

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17177249</b>
<b>VIN</b>	3D7KS28A4	8G [REDACTED]	<b>Open Date</b>	01/31/2008	<b>Built Date</b>	10/17/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	12/03/2007	<b>Mileage</b>	1,800	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Dealer</b>	68551	MOORE CHRYSLER INC				
<b>Dealer Address</b>	1523 WEST 3RD AVE					
<b>Dealer City</b>	WILLIAMSON			<b>Dealer State</b>	WV	<b>Dealer Zip</b> 25661
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	PIKEVILLE KY [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Failed Tie Rod, Replacement Parts N/A?
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Forwarded by JNB3 @F&CV group for processing; Vehicle down for failed tie rod, dlr states parts are not yet available for 08MY application. Please investigate and assist.

UPDATE - 01/31/08 - Vehicle being towed to Moore Chrysler, Spoke to Teresa Blackburn/Flt Sales @dlr; Sharon May/SD to contact writer once vehicle is there and has been inspected.

UPDATE - 02/01/08 - Called Sharon/SD for update; Drag link and sleeve damaged/broken. Parts to repair vehicle are N/A, new model parts block thru Mopar. Vehicle was repaired using parts from vehicle out of stock at dealer. Writer is to contact Mopar and assist dealer in getting replacement parts. Advised dealer is returning vehicle to driver and decision on repair status will be forthcoming. Sharon/SD has sent email w/pics for reps to review. Writer has forwarded email w/pics onto JNB3 and FAK3 for review and decision on coverage for repairs.

UPDATE - 02/05/08 - Sent request to NWK @Mopar for assistance in getting dealer new model parts (#68036726AB & 68036940AB) to replace ones taken off of stock unit to repair customers vehicle.

UPDATE - 02/08/08 - Writer contacted by TAT8 @Mopar about parts request. Parts requested do not show as in production? Writer used STAR parts w/VIN# to confirm parts requested. Found that dealer had given writer part#s for DC instead of DH truck line. Called dealer and spoke to Ted/prtsmng; He advised that part numbers came from dealer vehicle was towed from, was advised that Mopar specifying supplied them with part#s. Writer took dealer thru STAR parts and identified correct parts. Dealer to order #5086144AC, 52037600AB & 5086143AB. All three parts show available thru local PDC. Dealer will follow up with writer once parts received and checked. Writer called TAT8 @Mopar and advised and will follow up after contacted by dealer.

UPDATE - 02/12/08 - Called the dealer to follow up on parts, spoke to Ted/Prts manager. Parts came in on Monday 2/11 and were correct. Parts have been installed onto stock unit.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17578470</b>
<b>VIN</b>	3D7KS28AX	8G	<b>Open Date</b>	06/09/2008	<b>Built Date</b>	09/21/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	10/11/2007	<b>Mileage</b>	33	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45276	WHITE'S ENERGY MOTORS				
<b>Dealer Address</b>	2801 S DOUGLAS HWY					
<b>Dealer City</b>		<b>Dealer State</b>	WY	<b>Dealer Zip</b>	82718	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	NORTHBROOK IL				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2008-06-07  
 Road Side File Created 06-09-08 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 RECLUSE ROAD 2801 S DOUGLAS HWY  
 APACHE GAS PLANT ROAD  
 RECLUSE  
 WY USA WY  
 CALLER\_COMMENTS 02-LOCK # 1492, TIEROD BROKE, ABO  
 DEALER CODE : 45276 WHITE S ENERGY MOTORS

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17866097</b>
<b>VIN</b>	3D6WH46A3	8G [REDACTED]	<b>Open Date</b>	09/04/2008	<b>Built Date</b>	05/27/2008
<b>Model Year</b>	2008	<b>Body</b>	DC8L64	DODGE RAM 4X4 3500 REG CAB CHASSIS		
<b>In Service Dt</b>	06/26/2008	<b>Mileage</b>	4,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DBB					
<b>Dealer</b>	44783	DON DAVIS CHRY-DODGE-JEEP				
<b>Dealer Address</b>	5020 SEVENTH ST.					
<b>Dealer City</b>	BAY CITY	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77414	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	BAY CITY TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2008-09-02  
 Road Side File Created 09-04-08 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 NICHOLS 5020 SEVENTH ST.  
 TX-35  
 BAY CITY BAY CITY  
 TX USA TX  
 CALLER\_COMMENTS STEERING TIE ROD IS BROKEN/VEH IS  
 DEALER CODE : 44783 DON DAVIS CHRY-DODGE-JEEP

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17982700</b>	
<b>VIN</b>	3D7KS28A3	8G [REDACTED]	<b>Open Date</b>	10/10/2008	<b>Built Date</b>	03/24/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	04/21/2008	<b>Mileage</b>	15,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	43519	DESERT CHRYSLER JEEP DODGE					
<b>Dealer Address</b>	4701 WEST SAHARA						
<b>Dealer City</b>	LAS VEGAS			<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89102
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	MT LAUREL NJ [REDACTED]					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2008-10-08  
 Road Side File Created 10-10-08 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 CORAN LANE 4701 WEST SAHARA  
 ANN GRETA DRIVE  
 LAS VEGAS LAS VEGAS  
 NV USA NV  
 CALLER COMMENTS DIESEL - STEERING ROD BROKE - IN  
 DEALER CODE : 43519 DESERT CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#						18011370	
VIN	3D3KS19D1	8G	Open Date	10/20/2008	Built Date	05/15/2008	
Model Year	2008	Body	DH6P81 DODGE RAM LARAMIE 4X4 1500 MEGA CAB				
In Service Dt	06/20/2008	Mileage	9,754	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	41108	TACOMA DODGE INCORPORATED					
Dealer Address	4101 S TACOMA WAY						
Dealer City	TACOMA	Dealer State	WA	Dealer Zip	98409		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	LACEY WA				Country	UNITED STATES	

Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	
Referral - Tier Three - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

How far out of warranty is the vehicle/repair by time and/or mileage?

Service contract (Chrysler or 3rd party) that would cover the repair?

Original owner? (yes/no) If no, purchased when?

How many Chrysler vehicles has the customer owned including this vehicle?

Is there any repair history related to the current concern?

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Service dealer code?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer's vehicle met with an accident and he wants claim for the same.

Customer is stating that it is because of some faulty product. Dealer informed him to call back on this no. Agent transferred to t3 for further handling and authorized by VS204.

Customer calling regarding the same issue. Agent consulted this issue with VS204, and transferred the call to tier 3.

Customer called with for the same concern, he states that he was on hold for a long time and the call was not connected. Agent reassigned the call to 88X.

Reassigned to 82S.

called left word

Customer called in and says he wants to speak with a senior staff agent.

Agent transferred call to tier3 for further assistance. Authorized by YS72.

The customer was calling because he states that he had faulty equipment on the vehicle that caused an accident. Writer informed the customer that this has been assigned to the correct department for follow-up.

Writer verified the phone number for customer listed in the Cair and it is the best number to contact customer at. Writer informed the customer that someone from the appropriate department would be contacting him back.

ball joint broke, caused damage to vehicle. refer to 82t vehicle located at

TACOMA DODGE INCORPORATED DT  
4101 S TACOMA WAY TACOMA WA 98409 253-475-7300

10/21/08 Assigned to tk27/mjm169

CAIR NUMBER 18011370 REQUEST EAA INSPECTION 10-21-2008 16:35

CAIR NUMBER 18011370 E-MAIL SENT TO EAA 10-21-2008 16:35

CCRG Open Date: 10/21/2008 14:26:47

Letter Sent: Acknowledgement 10/22/2008 09:49:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/27/08 AT 03:22:15 18011370

CCRG Close Date: 10/30/2008

Letter Sent: Denial 10/30/2008

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18054488</b>	
<b>VIN</b>	3D7KS28D9	8G	<b>Open Date</b>	11/04/2008	<b>Built Date</b>	04/24/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	05/20/2008	<b>Mileage</b>	8,057	<b>Dealer Zone</b>	66	ORLANDO	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PB7	PATRIOT BLUE PEARL COAT					
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE					
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION					
<b>Dealer</b>	67748	ED MURDOCK CHRYSLER PLYMOUTH DODGE					
<b>Dealer Address</b>	86 NORTH FAIRVIEW ROAD						
<b>Dealer City</b>	LAVONIA	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30553		
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE	
<b>Address</b>					<b>Home Phone</b>		
	DILLARD GA				<b>Country</b>	UNITED STATES	

Product - Steering - Linkage - Other - Default	Left Tie Rod Broke - Vehicle Inspection Request
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

11/04/08 - SM (67748) reported that the subject vehicle was towed to the dealership with a broken left tie rod. The owner alleged that the tie rod broke causing loss of control. The vehicle left the roadway and sustained minor fender damage. No injuries were reported and the incident was not reported to the local police department.

The vehicle has original tires and wheels; however, owner installed a 2' lift kit. DM requests a vehicle inspection / accident investigation. The vehicle is located at:

Ed Murdock DCJ (67748)

86 North Fairview Road

Lavonia, GA 30553

(607) 356-1933

Dealer Contact: David Dyar

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Per OGC Matrix, reassigned to 82T. JSS15.

11-5-08 No recalls on this vehicle.SSS8

11-5-08 Assigned to TK27/SSS8

CAIR NUMBER 18054488 REQUEST EAA INSPECTION 11-05-2008 13:58

CAIR NUMBER 18054488 E-MAIL SENT TO EAA 11-05-2008 13:58

CCRG Open Date: 11/05/2008 09:03:41

Letter Sent: Acknowledgement 11/06/2008 11:06:13

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/08/08 AT 13:36:49 18054488

CCRG Close Date: 11/10/2008

Letter Sent: Denial 11/10/2008

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18099662</b>	
<b>VIN</b>	3D7MX48A9	8G	<b>Open Date</b>	11/19/2008	<b>Built Date</b>	04/10/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
<b>In Service Dt</b>	05/06/2008	<b>Mileage</b>	8,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	45215	SOUTH POINTE CHRYSLER JEEP DODGE					
<b>Dealer Address</b>	9240 S. MEMORIAL DRIVE						
<b>Dealer City</b>		<b>Dealer State</b>	OK	<b>Dealer Zip</b>	74133		
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE	
<b>Address</b>					<b>Home Phone</b>		
	TULSA OK 74				<b>Country</b>	UNITED STATES	

Product - Electrical - Unknown - Other - Default	Check engine light coming on
Corporate - Roadside Services - Warranty - Towing - Default	

Customer requesting lemon law. She is upset with vehicle because she said it has numerous problems including check engine light coming on and tie rods broke. Vehicle currently in shop since 11/07/08. Writer referred customer back to dealer. Writer shows vehicle in shop twice for check engine light, tie rods repaired.



