repaired.
thank you

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Apr 28 09:51:09 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Jarrett:

Thank you for contacting the Chrysler Customer Assistance Center.

Our records indicate that the following recall campaigns have not been performed by an authorized dealer:

H36 STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET
J10 WIPER MOTOR

If the repairs were not completed at an authorized Chrysler, Dodge, Ram, or Jeep® dealer, we suggest that you contact your local authorized dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

If the repairs were completed at an authorized Chrysler, Dodge, Ram, or Jeep® dealer please contact your servicing dealer to have them update their records.

Please take a copy of this message with you at the time of service to aid the process. Please note that your dealership does not require a copy of the recall notice to perform the needed service. If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email.

Sincerely,

Terri Lynne

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19504510
EMAIL CASE NUMBER: 2448026
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6942277I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

H 36 recall

Comments:

I have been recieving the H36 recall notices in the mail. My inner drag link

DID break at 25,xxx miles. A new inner link was ordered from Chrysler,

through Frontier dodge in lubbock Tx. The new link WAS the new and corrected drag link, as stated by the service manager. The new Inner drag

link was installed and the vehicle IS repaired. If possible, could this be

indicated in your records that the vehicle has, once again, Been Repaired.

thank you

VIN:

8G [REDACTED]

Mileage:

32000

Servicing Dealer:

Title:

Mr.

First Name:

Middle:

Last Name:

Address:

Address 2:

City:

Lubbock

State:

TX

Zip:

Email:

Home Ph:

RECEIVED DATE:

5/18/10

POSTED DATE:

5/12/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

8G

[REDACTED]

CAIR

00000000

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES

CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Address Service Requested

PRESORTED
STANDARD
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

*****AUTO**3-DIGIT 740 1/69
0025378

*Please update
name change only
drop the Kalka*

PERKINS, OK

0025378/#42606 / H46

*2 receipts
Cowboy Tire
Perkins wrecker*

\$ 519.²³

\$ 125.⁰⁰

644.²³ total

*This happened before we were able to
get the service done at a dealership.
"luckily" this did not cause a wreck
Happened w/ w 2 miles from business and
near the 25 mph. Definitely felt the Angels
looking down that DAY*



CHRYSLER

SAFETY RECALL H46 – MOPAR STEERING LINKAGE

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2009 model year Dodge trucks.**

The problem is... During a prior service appointment, a Mopar service parts steering linkage may have been installed on your truck (VIN: 3D7KS28A58G [REDACTED]). The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

~~Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.~~

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... If your Dodge truck had any steering repairs after March 1, 2008 or you do not know the service history of your vehicle, **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Remember to bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler
Notification Code H46

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

**PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

B G [REDACTED]

H 4 6

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
 My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped stolen exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.
 Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr. Miss Mr. & Mrs. Dr.
 Mrs. Ms. Rev. Business

NAME change only

First Name from [REDACTED]

Last Name to [REDACTED]

Street Address [REDACTED]

City Perkins GA

State OK Zip Code [REDACTED]

Email Address [REDACTED]

COWBOY TIRE, LLC

Mobile Tire Service

P.O. Box 413 • PERKINS, OK 74059

(405) 612-4330

Customer's
Order No _____

Date 5-7 20 10

Name _____

Address _____

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	
QUAN.	DESCRIPTION		PRICE	AMOUNT			
			<u>RT Outer Tie Rod end</u>			179	64
			<u>Steering Damper</u>			119	00
			<u>Shock</u>				
2.1		Labor				126	00
		Alignment				69	95
		2008 Dodge 3/4 ton					
		<i>[Signature]</i>					
		Perkins	TAX			24	64
			TOTAL			519	23

6429

Rec'd by

All claims and returned goods MUST be accompanied by this bill.

Thank You

OK Quality Printing, Stillwater, OK
31248615 MAC-1

PERKINS WRECKER SERVICE



P.O. Box 333
 111 West Thomas
 PERKINS, OKLAHOMA 74059
 Day & Night (405) 547-2748

DATE <i>5-6-2010</i>	TIME <i>10:15</i>	A.M. P.M. <i>P.M.</i>	REQUESTED BY
LOC. [REDACTED]			
NAM. [REDACTED]			
ADDRESS <i>Winton</i>			
MILEAGE	SERVICE TIME	EXTRA PERSON	
FINISH _____	FINISH _____	FINISH _____	
START _____	START _____	START _____	
TOTAL <i>5</i>	TOTAL <i>1 hr 15 Dist</i>	TOTAL _____	
YEAR <i>08</i>	MAKE-MODEL / COLOR <i>Dodge PLM 2500</i>	DRIVER	
STATE <i>OK</i>	VEHICLE I.D. NO.		
<input type="checkbox"/> SLING/HOIST TOW <input checked="" type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		SPECIAL EQUIPMENT <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
VEHICLE TOWED TO <i>Harvis</i>			
REMARKS <i>Trovis Harvis collect this on you - Bill</i>		MILEAGE CHARGE	<i>25.00</i>
		TOWING CHARGE	<i>85.00</i>
		LABOR CHARGE	<i>15.00</i>
		STORAGE CHARGE	_____
		TOTAL	<i>125.00</i>
OPERATOR'S SIGNATURE <i>[Signature]</i>		AUTHORIZED SIGNATURE <i>Scott McLaughlin</i>	

4231

NEBS To Reorder:
 800-225-6380 or nebs.com

PRODUCT 613

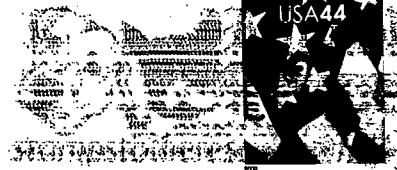
F

Road Service

Perkins OK

72 USA OK 740

12 MAY 2010 PM 5 L



RECEIVED
MAY 18 2010
By

Chrysler Recall Customer Asst.
PO Box 21-8007
Auburn Hills, MI
48321-8007

Attention: Reimbursement
48321-8007

May 26, 2010

[REDACTED]
Rathdrum, ID [REDACTED]

Reference # 19579255
VIN #: 3D7MX39L69G [REDACTED]
2009 Dodge Ram Laramie 3500

Dear Mr [REDACTED]

Thank you for your recent letter regarding your service experience at Boniface-Hiers Chrysler-Dodge-Jeep dealership in Merritt Island, FL.

We are sorry to learn of your dissatisfaction. Chrysler LLC is continually striving to assist our dealers in providing complete customer satisfaction. Dealers are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. We would suggest you pursue the matter with the dealership's management.

We appreciate you writing and bringing this matter to our attention. Information received from our customers better enables us to evaluate our dealers' service activities. Your complaint will be retained in our dealer file.

Our records also indicate your vehicle is involved in the factory recall campaign(s) listed below.

J35- Reprogram ECM Regeneration Strategy

Please contact your local authorized Chrysler-Jeep-Dodge dealer to arrange for these repairs. The recall services will be performed free of charge. If you have any problem obtaining the needed service, please contact us at 1-800-423-6343. Our office hours are 8:00 a.m. to 8:00 p.m. (Eastern Time), Monday through Friday.

Sincerely,

Dave
Senior Staff

RECEIVED DATE:

5/24/10

POSTED DATE:

5/20/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

9G [REDACTED]

CAIR

19567631

NON-SCANABLE ITEMS: CIRCLE ONE

NO

YES

FROM:

RATH DRUM Id.

PH

SUBJ: REBATE FOR DAMPNER REPAIR ON
09 DODGE RAM VIN # 3D7M39L69G -

REF#: 19567631

REQUESTING A REBATE IN THE AMOUNT
OF \$221.71. BECAUSE DAMPNER WAS
DAMAGED EITHER BY TOW TRUCK
PERSONNEL, OR BONIFACE-HIERS SHOP
PERSONNEL, THIS DAMAGE OCCURED
DURING A BROKEN TIE REPLACEMENT, WHICH
WAS COVERED UNDER WARRANTY. ENCL-
S.D IS COPY OF BOTH REPAIR ORDERS

CHRYSLER

Boniface-Hiers

SERVICE INVOICE

DODGE



Chrysler-Dodge

1775 E. Merritt Island Cswy. Merritt Island, FL 32952 Phone (321) 452-9250 or 1-800-729-6071 www.bonifacehiers.com

STATE OF FLORIDA REGISTRATION # MV-04405

CUSTOMER NO. 107022	ADVISOR CRAIG HIERS	TAG NO. 1014	MILEAGE 769	INVOICE DATE 12/31/09	INVOICE NO. CHCS43110
	LABOR RATE	LICENSE NO.	MILEAGE 23,628	COLOR 7	STOCK NO.
RATHDRUM, ID	YEAR / MAKE / MODEL 09/DODGE TRUCK/RAM 3500/MEGA 160.5WB			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 D 7 M X 3 9 L 6 9 G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 12/29/09	
COMMENTS					MO: 23631

JOB# 1 CHARGES

LABOR
 J# 1.00CHZ-16PT 16 POINT INSPECTION TECH(S):1188 WARRANTY
 CUSTOMER REQUEST 16 POINT INSPECTION
 CHECK OPERATION OF HORN, LIGHTS, WINDSHIELD WIPERS AND
 WASHERS. CHECK COOLANT LEVEL AND CONDITION. VISUAL
 INSPECTION OF AC SYTEM, ALL BELTS AND HOSES. COMPLETE
 UNDERCARRIAGE CHECK INCLUDING TIRE TREAD DEPTH AND CONDITION

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 5503 12/31/09 RENTAL
 TOTAL - SUBLET WARRANTY 0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
 J# 2.45CHZ STEERING/SUSPENSION TECH(S):1188 WARRANTY
 CUST ST HE HEARD A THUMP AND THEN THE FRONT WHEELS TOED
 IN ON THEIR OWN
 INSPECT FRT SUSPENSION FOUND LEFT OUTER TIE ROD HAD SEPERATE
 D AND STEERING DAMPNER IS PHYSICALLY DAMAGED NOT ALLOWING ST
 EERING TO GO THE RIGHT.REPLACE LEFT OUTER TIE ROD END
 SET TOE CENTER STEERING WHEEL.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 68038054-AC PACKAGE I 19027003
 TOTAL - PARTS WARRANTY 0.00

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR
 J# 3 51CHZ *BODY/CHASS ELECT TECH(S):1188 WARRANTY
 RRT09016
 CHECK AND FOUND NO UPDATES AVAILABLE.MAY HAVE BEEN DONE
 AT ANOTHER DEALER PRIOR TO COMING INTO OUR SHOP.

JOB# 3 TOTALS

JOB# 4 CHARGES

LABOR
 J# 4 51CHZ01 BODY ELECT CONCERN TECH(S):1188 WARRANTY
 RRT09086
 REPROGRAM ECU

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 4275086-AB LABEL GEN 14086100
 WARRANTY

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
 This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [s.559.904(4)]
 The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].
 ALL PARTS NEW UNLESS OTHERWISE INDICATED



Reynolds and Reynolds EPA/NTS/14E C0854618 0 (03/06)

CHRYSLER



Boniface-Hiers

SERVICE INVOICE

DODGE



Chrysler-Dodge

1775 E. Merritt Island Cswy. Merritt Island, FL 32952 Phone (321) 452-9250 or 1-800-729-6071 www.bonifacehiers.com

STATE OF FLORIDA REGISTRATION # MV-04405

CUSTOMER NO. 107022	ADVISOR CRAIG HIERS	1014 TAG NO. 769	INVOICE DATE 12/31/09	INVOICE NO. CHCS43110
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 23,628	COLOR 7
RATHDRUM, ID	YEAR / MAKE / MODEL 09/DODGE TRUCK/RAM 3500/MEGA 160.5WB	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. 3 D 7 M X 3 9 L 6 9 G	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 12/29/09	
[REDACTED]	COMMENTS	MO: 23631		

TOTAL - PARTS		0.00
JOB# 4 TOTALS	-----	
JOB# 5 CHARGES	JOB# 4 JOURNAL PREFIX CHCS	JOB# 4 TOTAL 0.00
LABOR	-----	
J# 5+45CHZ01	*STEERING SYS DIAG	TECH(S):1188
	UPON INSPECTION TECH FOUND STEERING DAMPNER HAS BEEN HIT	
	REPLACE STEERING DAMPNER.	45.00
PARTS	-----	
QTY	FP-NUMBER	DESCRIPTION
1	52122370-AB	DAMPER ST 19030006
		UNIT PRICE-
		160.60
	TOTAL - PARTS	160.60
JOB# 5 TOTALS	-----	
	LABOR	45.00
	PARTS	160.60
	JOB# 5 JOURNAL PREFIX CHCS	JOB# 5 TOTAL 205.60
MISC	-----	
CODE	DESCRIPTION	CONTROL NO
JOB # A	SS MISC. SUPPLIES AND/OR FEES	
		4.50
	TOTAL - MISC	4.50
ESTIMATE	-----	
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING		
ORIGINAL ESTIMATE OF \$226.79 (+TAX)		
TOTALS	-----	

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [s.559.904(4)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].