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18107962</b>
<b>VIN</b>	3D7KS28A3	8G	<b>Open Date</b>	11/21/2008	<b>Built Date</b>	03/26/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	04/22/2008	<b>Mileage</b>	24,496	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	68341	NORTHGATE CHRYSLER DODGE JEEP,			INC.	
<b>Dealer Address</b>	8536 COLERAIN AVE					
<b>Dealer City</b>	CINCINNATI	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	45251	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	CINCINNATI OH				<b>Country</b>	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Product - Steering - Linkage - Defective - Default	
Product - Unknown - Unknown - Accident - Default	
Referral - Legal - Default - Default - Default	

Driver of vehicle [REDACTED] was performing parking lot maneuver and drag link on vehicle broke. Fleet Operator [REDACTED] is requesting investigation due to many more of these vehicle in their fleet and the safety considerations involved. Please dispatch investigator to inspect this unit. It is currently located at [REDACTED] Cincinnati, OH. [REDACTED] Contact person in svc dept is [REDACTED] I have instructed him NOT to repair the vehicle until inspection has been performed. Part # on order = 52122362AE order # 1119X spec. Hdlg. accident, refer to 82t

\_11/24/08 Vehicle location zip code [REDACTED] mjm169

\_11/24/08 Assigned to tnt16/mjm169

11/24/08 Vehicle location:

NORTHGATE CHRYSLER DODGE JEEP, CJDT  
8536 COLERAIN AVE CINCINNATI OH 45251 513-385-3900  
mjm169

CAIR NUMBER 18107962 REQUEST EAA INSPECTION 11-24-2008 14:18

CAIR NUMBER 18107962 E-MAIL SENT TO EAA 11-24-2008 14:18

CCRG Open Date: 11/21/2008 15:43:23

Letter Sent: Acknowledgement 11/25/2008 09:42:09

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/26/08 AT 17:43:20 18107962

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/26/08 AT 18:22:00 18107962

Customer Assistance Inquiry Record (CAIR)#						18135803	
VIN	3D7KS28A0	8G	Open Date	12/03/2008	Built Date	04/08/2008	
Model Year	2008	Body	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	04/28/2008	Mileage	21,915	Dealer Zone	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP					
Dealer Address	100 WEST COLISEUM BLVD.						
Dealer City	FORT WAYNE			Dealer State	IN	Dealer Zip	46805
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	FORT WAYNE IN					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2008-12-01  
 Road Side File Created 12-03-08 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 N WELLS STREET 100 W COLISEUM BLVD  
 FERNHILL AVENUE  
 FORT WAYNE FORT WAYNE  
 IN USA IN  
 CALLER COMMENTS PITMAN ARM BROKE TOW COMMENTS VE  
 DEALER CODE : 42050 GLENBROOK DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#						18183039	
VIN	3D7KS28A2	8G	Open Date	12/18/2008	Built Date	12/14/2007	
Model Year	2008	Body	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	01/01/2008	Mileage	25,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA					
Dealer Address	5001 GRIZZLY COURT						
Dealer City	MISSOULA	Dealer State	MT	Dealer Zip	59802		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	MISSOULA MT				Country	UNITED STATES	

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer wants to file a lemon law
Product - Emissions - EGR System - Defective - Default	EGR valve replaced many times
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Instrument Panel	Instrumental cluster being repaired at dealership
Product - Emissions - Oxygen Feedback Sensor - Other - Default	Oxygen sensors were bad
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods came off while driving
Product - Engine - Intake/Exh Manifolds/Turbo - Other - Default	Turbo had to be repaired

Mr. [REDACTED] called stating that his vehicle is a new one with only 25000 miles on his odometer and he had to take it to the dealership too many times for multiple problems. Customer stated that his EGR valve had to be replaced at least thrice. He stated that the turbo had to be repaired also. Customer mentioned that there was a lot of problems with the oxygen sensors and they had to be repaired. He also mentioned that once while driving at a speed of 70mph his tie rods broke off and he almost met with an accident and those had to be replaced as well and at this time his vehicle is again at the dealership as his instrument cluster has to be replaced. He stated that in such a short period too many problems are being faced and wants Chrysler to replace the vehicle with a new one or he would be forced to file a lemon law.

Agent reassigning CAIR to 85I.

Customer wanted to be called back as he was in a hurry at 4062586801.

\*\*\*\*\*OUTBOUND CALL\*\*\*\*\*

Agent called back Customer to give the reference number and also informed him that he would be contacted in 3-4 business days. Customer also stated that he had to pay \$200 to get it towed to the dealership. He said that he will wait for the call back

++++++LL / BB / Arb Research++++++

1. What s does the customer say is wrong with the vehicle?

Customer states the EGR was replaced, turbo was replaced, oxygen sensors had to be repaired, tie rods broke off and the instrumental cluster had to be replaced.

2. Was the vehicle purchased new or used?

Used

3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern?

1 time for Instrumental Cluster

1 time for EGR

1 time for Tie rods

2 time for Oxygen sensors

1 time for Turbo charger

4. The number of Days out of service?

4 days for Instrumental cluster on 12/17/08

2 days for EGR on 12/02/08

4 days for Tie rods on 11/08/08

1 day for Oxygen sensor on 09/16/08

2 days for Oxygen sensor on 02/21/08

3 days for Turbo charger on 07/24/08

Total 16 days out of service.

5. Date of first related repair attempt?

02/21/08

6. Mileage of first related repair attempt?

2149

7. Vehicle was purchased in what state?

Idaho

8. Is this a safety state?

Yes

9. Has there been a Direct-to-Dealer CAIR previously sent?

No

10. Has there been any Business Center involvement?

No

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now?

No

As per state Lemon Law Matrix, this vehicle does not qualify for lemon law and agent is asking customer to stay in contact with dealership for any future updates.

Agent called the customer and spoke to Mr. [REDACTED] and told him that the vehicle does not qualify for lemon law. Agent is closing the case.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18248846</b>	
<b>VIN</b>	3D7MX39A3	8G [REDACTED]	<b>Open Date</b>	01/14/2009	<b>Built Date</b>	05/21/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	06/13/2008	<b>Mileage</b>	13,141	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	26676	LARRY H MILLER BOUNTIFUL CHRYSLER			JEEP DODGE		
<b>Dealer Address</b>	2929 SOUTH MAIN STREET						
<b>Dealer City</b>	BOUNTIFUL			<b>Dealer State</b>	UT	<b>Dealer Zip</b>	84010
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	CENTERVILLE UT [REDACTED]					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-01-12  
 Road Side File Created 01-14-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 N REDWOOD ROAD 755 NORTH 500 WEST  
 STATE HIGHWAY 201 W  
 SALT LAKE CITY WEST BOUNTIFUL  
 UT USA UT  
 CALLER\_COMMENTS DIESEL/ TIE ROD BROKE TOW\_COMMENT  
 DEALER CODE : 26676 LARRY H MILLER BOUNTIFUL CHRYSLER

Customer Assistance Inquiry Record (CAIR)#						18250055	
VIN	3D6WS26D7	8G	Open Date	01/14/2009	Built Date	04/28/2008	
Model Year	2008	Body	DH7L62		DODGE RAM ST 4X4 2500 REG. CAB		
In Service Dt	05/22/2008	Mileage	20,000	Dealer Zone	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	43664	KINGS DODGE CHRYSLER JEEP					
Dealer Address	4486 KINGSWATER DRIVE						
Dealer City	CINCINNATI	Dealer State	OH	Dealer Zip	45249		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	POWELL OH				Country	UNITED STATES	

Product - Steering - Unknown - Defective - Default	Customer states that the power steering went out.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Customer states that the tie rods are on a back order.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rods were broken.

Customer called in as stating that the power steering went out, and the tie rods broke, so he towed the vehicle to the dealership# 43664. Customer states that the vehicle is at the dealership since last 10 days as tie rods are on a back order. Customer wants a resolution of the problem.

Agent spoke with the parts manager at the dealership# 43664, and he informed that they have ordered a tie rod with part# 68038054AB & order# 281587 on Jan 6th, 2008. Mark informed that the part have arrived, and hopefully the vehicle would be fixed by today.

Agent informed the customer about the conversation with the Mark, and customer says that he wants the dealership to start working on the vehicle right away & also wants the tracking no#. Agent offered a call back by the end of the day with the tracking no.

Agent again spoke with Chris at the dealership & requested him to give a call to the customer. Chris acknowledged. Agent informed the customer that the dealership has started working on his vehicle, and Chris will get back to him. Customer acknowledged.

Agent updated the email id & phone no#.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18251926</b>	
<b>VIN</b>	3D7KS29A4	8G	<b>Open Date</b>	01/14/2009	<b>Built Date</b>	04/10/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
<b>In Service Dt</b>	06/24/2008	<b>Mileage</b>	29,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	64178	RAGLAND CHRYSLER CENTER					
<b>Dealer Address</b>	1212 SOUTH VELASCO						
<b>Dealer City</b>	ANGLETON			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77515
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TOMBALL TX					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rods broken issue
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Customer states that his vehicle broke down and had to tow the vehicle to the dealership. Customer states that he has taken a rental vehicle. Customer looking for rental reimbursment. Spoke to the dealership(64178), SA Mike. Mike states that the the vehicle had problems with the broken tie rods of his vehicle. Mike states that they had ordered a part and the part which was delivered to the customer was different from what they had ordered.

\*\*\*\*\*Outbound Call\*\*\*\*\*

Agent called the customer and informed him to send us the proof of payment and invoice for reimbursment. Agent provided the reference number to the customer. Agent provided Chrysler s mailing address to customer.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18286484</b>
<b>VIN</b>	3D6WH46D5	8G [REDACTED]	<b>Open Date</b>	01/27/2009	<b>Built Date</b>	08/13/2008
<b>Model Year</b>	2008	<b>Body</b>	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS		
<b>In Service Dt</b>	09/15/2008	<b>Mileage</b>	7,000	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PR4	FLAME RED CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DBB					
<b>Dealer</b>	61619	MARMIE MOTORS INCORPORATED				
<b>Dealer Address</b>	10TH AND BAKER STREET					
<b>Dealer City</b>	GREAT BEND			<b>Dealer State</b>	KS	<b>Dealer Zip</b> 67530
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	RUSSELL KS [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-01-25  
 Road Side File Created 01-27-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 NW 70 AVENUE 10TH AND BAKER STREET  
 NW 210 ROAD  
 HOISINGTON GREAT BEND  
 KS USA KS  
 CALLER\_COMMENTS 01--DUALY-REG CAB/BROKEN TIE ROD  
 DEALER CODE : 61619 MARMIE MOTORS INCORPORATED



Customer Assistance Inquiry Record (CAIR)#						18334606	
VIN	3D7MX48A9	8G	Open Date	02/11/2009	Built Date	04/10/2008	
Model Year	2008	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	05/06/2008	Mileage	12,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45215	SOUTH POINTE CHRYSLER JEEP DODGE					
Dealer Address	9240 S. MEMORIAL DRIVE						
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74133		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	TULSA OK				Country	UNITED STATES	

Recall - H36: - Advise Owner/Incomplete Recall	Customer informed of the pending recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rods had broken.
Product - Engine - Intake/Exh Manifolds/Turbo - Defective - Default	Customer states that there is problem with the turbocharger.
Corporate - Roadside Services - Warranty - Towing - Default	

Customer states that there is multiple problem with the vehicle, customer is upset with the vehicle, she states that the drive line and the yolk has gone bad and the vehicle is at the dealership now for the repair, the vehicle is there for 3 weeks. She states that the vehicle be replaced, customer does not want the agent to call the dealership nor file for a lemon law. She does the problem to be documented. Customer states that she has had 13 repairs on this vehicle, she also states that the turbocharger has been repaired earlier and the tie rods had broken once, she states that her son was about to get killed. Customer states that she wants return the vehicle, she states that she will deal with the dealership and she just wants the problem to be documented.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18336801</b>
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<b>VIN</b>	3D7MX38A8	8G [REDACTED]	<b>Open Date</b>	02/12/2009	<b>Built Date</b>	03/13/2008
<b>Model Year</b>	2008	<b>Body</b>	D18P41	DODGE RAM LARAMIE 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	04/12/2008	<b>Mileage</b>	1	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	44805	BEAVER COUNTY DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	2761 CONSTITUTION BLVD					
<b>Dealer City</b>	BEAVER FALLS	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	15010	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	IMPERIAL PA [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Product - Unknown - Unknown - Accident - Default	
Referral - Legal - Insurance Subrogation - Default - Default	

POSTMARK DATE: 020709; DATE RECEIVED: 021009  
 \_2.13.2009

NATIONWIDE INSURANCE

RE: CLAIM NUMBER: [REDACTED]

DATE OF LOSS: 6.21.2008

AMOUNT OF LOSS: \$34796.00

COLOR PHOTOS ARE ON FILE

Forwarded to 82t

2.13.09 One Open Recall:

H36 OPEN STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET

2.13.09 Assigned to TNT16. MJK

2-13-09 N-I-R.

2-13-09 No Inspection Required, Vehicle sold last August 2008.

CCRG Open Date: 02/13/2009 12:34:25

Customer Assistance Inquiry Record (CAIR)#						18339515	
VIN	3D7MX48A9	8G	Open Date	02/13/2009	Built Date	04/10/2008	
Model Year	2008	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	05/06/2008	Mileage	2,400	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45215	SOUTH POINTE CHRYSLER JEEP DODGE					
Dealer Address	9240 S. MEMORIAL DRIVE						
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74133		
Owner					Contact Type	E-MAIL	
Address					Home Phone		
	TULSA OK				Country	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer experiencing problems wit the tie rods of the vehicle.
Recall - H36: - Advise Owner/Incomplete Recall	Informed the customer about the incomplete recall on the vehicle
Corporate - Roadside Services - Warranty - Towing - Default	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

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

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

\*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

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.

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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.

\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

Rassign to I2R for followup

\*\*\*\*\*CAIR HAS BEEN ASSIGNED TO MIKELYN BUYS (ISG I2R OWNER RETENTION TASK FORCE TEAM) FOR HANDLING. IF CUSTOMER SHOULD CALL, PLEASE HAVE THEM CONTACT MIKELYN DIRECTLY AT 888-542-7239 X464...THANKS\*\*\*\*\*

2/17/09: Spoke to Daniel, Service Advisor at SM at South Pointe Chrysler;

Vehicle has in for repair since 2/6 for the following concerns:

A) Vibration at highway speeds B) Transmission noise when shifting.

Daniel will have Phillip Nash, customer s Service Advisor call writer regarding current visit/customer s Service History.mb981

2/17/09: Spoke to Phillip Nash; customer s Service Advisor at SM at South Pointe Chrysler; Vehicle has been in for repair since 2/6 for the following concerns: A) Vehicle vibration at highway speeds (75-80 mph)- Tech verified concern and has performed misc repairs/tests on this visit per STAR, but vibration still exists; so Tech is still working with STAR towards a repair /resolve B) Transmission clicking noise when shifting- Compared noise to a new like vehicle on Dealer s lot and found noise to be normal for vehicle which STAR also confirmed to be normal. Customer is in a Sales Loaner.

Vehicle has 1 previous visit/repair for the same and 4 visits/repairs for a CEL related concern...Waiting on faxed RO s from Phillip. mb981

2/17/09: Spoke to customer regarding CAIR; Customer has already spoken to an Attorney regarding situation, but is willing to work with Chrysler towards a resolution, if possible.

Customer is afraid to drive vehicle, especially out of town due to ongoing issues they ve experienced, including current unresolved vibration concern. Customer states her son Larry is primary driver of vehicle and was driving vehicle when the tie rod broke, which was a very scary experience for all. Writer isn t able to take customer out of vehicle at this time, but will certainly assist in getting vehicle repaired/concerns resolved on behalf of Chrysler- customer agreed to pending repair completion, so writer will follow-up with Dealer 2/20 for repair status then contact customer from there to discuss- customer understood. mb981

2/20/09: Spoke to Larry Grimm, Service Advisor at South Pointe Chrysler; vehicle is still at Dealer and TA Matt Witters is scheduled to come in

2/23 to assist with a repair/resolve for the vibration concern.

Spoke to customer updating her on vehicle status/TA s involvement per above also confirming writer should be contacting Dealer 2/25 for an update and calling her back from there to discuss- customer understood. mb981

2/26/09: Customer called requesting status on her vehicle. Spoke to Phillip customer s Service Advisor at South Point Chrysler: Dealer Road forced/ Balanced tires with no problems found and also switched out all 6 tires with a new set and vibration still existed. TA Matt then test drove vehicle with customer s original tires and a vibration device and found vibration at 75-80 mph to be within Chrysler s specs per the vibration device, so no additional repairs are needed at this time. Phillip to contact customer today and make arrangements for vehicle to be picked-up and also confirmed both DM and TA are aware of situation.

Spoke to customer updating her on final assessment results per above; Customer believes vehicle is a Lemon due to lengthy vehicle down time (customer states vehicle has been at Dealer over 30 days) and loss of vehicle use due to ongoing issues with vehicle and is seeking a Replacement Writer will forward customer s request to Chrysler for review and should be contacting her within 7-10 business with their final decision- customer understood. mb981

results; Request he review Service History and advise regarding customer's Replacement request. mb981

3/2/09: Received voice mail from DM returning call regarding customer's Replacement request, so I left voice mail for DM returning his call. mb981

3/2/09: Authorized replacement transaction. Customer to pay MSRP difference plus usage fee of \$5168.10 (12305 X 12305 miles). Customer responsible for applicable taxes on difference. Customer to retain vehicle until replacement transaction is completed.

Correction to line 103 (12305 X \$.42)

3/2/09: Spoke to DM; See CAIR 102-106 for DM's Replacement authorization/terms. Writer will submit Template, once customer has accepted offer- DM understood.

Left voice mail for customer requesting a call back to discuss DM's offer. mb981

3/3/09: Spoke to customer and she confirmed vehicle was picked-up from repair 2/28 and accepted Replacement offer with MSRP difference; applicable sales tax difference and usage/mileage fee terms. Advised customer what to expect from Replacement Coordinator/process, since Coordinator will be handling entire process for her and writer will be digressing- customer understood. mb981

3/3/09: Writer submitted Replacement Template per DM's terms CAIR lines 102-106 and will close CAIR, once Replacement has been assigned to REAC ISG for handling. mb981

3/6/09: Replacement CAIR 18396450 assigned to ISG BC91 for handling on 3/5. CLOSING CAIR. mb981

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Customer Assistance Inquiry Record (CAIR)#						18342262	
VIN	3D7KS28A0	8G	Open Date	02/14/2009	Built Date	04/07/2008	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/25/2008	Mileage	10,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	60217	HENDREN CHRYSLER JEEP DODGE					
Dealer Address	94 ROUTE 00						
Dealer City	PINEVILLE			Dealer State	MO	Dealer Zip	64856
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	ANDERSON MO					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-02-12  
 Road Side File Created 02-14-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 CHAPMAN ST 94 ROUTE 00  
 SHORT STREET  
 ANDERSON PINEVILLE  
 MO USA MO  
 CALLER\_COMMENTS //01- BROKE A STEERING ROD, DEISE  
 DEALER CODE : 60217 HENDREN CHRYSLER JEEP DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18365385</b>
<b>VIN</b>	3D7MX48A2	8G [REDACTED]	<b>Open Date</b>	02/23/2009	<b>Built Date</b>	01/29/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	05/12/2008	<b>Mileage</b>	39,403	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45215	SOUTH POINTE CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	9240 S. MEMORIAL DRIVE					
<b>Dealer City</b>	TULSA	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	74133	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	TULSA OK [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Front
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	
Product - Unknown - Unknown - Accident - Default	

INFORMATION PROVIDED BY DEALERSHIP: OWNER STATED RF WHEEL CAME LOOSE AND CAUSED HIM TO LOSE CONTROL AND GO OFF ROAD AND THRU A FENCE - WE FOUND R F TIE ROD END BROKE OFF AT KNUCKLE -BALL/SOCKET CAME APART. DEALERSHIP CONTACT: SERVICE ADVISOR LARRY GRIMM. INSURANCE COMPANY VISITED DEALERSHIP TO INVESTIGATE. FINDINGS UNKNOWN. DM CONTACTED JSS15 TO DETERMINE IS SI SHOULD BE INVOLVED. JSS15 RESPONDED BY SAYING IF NOT REPAIRED, ENTER CAIR AN ASSIGN TO MRP1.

Location: SOUTH POINTE CHRYSLER JEEP DODGE CJDT  
9240 S. MEMORIAL DRIVE TULSA OK 74133 918-584-1481

\_Forwarded to 82t mrp

2.23.09 Assigned to TNT16. MJK

CAIR NUMBER 18365385 REQUEST EAA INSPECTION 02-23-2009 14:00

CAIR NUMBER 18365385 E-MAIL SENT TO EAA 02-23-2009 14:01

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/24/09 AT 17:45:41 18365385

CCRG Open Date: 02/23/2009 12:08:59

Letter Sent: Acknowledgement 02/24/2009 13:42:23

Customer states that he has not received any revert from Chrysler in regards to the same concern. Agent was about to transfer the call to t3 but customer disconnected the call.

Customers insurance company called wanting to know what the outcome of the investigation was, agent told them he would reassign it to the legal department.