ALL PARTS NEW UNLESS OTHERWISE INDICATED

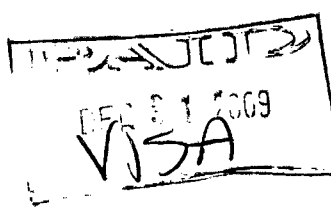


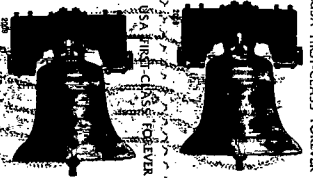
* NEXT RECOMMENDED SERVICE:

* 12/28/2010 / 560 MI 02CHZFIS FUEL INJ SERVICE *

TOTAL LABOR....	45.00
TOTAL PARTS....	160.60
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	12.61
TOTAL INVOICE \$	222.71

CUSTOMER SIGNATURE



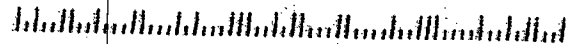


RATHDRUM, ID

RECEIVED
MAY 24 2010

CHRYSLER CUSTOMER ASSIST. CENTER
P.O. BOX 21-8004
AUBURN HILLS, MI 48321-8004

48321+8004



19624673

Dear Chrysler,

**My name is [REDACTED] Here are my
Recites for the work on my 2008 Dodge
Power Wagon on Safty recall H46- Mopar
steering linkage**

My mailing address is

[REDACTED]

Ogden Ut [REDACTED]

19424673 003581

PATTY'S TOWING SERVICE

P.O. Box 9043
OGDEN, UT 84409
Phone (801) 393-9491
24 Hour Wrecker Service

TOWING REPORT

Name		Date	Time
Address		City	State
Home Phone	Insurance Company	Insurance Phone	
Business Phone	Year	Make	Model
	08	Dodge	Power Wagon
			Color
			Red
PURCHASE ORDER NO.		ADDRESS TOWED FROM	
STORAGE IN DATE		[REDACTED]	
STORAGE OUT DATE		ADDRESS TOWED TO	
TOTAL DAYS STORED		Satehman	
MILEAGE FINISH		2ND TOW	
MILEAGE START		<input type="checkbox"/> IMPOUND <input type="checkbox"/> START <input type="checkbox"/> WRECK <input type="checkbox"/> BATTERY <input checked="" type="checkbox"/> TOW <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> CARRIER <input type="checkbox"/> GAS <input type="checkbox"/> FLAT BED <input type="checkbox"/> LOCKOUT <input type="checkbox"/> INSURED	
MILEAGE TOTAL			
REMARKS #2			
TIME OUT:		1:40 P	
TIME IN:		12:50 P	
TOTAL TIME:		50	
<input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> AMX <input type="checkbox"/> DISCOVER		MILEAGE CHARGE	
Card No.		TOWING CHARGE	
Exp. Date		50 ⁰⁰	
[REDACTED SIGNATURE]		ROAD SERVICE CHARGE	
AUTHORIZED SIGNATURE		STORAGE CHARGE	
X		LABOR CHARGE	
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.		SUB TOTAL	
		TOTAL	
		50 ⁰⁰	

SAFEHAVEN AUTO CARE

19624613

EVANS CARS LLC
2496 SOUTH 1900 WEST
WEST HAVEN, UT 84401
(801)731-1552 FAX(801)731-1562

THANK YOU

PAID

Sales Receipt

Sold To
[REDACTED]
OGDEN, UT [REDACTED]
3D7KS28D48G [REDACTED]

Date	Sale No.
2/5/2010	121570

PAYMENT	PROJECT	MILEAGE
Debit	08 POWER W...	15,421

Item	Description	Rate	Amount
EVAN	HRS. REMOVE AND REPLACE ROD END AT PITMAN ARM.	90.00	72.00T
TOW	TOWING	50.00	50.00
NOTE	SUBTOTAL		122.00
	CUSTOMER SUPPLIED PART.		0.00T

*Paid in full!
Thanks*

It's been a pleasure working with you!		Subtotal	\$122.00
		Sales Tax (6.85%)	\$4.93
		Total	\$126.93

SALT LAKE CITY UT 841

10 MAR 2010 PM 4.1



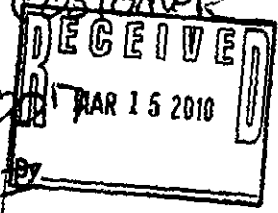
19624673

Chrysler Recall Customer Assistance

P.O. Box 21-8007

Auburn Hills MI

48321-8007



Attention Renbase

48321+8007



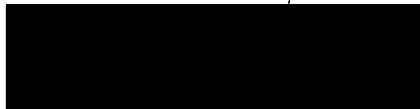
RECEIVED DATE:

6/25/10

POSTED DATE:

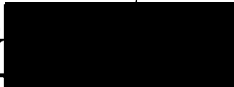
6/23/10

LAST NAME:



VIN (LAST 8 DIGITS)

8G



CAIR

00000000

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES



Fayetteville Dodge Inc.
 315-637-5001
 5427 North Burdick St.
 Fayetteville, NY 13066

VEHICLE CHECKUP

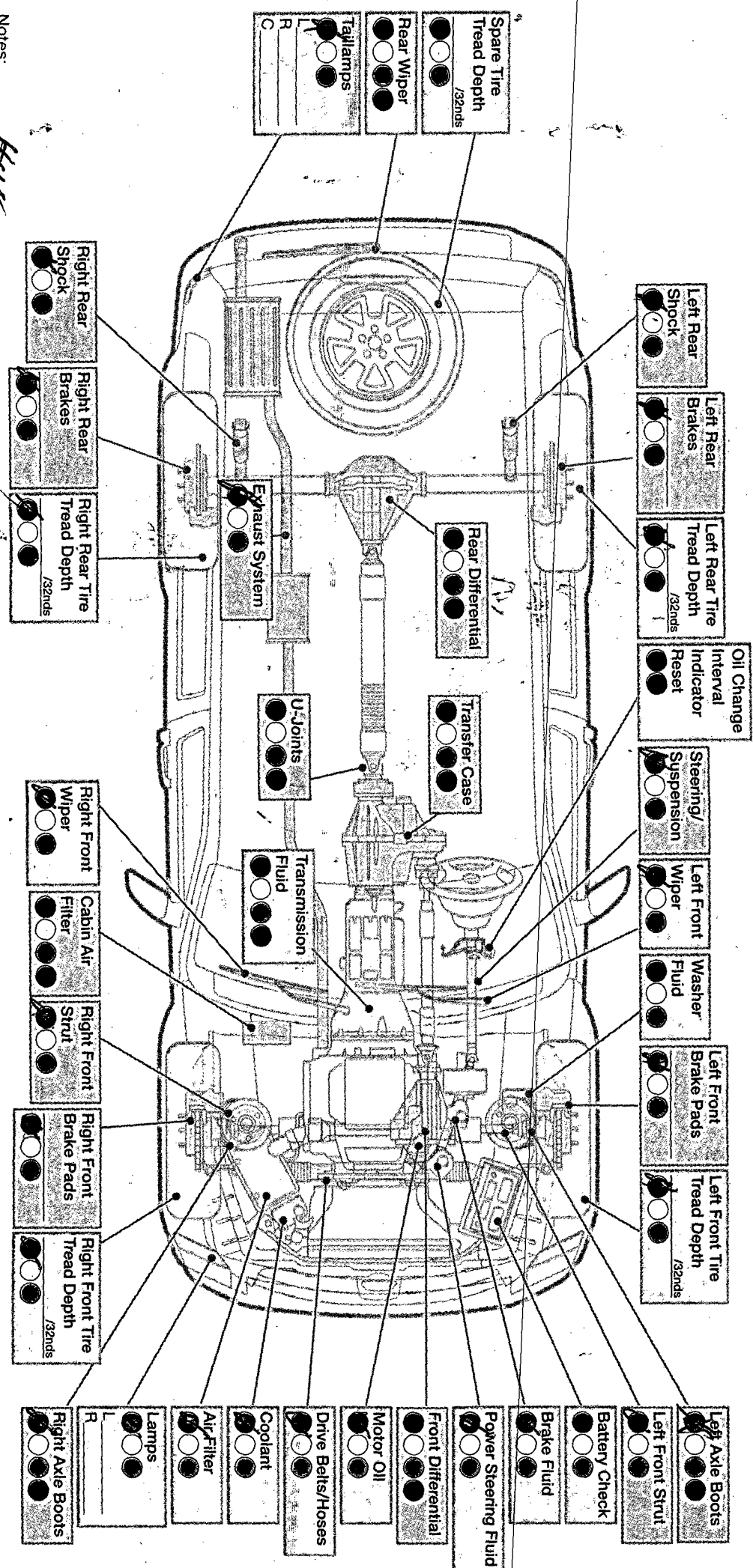
Customer Name _____ R.O. Number _____
 VIN Number _____
 Vehicle Year/Model _____

Phone _____ Date _____
 Mileage _____

VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable



Notes: *See 8*

Custom Cutting System - Jumbo Wavy
Square @ 1450

To Whom it may concern,

My name is [REDACTED] and on May 8, 2010 my 2008 Dodge Megacab 4 by 4's steering broke during a turn. I was 1 mile away from my house going about 30 miles an hour. In my words, the right side tie rod came off of the ball joint. I bought the truck new in Jan of 08. At the time of the incident there was 84,000 miles on the truck. I call Westgate Dodge in Plainfield and explained the problem and they told me it would not be covered by the lifetime warranty on the drivetrain.

So I found a local shop down the street and they performed the repairs needed. One week later after the steering incident, a recall notice came in the mail. The local shop also found other issues with mechanical parts which I took to Westgate for warranty work a short time later. Westgate also did the recall inspection and said my truck did not need the recall steering parts.

We paid the local shop \$646.68 for the repairs to the steering that broke. It is very disappointing that such an expensive truck would break in such a manner with such few miles. People keep telling me that I was lucky to make the turn and not crash.

Can I be reimbursed for the \$ 646.68 since there was a recall for steering problems with these truck?

Please let me know.
Thank you

[REDACTED]
Avon, In [REDACTED]
[REDACTED]

RON'S AUTO SERVICE

8350 W. Washington
Indianapolis, IN 46231
317-248-0800

ACDelco

Repair Order # 0039235

Date Printed: 5/11/10

Page: 1

Center:


Custom
Address
City: AVON, IN
Phone 1: Ext.
Phone 2: () Ext.

Vehicle: 2008 DODT RAM 2500 HD PIC
License: 418483
VIN: 3D3KS19D58G
Engine: V8/5.7 Trans: AUTO
Mileage: 84076


Parts			
Quan	Part Number	Description	Price
1.00	SSC 401-1920B	IN. TIE ROD END	44.06
1.00	DS1463	RIGHT OUTER T. ROD	182.99
1.00	ES3625	DRAG LINK	117.99

Labor					
Op	Tech	Description	Time	Charge	
CS 0	27	REMOVE & REPLACE TIE ROD &/OR ENDS AND DRAG LINK RIGHT SIDE		103.36	
CS 0	27	REPLACE OUTER LEFT SIDE TIE ROD END		68.90	
AL 00	27	COMPUTERIZED WHEEL ALIGNMENT SERVICE.		68.95	

OK Bad Recommendation OK Bad



Recommendation OK Bad Recommendation



I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. **ADDITIONALLY, I AGREE TO PAY ALL COSTS OF COLLECTION, INCLUDING REASONABLE ATTORNEY FEES, SHOULD I FAIL TO PROMPTLY PAY THE BALANCE DUE ON THIS INVOICE. NOT RESPONSIBLE FOR DAMAGE OR ARTICLES LEFT IN CAR IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.** Shop supply charges include hazardous waste removal and recycling.

Labor:	\$241.21
Parts:	\$345.04
Sublet:	\$0.00
Other Fees:	\$0.00
Shop Supply:	\$36.28
Subtotal:	\$622.53
Sales Tax:	\$24.15
Paid By: Total:	\$646.68
Pay Ref: Paid:	\$0.00
Due:	\$646.68

X



KONS AUTO SERVICE
 8350 W WASHINGTON ST
 INDIANAPOLIS IN 46231
 317 248 0800

Reg. Dept. ID: 000004124156
 Lic. ID: 00000114 Key ID: 0001

Sale

*****6812
 VISA Entry Method: Swiped

Total: \$ 640.68

05/12/10 08:18:58

Inv #: 000001 Appr Code: 001900

Approved: Online Batch#: 000114

Customer Copy

AUTO SERVICE

8350 W. Washington
 Indianapolis, IN 46231
 317-248-0800



E
 DGE CT

3-
 27 Ext.
 Ext.

Vehicle: 2008 DODT R
 License: XXXXXXXXXX
 VIN: 3D3KS19D58
 Engine: V8/5.7
 Mileage: 84076

parts

Description	Price	Op	Tech	D
N. TIE ROD END	44.06	CS 0	27	REMOVE & REPLACE ?
RIGHT OUTER T. ROD	182.99			DRAG LINK RIGHT S:
RAG LINK	117.99	CS 0	27	REPLACE OUTER LEF'
		AL 00	27	COMPUTERIZED WHEE

OK Bad

Recommendation

OK Bad

Recommendation



CHRYSLER

SAFETY RECALL H46 – MOPAR STEERING LINKAGE

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2009 model year Dodge trucks.**

The problem is... During a prior service appointment, a Mopar service parts steering linkage may have been installed on your truck (VIN: 3D3KS19D58G [REDACTED]). The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... If your Dodge truck had any steering repairs after March 1, 2008 or you do not know the service history of your vehicle, **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Remember to bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler
Notification Code H46

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



Chrysler, Jeep, Dodge, Ram and Mopar are registered trademarks of Chrysler Group LLC.



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owner's

's name
anged):

SS

Avon, In

INDIANAPOLIS IN 462

23 JUN 2010 PM 2 T



Chrysler Customer Care

P.O. Box 21-8004

Auburn Hills, MI

48321-8004

RECEIVED
JUN 25 2010
By

48321-8004

48321-8004

RECEIVED DATE:

8/19/10

POSTED DATE:

8/16/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

80 [REDACTED]

CAIR

19742382

NON-SCANABLE ITEMS: CIRCLE ONE

NO

YES

CUSTOMER COPY

HATCH BROTHERS
Chrysler • Dodge • Jeep

520-428-6000 hatchbro@earthlink.net
Mon-Fri 9 AM-6 PM Sat 9 AM-3 PM



1623 THATCHER BLVD.
SAFFORD AZ 85546

Phone:

07/14/2010 12:51:58

Curtis

Customer No. 176060	License #	Stock #	Dealer #	Invoice Date 07/14/2010	Invoice # 58676
Customer Name & Address [Redacted] <i>Thatcher AZ</i> [Redacted]	Mileage In 55801	Mileage Out 55801	Lot #/Hat #	Color KHAKI	Delivery Date / /
	Year/Make/Model 2008 DODGE RAM SLT 4X4 3500			Prod Date / /	R.O. Date 07/13/2010
	Vehicle ID # 3D7MX38A68G [Redacted]			Tech & #	P.O. #
	Override	Service Write Up JOHN BARLOW		S.W. INT. EST. 0.00	
	Policy #	Deductible	Auth. #	Adjustor	
	Business Phone	Service Writer Delivery Signature			Reprint # 1

Type:C JOB #1 Tech:GREGORY CLARK	Lbr Hr:	Labor:	PO:
Complaint: CUSTOMER TOWED IN BECAUSE THE RIGHT OUTER TIE ROD END BROKE OFF, CHECK AND ADVISE			
Correction: THE TECH INSTALLED THE NEW STEERING LINKAGE, PITMAN ARM, AND STEERING DAMPER ON THE TRUCK			
Part: 52122370AB	DAMPER-STEERING	Qty: 1	\$183.44
Part: 68039930AA	ARM-PITMAN	Qty: 1	\$94.08
Part: 52122362AF	STEERING-STEERIN	Qty: 1	\$392.70
Part: 6502473	BOLT-HEX FLANGE	Qty: 1	\$5.00
Misc:	MTL CHARGE		\$5.00
JOB TOTALS Labor: \$144.50		Parts: \$675.22	Tax: \$65.25
		Misc: \$5.00	TOTAL: \$889.97 *

Type:W JOB #2 Tech:GREGORY CLARK	Lbr Hr: 0.40	Labor: 29.04	PO:
Complaint: J35 REPROGRAM ECM			
Correction: THE TECH REPROGRAMMED THE ECM AS PER RECALL INSTRUCTIONS			
			\$0.00
JOB TOTALS Labor: \$29.04		\$0.00	Tax: \$0.00
		Sublet: \$0.00	Misc: \$0.00
		TOTAL: \$29.04	

Type:CS JOB #3 Tech:GREGORY CLARK	PO:
Complaint: ALIGN TRUCK	
Correction: TRUCK ALIGNED BY TA'S	
JOB TOTALS	
Tax: \$0.00	Sublet: \$67.48
TOTAL: \$67.48	

Type:C JOB #4 Tech:DANIEL MUNOZ	Lbr Hr:	Labor:	PO:
Complaint: C/R LUBE OIL AND FILTER			
Correction: PERFORMED LUBE OIL AND FILTER TOPPED ALL FLUIDS OFF AND LUBED ALL POINTS TIRES SET TO SPEC			
Part: 1540	15W40 OIL 6.7L RUGG	Qty: 3	\$72.18
Part: 5083285AA	FILTER-ENGINE OI	Qty: 1	\$13.25
Misc:	MTL CHARGE		\$1.20
Misc:	MENU DISCOUNT		-\$0.48

Extended Warranty Pay \$0.00	Factory Warranty Pay \$29.04	Internal Pay	All labor charges are billed on flat rate hours unless otherwise noted.	Total Customer Pay \$1066.90
------------------------------	------------------------------	--------------	---	------------------------------

CUSTOMER COPY

HATCH BROTHERS

Chrysler • Dodge • Jeep

520-428-6000 hatchbro@earthlink.net
Mon - Fri • 8AM - 6PM • Sat 9AM - 3PM

**1623 THATCHER BLVD.
SAFFORD AZ 85546**

Phone:

07/14/2010 12:51:58



Customer No. 176060	License #	Stock #	Dealer #	Invoice Date 07/14/2010	Invoice # 58676
Customer Name & Address [REDACTED]	Mileage In 55801	Mileage Out 55801	Lot #/Hat #	Color KHAKI	Delivery Date / /
Year/Make/Model 2008 DODGE RAM SLT 4X4 3500	Vehicle ID # 3D7MX38A68G [REDACTED]		Prod Date / /	R.O. Date 07/13/2010	
Extended Warranty Co.	Policy #	Service Write Up JOHN BARLOW	Override	Tech & #	P.O. #
Business Phone	Deductible	S.W. INT. EST. 0.00	Auth. #	Adjustor	
Residence Phone	Service Writer Delivery Signature			Reprint #	1

JOB TOTALS Labor: \$15.00 Parts: \$85.43 Tax: \$8.30 Misc: \$0.72 TOTAL: \$109.45

CUSTOMER TOTALS: \$1066.90

Labor: \$159.50 Parts: \$760.65 Sublet: \$67.48 Misc: \$5.72 Tax: \$73.55

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT
HATCH BROTHERS AUTO CENTER
YOUR COMPLETE SATISFACTION IS OUR PRIMARY GOAL !!!

Customer Signature X _____

Extended Warranty Pay \$0.00	Factory Warranty Pay \$29.04	Internal Pay	All labor charges are billed on flat rate hours unless otherwise noted.	Total Customer Pay \$1066.90
---------------------------------	---------------------------------	--------------	---	---------------------------------

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills MI 48321

Reference # 19742382

08 Ram SRT 4x4 3500

Vehicle ID # 3D7MX38A68G [REDACTED]

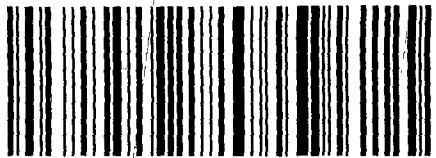
Tie rod end broke under normal use!

[REDACTED]
Thatcher AZ [REDACTED]

Phone # [REDACTED]

CERTIFIED MAIL™

Thatcher Az

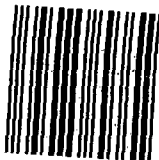


7006 2150 0003 8837 7771



UNITED STATES
POSTAL SERVICE

1000



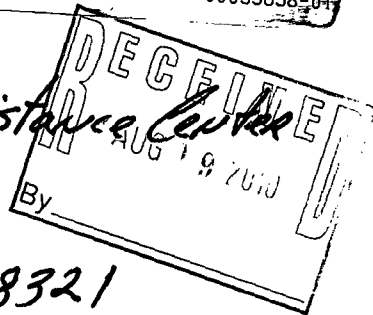
48321

U.S. POSTAGE
PAID
THATCHER, AZ
85552
AUG 16, 10
AMOUNT

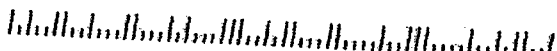
\$5.71

00059658-01

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills MI 48321



48321+8004



RECEIVED DATE:

8/16/10

POSTED DATE:

8/13/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

86 [REDACTED]

CAIR

19778659

NON- SCANABLE ITEMS: CIRCLE ONE

NO

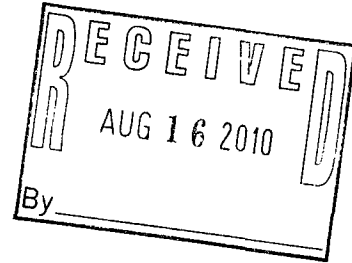
YES

AUGUST 13, 2010

CHRYSLER CUSTOMER ASSISTANCE CENTER

PO BOX 21-8004

AUBURN HILLS, MI 48231



PER ERIC (ET5522)

I AM ASKING FOR REIMBURSEMENT ON A REPAIR AND RENTAL THAT OCCURRED ON 07/21/10. I HAVE INCLUDED COPIES OF THE BILLS. THIS IS CASE #19778059. THE REPAIRS WERE DUE TO A RECALL THAT WAS DONE IN MARCH AND BROKE.



RUSTON, LA



VIN# 3D7KS29A38G





CHEVROLET

PATTERSON
CHEVROLET CHRYSLER DODGE

CHRYSLER



1611 Hwy 259 N • P.O. Box 899
Kilgore, Texas 75663
Phone: (903) 981-9100 • Service & Parts Fax (903) 984-1659
Body Shop Fax (903) 986-3428
Email: service@pattersoncars.com
www.pattersoncars.com

CUSTOMER NO. 61375	ADVISOR SHELLY BUTLER	TAG NO. 9032	INVOICE DATE 07/21/10	INVOICE NO. CHCS41034
RUSTON, LA	LABOR RATE	LICENSE NO.	MILEAGE 70,582	COLOR /
	YEAR / MAKE / MODEL 08/DODGE TRUCK/RAM 2500/MEGA 160.5WB			DELIVERY DATE
	VEHICLE I.D. NO. 3 D 7 K S 2 9 A 3 8 G			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/21/10	STOCK NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 70583	

JOB# 1 CHARGES				
LABOR				
J# 1	45CVZ	STEERING/SUSPENSION	TECH(S):9168	157.50
CUSTOMER STATES BROKEN TIE ROD FOUND INNER TIE ROD BROKEN REPLACED INNER TIE ROD END STRAIGHTENED STEERING WHEEL				
PARTS				
	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	CBFAH362	PACKAGE D 19027003	43.18
			TOTAL PARTS	43.18
JOB# 1 TOTALS				LABOR 157.50
				PARTS 43.18
				JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 200.68
JOB# 2 CHARGES				
LABOR				
J# 2	00CVZ9	27 POINT INSPECTION	TECH(S):9168	0.00
JOB# 2 TOTALS				
				JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00
TOTALS				
THANKS FOR YOUR BUSINESS				
VEHICLE RELEASED TO:				
				TOTAL LABOR.... 157.50
				TOTAL PARTS.... 43.18
				TOTAL SUBLET... 0.00
				TOTAL G.O.G.... 0.00
				TOTAL MISC CHG. 0.00
				TOTAL MISC DISC 0.00
				TOTAL TAX..... 3.56
				TOTAL INVOICE \$ 204.24

IMPORTANT
You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY SATISFIED," please contact our Service Manager immediately. Your satisfaction is our No. 1 concern. THANK YOU

Case #
19778059

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTS14E CC57576 Q (07/08)

HERTZ
MADDOX, CARL

VEHICLE 01494/8037871 VIN# 1GNLVFED3AJ
LIC TN [REDACTED] CLS L4 10 CHEVY FUEL: 4/8 OUT 4/8 IN

PREPARED BY: 0982/TXLON01 COMPLETED BY: 0982/TXLON01
RENTED: 07/21/2010 14:25 @ LONGVIEW HLE
RETURN: 07/21/2010 17:06 @ LONGVIEW HLE
PLAN IN: HLE GE PLAN OUT: RATE CLASS L4

MILEAGE IN	7615	TR-X MILES	0
MILEAGE OUT	7571	MILES ALLOWED	0
MILES DRIVEN	44	MILES CHARGED	0.00
BASE RATE	1	@ \$ 57.99 / DAY	\$ 57.99

ADJUSTMENTS
SUBTOTAL T\$ 57.99

LDW 1 @ \$ 19.99 / DAY T 19.99

LIS DECLINED \$
PAI,PEC DECLINED \$

SURCHARGE \$ 1.60

TAX 10.00 % ON EST. TAXABLE TTL \$ 79.58 \$ 7.96

CUSTOMER CHARGE \$ 87.54

CHARGED ON: MC XXXXXXXXXXXXXXX9711 \$ 87.54
CUSTOMER BALANCE \$ 0.00

HOW WAS YOUR EXPERIENCE?
WE'D LIKE YOUR FEEDBACK.

- 1) Visit WWW.HERTZSURVEY.COM
- 2) Enter Access Code: 07646
- 3) Take Brief Survey


STATEMENT OF CHARGES - NOT VALID FOR RENTAL
Renting Company - The Hertz Corporation

BRENNAN
Dodge • Chrysler • Jeep



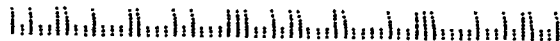
1371 N. Service Road East
RUSTON, LOUISIANA 71273-1838
(318) 251-9874



UNITED STATES POSTAGE

PITNEY BOWES
\$000.44⁰
02 1P
0004578052 AUG 13 2010
MAILED FROM ZIP CODE 71270

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48231

48221+8004



RECEIVED DATE:

9/20/10

POSTED DATE:

9/16/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

8E [REDACTED]

CAIR

00000006

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES

STEPHEN WADE CHRYSLER
 Jeep
 1724 S. Hilton Drive
 St. George, UT 84770
 (435) 634-4200

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Saturday

R/O Open Date	R/O Number				
9/08/10	6003973/1				
R/O Close Date	Status				
9/10/10	Pre-Invoice				
Mileage In	Mileage Out				
61325	61327				
Service Advisor / Tag #					
Tom Foote/9259					
Vehicle Identification Number					
3D7MX39A48G					
Delivery Date	In-Service Date				
	9/10/08				
Year	Make	Model	Body	Color	License Number
2008	DODGE	RAM 3500	4WD MEGA CAB 160.	SILVER	A97 3PW

WASHINGTON, UT		Work Phone
		Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - A: AXLE AND DRIVETRAIN CUSTOMER STATES THAT THE STEERING LINKAGE CAME OFF ON DRIVERS SIDE- VEHICLE WAS TOWED IN Work performed by Andrew Kuykendall (75) 42.50 Installed 68038054AC :PACKAGE: INNER END 1@104.00 104.00 REPLACED DRIVERS OUTER TIE ROD END Sub Total: 146.50	
#2 - MPI: MULTI POINT INSPECTION Sub Total: .00	
#3 * TOE: PERFORM FRONT WHEEL ALIGNMENT STRAIGHTEN STEERINGWHEEL Work performed by Andrew Kuykendall (75) 89.95 PERFORMED FRONT END ALIGNMENT Sub Total: 89.95 Sub Total	

Ref#: 002025642339 Rcp#: 008196
 Inv #: 000081 Appr Code: 761401
 Total: \$ 259.38
 Customer Copy

EDS
 XXXXXXXXXXXXX2459
 Entry Method: Swiped
 Apprvd: Online Batch#: 000621
 09/10/10 17:57:16

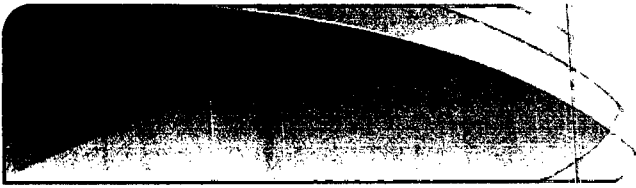
Merchant ID: 00000000867542
 Term ID: 01250266
 08880001
Sale
 STEPHEN WADE AUTO CNTR
 150 HILTON DRIVE
 SAINT GEORGE, UT 84770

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

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

LABOR	132.45
PARTS	104.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	7.67
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	15.26
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	259.38

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



Jeremy Perkins

1738 South Camino Real
Washington , Utah 84780

Phone: 4352294868 Fax: [Your Fax]

E-Mail: jperkins@olwm.com Web: [Web Address]

fax

Date: 9.16.2010

Send To: Chrysler
Customer Assistance
Center

Attention: ZAC

Office Location:

From: [Redacted]

Office Location: St
George Utah

Phone Number: [Redacted]

Total Pages Including Cover:

Urgent Reply ASAP Please Comment Please Review For Your Information

Comments:

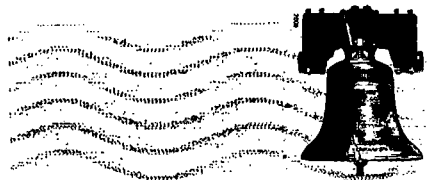
I have included the work order they did and the receipt I paid for the work order.

My name is [Redacted]
Address [Redacted]
Washington UT, [Redacted]
Phone# [Redacted]
VIN 3d7mx39a48g [Redacted]

Washington UT.

PROVO UT 846

SEP 20 2010 PM 5:11



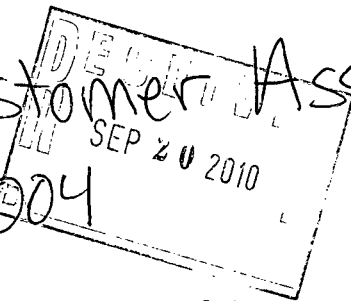
USA FIRST-CLASS FOREVER

Chrysler Customer Assistance Center

P.O. Box 21-8004

Auburn Hill MI, 48321

4832138004



RECEIVED DATE:

10/18/10

POSTED DATE:

10/13/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

9G [REDACTED]

CAIR

19920117

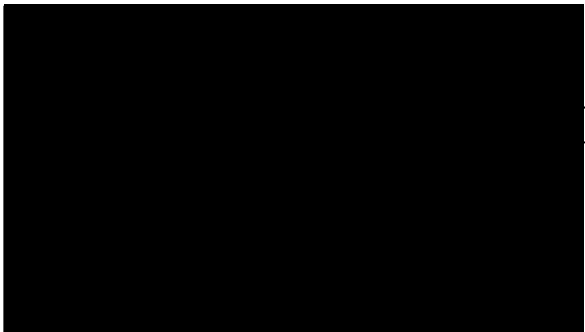
NON- SCANABLE ITEMS: CIRCLE ONE

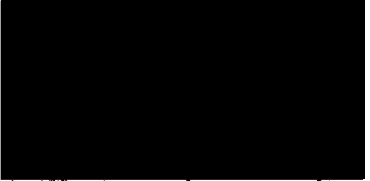
NO

YES

This letter is in reference to Case Number 1992-0117

This is concerning a Dodge Ram 2500 Heavy Duty, vehicle identification number 3D7KS28LX9G [REDACTED] that the driver's side outer tie rod end snapped when the truck had 36,780 miles on it. I believe that this should be covered under warranty due to a defect in the manufacturing of the part. The replacement part number is RETUR 68038054AC. The cost of it was \$104.00 and sales tax was \$6.24 so the total came to \$110.24.