\*\*\*\*\*

07.21.09

American Farmers and Ranchers Insurance Company

Contact # 918-367-3734

Valori

Customers address :

[REDACTED]  
[REDACTED]  
OKC, [REDACTED] OK

Customers Claim # [REDACTED]

Insurance company wants information on the investigation report

Per OGC Matrix, reassigned to 82T. MG17.

7/22/09 UPDATED CCRG FILE. LSE6.

\*\*\*\*\*

09.03.09

>>> For updates to 82T CAIRS Customers can call 888.922.7329

Per OGC Matrix, reassigned updated CAIR to 82T (CCRG 888.922.7329) MG17

Please call Valori, American Farmers and Ranchers Insurance Company, at

# 918-367-3734. Customer would like the status of the case.

9/3/09 UPDATED CCRG FILE. RLG92/LSE6.

\*\*\*\*\*

10.21.09

American Farmers and Ranchers Insurance Company

Customers Claim # [REDACTED]

Insurance company wants information on the investigation report

They state they have not rec d a response regarding claim

Per OGC Matrix, reassigned to 82T. MG17.

Letter Imaged on CAIR 18898305

10/22/09 UPDATED CCRG FILE. RLG92/LSE6

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18427286</b>	
<b>VIN</b>	3D7KS28D9	8G	<b>Open Date</b>	03/16/2009	<b>Built Date</b>	04/24/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	05/20/2008	<b>Mileage</b>	8,057	<b>Dealer Zone</b>	66	ORLANDO	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PB7	PATRIOT BLUE PEARL COAT					
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE					
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION					
<b>Dealer</b>	67748	ED MURDOCK CHRYSLER PLYMOUTH DODGE					
<b>Dealer Address</b>	86 NORTH FAIRVIEW ROAD						
<b>Dealer City</b>	LAVONIA			<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30553
<b>Owner</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	(706) 746-6318
	DILLARD GA					<b>Country</b>	UNITED STATES
Product - Steering - Linkage - Other - Default				Recall H36 - Steering Linkage Issue			

Owner alleged that steering linkage broke which resulted in bumper, panel box, and tail lamp damage. See CAIR 18054488 for additional details.  
 Owner paid for body and steering linkage repairs of \$3536.98.  
 03/09 - Owner received Recall Notice H36 for 'Steering Drag Link Inner Joint' defect. Recall notice states that 'this could result in loss of steering control and cause a crash without warning'.  
 \*\*\*\*\*  
 Based on the above information, owner is being reimbursed for the cost of the vehicle repairs - \$3546.98.  
 \*\*\*\*\*  
 POSTMARK DATE: 031809; DATE RECEIVED: 032309

Customer Assistance Inquiry Record (CAIR)#						18439727	
VIN	3D6WG48AX	8G	Open Date	03/20/2009	Built Date	05/20/2008	
Model Year	2008	Body	DC3L43	DODGE RAM 4X2 3500 QUAD CAB CHASSIS			
In Service Dt	06/25/2008	Mileage	54,028	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DBB						
Dealer	45160	LANDERS DODGE CHRYSLER JEEP					
Dealer Address	2701 BENTON RD						
Dealer City	BOSSIER CITY			Dealer State	LA	Dealer Zip	71111
Owner						Contact Type	LETTER
Address						Home Phone	
	KEITHVILLE LA					Country	UNITED STATES
Product - Steering - Linkage - Poor Handling - Default				Broken drag link			
Recall - H36: - Advise Owner/Incomplete Recall							

POSTMARK DATE: 031609; DATE RECEIVED: 032009

Owner submits repair order from dealer 45160 for broken steering drag link on 12/23/08. Recall H36 was not recalled until 2/9/09 after repair was completed. Spoke with SA Brad Simmons at dealer who confirmed repairs and that recalled item was not the same components that were recalled under H36. Owner does indeed need to have recall H36 still performed. Owner paid \$587.08 for repairs via a Capitol One check #1839. Called owner, advised that as goodwill gesture, writer will reimburse cost of repairs due to low age, mileage, and inconvenience of having to bring vehicle back for recall H36 completion. Highly suggested having recall completed as soon as possible. Owner thanked for calling and information. Provided file number and confirmed proper address, made changes to COIN and HPIMS CAIR/CHECK screens. Created check and reassigned to 82C basket for approval.

\*\*\*\*\*REFERRAL\*\*\*\*\*

Letters forwarded from LRM16 from misplaced letters basket, agent verified letter has been worked.

NAN. Updated COIN

\*\*\*\*\*REFERRAL\*\*\*\*\*

Letters forwarded from LRM16 from misplaced letters basket, agent verified letter has been worked.

NAN. Updated COIN

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18466240</b>
<b>VIN</b>	3D3KS26A5	8G [REDACTED]	<b>Open Date</b>	03/30/2009	<b>Built Date</b>	04/14/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
<b>In Service Dt</b>	05/07/2008	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	44067	CHRISTOPHER'S DODGE WORLD INC				
<b>Dealer Address</b>	16655 WEST COLFAX AVE					
<b>Dealer City</b>	GOLDEN	<b>Dealer State</b>	CO	<b>Dealer Zip</b>	80401	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	ARVADA CO [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer said the tierod broke
Corporate - Recall - Default - Default - Default	Customer seeking reuimbersement

Customer called and said that there was a recall on his vehical,but due to the recall the tierod broke and the customer meet with an accsident,and is seeking reuimbersment on the same,Writer provided the recall center address and the fax number.also provided the customer with official brand web site adress as he asked for to send an E-mail to chrysler.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18472574</b>
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<b>VIN</b>	3D3KS26A5	8G [REDACTED]	<b>Open Date</b>	04/07/2009	<b>Built Date</b>	04/14/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
<b>In Service Dt</b>	05/07/2008	<b>Mileage</b>	9,000	<b>Dealer Zone</b>		
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	ARVADA CO [REDACTED]	<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer said the tierod broke
Corporate - Recall - Default - Default - Default	Customer seeking reuimbursement

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 reimbursement for an accident on a recalled part  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 See cair 18472585

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18472585</b>
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<b>VIN</b>	3D3KS26A5	8G [REDACTED]	<b>Open Date</b>	04/03/2009	<b>Built Date</b>	04/14/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
<b>In Service Dt</b>	05/07/2008	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	44067	CHRISTOPHER'S DODGE WORLD INC				
<b>Dealer Address</b>	16655 WEST COLFAX AVE					
<b>Dealer City</b>	GOLDEN	<b>Dealer State</b>	CO	<b>Dealer Zip</b>	80401	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	ARVADA CO [REDACTED]	<b>Country</b>	UNITED STATES

Recall - H36: - Reimbursement	Customer is seeking reimbursement for an accident on a recalled part.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer said the tierod broke
Corporate - Recall - Default - Default - Default	Customer seeking reimbursement

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 reimbursement for an accident on a recalled part  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New  
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A  
 \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

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's reason for not notifying their customers of a recall. Dodge is not only jeopardizing their customer's 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]

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*  
 Reassigned CAIR to 85S for further handling.  
 \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*  
 \*\*\*\*\* Outbound call \*\*\*\*\*

Agent called the customer for the location of the vehicle and spoke with David who informed the agent that the vehicle is at his home address. COIN Updated & CAIR reassigned to 85S  
 Contact: ? [REDACTED] ?  
 Telephone #1 [REDACTED] ?  
 LOCATION OF VEHICLE - Insert address - cannot be a PO BOX

[REDACTED]  
Arvada, CO [REDACTED]  
United States.

LOCATION OF VEHICLE PHONE NUMBER ?303-522-0244?

What happened? Customer states that the recall on the steering drag link was responsible for the accident of his vehicle. Customer is looking for the reimbursement for the above mentioned amount due to the accident.

Agent reassigned the CIAR to 82S for further handling.

Contrary to prior agents comments, customers email does not ask for accident damages and says 'potentially cause an accident' Sent the following email to owner:

Dear David:

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.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18506404</b>	
<b>VIN</b>	3D7KS28A2	8G [REDACTED]	<b>Open Date</b>	04/15/2009	<b>Built Date</b>	03/18/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	10/22/2008	<b>Mileage</b>	9,388	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	67999	HATCH MOTOR COMPANY					
<b>Dealer Address</b>	260 WEST DEUCE OF CLUBS						
<b>Dealer City</b>	SHOWLOW			<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85901
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	SHOW LOW AZ [REDACTED]					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-04-13  
 Road Side File Created 04-15-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 E OLD LINDEN ROAD 260 WEST DEUCE OF CLUBS  
 N CENTRAL AVENUE  
 SHOW LOW SHOWLOW  
 AZ USA AZ  
 CALLER COMMENTS TIE ROD END BROKE - SHOLOWLOW HI  
 DEALER CODE : 67999 HATCH MOTOR COMPANY

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18509716</b>	
<b>VIN</b>	3D7MX39A4	8G [REDACTED]	<b>Open Date</b>	04/16/2009	<b>Built Date</b>	05/30/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	06/30/2008	<b>Mileage</b>	17,422	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PR4	FLAME RED CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	45328	MAX CHRYSLER JEEP DODGE					
<b>Dealer Address</b>	HIGHWAY 71 AND 52						
<b>Dealer City</b>	BUTLER			<b>Dealer State</b>	MO	<b>Dealer Zip</b>	64730
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	ARCHIE MO [REDACTED]					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-04-14  
 Road Side File Created 04-16-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 W MAIN STREET HIGHWAY 71 AND 52  
 W LEXINGTON AVENUE  
 ADRIAN BUTLER  
 MO USA MO  
 CALLER\_COMMENTS TIE ROD END BROKE ON FRONT OF VEH  
 DEALER CODE : 45328 MAX CHRYSLER JEEP DODGE



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18555505</b>
<b>VIN</b>	3D7KS28D8	8G	<b>Open Date</b>	05/04/2009	<b>Built Date</b>	03/17/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	06/18/2008	<b>Mileage</b>	22,305	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	66637	1ST AVENUE CHRYSLER INC				
<b>Dealer Address</b>	3837 FIRST AVENUE S E					
<b>Dealer City</b>	CEDAR RAPIDS	<b>Dealer State</b>	IA	<b>Dealer Zip</b>	52402	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	CEDAR RAPIDS IA			<b>Country</b>	UNITED STATES	
Corporate - Roadside Services - Warranty - Towing - Default						