SOUTHERN CT 064

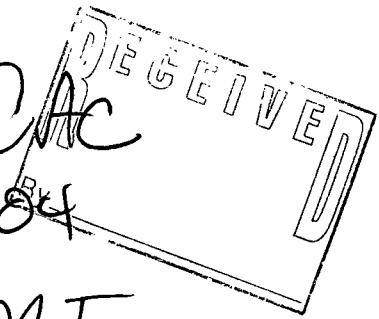
13 OCT 2010 PM 1 T



Middletown CT



Chrysler CAC
P.O. Box 8004
Albion Hills, MI
48321



48321+8004



RECEIVED DATE:

12/03/10

POSTED DATE:

11/30/10

LAST NAME

[REDACTED]

VIN (LAST 8 DIGITS)

86 [REDACTED]

CAIR

0000 0000

NON-SCANABLE ITEMS: CIRCLE ONE

NO

YES

LONE STAR



1505 W. Industrial Blvd.
Sulphur Springs, TX 75482
903-885-2600
www.lonestarsstx.com

CUSTOMER NO.	10637	ADVISOR	GEORGE	513	TAG NO.	1272	INVOICE DATE	11/23/10	INVOICE NO.	CHCS25779	
		LABOR RATE		LICENSE NO.		MILEAGE	62,628	COLOR		STOCK NO.	D1505
		YEAR / MAKE / MODEL	08/DODGE TRUCK/RAM 3500/QUAD 160.5WB				DELIVERY DATE	12/18/08	DELIVERY MILES	921	
SULPHUR SPRINGS, TX		VEHICLE I.D. NO.	3 D 7 M X 4 8 A 6 8 G				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. DATE	11/23/10				
		COMMENTS									MO: 62630

LABOR	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
J# 1 45CHZ STEERING/SUSPENSION TECH(S):114					85.00
CUST STS FRT TIE ROD BROKE IN HALF. CHECK AND ADVISE LT OUTER TIE ROD BROKEN REMOVE AND REPL. TIE ROD. ALIGN FRT END AND TEST DRIVE					
PARTS	1	68038054-AC	PACKAGE I 19027003	114.00	114.00
TOTAL - PARTS					114.00
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	PRICE
	14793		11/23/10	TOW/7844	75.00
	14794		11/23/10	ALIGN	69.95
TOTAL - SUBLET					144.95
JOB# 1 TOTALS					
					LABOR 85.00
					PARTS 114.00
					SUBLET 144.95
JOB# 1 JOURNAL-PREFIX-CHCS-JOB#-1-TOTAL					343.95
JOB# 2 CHARGES					
J# 2 00CHZZ 23 POINT INSPECTION TECH(S):114					0.00
QUALITY CARE MULTI POINT INSPECTION INSPECTION					
JOB# 2 TOTALS					
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL					0.00
MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # A	SS	SHOP SUPPLIES			8.50
JOB # A	A1	ENVIRONMENTAL FEE			0.85
TOTAL - MISC					9.35

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, LONE STAR CHRYSLER DODGE JEEP, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LONE STAR CHRYSLER DODGE JEEP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH - UNLESS ARRANGEMENTS MADE

NOTICE PURSUANT TO PROPERTY CODE, § 70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, § 9.503, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Responsible or Agent for Person Responsible for Payment

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

X _____

The Reynolds and Reynolds Company ERANTIME C2664745 0 (04/09)

LONE STAR



1505 W. Industrial Blvd.
 Sulphur Springs, TX 75482
 903-885-2600
 www.lonestarsstx.com

CUSTOMER NO. 10637	ADVISOR GEORGE	TAG NO. 1272	INVOICE DATE 11/23/10	INVOICE NO. CHCS25779	
[REDACTED] SULPHUR SPRINGS, TX [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 62,628	COLOR	
	YEAR / MAKE / MODEL 08/DODGE TRUCK/RAM 3500/QUAD 160.5WB			DELIVERY DATE 12/18/08	STOCK NO. D1505
	VEHICLE I.D. NO. 3 D 7 M X 4 8 A 6 8 G			DELIVERY MILES 921	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/23/10		
COMMENTS				MO: 62630	

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 11/23/2010 / 62630 MI 00CHZ OIL AND FILTER *

TOTAL LABOR....	85.00
TOTAL PARTS....	114.00
TOTAL SUBLET...	144.95
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	9.35
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.18
TOTAL INVOICE \$	363.48

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, LONE STAR CHRYSLER DODGE JEEP, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LONE STAR CHRYSLER DODGE JEEP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH - UNLESS ARRANGEMENTS MADE

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 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, § 9.503, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Responsible or Agent for Person Responsible for Payment

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

X _____

Paid

THANK YOU FOR YOUR BUSINESS!!
 [REDACTED]



Sulphur Springs, Tx.



Ph



Vin#

307MK48A68G





WADSWORTH TEXAS FINDC

DALLAS TX 7520

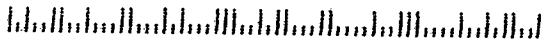
30 NOV 2010 PM 4 L



DEC 05 2010

Chrysler Custom asst Center
P.O Box 21-8004
Arbun Hills, Mi.
48321

48321800404



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Dec 16 10:57:53 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I own a 2010 Ram 2500. In the last month it has broke two tie rod ends. The first at the pitman arm the second at the drivers side wheel. Both times my wife and three kids were on board. No dealer has an answer for me.

Comments:

I have called five of your dealers service department asking why my tie rod ends would be breaking and all of them say they have no idea. This as you know is not just any mechanical problem. This one is life threatening. No one has an answer for me and I am begging Dodge please allow me to talk with a truck front end engineer for this part. Your company recalled this item for 08 and 09 and now mine are breaking on my 2010. I need to know why mine are breaking and how to make sure they never break again or I need my money back because I can't drive a truck this dangerous.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Dec 17 10:31:27 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear John:

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2010 Ram.

Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep® and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Due to the nature of your email, your concerns have been escalated. A representative will be in contact with you.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

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

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

K17 REPROGRAM HVAC CONTROL HEAD & INSP./REPL. ACTUATOR WARRANTY
09/17/2010 INCOMPLETE USA

We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: 20237689

EMAIL CASE NUMBER: 2532802

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7192305V99887L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

I own a 2010 Ram 2500. In the last month it has broke two tie rod ends.

The first at the pitman arm the second at the drivers side wheel.

Both

times my wife and three kids were on board. No dealer has an answer for me.

Comments:

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ends would be breaking and all of them say they have no idea. This as you

know is not just any mechanical problem. This one is life threatening. No

one has an answer for me and I am begging Dodge please allow me to talk

with a truck front end engineer for this part. Your company recalled this

item for 08 and 09 and now mine are breaking on my 2010. I need to know

why mine are breaking and how to make sure they never break again or I need

my money back because I can't drive a truck this dangerous.

VIN:

AG [REDACTED]

Mileage:

17000

Servicing Dealer:

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address [REDACTED]

City:

Beaumont

State:

TX

Zip:

Email: [REDACTED]

Work P [REDACTED]

RECEIVED DATE:

12/07/10

POSTED DATE:

12.4.10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

8G [REDACTED]

CAIR

00000000

NON- SCANABLE ITEMS: CIRCLE ONE

NO

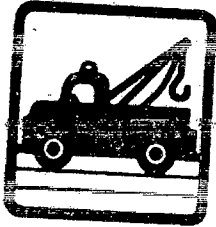
YES

To whom it may Concern,

On Sunday 9/12/2010 while driving my 2008 Dodge ram 2500 VIN# 3D7KS28A98G [REDACTED] the left tie rod end broke and the end of the tie rod went through the sidewall of my left tire and when it hit the ground it hit the tie rod connector and the left side trailing arm. I purchased a replacement tire for \$275.70 and tried to find a tie rod, but could not being 75 miles from home. I went to the dealer that had the part in Kansas City (Gladstone Dodge) and purchased a tie rod for \$122.81. As my truck had a recall on it for the tie rod I took it to Landmark Dodge where they determined that it was a defective part and they replaced the tie rod connector and both trailing arms and did an alignment. I am now seeking reimbursement for the tie rod and the damaged tire since it was caused by the defective part. I am sending a copy of all the receipts. Please call me with any questions @ [REDACTED]

Sincerely,

[REDACTED]



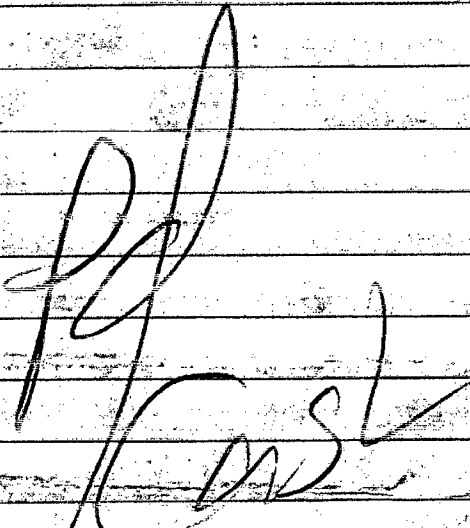
MIKE'S TRUCK & TIRE SERVICE LLC

24 Hr. Emergency Rd. Service

Truck Tires • Semi Towing

HWY. 13 & 54 JUNC. P.O. BOX 16 COLLINS, MO 64738

(417) 275-4616 • FAX (417) 275-4617

CUSTOMER'S ORDER NO.		PHONE		DATE		
NAME				12194 9-12-10		
ADDRESS						
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D	PAID OUT
QTY	DESCRIPTION				PRICE	AMOUNT
1	Sidell					55.00
1	285-70117					108.00
						
Terms, Net 30 Days, after that 1.5% finance charge will be added.					TAX	12.70
RECEIVED BY					TOTAL	275.70

• Thank You •
All claims and returned goods
MUST be accompanied by this bill.

GLADSTONE

DODGE

Jeep

CHRYSLER



RAM

5610 North Oak Trafficway
 GLADSTONE, MISSOURI 64118
 (816) 455-3500 (800) 455-8085

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
6000				PENDING	ROB TWITCHELL	09/13/10	255411 DCR

BILL TO
 RETAIL CASH

SHIP TO

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	68038054-AC PACKAGE 1 19027003	280M0	114.40	114.40	114.40
					SUBTOTAL	114.40
ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 30 DAYS. 10% RESTOCKING CHARGE ON ALL RETURNED PARTS. ALL SPECIAL ORDERED PARTS MUST BE PREPAID. PRICES SUBJECT TO CHANGE WITHOUT NOTICE.					TAX	8.41
CUSTOMER'S SIGNATURE X					FREIGHT	0.00
					PAY THIS AMOUNT	122.81

GLADSTONE DCR
 CASHIER
 PAID 9/13/10
 CASH CHECK C/O

This Receipt Must Be Presented For Refund

DISCLAIMER OF WARRANTIES

All expressed warranties, if any, by a manufacturer or supplier other than GLADSTONE DODGE, INC. are theirs, not GLADSTONE DODGE, INC., unless otherwise provided in writing on the face of this order or in a separate writing furnished to Customer by GLADSTONE DODGE, INC.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 30 DAYS. 10% RESTOCKING CHARGE ON ALL RETURNED PARTS. ALL SPECIAL ORDERED PARTS MUST BE PREPAID. PRICES SUBJECT TO CHANGE WITHOUT NOTICE.

CUSTOMER'S SIGNATURE **X**

Dodge

1900 SO. NOLAND RD.
INDEPENDENCE, MISSOURI 64055
(816) 833-2100

LANDMARK

DODGE - CHRYSLER - JEEP

CHRYSLER

Jeep

1857 S. NOLAND RD.
INDEPENDENCE, MISSOURI 64055
(816) 836-0100

CUSTOMER NO. 72582	ADVISOR ROY	TAG NO. 2766	INVOICE DATE 10/20/10	INVOICE NO. DOCS324761
	LABOR RATE	LICENSE NO.	MILEAGE 42,587	COLOR
	YEAR / MAKE / MODEL 08/DODGE TRUCK/BR2500/RAM2500 QD4X4			DELIVERY DATE 09/06/08
	VEHICLE ID NO. 3 D 7 K S 2 8 A 9 8 G			STOCK NO. 9626
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 10000	DELIVERY MILES 11
			R.O. DATE 09/20/10	PRODUCTION DATE
COMMENTS				MO: 425995

JOB# 1 CHARGES

LABOR
JOB# 1 02CHZ01 SUSPENSION/STEERING HOURS: TECH(S): 2754 WARRANTY

CUST STATES HE HAD THE LEFT TIE ROD END BREAK AND CHECK OUT THE REST OF FRONT FOR BENT AND DAMAGED PIECED
RECALL H36
RIGHT TIE ROD BROKE CAUSING DAMAGE TO OTHER FRONT END PARTS
R&R ADJUSTER SLEEVE FOR TOE ALIGNMENT, RT OUTER TIE ROD TUBE BENT, LEFT LOWER CONTROL ARM BOLT RUSTED TOGETHER WITH BUSHING CUT OUT BUSHING AND CONTROL ARM, RIGHT LOWER CONTROL ARM ADJUSTING BOLT RUSTED TOGETHER WITH BUSHING CUT OUT BUSHING AND CONTROL ARM INSTALLED BOTH NEW LOWER CONTROL ARMS AND PERFORMED ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	68034233-AA	ADJUSTER 19014032		WARRANTY
	2	68078374-AA	ARM LOWER 17011015		WARRANTY
	2	6505742-AA	BOLT HEX 19015003		WARRANTY
	1	68038055-AC	PACKAGE 0 19027003		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
JOB# 2 01CHZ26 MULTI-POINT INSPECTION HOURS: 0.00 TECH(S): 2754 0.00

23 POINT MULTI INSPECTION
INSPECTION
INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

TOTALS

() CASH () CHECK () CHARGE	TOTAL LABOR....	0.00
() MASTERCARD () VISA	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

NO REFUND WITHOUT THIS INVOICE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, LANDMARK DODGE CHRYSLER JEEP, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LANDMARK DODGE CHRYSLER JEEP, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

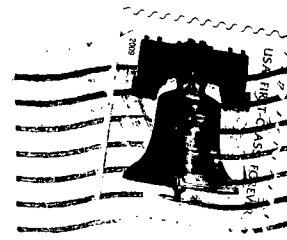


CHRYSLER CORPORATION PARTS



CUSTOMER SIGNATURE

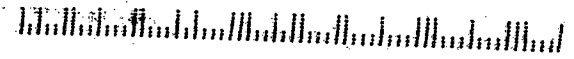
KL MO



Chrysler Recall Asst. Center
Po Box 21-8007
Auburn Hills Michigan 48321-8007

RECEIVED
DEC 07 2010
By _____

483218007



TL - Mike Funaro
TO: HEATHER - CASE # 20260015
FROM: RICHARD CHATFIELD

TO: HEATHER - CASE # 20260015
FROM: RICHARD CHATFIELD

COPY OF MC Payment For Repair

DAVE SMITH CHEVROLET
210 N DIVISION ST
KELLOGG, ID. 83837-23
208-784-1288

TERMINAL ID: 0017340000502900990004
MERCHANT ID: 0502300390

MASTERCARD
SALE
RECORD: 15 INU: 000015
DATE: Dec 29, 10 TIME: 17:12
AUTH: 02906P

TOTAL \$358.05

RICHARD A CHATFIELD

CUSTOMER COPY

Thanks
Dick C

HAYDEN, ID
HOME [REDACTED]
BUS:

CELL: 660-9618

Invoice #: 576271
Tag #: T554
Customer #: 115743
Advisor: 1395 CRAIG BARTEL

WORLD'S LARGEST
DODGE DEALER
DAVE SMITH MOTORS
MUSCLE FREE BUYING
210 N. Division Kalliope, Idaho 83837
Bus. (208) 784-1208 National 1-800-335-9000 Fax (208) 784-4571
www.daveandthendies.com

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
27DEC10	08	DODGE	RAM WAGON	3DZKS28A88G	85.00	44344	44345
DEL DATE	PROD DATE	WARR EXP	PROMISED	DATE	PAYMENT	INV DATE	R.O. OPENED
27DEC10			17:00 29DEC10	85.00	CASH	29DEC10	15:08 27DEC10
OPTIONS: ENG:5.7 Liter Injct Diesel							

Service Department Hours
Monday - Friday
7:30 a.m. to 6:00 p.m.
Saturday
8:00 a.m. to 6:00 p.m.

Case # 20260015
Attn: Heather
HB236

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER	STATES - LT	FRONT	OUTER TIE ROD BROKE - CUST TOWED IN			
R9	STEERING						
1	68038054AC	PACKAGE - INNER	END	114.40	114.40	114.40	
2	W/L	PERFORM THRUST ALIGNMENT WITH TOE SETTING		54.95	54.95	54.95	
4887	CP	*****					
4887	CP	*****					
C**	PERFORM DAVE SMITH TOM SERVICE			0.00	0.00	0.00	
TOM	PERFORM DAVE SMITH TOM SERVICE			82.00	82.00	82.00	
99	CP	*****					
MISC	TOW OF VEHICLE						
*****	CP	*****					

You will receive a survey for todays visit.
This is your Service Advisors personal report card. Anything less than 100% COMPLETELY SATISFIED is a FAILING grade. If for any reason you cannot fill out the survey 100% COMPLETELY satisfied please call 1-877-572-7871 for assistance.

Customer Copy

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.

VIN Number:



LABOR AMOUNT	139.95
PARTS AMOUNT	114.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	98.00
TOTAL CHARGES	350.35
LESS INSURANCE	0.00
SALES TAX	7.70
PLEASE PAY THIS AMOUNT	358.05

RECEIVED DATE:

12/20/10

POSTED DATE:

12/15/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

0000 0000

CAIR

0000 0000

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES



OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333



STORE PHONE # 405 258-5030
SHIP TO: PO BOX 790098
ST LOUIS MO 63179-0098

BILL TO

SHIP TO



SPARKS

OK

INVOICE NUMBER

0341-252363

INVOICE TYPE

CHG. CARD SALE

INVOICE DATE

7/08/10

COUNTER NO.	SPECIAL INSTRUCTIONS		SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY					
20024					10:13:42							
TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
		1	MDD	E53624	BX		TIE ROD END	44.05	23.60			23.60
		1	MDD	E5800375	EA		TIE ROD END	106.76	55.86			55.86
* LIMITED LIFETIME WARRANTY												
CREDIT CARD-VISA 8093 EXPIRATION DATE-XX/XX AUTHORIZATION-602099												
***** RETURN AUTHORIZATION ***** MGR OK- ***												
*** ORIGINAL INV# - PURCH DATE - ORIG SLS# - ***												
TOTALS	2							62.71	32.26			32.26
CUSTOMER SIGNATURE												
											CASH TEND.	
											CHANGE	
											SUB-TOTAL	32.26
											MISC.	
											TAX/FEES	3.06
											TOTAL	35.32

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com



002238

THE ACORD COMPANIES, INC.

P.O. Box 492
1125 South Industrial Road
CHANDLER, OK 74834
1-800-256-0329

Customer's Order No. [Redacted] Date 7-06-10 X

Name [Redacted]

Address [Redacted] marks OK

Phone [Redacted]

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	LAYAWAY
---------	------	--------	--------	----------	-------------	----------	---------

QUAN.	DESCRIPTION	PRICE	AMOUNT
	towed 34 miles	300	102 00
	labor 1 hr. drag link	75 00	75 00
	alignment	65 00	65 00
<div style="border: 1px solid black; border-radius: 50%; padding: 20px; display: inline-block;"> <p>Paid cash</p> </div>			

All claims and returned goods MUST be accompanied by this bill.

TAX	22 99
TOTAL	264 99

Receive By [Redacted]

Thank You

OKLAHOMA CITY OK 730

15 DEC 2010 PM 3 L



Happy
Holidays



USA FOREVER

Chrysler Recall Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI

RECEIVED
DEC 20 2010
By 44321-8007

Attention: Reimbursement

RECEIVED DATE:

12/22/10

POSTED DATE:

12.18.10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

8G [REDACTED]

CAIR

00000000

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES

Chrysler and/or Dodge:

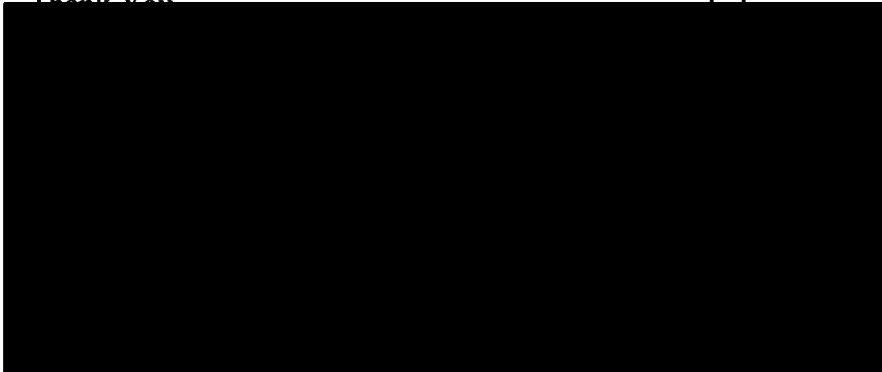
While on a recent road trip I had a major break down that ended up costing me three days of trouble and time spent away from my family on Thanksgiving.

A tie rod end snapped and almost cost me and my friend's life. It was recently brought to my attention that it was a recall item. **Why wasn't I notified?**

However, regardless of the recall my truck is still under warranty. These are the bills I would like to be reimbursed for.

Your recall system needs to be improved! **Please notify promptly!**

Thank You



0

12-16-10



***** BANK CARD RECEIPT *****

SOLD TO:
[REDACTED]
GRIDLEY CA [REDACTED]

Customer No.
86 - 99998

Invoice No.
419408

LES SCHWAB TIRE CENTER
P O BOX 1298
OROFINO ID 83544 1298
208-476-5589

Date
11-26-2010

Time
6:37:52 PM

Sold	Work	Customer			
By	Transaction Type	Order#	PO#	License	Mileage
TH	CASH	323641	[REDACTED]	[REDACTED]	19887
					Year/Make/Model
					2008 DODGE 2500

Qty	Product Code	Product Description	Price	FET	Amount
ALL PARTS NEW UNLESS SPECIFIED					
1	00000463	52111362AF STEERING ASSEMBLY	350.00		350.00
1	00005498	INSTALL STEERING ASSEMBLY	30.00		30.00
1	00680112	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VA	56.25		56.25

Paid By: VISA CARD 457.25
XXXXXXXXXXXX4609

YOUR VEHICLE MAY HAVE A TIRE PRESSURE MONITORING SYSTEM THAT USES A WARNING LIGHT TO ALERT THE DRIVER OF LOW TIRE PRESSURE OR SYSTEM FAILURE. THE TPMS LIGHT MAY ILLUMINATE AFTER ROUTINE SERVICE AND REQUIRE ADDITIONAL ACTION. WE OFFER AND RECOMMEND MONTHLY AIR PRESSURE CHECKS.

SERVICED BY: TRENT

Sales Tax:	21.00
Tire Tax:	.00
Invoice Total:	457.25

- 800 992-1997



The West's Largest Independent Tire Dealer

708735

SOLD TO [REDACTED]
 GRIDLEY CA [REDACTED]

ACCT 86 99998 INVOICE 419408

LES SCHWAB TIRE CENTER
 P O BOX 1298
 OROFINO ID 83544 1298
 208-476-5589

DATE 11-26-2010 TIME 6:37:52 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
TH	CASH	323641		[REDACTED]	19887	2008 DODGE 2500

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
1	00000463	52111362AF STEERING ASSEMBLY	350.00		350.00
1	00005498	INSTALL STEERING ASSEMBLY	30.00		30.00
1	00680112	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	56.25		56.25
		Paid By: VISA CARD	457.25		
		XXXXXXXXXXXX4609	025296		
		YOUR VEHICLE MAY HAVE A TIRE PRESSURE MONITORING SYSTEM THAT USES A WARNING LIGHT TO ALERT THE DRIVER OF LOW TIRE PRESSURE OR SYSTEM FAILURE. THE TPMS LIGHT MAY ILLUMINATE AFTER ROUTINE SERVICE AND REQUIRE ADDITIONAL ACTION. WE OFFER AND RECOMMEND MONTHLY AIR PRESSURE CHECKS.			
		SERVICED BY: TRENT			

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
 SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES. SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
 Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

SALES TAX	21.00
TIRE TAX	.00
TOTAL	457.25

PURCHASER X

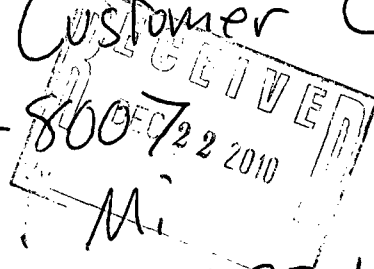
Gridley, CA

SACRAMENTO CA 956

18 DEC 2010 PM 4 T



Chrysler Customer Care
P.O. Box 21-8007
Auburn Hills, Mi



48321-8007

48321+8007




20303307


CCAC 137 Steering Linakge – Tie Rod Defect

Name: [REDACTED]
VIN: 3D7UT2CL6AG [REDACTED]
E-mail: [REDACTED]
Cell: [REDACTED]

Initial Post On Facebook:


 [REDACTED] Maybe ya'all can work on building a Heavy Duty truck with Heavy Duty steering linkage. thats my L/F tie rod end that snapped for no reason while backing out of a parking spot! 2010 2500 crew cab cummins with 6300 miles and the dealer would not cover it under warranty. Thanks for the "Heavy Duty" piece of shit!




 23 hours ago · Like · Comment

 2 people like this.

 View all 25 comments

 [REDACTED] dodge moi j'en suis vraiment content v8 5.9 245cv année 2002 63000kilometre pas une panne pour l'instant je touche du bois mes vraiment dodge ses le top je retournerai jamais sur une voiture française vraiment quand on gouts a sa vive dodge .
2 hours ago · Like

 [REDACTED] thanks for the e-mail you should have an e-mail from us shortly.
3 minutes ago · Like

Write a comment...

NMS E-mail

Dear [REDACTED]

My name is Patrick and I am contacting you on behalf of Ram. Chrysler would like to have the opportunity to directly address the concern you have with your Ram HD. Could you please provide your contact information and, if available, your Vehicle Identification Number? A Top Care representative from Ram Customer Care will then contact you.

The vehicle's identification number (VIN) can be located on your vehicle's driver side dash viewable

through the windshield, or you can locate the VIN from the insurance card or state registration.

Thank you and we look forward to hearing from you.

Customer Response (Also copied Reedman Toll):

I will also provide you with my case # for customer service.20265957
vin#3D7UT2CL6AG [REDACTED]

Here is my situation: on 12/27/2010 I was backing out of a parking spot in 4x4 and I heard a loud pop. I went to drive forward and the truck went about 20 yards and came to an immediate stop. I got out of the truck and found both front tires toed in. I call the dealer that i purchased the truck from and they told me to call the roadside assist #. i did and they towed it to Reedman/ Toll Auto world which was only a few miles away.(my dealer is about 15 miles from were the truck was broken) I received a phone call from the service writer telling me that he called the warranty administrator and he told me that she declined to cover the repair because they claim i hit something. These morons did not even wipe the grease from the failed part to see that it was wearing abnormally before it broke! I am an ASE certified Master Auto Technician with 21 years experience,I have been employed by Bridgestone/Firestone as a technician for the last 15 years . I am not an idiot! If infact I had hit something I would have had it towed to my shop and repaired it myself and it would have been way less than the \$637.54. I ASSURE YOU I HIT NOTHING! AND I AM NOT THE ONLY PERSON THAT THIS HAS HAPPENED TO. I paid the dealer to repair my truck because I needed it.

Dodge has recalled the 08 to 11 4500 & 5500 Rams for this same problem.I was told its even the same part #! I WANT MY MONEY REFUNDED FOR THE REPAIR AND I WANT MY VEHICLE HISTORY TO REFLECT THAT THE PART WAS DEFECTIVE AND THE TRUCK DIDN'T HIT ANYTHING.

My next step is to contact the local media. my cell # is [REDACTED] you may contact me anytime.

Reedman Toll Response:

Rich- I will look into this monday and contact you monday.

Regards
Bryan Lippincott

Sent from my BlackBerry Wireless Device

RECEIVED DATE:

2/16/11

POSTED DATE:

2/4/11

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

9G [REDACTED]

CAIR

20324350

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES

Dear Sirs,

Please Find receipts for

Case # 203-24-350.

Scanning Did not work, so

I'm mailing

Thank -you



P.S. Big O Bill is a company
Account - See ATT. Russ. Card.

From: CAC Case Manager <CAC_Case_Manager@chrysler.com>

To: [REDACTED]

Subject: ACTION REQUESTED: Chrysler Supporting Documentation Link.

Date: Mon, Feb 7, 2011 10:55 am

Please scan and return invoice and proof of payment for reimbursement. Thanks Caroline

Chrysler Customer Assistance Center Case Manager is requesting you to provide attachment of scanned document related to the following Case:

Case #: 20324350

Message from your Case Manager:

Please use below link to attach scanned documents for Case.

<http://www.chrysler.com/wccsapp/CAIRSurvey/validate.do?>

DATA_KEY=6sf8wbPP8JW9ssrzlru4yPKXuLLO%2B5G6tTw%3D

(This Link will be activated only for 7 days including today).

File Formats allowed for uploading are:- .tif .tiff .jpg .jpeg .png .bmp .pdf

Maximum of 15 Files or 5MB can only be uploaded through this link. For more files kindly contact Chrysler Customer Assistance Center Case Manager to send a new link.