Roadside Assistance Contacted - DATE : 2009-05-02  
 Road Side File Created 05-04-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1510 BERTRAM ROAD SE 1919 DODGE RD NE  
 OTIS ROAD  
 CEDAR RAPIDS CEDAR RAPIDS  
 IA USA IA  
 CALLER COMMENTS TIE ROD IS BROKEN DEALERS ARE CL  
 DEALER CODE : 66637 MICKEY CHRYSLER DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18619324</b>	
<b>VIN</b>	3D7KS28A5	8G [REDACTED]	<b>Open Date</b>	05/28/2009	<b>Built Date</b>	03/14/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	03/31/2008	<b>Mileage</b>	20,385	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	44678	GLENN POLK AUTOPLEX					
<b>Dealer Address</b>	4330 N INTERSTATE 35						
<b>Dealer City</b>	GAINESVILLE			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76240
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	GAINESVILLE TX [REDACTED]					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-05-26  
 Road Side File Created 05-28-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 GAINESVILLE GAINESVILLE  
 TX USA TX  
 CALLER COMMENTS BLOCKING TRAFFIC TIE ROD IS BROKE  
 DEALER CODE : 44678 GLENN POLK AUTOPLEX

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18622097</b>
<b>VIN</b>	3D3KS28A0	8G	<b>Open Date</b>	05/28/2009	<b>Built Date</b>	07/16/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	04/13/2008	<b>Mileage</b>	25,669	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	52979	HUNTER DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	1130 AUTO MALL DR					
<b>Dealer City</b>	LANCASTER			<b>Dealer State</b>	CA	<b>Dealer Zip</b> 93534
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	(318) 623-4318
	SAN DIEGO CA				<b>Country</b>	UNITED STATES

Recall - H34: - Advise Owner/Incomplete Recall	Customer called regarding the recall issue
Recall - H46: - Advise Owner/Incomplete Recall	Customer called regarding the recall issue
Referral - Tier Three - Default - Default - Default	Customer called seeking for transportation

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

T3

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

SF309

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*\*\*Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned

CAIR to T2.5 inbasket ?insert inbasket #? per

?NIC?.

\*\*\*\*End structured narrative T2 - T2 1/2 referral

MR [REDACTED] called stating that she spoke to one representative, however the call was disconnected. Caller alleges that he was not aware of the recall issue and later he has to take the vehicle to the dealership to get the repair work done. Caller also alleges that he has rented the vehicle from Avis for \$323 for 4 days and seeking if Chrysler can reimbursed for the same. Customer also alleges that he wants Chrysler to transport his vehicle back to San Diego after completion on the recall; hence agent transferred the call to tier3 for further handling. Customer called in but the call was disconnected while verifying information.

Customer called in for the same issue. Agent connected the call to T3 for further handling.

Customer called in for same issue. Agent transferred the call

\*\*\* Customer called in seeking goodwill on the transportation of his vehicle from Hunter Dodge in Lancaster CA to his home in San Diego. He indicates that the steering linkage broke while driving and it is at Hunter Dodge having the repair done.

\* \* \* \* GOODWILL ASSISTANCE HAS BEEN DECLINED \* \* \* \*

Informed customer that Chrysler will not participate in transportation of

his vehicle.

Unless the customer offers new information, decision remains unchanged.

KB542

\*\*\*\*\*

Customer s address updated.

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Customer Assistance Inquiry Record (CAIR)#						18708382	
VIN	3D7MX48AX	8G	Open Date	06/29/2009	Built Date	08/17/2007	
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/19/2008	Mileage	56,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	43300	ALLEN SAMUELS EAST TEXAS DODGE					
Dealer Address	3120 SSW LOOP 323						
Dealer City	TYLER	Dealer State	TX	Dealer Zip	75701		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	TROUP TX				Country	UNITED STATES	

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer call to report an accident.
Recall - H46: - Advise Owner/Incomplete Recall	Informed recall.
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Product - Unknown - Unknown - Accident - Default	
Recall - H34: - Advise Owner/Incomplete Recall	

\*\*\*\*Begin structured narrative T2 - Referral to SLC  
 Contact requires transfer to T2.5  
 Customer call to report an accident.  
 Transfer approved per  
 PD592.  
 \*\*\*\*End structured narrative T2 - Referral to SLC  
 \*\*\*\*Begin structured narrative SI POLICY FIRE OR ACCIDENT  
 Who is calling? (Customer,Relative,Friend, Dealer,Ins Co,Attorney,Other)  
 Owner, [REDACTED], calling in regards to her son, Lofton  
 Herrington.  
 What component, system, feature of the vehicle is alleged to be  
 defective?  
 Customer states that tie rods are defective and broke  
 What happened? Provide a brief description as related by the customer.  
 The tie rods broke caused the vehicle to spin out of control and he ran  
 through a fence and barely missed a tree.  
 When did it happen? Date/time  
 Thursday, June 25th, 2009 in the afternoon.  
 What were the weather/road conditions? (wet,dry,rainy,snow,ice,windy,etc)  
 Dry.  
 Where did it happen? Be as specific as possible.  
 Customer is not sure.  
 Brief description of all injuries + other vehicle occupants as  
 appropriate.  
 Customer states she will not answer this question until it is determined  
 by a doctor.

Has the owner's insurance company been contacted? Yes or No  
No.

If yes, provide Company/agent name/policy # and phone number.

Customer refused to give writer any insurance information other than it is Geico Insurance.

If no, informed the customer to contact their insurance co.? Yes or No

Writer advised customer to contact insurance company and customer states that she won't because this is not their responsibility to cover this accident.

What is the current location of the vehicle? (no P.O. Box, include phone)

Customer states that she believes the name of the shop is Moons Auto Shop, customer does not have address or phone number for the shop. Writer advised customer to call back with that information.

Describe property damage other than vehicle itself (structures, belongings)

Customer states that a fence and a pole were damaged.

Were other vehicles involved in the incident? Yes or No

No.

Has a Police or Fire report been filed? Yes or No

Yes. Customer states that case will be ready to be picked up from state trooper's office on Wednesday or Thursday.

If yes, provide city/town, report # and phone number if available.

Customer states it was Highway Patrol/State Trooper that filed the report.

Customer/caller contact information: provide telephone #(s)

Any other information? This is not a summary of the above questions.

Customer

Approved/Reviewed by: (TL or Floor Support)

KB542

\*\*\*\*End structured narrative SI POLICY FIRE OR ACCIDENT

06.30.09

I will call customer for vehicle location / not provided in full

Inc Recalls

H34 dash shield Notice mailed 01.09

H46 steering linkage Notice Mailed 04.09

CALLED AND VERIFIED VEHICLE IS LOCATED AT:

Moon's Automotive

804 W Rusk St

Jacksonville, TX 75766

(903) 589-0362

Called cell phone - recording said it has been disconnected or no longer in service

Called home number it rings no answer/or voice mail

Per OGC Matrix, reassigned to 82T. MG17.

Customer called in for same issue. Agent transferred the call to Tier 3.

Approved by sf309

Customer is called to confirm the vehicle is located at --

Moon's Automotive

36850 US 69

Jacksonville, TX

(903) 589-0362

Customer can be reached at 903-721-7483 and customer also informed writer that the vehicle may need to be moved due to limited space at this location.

Writer provided information of who is working case (MG17) and she will be contact soon concerning this matter.

\*\*\* Customer called in regarding the status of the claim. Writer advised her that it is open and that she will be contacted.

Customer called for the same concern, and wanted to know if there is any pending recall. Agent informed the customer about the pending recalls.

6/30/09 Assign to KSS28. LSE6.

CAIR NUMBER 18708382 REQUEST EAA INSPECTION 06-30-2009 15:46

CAIR NUMBER 18708382 E-MAIL SENT TO EAA 06-30-2009 15:47

CCRG Open Date: 06/30/2009 11:08:54

Letter Sent: Acknowledgement 07/02/2009 11:40:49

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/07/09 AT 11:36:09 18708382

Customer called for an update on the case. Agent informed customer a letter has been sent a 7/8/09.

Customer stated she did not receive the recall for the steering linkage. Customer wanted to know if the recall still needs to be completed. Agent stated the recall does need to be completed.

Customer calling in for the same seeking updates. Agent transfered the call.

Authorized by SD489

Customer wished to know why the claim was denied. Customer wished to speak with the agent who made the decision. Writer is reassigning CAIR to 82S.

\*\*\*\*\*

07.20.09

Per OGC Matrix, reassigned to 82T. MG17.

7/20/09 UPDATED CCRG FILE. LSE6.

Customer calling in same regards and wanted to speak to senior staff. Agent transferred the call to senior staff.

Customer has provided her cell phone number 903-721-7483 for call back.

Customer stated that she would like a call from special investigator. Customer stated that the mechanic told her that the problem that letter stated was not taken care of really was. Customer stated that the letter listed the part was without oil but when the mechanic took the part apart he did find oil inside. Writer advised customer that her request has been documented.

Customer called in to know the update.

Agent transferred the call to T2.5. Approved by ES738.

Customer would like to have her case reconsidered. Agent reopened the case and reassigned it to 82S. Customer wants to be called back.

Customer put her son on the line who stated the part was greased. Her son stated he was told by several mechanics that this part should last 100,000 miles regardless of how well it is greased. Customer s son also stated the side that did not break looked like it was about to break.

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Per OGC Matrix, reassigned to 82T. JSS15.

7/23/09 UPDATED CCRG FILE. LSE6.

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Customer Assistance Inquiry Record (CAIR)#						18747165	
VIN	3D7MX39A9	8G	Open Date	07/13/2009	Built Date	11/26/2007	
Model Year	2008	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	01/17/2008	Mileage	35,092	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	66802	ADVANTAGE DODGE-CHRY-JEEP					
Dealer Address	3200 EAST MAIN STREET						
Dealer City	FARMINGTON	Dealer State	NM	Dealer Zip	87402		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	FARMINGTON NM				Country	UNITED STATES	

Recall - H46: - Advise Owner/Incomplete Recall	Customer is advised of pending recall.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states that vehicle broke down for 6th time

Customer states that vehicle broke down for 6th time. Customer states that ball joints, tie rods have already been replaced. Customer states that vehicle is at dealership and wants Chrysler to buy back the vehicle. Writer informed that case would be forwarded to DM or Business center and customer has to be in touch with SM on this case. As system was in up-gradation process, writer offered call back to customer to provide cair number. Writer is assigning case to 85L.

##### ATTENTION SERVICE MANAGER/DIRECTOR #####

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Buyback / Replacement Research +++++

1. What does the customer allege is wrong with the vehicle? Customer alleges that the tie rods and the ball points are broken in vehicle and its an ongoing problem for his vehicle.
2. Was the vehicle purchased new or used? New
3. If used, what number owner is the customer?
4. Per the warranty history, how many related repairs have there been? About 6 times
5. Total number of days out of service? 1 day
6. Date of first related repair attempt? Feb 28
7. Mileage of first related repair attempt? 24,496
8. This vehicle was purchased in what state? New Mexico
9. Is this a safety state? Y
10. Has there been a Direct-to-Dealer CAIR previously sent? No
11. Has there been any Business Center involvement? No
12. Is the vehicle currently at an authorized dealer? Yes
13. Does the condition described by the customer still exist? Yes



The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

Customer called and let the agent knows that he wants the buy back on this vehicle, per customer he takes the vehicle almost 6 times. Writer called the dealership and spoke to Valentino the (sa) the sm is not available and per sa the vehicle is in the shop and the sm is aware of the situation about the customers tie rod and his ball joints. Writer told the customer that someone will contact him as soon as they do their finding and gather all their information and will contact him on what their decision is, writer didnt give exact time to call customer back, writer send the information to the dealership (66802). Writer also let the customer and the dealership know of the recall on the vehicle, dealer is ordering the part for the recall per sa valentino. Recall # H460 for steering.

REASSIGNED TO BC/DLR 63 66802 07/13/09 12:02 R 18747165

\*Contact Date:07/20/2009

Dealer 66802 has updated the mileage to 35091.

Service Manager at the dealership has updated the Cair# 18747165

Parts have been ordered.

DM review the truck repair history with SM Mike at Advantage. Based on the repair history DM offered the vehicle replacement to the owner.

Owner declined the replacement due to mileage usage fee. Owner will discuss further with dealer principal Steve some times near future.

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Customer Assistance Inquiry Record (CAIR)#						18762778	
VIN	3D3KS29D7	8G	Open Date	07/17/2009	Built Date	04/21/2008	
Model Year	2008	Body	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	05/28/2008	Mileage	40,000	Dealer Zone	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP					
Dealer Address	6500 OKEECHOBEE BLVD						
Dealer City	WEST PALM BEACH			Dealer State	FL	Dealer Zip	33411
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	PORT ST LUCIE FL					Country	UNITED STATES

Recall - H36: - Advise Owner/Incomplete Recall	Agent informed about the recall
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeks goodwill assistance
Product - Transmission / Transaxle - Unknown - Defective - Default	Problem with the transmission

The steering linkage broke down and customer was saved from crashing. Massey Yardley dealership- 66867 did something with rear end of the vehicle however the problem was with the transmission. The vehicle is not fixed.

Now the vehicle is at the dealership- Arrigo dodge- 43864. Arrigo dodge has completed the recall. There was a problem with the transmission. The estimate is \$400 to fix the problem. Customer seeks goodwill assistance. Agent provided the reference no to the customer. Customer s work no. [REDACTED]

What is the customer requesting from Chrysler?

goodwill

How far out of warranty is the vehicle/repair by time and/or mileage?

4000 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

yes

How many Chrysler vehicles has the customer owned including this vehicle?

3

Is there any repair history related to the current concern?

no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

43864

Service manager name?

--

NIC of team leader/floor walker who authorized escalation of caller?

JA917

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

yes

Transfer approved per

JA917

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer called in complaining of transmission. She stated the problem was not solved when under warranty and that dealership 43864 wants to charge her \$400. Writer checked and found customer has Service Contract and contacted Service Manager Robert on customer's concern. He stated initial problem might be related to TSB a maintenance issue. He stated current problem they are dealing with is related to filter fluid change.

Writer informed Service Manager customer has Service Contract that can cover the repair on transmission. He agreed to goodwill customer with \$100 deductible. Customer was informed of the \$100 deductible goodwill by Service Manager Robert and that she ought to contact Service Manager Robert about it.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18778402</b>
<b>VIN</b>	3D7KS28D3	8G	<b>Open Date</b>	07/23/2009	<b>Built Date</b>	05/27/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	11/24/2008	<b>Mileage</b>	17,000	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	60226	BILL VOLZ'S WESTCHESTER CHRYSLER	DODGE JEEP CORP.			
<b>Dealer Address</b>	2293 CROMPOND RD					
<b>Dealer City</b>	CORTLANDT MANOR			<b>Dealer State</b>	NY	<b>Dealer Zip</b> 10567
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	LK PEEKSKILL NY				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer called in to complain about the tie-rods.
Referral - Other - Default - Default - Default	Customer seeking for Laoner vehicle.

The customer called in to state that the tie-rods have broken and the vehicle was towed to his home. The customer called in for the reimbursement for the towing. The agent asked the customer to send the original receipts along with the letter requesting for reimbursement. The agent asked the customer to get the vehicle towed to the dealership and asked the customer to get it inspected. The customer was also inquiring about the Loaner vehicle. The agent asked the customer to call us abck once the vehicle is inspected. Customer agreed.

Customer Assistance Inquiry Record (CAIR)#						18787336
VIN	3D7KS28A1	8G	Open Date	07/27/2009	Built Date	07/19/2007
Model Year	2008	Body	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	10/30/2007	Mileage	70,000	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LEMONT FURNACE PA				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states the Check engine light came on.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	Customer states the transmission doesn't work.
Referral - Tier 2.5 - Internal Escalation - Default - Default	seeks assistance.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transfer approved per

\*\*\*\*End structured narrative T2 - Referral to SLC

The Caller called in stated that the steering linkage broke prior to the recall was performed.

The Caller stated that at around 40000 miles some 6 months ago, he was making a turning backwards and the steering linkage had broke.

The Caller stated that due to which the truck had hit a tree.

The Caller stated that he would want Chrysler to pay for the body work which is needed on the truck.

The Caller stated that the recall works was performed on 07/22/09 and now the transmission is inoperative.

The Check engine light came on.

The Caller stated that the vehicle is at the dealership (60365).

The Agent transferred the call to Tier 2.5, JA917.

What is the customer requesting from Chrysler?Goodwill for the body work

How far out of warranty is the vehicle/repair by time and/or

mileage?34000 miles out of the basic warranty.

Service contract (Chrysler or 3rd party) that would cover the repair?No

Original owner?Yes

How many Chrysler vehicles has the customer owned including this vehicle?1

Is there any repair history related to the current concern?Yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?no

Service dealer code?60365

Service manager name?NA

NIC of team leader/floor walker who authorized escalation of caller?JA917

Customer states that he hit the tree about six months ago. Due to a faulty sterling linkage that caused the vehicle to have body damage he wants Chrysler to pay for the repair. Writer called WAYNESBURG CHRYSLER JEEP at 724-627-7111 and spoke to Dwayne the service manager where the vehicle is at for the transmission work. The service manager states that he wasn't aware of the vehicle body damage

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18808749</b>
<b>VIN</b>	3D3KS29A9	8G	<b>Open Date</b>	08/03/2009	<b>Built Date</b>	04/30/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	10/31/2008	<b>Mileage</b>	14,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	24173	HANNAH CHRYSLER JEEP				
<b>Dealer Address</b>	3517 NE AUTO MALL DR					
<b>Dealer City</b>	VANCOUVER	<b>Dealer State</b>	WA	<b>Dealer Zip</b>	98662	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	RIDGEFIELD WA				<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default						

Roadside Assistance Contacted - DATE : 2009-08-01  
 Road Side File Created 08-03-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 17611 NE UNION ROAD 3517 NE AUTO MALL DR  
 NE 179TH STREET  
 RIDGEFIELD VANCOUVER  
 WA USA WA  
 CALLER COMMENTS BROKEN PITMAN ARM. MEGA BCAB AT U  
 DEALER CODE : 24173 HANNAH CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#						18871385	
VIN	3D7MX38A9	8G	Open Date	08/24/2009	Built Date	03/07/2008	
Model Year	2008	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	08/03/2008	Mileage	6,000	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	43594	GRESHAM DODGE INC					
Dealer Address	855 E BURNSIDE						
Dealer City	GRESHAM	Dealer State	OR	Dealer Zip	97030		
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	STEVENSON WA				Country	UNITED STATES	
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-08-22  
 Road Side File Created 08-24-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 STEVENSON GRESHAM  
 WA USA OR  
 CALLER\_COMMENTS BROKEN TIE ROD END, TOW\_COMMENTS  
 DEALER CODE : 43594 GRESHAM DODGE INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18898305</b>
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<b>VIN</b>	3D7MX48A2	8G [REDACTED]	<b>Open Date</b>	09/01/2009	<b>Built Date</b>	01/29/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	05/12/2008	<b>Mileage</b>	39,403	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	44554	DAVID STANLEY DODGE LLC				
<b>Dealer Address</b>	7609 S E 29TH STREET					
<b>Dealer City</b>	MIDWEST CITY	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	73110	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	STROUD OK [REDACTED]	<b>Country</b>	UNITED STATES

Referral - Legal - Insurance Subrogation - Default - Default	Ask for call about status.
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Front
Corporate - Company Information Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	
Product - Unknown - Unknown - Accident - Default	

Please call Valori, American Farmers and Ranchers Insurance Company, at # 918-367-3734. Customer would like the status of the case.

\*\*\*\*\*

09.03.09

NAN / SEE UPDATED AND RE-OPENED CAIR 18365385

POSTMARK DATE: 101409; DATE RECEIVED: 102109

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10.21.09

NAN / SEE UPDATED AND RE-OPENED CAIR 18365385



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18908213</b>	
<b>VIN</b>	3D7KS28D1	8G	<b>Open Date</b>	09/04/2009	<b>Built Date</b>	05/28/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	06/21/2008	<b>Mileage</b>	20,726	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	44603	SCHEID MOTOR COMPANY LLC					
<b>Dealer Address</b>	237 PASEO DEL PUEBLO SUR						
<b>Dealer City</b>	TAOS			<b>Dealer State</b>	NM	<b>Dealer Zip</b>	87571
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAN JUAN PUEBLO NM					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Link to pitman arm.
Recall - J10: - Advise Owner/Incomplete Recall	Outstanding recall to be completed.
Recall - H36: - Advise Owner/Incomplete Recall	Outstanding recall.
Corporate - Complaint Contact - Default - Default - Default	Power steering issue.
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Power steering pin broke.

Customer alleges that the vehicle was just taken in for a repair on the power steering and it will be down for several days. The vehicle will be done for 15 days at this time.

Customer is requesting assistance with a rental vehicle while the vehicle is in the shop being repaired.

Customer calls seeking recall information. Advised the customer of incomplete recall #36/#J10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Writer called dealer 44603 and spoke to Service Director (SD) Wade to verify what is going on. SD stated that the vehicle was towed in on 09/03/09 late and SD has been calling around to see if any rental vehicle is available to rent for the weekend.

Writer reviewed customer history and found 1 vehicle on record purchased with a SC with rental coverage to be covered for the first 5 days.

SD has not been able to find a Chrysler brand vehicle for the customer so they are attempting to repair the vehicle and have it finished by close of business tonight.

SD is going to attempt to repair with a part from a recalled part but he is not sure if the part number will cross over to this make and model vehicle. SD is trying very hard to get the customer back on the road tonight but is not sure if it will be possible.