Note: This is a system generated message. Please do not reply.

Thank You

Customer Care.

Scan did not work



VISTA AUTOMOTIVE GROUP

Jeep | Chrysler | Dodge | Subaru

OF SILVERTHORNE

P.O. Box 1277
 171 W. 9th Street
 SILVERTHORNE, CO 80498
 PHONE: (970) 262-9488 · FAX: (970) 262-9485

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
 NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
 NO RETURNS AFTER 30 DAYS. 10% RE-STOCK CHARGE ON ALL RETURNED PARTS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED 14 JAN 11	YOUR ORDER NO.	DATE SHIPPED 14 JAN 11	INVOICE DATE 14 JAN 11	INVOICE NUMBER 133804V
---------------------------	----------------	---------------------------	---------------------------	---------------------------

S
O
L
D

T
O

ACCOUNT NO. R1

S
H
I
P

T
O

PAGE 1 OF 1

SHIP VIA	SLSM. 7185	B/L NO. S	TERMS	F.O.B. POINT SILVERTHORNE, CO																																																															
<table border="1"> <thead> <tr> <th>QTY</th> <th>DRD</th> <th>SHIP</th> <th>B.O.</th> <th>PART NO.</th> <th>DESCRIPTION</th> <th>LIST</th> <th>NET</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td>0</td> <td>68038054AC</td> <td>PACKAGE-IN</td> <td>121.68</td> <td>121.68</td> <td>121.68</td> </tr> <tr> <td colspan="5">CUSTOMER'S SIGNATURE</td> <td>PARTS</td> <td></td> <td>121.68</td> <td></td> </tr> <tr> <td colspan="5">X</td> <td>SUBLET</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5"></td> <td>FREIGHT</td> <td></td> <td>0.00</td> <td></td> </tr> <tr> <td colspan="5"></td> <td>SALES TAX</td> <td></td> <td>9.46</td> <td></td> </tr> <tr> <td colspan="5"></td> <td>TOTAL</td> <td></td> <td></td> <td>\$131.14</td> </tr> </tbody> </table>					QTY	DRD	SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT	1			0	68038054AC	PACKAGE-IN	121.68	121.68	121.68	CUSTOMER'S SIGNATURE					PARTS		121.68		X					SUBLET									FREIGHT		0.00							SALES TAX		9.46							TOTAL			\$131.14
QTY	DRD	SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT																																																											
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RECEIVED

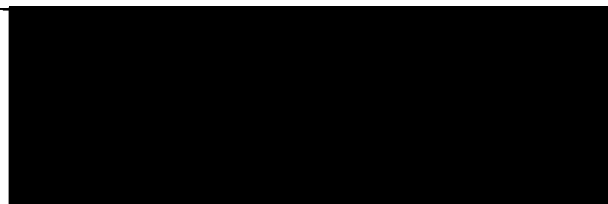
empty

Sale - APPROVED

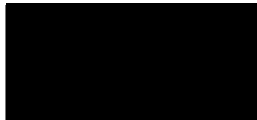
Card Type	Visa
Card Number	XXXXXXXXXXXX0709
Expiration Date	XX/XXXX
Date	01/14/2011
Time	14:49:23
Entry Source	Swiped
Invoice Number	133804
Customer Reference #	524
Authorization #	457638
Transaction Amount	131.14

I agree to pay the above total amount according to the card issuer agreement.
(Merchant agreement if credit voucher)

Customer Copy



Parking Lot Sweeping • Line Striping
Seal Coating • Snowplowing • Infrared Patching
Driveway Repair • Paving
Commercial • Residential



INVOICE



Visit us on the web at: www.bigotires.com

BIGO TIRES #6218
 41121 HWY 6
 AVON, CO 81620
 (970) 845-8473

Invoice No.: 58857 Page 1
 Order No.: 59486
 Date: 01/17/2011 Time: 05:35 PM
 Started by: MICHELLE KRAUS
 Invoiced by: MICHELLE KRAUS

Vehicle Information Year: 2008 Make: DODGE TRUCK
 Model: RAM 2500 3/4 TON PICKUP Color:
 License: Odometer: 23,568
 Engine: 6-408 6.7L Dsl VIN: 3D7KS28L79G
 Unit: Driver: IRA

Cust.:
 Address:
 City, State, Zip: EDWARDS, CO
 Home: Cell: () -
 PO No.: IRA

Customer Instructions Save Old Parts? No

Bill To: Same

Part No.	Description	Technician	Qty	Unit Price	Total Price
LAB AL2	THRUST ANGLE ALIGNMENT		1.00	69.99	69.99
90 DAYS OR 4000 MILES WARRANTY NO WARRANTY NEEDED BALL JOINTS. ALIGNED ANYWAY PER CUSTOMERS REQUEST.					
DIS FDSC	FLEET DISCOUNT		-1.00	6.99	-6.99
OEM Lug Nut Torque Ft/LBs- 135					

Estimate Revisions

Invoice Summary

Prev Amt	Date	Time	Revised Amt	Auth By	Payment	Invoice Totals																				
73.64	01/17/2011	05:34 PM	66.65		<table border="1"> <thead> <tr> <th>Type</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>CHARG</td> <td>\$66.65</td> </tr> </tbody> </table>	Type	Amount	CHARG	\$66.65	<table border="1"> <tbody> <tr><td>Parts</td><td>0.00</td></tr> <tr><td>FET</td><td>0.00</td></tr> <tr><td>Core Chg</td><td>0.00</td></tr> <tr><td>Labor</td><td>63.00</td></tr> <tr><td>Waste Disposal</td><td>0.00</td></tr> <tr><td>Shop Supplies</td><td>3.50</td></tr> <tr><td>Sales Tax</td><td>0.15</td></tr> <tr><td>Total:</td><td>66.65</td></tr> </tbody> </table>	Parts	0.00	FET	0.00	Core Chg	0.00	Labor	63.00	Waste Disposal	0.00	Shop Supplies	3.50	Sales Tax	0.15	Total:	66.65
Type	Amount																									
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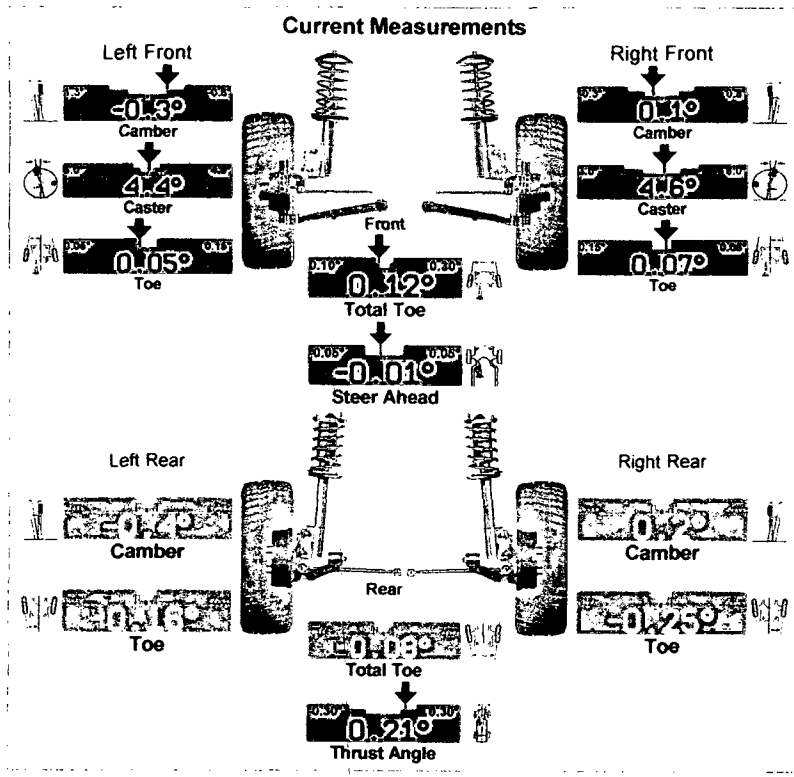
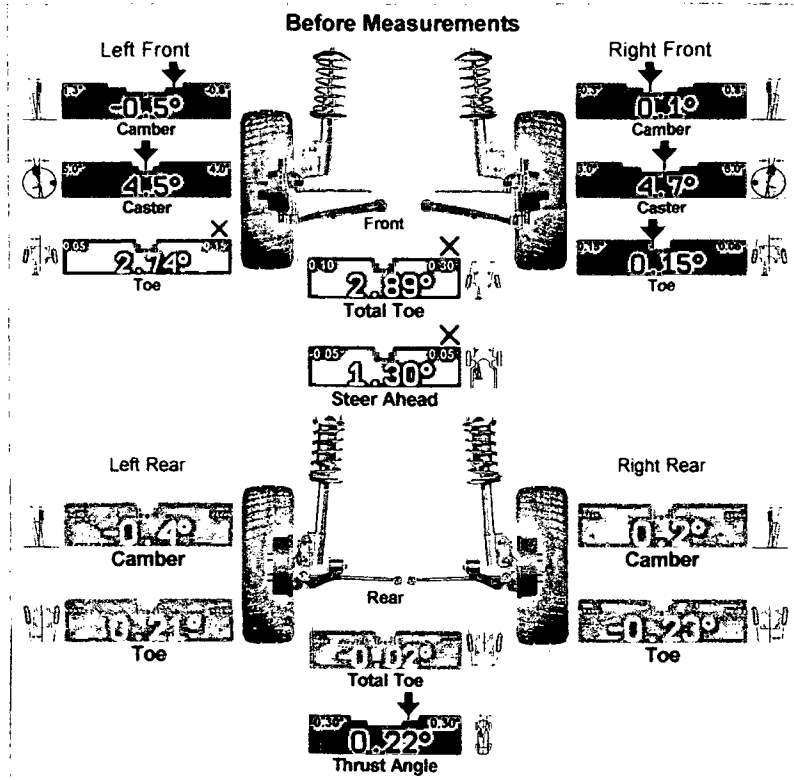
I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with the cardholders agreement with the issuer. There are no cancellations allowed.

Customer Signature _____

Tires Plus
5170 W. 120th Ave.
Broomfield, CO 80020
303-410-2763

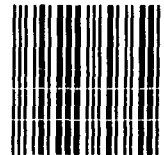
Work Order: R170746
 Year: 09
 Date: 1/17/11 6:03 PM

**Dodge Truck, SUV & Rear Wheel Drive Van : Ram 1500/2500/3500 Pickup 4X4 (1994-) : 2500 : 2009 :
 except Box Off (Modified Specification)**





Edwards CO



U.S. POSTAGE
PAID
EDWARDS, CO
81632
FEB 14, 11
AMOUNT

1000

48321

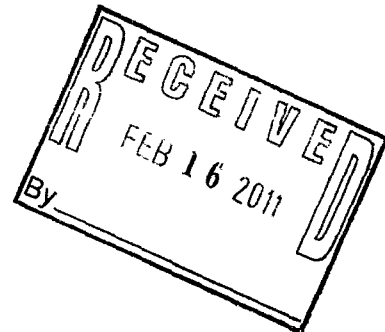
\$0.61
00021247-05

Chrysler Customer
Assistant Center.

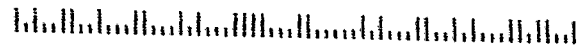
P.O. Box 21-8004

Ouburn Hills, Michigan

48321



4832100021



RECEIVED DATE:

2/7/11

POSTED DATE:

2/4/11

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

86 [REDACTED]

CAIR

20327665

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES

Enclosed is a copy of bills for repairs due to the failure of tie-rod end. Claim # 20327665 per Teresa

NAME

Address

[REDACTED]

[REDACTED]

HARRIMAN, TN [REDACTED]

VIN #

Phone #

3D7MX48D88G [REDACTED]

[REDACTED]

MILEAGE

44,638

DEALER PART #

52122362AF

Request for reimbursement for parts & installation.

Also, would like to note that Mark Beal, Service Manager at Rice Chrysler in Alcoa, TN was really great to work with on this issue.

Thank you for helping me resolve this issue.

[REDACTED]

2509331

19291



INVOICE

CHRYSLER JEEP DODGE
3033 Alcoa Hwy. Alcoa, TN 37701
(865) 970-7423
www.riceautomotive.com

HARRIMAN, TN
HOME:
CELL:

PAGE 1

SERVICE ADVISOR: 4404 MICHAEL BEAL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO, RATE, PAYMENT, INV. DATE. Includes details for a white 2008 Dodge Ram 3500.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists repair items like 'A LT TIE ROD END BROKE' and 'B FRONT END ALIGNMENT'.

NOW OPEN SATURDAYS

8:00 TO 5:00

PAID
JAN 25 11

DISCLAIMER OF WARRANTIES

Any warranties on the item/items sold hereby are those made by the manufacturer. The Seller, RICE CHRYSLER JEEP DODGE, hereby expressly disclaims all warranties...

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control...

"REPAIR WORK DONE ON THIS ORDER WILL BE BASED IN PARTS UPON A FLAT RATE MANUAL COMPUTATION." ALL PARTS AND SERVICE WORK "CREDIT CARD" OR CASH

- I WANT TO INSPECT MY USED PARTS.
I WANT MY USED PARTS RETURNED TO ME.
I DO NOT WANT TO INSPECT OR TO HAVE MY USED PARTS RETURNED.

SIGNATURE

Table with columns: DESCRIPTION, TOTALS. Summary of charges including Labor Amount (130.45), Parts Amount (0.00), Gas, Oil, Lube (0.00), Sublet Amount (0.00), Misc. Charges (2.64), Total Charges (133.09), Less Insurance (0.00), Sales Tax (12.07), and Please Pay This Amount (145.16).

CUSTOMER COPY

JIM COGDILL DODGE COMPANY

8544 KINGSTON PIKE
KNOXVILLE, TENNESSEE 37919

(865) 690-1611
(800) 756-1611



Jeep



NO RETURNS AFTER 30 DAYS OR WITHOUT THIS INVOICE.
NO RETURN ON SPECIAL ORDER OR ELECTRICAL PARTS.
10.00 PER LINE + 5% HANDLING CHARGE ON RETURNED PARTS.
CORES MUST BE RETURNED IN ORIGINAL CONTAINER FOR CREDIT.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller Jim Cogdill Dodge Company hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Jim Cogdill Dodge Company neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED 17 JAN 11	YOUR ORDER NO.	DATE SHIPPED 17 JAN 11	INVOICE DATE 17 JAN 11	INVOICE NUMBER 472444
---------------------------	----------------	---------------------------	---------------------------	--------------------------

S
O
L
D

T
O

MR [REDACTED] ACCOUNT NO. [REDACTED]

S
H
I
P

T
O

RETAIL CASH

PAGE 1 OF 1

472444

SHIP VIA	SLSM.	B/L NO. ROBERT L WILSON	TERMS CASH	F.O.B. POINT KNOXVILLE TN		
QUANTITY		PART NO.	DESCRIPTION	LIST	NET	AMOUNT
DRD.	SHIP	QTY				
1	1	0	52122362AF STEERING 316A	350.00	350.00	350.00
<p>PAID JAN 17 2011 ON VISA</p>						
PARTS DIRECT FAX LINE 865-693-2964 *****GET REAL! GET MOPAR!***** **THANK YOU FOR BEING A CUSTOMER**				PARTS	350.00	
CUSTOMER'S SIGNATURE				SUBLET		
X				FREIGHT	0.00	
				SALES TAX	32.38	
				TOTAL	\$382.38	

HARRIMAN, TN

SPRINGVILLE TN 377
04 FEB 2011 PM 3 T



Chrysler Customer CARE
ATTN: TERESA
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004

RECEIVED
FEB 07 2011
By _____

48321+8004



203346023

CCAC 139 Issue with his Ram's Tie Rod

Believes there is an issue with the steering geometry, making this a "common" occurrence.