SD is aware of the 2 open recalls and will attempt to get them finished also but if unable to do so, customer can then bring back the vehicle to have them completed.

Writer informed that the first 5 days will be covered under his SC at \$35.00 per day and then, the rate per day will drop to \$20.00 per day

starting with the 6th day.

SD stated that the mileage was roughly around 20,000 miles.

Customer callback phone number is 505-927-1098.

Writer provided CAIR number for future reference and will follow up with customer on 09/09/09.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18943675</b>
<b>VIN</b>	3D7KS28A5	8G [REDACTED]	<b>Open Date</b>	09/18/2009	<b>Built Date</b>	10/18/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	07/31/2008	<b>Mileage</b>	116,500	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	43338	WHITSON-MORGAN MTR CO INC				
<b>Dealer Address</b>	HWY 103 S & I-40					
<b>Dealer City</b>	CLARKSVILLE			<b>Dealer State</b>	AR	<b>Dealer Zip</b> 72830
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	KNOXVILLE AR [REDACTED]				<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer states that the dealership is not ready to repair one component.
Product - Steering - Linkage - Defective - Default	Customer states that the linkage is defective.
Recall - H46: - Advise Owner/Incomplete Recall	Customer wants to repair only the damper.

MR [REDACTED] called in stating that the drag link of the vehicle broke down and he took the vehicle to the dealership 43338. Customer alleges that the dealership is asking the customer to pay for the entire recall package. Customer states that only the damper needs to be replaced and they are not allowing the customer to replace only the damper and is asking the customer to replace the complete package. Customer is seeking explanation as to why is he being asked to pay for the package when there is a recall. Customer also wants to know if the repairs are not covered by recall then why cannot he just purchase a single component rather than the complete package. Agent transferred the call to T2.5 as a call to the dealership is required.

The customer called wanting one part for the vehicle. The dealership states they cannot sell just the one part but they can sell the customer the recall kit for the repair. The customer does not want to pay for the kit unless it is paid for by Chrysler unless the single part can be available for the customer. The customer believes it is one or the other. Writer called the dealership and spoke to Chris the SM who stated that with this situation he will get his DM involved to see weather or not the kit is covered under the recall. Once the information has been gathered, Chris will call the writer back with further information. Writer advised the customer of the situation and that he will be contacted once this has been discussed. The customer s number is [REDACTED] cell. The customer only wants JW832 to call him back on this number.

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.  
Asked the customer to include a brief letter of explanation & request,

including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Chrysler is willing to reimburse the customer for the latest repairs for the drag link kit and the arms on the vehicle. The customer is a very loyal customer and deserves to be reimbursed. The customer promises to stay loyal to Chrysler because of the help from the CAC. The customer received a letter in the mail for a recall notice on the vehicle. The customer has the work done and paid for at a Chrysler body shop.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18955587</b>	
<b>VIN</b>	3D7KS28T7	9G [REDACTED]	<b>Open Date</b>	09/23/2009	<b>Built Date</b>	08/22/2008	
<b>Model Year</b>	2009	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	03/31/2009	<b>Mileage</b>	11,000	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	44067	CHRISTOPHER'S DODGE WORLD INC					
<b>Dealer Address</b>	16655 WEST COLFAX AVE						
<b>Dealer City</b>	GOLDEN			<b>Dealer State</b>	CO	<b>Dealer Zip</b>	80401
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	WHEAT RIDGE CO [REDACTED]					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-09-21  
 Road Side File Created 09-23-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 WHEAT RIDGE GOLDEN  
 CO USA CO  
 CALLER\_COMMENTS STEERING ROD BROKE, BACK PARKING  
 DEALER CODE : 44067 CHRISTOPHER S DODGE WORLD INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18962485</b>
<b>VIN</b>	3D6WH48A4	8G [REDACTED]	<b>Open Date</b>	09/25/2009	<b>Built Date</b>	06/23/2008
<b>Model Year</b>	2008	<b>Body</b>	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS		
<b>In Service Dt</b>	02/18/2009	<b>Mileage</b>	9,922	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
<b>Dealer</b>	59853	KILLEBREW INC				
<b>Dealer Address</b>	2108 HOUSTON HIGHWAY					
<b>Dealer City</b>	VICTORIA	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77901	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	CLEBURNE TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-09-23  
 Road Side File Created 09-25-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 BECK ROAD 2108 HOUSTON HIGHWAY  
 US HIGHWAY 59  
 VICTORIA VICTORIA  
 TX USA TX  
 CALLER\_COMMENTS DIESEL, TIE ROD BROKE TOW\_COMMENT  
 DEALER CODE : 59853 KILLEBREW INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18979403</b>
<b>VIN</b>	3D7MX48AX	8G [REDACTED]	<b>Open Date</b>	10/01/2009	<b>Built Date</b>	08/17/2007
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	02/19/2008	<b>Mileage</b>	60,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Dealer</b>	43300	ALLEN SAMUELS EAST TEXAS DODGE				
<b>Dealer Address</b>	3120 SSW LOOP 323					
<b>Dealer City</b>	TYLER	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75701	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	TROUP TX [REDACTED]				<b>Country</b>	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer called for the CAIR # 18708382.
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Customer called for the CAIR # 18708382. Customer seeking reimbursement for the repairs performed on the vehicle and also wanted to talk to someone who is authorized to take some decision. Agent consulted with PD592 and transferred the call to T2.5.

Customer state that the tie rod broke Writer informed about the recall H34 and H46. Writer informed the customer that the case was reopened for consideration and that she could send all the receipts with an explanation letter in order to seek reimbursement. Writer informed the customer that upon receipt that it would take a few business to receive the answer in writing

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18985496</b>
<b>VIN</b>	3D6WG46A4	8G [REDACTED]	<b>Open Date</b>	10/03/2009	<b>Built Date</b>	03/31/2008
<b>Model Year</b>	2008	<b>Body</b>	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS		
<b>In Service Dt</b>	04/30/2008	<b>Mileage</b>	12,000	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
<b>Dealer</b>	59528	TWIN CITY DODGE-CHRYSLER				
<b>Dealer Address</b>	650 SAGAMORE PARKWAY SOUTH					
<b>Dealer City</b>	LAFAYETTE	<b>Dealer State</b>	IN	<b>Dealer Zip</b>	47905	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	MARION IN [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-10-01  
 Road Side File Created 10-03-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 GREENBUSH STREET 650 SAGAMORE PARKWAY SOUTH  
 SAGAMORE PARKWAY N  
 LAFAYETTE LAFAYETTE  
 IN USA IN  
 CALLER\_COMMENTS BROKEN FRONT TIE ROD; DUKE ENERGY  
 DEALER CODE : 59528 TWIN CITY DODGE-CHRYSLER



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18986415</b>	
<b>VIN</b>	3D7KS29A8	8G [REDACTED]	<b>Open Date</b>	10/04/2009	<b>Built Date</b>	05/23/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
<b>In Service Dt</b>	12/31/2008	<b>Mileage</b>	23,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	64302	CENTRAL VALLEY CHRYSLER JEEP					
<b>Dealer Address</b>	4460 N MCHENRY						
<b>Dealer City</b>	MODESTO			<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95356
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	OAKDALE CA [REDACTED]					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-10-02  
 Road Side File Created 10-04-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 OAKDALE MODESTO  
 CA USA CA  
 CALLER\_COMMENTS TIE ROD IS BROKEN TOW\_COMMENTS V  
 DEALER CODE : 64302 CENTRAL VALLEY CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#						18991167
VIN	3D7KS26D7	8G	Open Date	10/06/2009	Built Date	11/27/2007
Model Year	2008	Body	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
In Service Dt	12/31/2007	Mileage	34,000	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	65561	HUMES CHRYSLER JEEP DODGE				
Dealer Address	1010 ROUTE 19 NORTH					
Dealer City	WATERFORD			Dealer State	PA	Dealer Zip
					16441	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	KILBOURNE IL				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer states that his tie rods went out.
Corporate - Complaint Contact - Default - Default - Default	Customer wants a reimbursement for a repair that he had done.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer alleges that his tie rods broke while driving.

What are the customer's expectations?

Customer wants a reimbursement.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer brought it into a local mechanic, and had it fixed. Customer states that it cost \$536.00 for the repair. Customer wants a reimbursement for this repair. Writer will give customer full reimbursement because the vehicle was not drivable.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (18991167). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer needs to send in proof of mileage.

Customer Assistance Inquiry Record (CAIR)#						18993661	
VIN	3D7KS28A5	8G	Open Date	10/07/2009	Built Date	03/25/2008	
Model Year	2008	Body	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	11/01/2008	Mileage	22,000	Dealer Zone	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	68368	BENCHMARK CHRYSLER JEEP DODGE					
Dealer Address	1313 GRANTS MILL WAY						
Dealer City	BIRMINGHAM			Dealer State	AL	Dealer Zip	35210
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	ODENVILLE AL					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-10-05  
 Road Side File Created 10-07-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 95 GRAND OAKS DRIVE 1313 GRANTS MILL WAY  
 US HIGHWAY 411  
 ODENVILLE BIRMINGHAM  
 AL USA AL  
 CALLER\_COMMENTS TIE ROD BROKE STEERING SEIZED. CU  
 DEALER CODE : 68368 BENCHMARK CHRYSLER JEEP DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19029113</b>	
<b>VIN</b>	3D3KS29D7	8G	<b>Open Date</b>	10/21/2009	<b>Built Date</b>	05/30/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
<b>In Service Dt</b>	10/21/2008	<b>Mileage</b>	13,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT					
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.					
<b>Dealer Address</b>	3470 BOULDER HWY						
<b>Dealer City</b>	LAS VEGAS			<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121
<b>Owner</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	LAS VEGAS NV					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-10-19  
 Road Side File Created 10-21-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 FRANK SINATRA DRIVE 3175 E SAHARA AVE  
 RUE DE MONTE CARLO  
 LAS VEGAS LAS VEGAS  
 NV USA NV  
 CALLER COMMENTS CHAIN LINK ON THE TIEROD IS BROKE  
 DEALER CODE : 43931 CHAPMAN S LAS VEGAS DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19029217</b>	
<b>VIN</b>	3D3KS29D7	8G	<b>Open Date</b>	10/21/2009	<b>Built Date</b>	05/30/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
<b>In Service Dt</b>	10/21/2008	<b>Mileage</b>	13,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT					
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.					
<b>Dealer Address</b>	3470 BOULDER HWY						
<b>Dealer City</b>	LAS VEGAS			<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121
<b>Owner</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	LAS VEGAS NV					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-10-19  
 Road Side File Created 10-21-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 FRANK SINATRA DRIVE 3175 E SAHARA AVE  
 RUE DE MONTE CARLO  
 LAS VEGAS LAS VEGAS  
 NV USA NV  
 CALLER COMMENTS CHAIN LINK ON THE TIEROD IS BROKE  
 DEALER CODE : 43931 CHAPMAN S LAS VEGAS DODGE

Customer Assistance Inquiry Record (CAIR)#						19055021	
VIN	3D7MX48A4	8G	Open Date	10/30/2009	Built Date	11/23/2007	
Model Year	2008	Body	D18L42	DODGE RAM ST 4X4 3500 QUAD CAB			
In Service Dt	03/27/2008	Mileage	64,000	Dealer Zone			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	02313	LANDERS OLDS GMC TRUCKING					
Dealer Address	17821 I-30						
Dealer City	BENTON			Dealer State	AR	Dealer Zip	72015
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BRYANT AR					Country	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer is calling about the recall H46.
Recall - H46: - Other	Customer is calling about the recall.
Corporate - Complaint Contact - Default - Default - Default	
Product - Steering - Unknown - Other - Default	

Customer states that the tie rod broke for his vehicle. Agent informed customer that there is a recall H46 that is pending for his vehicle so he may contact the authorized dealership and perform the recall free of cost. Customer informed that he has contacted the dealership and they are not performing the recall. Agent was informing the customer that this recall needs a visual inspection. Customer informed that he wants to talk to somebody in the United States. Agent transferred the call to Tier 2.5.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

The customer is requesting assistance to repair the left frong tie rod.