Name [REDACTED]

Vin: 3D7KS29L89G [REDACTED]

Phone: [REDACTED]

[REDACTED] Another tie rod broke, this needs to be addressed now before somebody is killed!

[REDACTED]

Dear [REDACTED]

My name is Charles and I am contacting you on behalf of Ram. Ram would like to have the opportunity to directly address the concern you have with your vehicle. Could you please provide your contact information and, if available, your Vehicle Identification Number? A Top Care representative from Ram Customer Care will then contact you.

The vehicle's identification number (VIN) can be located on your vehicle's driver side dash viewable through the windshield, or you can locate the VIN from the insurance card or state registration.

Thank you and we look forward to hearing from you.

Response:

This has been documented by dodge already. It was fixed at sherwood in salisbury maryland. Warranty did not cover it because I have larger tires and a carli dominator suspension system. I also have a bd steering stabilizer, and a carli front end up grade which includes ball joints guaranteed for life (because the stock ones were already bad). You can visit carli's web site to look at the kit and you will see that it is a upgrade to the dodge suspension and is not your standard "lift kit".

The truck had the previous recall done involving the pitman arm and the upper tie rod end in June of this year, all with the truck the way it sits now.

The truck I sold prior to purchasing this one was a 99 dodge 2500 diesel laramie quad cab. Bought new and over the years was mostly a reliable truck. I say mostly because it had the same issues most other trucks of that generation had. The tranny blew up(replaced with an aftermarket DTT transmission, unlimited horsepower/torque rating), VP44 injection pump, Lift pump, front hub bearings, leaking axle seals, cracked dash, probably a few others. And of course the dreaded leaking evaporator, which should of been a recall!!! This truck was lifted and sat on 35 inch tires and was drove like a truck is supposed to be driven and never had any problems with tie rods. 2nd gen trucks usually did not have tie rod problems, just the other problems that I listed above.

Bottom line, I understand why my truck would not be covered under warranty. That's fine, but something is wrong with the steering geometry or the metallurgy of these parts. It is happening to stock trucks daily. Go to cummins forum and type tie rod into the search engine. Someone is going to get killed and chrysler is going to be sued. The easy solution is to recognize the problem and fix it now.

I carpool kids to school in the morning every day and haul my family around all the time in my truck. I worry that the new one is going to fail or mabye the passenger side is next. I don't know what to do??

On another note my original cp3 injection pump was leaking where the two castings bolt together. Very common problem, I sure you know about it. Had it replaced under warranty and the new one leaks worse. Had to wait three weeks for a new one that now I don't have time to take my truck to the dealer to replace. The point of me telling you this is that the cp3's the dealers buy from bosch are way over priced and are not of quality. I can buy two aftermarket pumps that do not leak for the same price you pay for one under warranty. Heck I could buy a dual cp3 set up for less. Point being why not just start with better quality parts in the beginning, that would cost chrysler less upfront and save millions in warranty claims and bad press.

Sincerely,

[REDACTED]

203 T3/96

CCAC 158 Issue with his Ram's Tie Rod

Customer broke a tie-rod backing up and dealer refused to repair it under Warranty.

Name [REDACTED]

Vin: 3D7TT2CT4AG [REDACTED]

Phone: [REDACTED]

Concern on Cummins Forum – 1/24/11

I would also like to thank RRudzi for starting this thread and drawing some attention to serious problems. I had the same experience friday when my left tie rod let go. I had just headed out to start plowing pulled into a house backed up and no steering. I had trucked towed to Dealer. I received a call told me they could fix it today and it would be \$422. I said it should be under warranty and told me no as I had been in a collision. I asked him what he was talking about and that I had hit nothing. I was told that if i wanted it fixed today I had to pay for it and if not wait til Monday when the service manager was in. I didn't know all intelligent thought stopped when the service manager was out if there was any.

I called today Monday spoke to service manager and he would call me back. Received call and no way they will warranty it. His warranty boss came in and looked at it and also said no way they would cover it. He told me I could call the dealer I purchased it from and see if there was anything they could do. But he wants to earn my business he says!!

I spoke with the purchasing dealer and he called to see if there was going to be a recall. He said February but only 4500 and 5500 trucks?

I called dodge hotline and waiting for a call back from them at this point.

I went and picked the part up from repairing dealer to see the damage. I asked him if i had hit something where the damage was. He showed me the upper inner part where it was bent over from the stud. No other damage. There is no way you could even hit the part that was damaged. I will post picture.

Non the less I'm a bit pissed of at this point with a 2 month old ruck with 400 miles with this problem.

Good luck to everyone with this problem and hopefully no one is seriously hurt. Hopefully Dodge realizes there is a problem here and addresses it.

Follow Up Message on Forum – 1/25/11

I received a call from Chrysler today. Was told she was not the case manger and the person working on it was off. She would get back to me Thursday.

I was informed they would call the dealer that fixed it and see why they wont warranty it. I told them that would not work as the dealer was no help when i brought it there. She told me unfortunately the dealers are there eyes and ears. If thats the case I'm in big trouble because this dealer is blind and deaf.

She also informed me of a recall on my truck for hvac or something. She asked if they did that while it was there. I told her no and that they never even told me about it.

Great job by the dealers!!!!

PM to NMS

I have been in touch with customer care and awaiting a call back tomorrow hopefully. Should I be contacting someone else directly in this matter. I dont feel I'm going to be getting the proper handle of this matter with who I spoke to yesterday

My e-mail is [REDACTED]

My vin#3D7TT2CT4AG [REDACTED]

NMS Follow-Up

Hey [REDACTED]

Customer Care can take up to a couple days to research and contact regarding a case, but if you do not receive a call, or are in any way unsatisfied with the handling tomorrow, please let me know immediately, and I will pass it on to the head of Top Care. If this does occur, I will also need a phone number for them to contact you.

Thanks

PM to NMS

Hi Ram,

I was contacted Thursday afternoon by the case manager. I was told she contacted the dealer and his opinion it was not a warranty issue and it should not be covered. I told her

that i was not the only one having this issue and the service manger at the dealer should not even be washing cars. I'm very dissatisfied with the outcome and the dealer i had do the repair. The other issue that really bothers me is the was another recall on the truck that the dealer dint fix or bother to tell me about while the truck was there.

I would like to speak with someone further on this that will do more than just call the dealer and determine what the outcome should be

my number is [REDACTED]

Thanks for your help and hopefully we can get this matter resolved

Outbound Follow up:



Amount:

\$ 134.33 (parts + supplies)

Phone Number



CAIR # to Paperclip 20373196



COLONIAL DODGE, INC.
 24 Coolidge Street
 HUDSON, MA 01749
 (978) 568-8000

CELL: 508-523-9938

CUSTOMER NO. 34385	ADDRESS GEORGE VANDALL	339 TH NO.	INVOICE DATE 01/21/11	INVOICE NO. DOCS56234
	LABOR RATE	MILEAGE 4,454	COLOR BLACK/	STOCK NO.
MARLBROUGH, MA	YEAR/MAKE/MODEL 10/DODGE TRUCK/RAM 2500/CREW 149WB 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 3D7TT2CT4AG		SELLING DEALER NO.	PRODUCTION DATE
	R.F.E. NO. RNF	P.O. NO.	R.O. DATE 01/21/11	
	BLANKET PHONE	COMMENTS	MO: 4455	

CUSTOMER STATES FRONT SUSPENSION BROKE WHILE TOWING. INSPECT AND REPORT
 LEFT OUTER TIE-ROD REPLACED... SEE IMPACT DAMAGE (SVC MGR)
 ALL OTHER COMPONENTS ARE IN GOOD WORKING ORDER

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
JOB # 1	1	68038054-AC	PACKAGE 1 19027003	120.71	120.71
JOB # 1 TOTAL PARTS					120.71
JOB # 1 TOTAL LABOR & PARTS					263.21
COMPLETE ALIGNMENT APT MAJOR FRT END REPAIR COMPLETED ALIGNMENT SEE ATTACHED PRINT OUT					
PARTS					
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					129.95
MISC					
TOTAL - MISC					13.62

COMMENTS: TOWED IN FROM BLOWING

TOTALS

DISPOSAL OF HAZARDOUS WASTE
 The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY
 SEE DEALER FOR WARRANTY COVERAGE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

* NEXT RECOMMENDED SERVICE:
 * 01/21/2011 / 0 MI 05002305000 105,000 MILE SVC TRK

*****THANK YOU FOR YOUR BUSINESS*****
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM
 CHRYSLER CORPORATION. PLEASE FILL IT OUT AND RETURN IT.
 THIS RATES OUR PERFORMANCE AND HELPS US SERVE YOU BETTER.
 IF THERE IS ANY REASON YOU CANNOT ANSWER VERY SATISFIED
 WITH YOUR SERVICE EXPERIENCE, PLEASE CALL ME, BOB O'NEILL
 SERVICE MANAGER, 978-568-8000, THANK YOU.

TERMS:

CASH CHECK
 OTHER CREDIT CARD
 WARRANTY

TOTAL LABOR... 272.45
 TOTAL PARTS... 120.71
 TOTAL SUBLET... 0.00
 TOTAL S.O.G... 0.00
 TOTAL MISC CHG... 13.62
 TOTAL MISC DTSC... 0.00
 TOTAL TAX... 0.00
TOTAL INVOICE \$ 406.78

ALL CUSTOMER PAID CHRYSLER REPLACEMENT PARTS CARRY A 1 YEAR OR 32000 MILE WARRANTY.


CUSTOMER SIGNATURE _____

PAGE 1 OF 1 CUSTOMER COPY

PAID
 JAN 21 2011
 BY: *[Signature]*
 [END OF INVOICE] 02:21pm

Thank You
 WE APPRECIATE YOUR CONFIDENCE IN OUR DEALERSHIP

Called @ 7:00



SO THAT WE ARE BETTER ABLE TO SERVE YOU, PLEASE MAKE SURE OUR CASHIER HAS YOUR E-MAIL ADDRESS BEFORE YOU LEAVE TODAY!

Colonial Dodge 978-568-8000 Invoice No. DOCS56234

INTERIOR and EXTERIOR DETAIL

Full Vehicle Detail, Inside & Out
 • Wash, Wax, Polish & Shampoo Carpets • Vacuum, Clean Windows & Seats

\$149.95
 Plus Tax

Cannot be combined with any other offer. Must be used on same visit.

Colonial Dodge 978-568-8000 R.O. / Invoice No. DOCS56234

Coupon Expires: 4/21/2011

SAVE THIS COUPON!

HAVE OUR CASHIER INITIAL THIS COUPON EACH TIME YOU HAVE AN OIL CHANGE.

YOUR FIFTH OIL CHANGE WILL BE FREE!

1

2

3

4

FREE

Cannot be combined with any other offer. Must be used on same visit.

Colonial Dodge 978-568-8000 R.O. / Invoice No. DOCS56234

438456541288
COLONIAL CHRYSLER DODGE JEEP
24 COOLIDGE ST.
HUNSON, MA 01749
978-568-0000

Term ID: 001

Ref #: 005

Sale

XXXXXXXXXX2047

VISA

Entry Method: Swiped

01/21/11

15:29:20

Inv #: 000005

Appr Code: 043858

Apprvd: Online

Batch#: 021001

Total:

\$ 406.78

Customer Copy

RECEIVED DATE:

2/10/11

POSTED DATE:

2/8/11

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

0000 0000

CAIR

20392344

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES

2/7/2011

[REDACTED]

Glasgow, KY [REDACTED]

[REDACTED]

To whom it my concern:

In the spring of 2010 I had a steering linkage recall on my 2008 Dodge 2500 pick-up truck. I took the truck to Gillie-Hyde Dodge dealer - ship in Glasgow, KY to have it replaced. About a week ago it broke and I had no steering in the truck. I immediately called Gillie-Hyde Dodge dealer and they said they were not liable to replace it again. To get the truck running I had it towed to an independent shop and had it fixed. I then called Chrysler Customer Service and the gentleman I talked to was very rude and unhelpful. I then called a couple days later and talked to Lisa at Chrysler Customer Service and she advised me to put my situation in writing and mail to this address. All I am asking for is compensation on labor and materials.

Enclosed is a copy of the bill from the independent shop I had the truck fixed at. Also my case number is: 20392344

Thank you

[REDACTED]



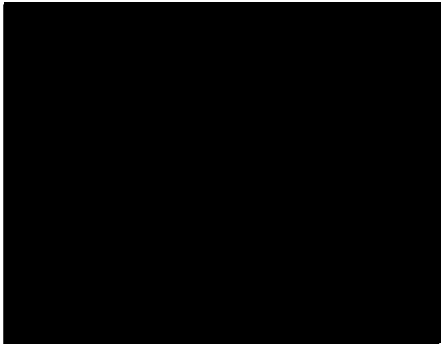
D & S
Car & Truck Repair
508 1/2 4th Street Blvd.
Tompkinsville, Kentucky 42167
(270) 487-8846

VEHICLE Dodge 2500		MILES 57454			DATE 12-24-2011	
NAME [REDACTED]						
ADDRESS [REDACTED]						
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT
QTY.	DESCRIPTION				PRICE	AMOUNT
						100.50
						25.00
						25.00
					TAX	6.33
RECEIVED BY					TOTAL	161.83

25506

All claims and returned goods
MUST be accompanied by this bill.

Thank You



BOWLING GREEN KY 421

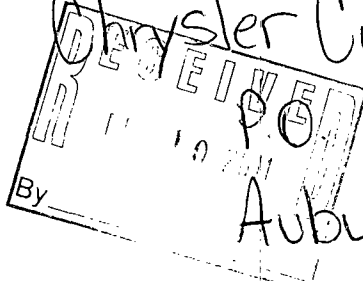
08 FEB 2011 PM 2 L



Special
Through



Chrysler Customer Care Service

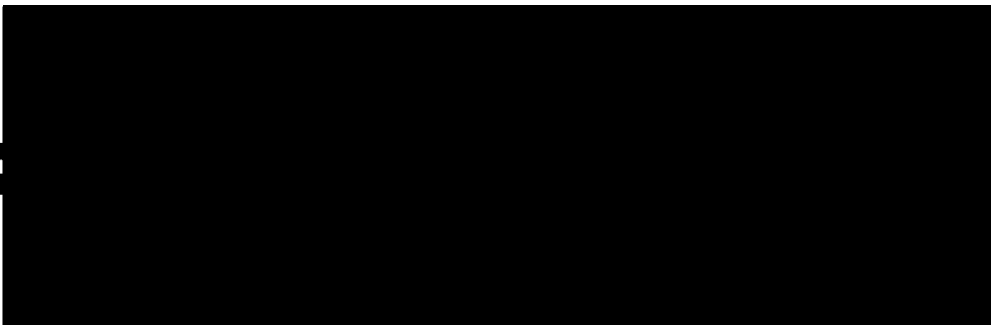


P.O. Box 21 - 8004

Auburn Hills, MI 48321-8004

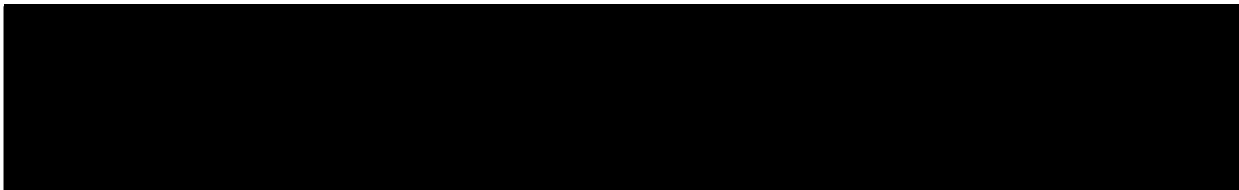
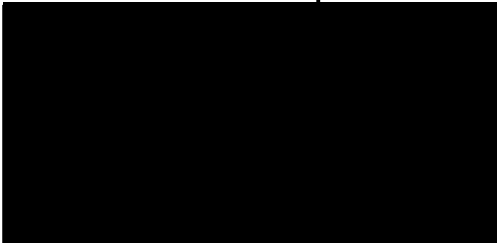
483218004





February 17, 2011

Enclosed is a copy of my receipt that the dealer directed me to send in for reimbursement. Please let me know if additional information is needed.





**SAFETY RECALL H36
STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET**

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 and 2009 model year Dodge trucks.**

The problem is... The steering drag link inner joint on your truck (VIN: xxxxxxxxxxxxxxxxx) may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

Also the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the steering drag link inner joint and inspect, and replace if necessary, the steering damper bracket. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler
Notification Code H36

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

CUSTOMER #: 543134

318724

TEMPE

DODGE • CHRYSLER • JEEP

INVOICE



7975 S. AUTOPLEX LOOP
TEMPE, AZ 85284
(480) 498-4000

COOLIDGE, AZ

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 305 DAVID S STANLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	08	DODGE 2500 P/U	3D7KS28A68G [REDACTED]	[REDACTED]	68341/68341	T2127	
DEL DATE	IN SERVICE DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN08 DL			17:00 04FEB11		X	CASH	03FEB11
DATE VEHICLE RECEIVED	DATE OWNER NOTIFIED	OPTIONS:					
02FEB11	03FEB11	STK:8D12344 DLR:44394 ENG:6.7L-CTD TRN:68RFE 1)NO SVC. CONT. FOUND 2)3/36000 BASIC 3)WCC:300					

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

A CUSTOMER STATES STEERING FAILED; BROKEN TIE ROD. TOW IN. CHECK OUT/ADVISE.

90 RELATED TO LINE B
485 CPM

0.00 0.00

SUBL PO#283733 AUTO CITI INV#246995
CPM

68.20 68.20

68341 FAILED PART DRAG LINK BALL JOINT REPLACED DRAG LINK BALL JOINT

B RECALL H36-STEERING DRAG LINK INNER JOINT

CAUSE: RECALL H36

19H36182 INSPECT DAMPER BRKT, REPLACE DRAG LINK
INNER JOINT
485 W

(N/C)
(N/C)

1 CBFAH362 PACKAGE-DRAG LINK INNER
FC:
PART#: CBFAH362
COUNT: 1
CLAIM TYPE: S
AUTH CODE:

Working

68341 RELATED TO LINE A FAILED PART DRAG LINK REPLACED DRAG LINK

C RECALL J35-REPROGRAM EMC

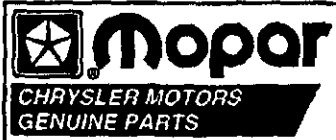
CAUSE: RECALL J35

08J35182 FLASH ECM
485 W

(N/C)

FC: PART#: COUNT:
CLAIM TYPE: S
AUTH CODE:

Service Dept. Hours:
Monday-Friday
7:00 am - 6:00 pm
Saturday
8:00 am - 3:00 pm



STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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

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CUSTOMER COPY

CUSTOMER #: 543134

318724

TEMPE

DODGE • CHRYSLER • JEEP

INVOICE



7975 S. AUTOPLEX LOOP
TEMPE, AZ 85284
(480) 496-4000

COOLIDGE, AZ

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 305 DAVID S STANLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	08	DODGE 2500 P/U	3D7KS28A68G [REDACTED]		68341/68341	T2127	
DEL DATE	IN SERVICE DATE	WARR EXP.	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN08 DI			17:00 04FEB11		X	CASH	03FEB11
DATE VEHICLE RECEIVED	DATE OWNER NOTIFIED	OPTIONS: STK:8D12344 DLR:44394 ENG:6.7L-CTD					
02FEB11	03FEB11	TRN:68RPE 1)NO SVC. CONT. FOUND 2)3/36000 BASIC					
		3)WCC:300					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

68341 FAILED PART PCM SOFTWARE FLASH REPROGRAMED PCM UPDATED SOFTWARE

D SAFETY/MAINT. INSP

SA SAFETY/MAINT. INSP

485 ICOU

(N/C)

7975 S AUTOPLEX LOOP
TEMPE, AZ 85284

TERMINAL I.D.: 13488801

MERCHANT #: 888888188288284

VI
SALE
BATCH: 888796
DATE: FEB 03, 11
RRN: 888813532448

INVOICE: 318724
TIME: 16:22
AUTH NO: 177143

Thank you for coming to Tempe Dodge Kia for your service needs. We appreciate the opportunity to serve you. You may receive a survey concerning your visit today.
****THIS SURVEY IS OUR REPORT CARD****
If for any reason we have not earned a score completely satisfied let us know immediately.

We're Working

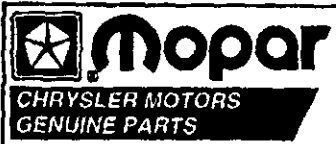
TOTAL \$68.28

JANICE E GRIFFIN

CUSTOMER COPY

PAID
FEB 03 2011
V. Stan

Service Dept. Hours:
Monday-Friday
7:00 am - 6:00 pm
Saturday
8:00 am - 3:00 pm



THANK YOU!

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	68.20
MISC. CHARGES	0.00
TOTAL CHARGES	68.20
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	68.20

CUSTOMER COPY

TEMPE DODGE
CHRYSLER - JEEP

Customer Name _____
Vehicle Description *of Blvd D*

R/O# *218724* /# _____
Tech *LT* /# _____

Operation of Lights & Inspect Lens	Needs Immediate Attention	Needs Attention	Check OAS	Needs Immediate Attention	Needs Attention	Check OAS	Needs Immediate Attention
Condition of Wiper Inserts	<input checked="" type="checkbox"/>						
Condition of Suspension	<input checked="" type="checkbox"/>						
Condition of Drive Axles/Boots	<input checked="" type="checkbox"/>						
AC & Heating Inspection	<input checked="" type="checkbox"/>						
Exhaust System Inspection	<input checked="" type="checkbox"/>						
Condition of Hoses	<input checked="" type="checkbox"/>						
Condition of Drive Belts	<input checked="" type="checkbox"/>						
Condition of Air Filter	<input checked="" type="checkbox"/>						
Condition of Fuel System	<input checked="" type="checkbox"/>						

TIRE AND BRAKE INSPECTION:

LF	<input checked="" type="checkbox"/> Brake Lining <i>3</i> mm	<input checked="" type="checkbox"/> Brake Lining <i>2</i> mm	RF
	<input checked="" type="checkbox"/> Tire Tread <i>7</i> 32nds	<input checked="" type="checkbox"/> Tire Tread <i>8</i> 32nds	
	<input checked="" type="checkbox"/> Wear Pattern <i>OK</i>	<input checked="" type="checkbox"/> Wear Pattern <i>OK</i>	
	<input checked="" type="checkbox"/> Tire Pressure <i>50</i> psi	<input checked="" type="checkbox"/> Tire Pressure <i>50</i> psi	
Lowest Brake Lining - mm: _____		BK_(2,3,4,5,6,8,10,12)	
Lowest Tread Depth - 32nds: _____		TRT_(1,2,3,4,5,6,7,8,10,12)	
LR	<input checked="" type="checkbox"/> Brake Lining <i>2</i> mm	<input checked="" type="checkbox"/> Brake Lining <i>3</i> mm	RR
	<input checked="" type="checkbox"/> Tire Tread <i>6</i> 32nds	<input checked="" type="checkbox"/> Tire Tread <i>7</i> 32nds	
	<input checked="" type="checkbox"/> Wear Pattern <i>OK</i>	<input checked="" type="checkbox"/> Wear Pattern <i>OK</i>	
	<input checked="" type="checkbox"/> Tire Pressure <i>62</i> psi	<input checked="" type="checkbox"/> Tire Pressure <i>60</i> psi	

PRIMARY ITEM CONCERNS

Item, Description & Part Number	Total \$\$	Authorized By
<i>front brakes</i>	<i>870.00</i>	
<i>rear brakes</i>	<i>200.00</i>	
<i>front diff service</i>	<i>130.00</i>	
<i>rear diff service</i>	<i>130.00</i>	
<i>fuel filter</i>	<i>115.00</i>	
<i>alignment</i>	<i>81.00</i>	

ADDITIONAL SERVICE RECOMMENDED

Item, Description & Part Number	Total \$\$	Authorized By
<i>fuel filter</i>	<i>115.00</i>	
<i>air filter</i>	<i>35.00</i>	
<i>oil change</i>	<i>35.00</i>	
TOTALS		

Method of Customer Approval:	Est. Tax & Misc.
Time and Date of Approval:	GRAND TOTAL:

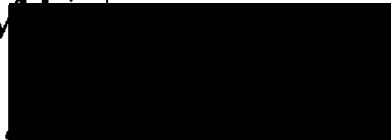
RECEIVED DATE:

3/22/11

POSTED DATE:

3/17/11

LAST NAME



VIN (LAST 8 DIGITS)

000 000 00

CAIR

205/4328

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES

From: CAC_Case_Manager@chrysler.com (CAC_Case_Manager@chrysler.com)
To: [REDACTED]
Date: Wed, March 16, 2011 10:03:40 AM
Cc:
Subject: ACTION REQUESTED: Chrysler Supporting Documentation Link.

Here is the link for your father-in-law for reimbursement from Chrysler.

Chrysler Customer Assistance Center Case Manager is requesting you to provide attachment of scanned document related to the following Case:

Case #: 20514328

Message from your Case Manager:

Please use below link to attach scanned documents for Case.
<http://www.chrysler.com/wccsapp/CAIRSurvey/validate.do?>

DATA KEY=[REDACTED]

(This Link will be activated only for 7 days including today).

File Formats allowed for uploading are: .tif .tiff .jpg .jpeg .png .bmp .pdf

Maximum of 15 Files or 5MB can only be uploaded through this link. For more files kindly contact Chrysler Customer Assistance Center Case Manager to send a new link.

Note: This is a system generated message. Please do not reply.

Thank You
 Customer Care.

Send Refund To!
 Irving Louviere Jr.
 1116 Sidney Blanchard Rd.
 New Iberia, LA 70563
 See Attached Invoice

Chrysler
 1800 763 8422
 Elizabeth Ann Ext. 66125
 Case Worker w/ Chrysler

1
CASH SALE
THANK YOU
Miles 20,428
CHECK
KIRK ESCHETE
03/06/11
151603
CHR

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	68038054-AC PACKAGE I	032E	104.00	104.00	104.00
						104.00
						8.84
						0.00
						142.84
SUBTOTAL						104.00
TAX						8.84
PAY THIS AMOUNT						142.84

This party is sold "AS IS". The only warranties applying to this party are those which may be offered by the Manufacturer. The Selling Dealer hereby expressly disclaims all Warranties, either express or implied, including any Implied Warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this party(s) and/or service. Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages. In addition, expressly excluded is any Dealer Liability for defects pertaining to safety or performance, by way of "Strict Liability" negligence or otherwise.

TERMS: No refunds, credits, or returns on electrical or special order parts. Special ordered parts must be paid in full. There is a 15% service charge on shoppable new parts returned within 10 days after purchase. Returned new parts must be accompanied by this Invoice.

THANK YOU

The Reynolds and Reynolds Company ERANTPTD14E CC679134 O (03/08)

DISCLAIMER OF WARRANTIES: SOUTHLAND DODGE CHRYSLER JEEP LLC hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from SOUTHLAND DODGE CHRYSLER JEEP LLC any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

CUSTOMER COPY
CHRYSLER
Southland
Dodge - Chrysler - Jeep LLC

Jeep
6161 West Park Avenue
HOUMA, LOUISIANA 70364
Parts Dept. Direct
(985) 868-6020
Fax (985) 872-9457
www.southlanddodge.com
parts@southlanddodge.com

Mopar
PERFORMANCE
GE 1 OF 1
NET504

CASH SALE

Thank you for choosing our
Parts department at
Southland Dodge Chrysler

WIPER BLADE
SPECIAL!!

If at any time you have questions
regarding available parts, don't
hesitate to give me a call.

Winter can be hard on your
wipers. Get ready for spring
with a new set of wiper blades.

See our Parts Department for details!

CASH SALE

COME SEE US FOR ALL
YOUR TIRE NEEDS
GOODYEAR



SOUTHLAND DODGE CHRYSLER, INC
6161 WEST PARK AVENUE
HOUMA, LA 70364
(985) 868-6020

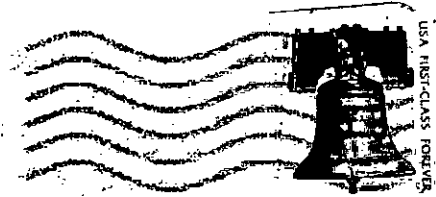
Parts Advisor
(985) 868-6020

Dealership Name
Southland Dodge
Coupon Expires: 4/6/2011

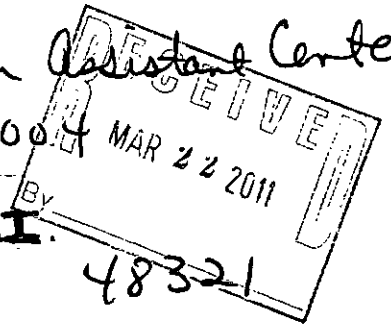
Total \$192.84

New Iberia, La

LAFAYETTE LA 705
17 MAR 2011 PM 2 L



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



48321-0021