What are the customer s expectations?

To have Chrysler repair it at there expense

\*\*\*\*End structured narrative T2 - Beginning Narrative

The customer is requesting assistance with the repair and replace of the front left tie rod. The customer states that the tie rod broke when he was driving. The customer states that this is the second time that something in the front end steering has broken while being driven. The customer feels that this is a safety issue and Chrysler should replace the part.

Dealership is Landers Olds, 02313, 501-778-8262.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day on Monday

Preferred call back number is

Who has possession of the vehicle? Dealership

Reassigned to 88F

CUSTOMER STATED He did not want to wait until Monday for a callback and that he would take care of getting Chrysler to pay for the repair himself

CUSTOMER STATED He did not want to wait until Monday for a callback and

that he would take care of getting Chrysler to pay for the repair himself. CLOSING CAIR

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19058351</b>
<b>VIN</b>	3D6WG46A3	8G [REDACTED]	<b>Open Date</b>	11/02/2009	<b>Built Date</b>	03/13/2008
<b>Model Year</b>	2008	<b>Body</b>	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS		
<b>In Service Dt</b>	05/06/2008	<b>Mileage</b>	48,857	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
<b>Dealer</b>	43940	ALL STAR DODGE INC				
<b>Dealer Address</b>	2590 RANGE PARK DRIVE					
<b>Dealer City</b>	DENHAM SPRINGS	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70726	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	GREENWELL SPRING LA [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-10-31  
 Road Side File Created 11-02-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 30951 WALKER ROAD N 2590 RANGE PARK DRIVE  
 CORBIN AVENUE  
 WALKER DENHAM SPRINGS  
 LA USA LA  
 CALLER\_COMMENTS 01// TIE ROD BROKE; DUALLY TOW\_CO  
 DEALER CODE : 43940 ALL STAR DODGE INC



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19058423</b>
<b>VIN</b>	3D6WG46A3	8G [REDACTED]	<b>Open Date</b>	11/02/2009	<b>Built Date</b>	03/13/2008
<b>Model Year</b>	2008	<b>Body</b>	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS		
<b>In Service Dt</b>	05/06/2008	<b>Mileage</b>	48,857	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
<b>Dealer</b>	43940	ALL STAR DODGE INC				
<b>Dealer Address</b>	2590 RANGE PARK DRIVE					
<b>Dealer City</b>	DENHAM SPRINGS	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70726	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	GREENWELL SPRING LA [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-10-31  
 Road Side File Created 11-02-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 30951 WALKER ROAD N 2590 RANGE PARK DRIVE  
 CORBIN AVENUE  
 WALKER DENHAM SPRINGS  
 LA USA LA  
 CALLER\_COMMENTS 01// TIE ROD BROKE; DUALY TOW\_CO  
 DEALER CODE : 43940 ALL STAR DODGE INC

Customer Assistance Inquiry Record (CAIR)#						19060908
VIN	3D7KS28L5	9G	Open Date	11/02/2009	Built Date	09/02/2008
Model Year	2009	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	02/27/2009	Mileage	17,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	60179	QUINN CHRYSLER DODGE, LLC				
Dealer Address	3250 SE WASHINGTON BLVD					
Dealer City	BARTLESVILLE	Dealer State	OK	Dealer Zip	74006	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PAWHUSKA OK				Country	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer alleges that he almost met with an accident
Recall - H36: - Advise Owner/Incomplete Recall	Inquiring about the recall
Recall - J10: - Advise Owner/Incomplete Recall	Inquiring about the recall
Corporate - CNA Change - Default - Default - Default	Updated the address
Product - Steering - Unknown - Other - Default	lost control of steering
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Agent was waiting for notes in narrative when call was dropped.

1. Who is calling and what is their contact information? -  
owners son  
Preferred:

2. What happened? Customer was heading home and lost control of steering then he tried to steer and it wouldn't steer so he ended up in a ditch and ended up hitting a light pole.

3. What is the current location of the vehicle? Quinn Chrysler Dodge.  
3250 South East Washington Blvd., Bartlesville, OK. 74006  
918-766-0000

Dealer 60179 SM Wayne stated customer is pushing him to put recall part in, his DM stated not to touch anything until Special Investigator comes out and SM Wayne wants to know when someone is coming out and what to tell the customer in the meantime.

Writer stated the case is being worked on.

Writer stated the right special investigation department has the case and it's being worked on, dealer is very anxious.

Customer is also requesting rental in this situation. Customer has been informed that their request for rental will need to be reviewed by the Special Investigations team

Customer called back requesting a call from the Special Investigations team. Customer states if he cannot get a call back this week he will contact his attorney. Customers best contact# 2.

\*\*\*\*\*

11.09.09  
VEHICLE LOCATED AT:  
QUINN CHRYSLER DODGE, LLC  
3250 SE WASHINGTON BLVD  
BARTLESVILLE OK 74006  
918-766-0000  
11/9/09 INCOMPLETE RECALLS: H36 STEERING DRAG LINK INNER JOINT AND DAMPER  
BRACKET  
J10 WIPER MOTOR  
11/9/09 ASSIGN TO TNT16.  
CAIR NUMBER 19060908 REQUEST EAA INSPECTION 11-09-2009 15:29  
CAIR NUMBER 19060908 E-MAIL SENT TO EAA 11-09-2009 15:30  
Customer is very disappointed that he was promised that he would get a  
call back from SI and that he never did. The dealership can t perform the  
needed recall until the SI investigation is complete. This case was  
closed. Writer reopened it because the there still hasn t been a  
resolution. Writer notified customer he would get a call back within two  
business days.

\*\*\*\*\*

11.10.09  
Dlr is looking for an update  
Per OGC Matrix, reassigned updated CAIR to 82T (CCRG 888.922.7329) MG17  
11/10/09 UPDATED CCRG FILE. TNT16/LSE6  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/10/09 AT 20:39:03 19060908  
Letter Sent: Acknowledgement 11/10/2009 11:26:01  
Customer stated he wants his vehicle back as soon as possible, writer  
stated his case is being handled by special investigations department and  
they are working on his case and writer has put this information in so  
they will see it.  
SM from dealer called and stated that the customer has not got a call  
from SI and it has been two weeks. Customer and dealer is getting  
frustrated and want a resolution on the case. Agent informed the SM that  
the case has been closed and there is not any notes that say a call  
attempt was made. Agent informed the SM that I will re-open the case and  
send it to SI again. Pleas call the customer and the dealer to inform  
them of the resolution.  
Wayne Arnett (SM) from dealership #60179 to find out what is going on.  
Writer advised him that a letter was sent on 11/10 with the results and  
assigned back to 82S earlier today. It appears that the letter may have  
been sent to the wrong address. He will have the customer call and  
verify the correct address.  
Customer called wanting to know why the Special Investigations Department  
has closed this Cair 3 times and no one has called him or let him and the  
dealer know what is going on. Dealership can not work on the vehicle  
until they get permission from Chrysler. Customer is ready to take legal  
steps if someone does not call him and let him know what is going on.  
Customer also feels that since Chrysler has had his vehicle for 3 weeks  
and he is with out transportation that his monthly vehicle payment should  
be made by Chrysler.  
Writer informed the customer the cair has been reassigned to the SI  
department.

\*\*\*\*\*

11.17.09  
Per OGC Matrix, reassigned updated CAIR to 82T (CCRG 888.922.7329) MG17  
11/17/09 UPDATED CCRG FILE. TNT16/LSE6

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Customer Assistance Inquiry Record (CAIR)#						19061108	
VIN	3D7KS28A7	8G	Open Date	11/02/2009	Built Date	03/14/2008	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	01/17/2009	Mileage	15,044	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	60082	VISTA JEEP CHRYSLER DODGE OF			SILVERTHORNE		
Dealer Address	225 BUFFALO MOUNTAIN DRIVE						
Dealer City	SILVERTHORNE			Dealer State	CO	Dealer Zip	80498
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	EAGLE CO					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Exterior Mirror-Manual	Passenger side mirror
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Product - Unknown - Unknown - Accident - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer said steering drag link caused his accident in the vehicle, it fell apart, no control over vehicle, trying to get out of traffic, he hit one green markers on the side of road and this cracked the mirror. Customer said he had vehicle towed to (60082) Vista Jeep Chrysler Dodge. Customer has vehicle, picked up vehicle at dealer who informed customer that they could not covered the repair under warranty, referred customer to Chrysler on this matter.

What are the customer s expectations?

Customer seeking goodwill assistance to cover the cost of the mirror replacement.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day.

Preferred call back number is 970-390-0558.

Who has possession of the vehicle? Customer.

Has the vehicle been diagnosed by a CDJ dealer? Yes, referred customer to Chrysler on this matter.

Reassigned to 88F

Writer informed customer of recall listed with vehicle.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

Writer called customer, customer

1. Who is calling and what is their contact information? Customer calling

Preferred:

Alternate: none

2. What happened? Customer states recalled drag link caused accident,

customer states little damage, mirror clipped road marker.

3. What is the current location of the vehicle? Customer has possession

\*\*\*\*\*

Recall reapris ahve already been completed.

Per OGC Matrix, reassigned to 82T. JSS15.

11/5/09 ASSIGN TO TNT16.

11/5/09 N-I-R.

11/5/09 NO INSPECTION REQUIRED.

CCRG Open Date: 11/05/2009 14:42:16

Customer states that he received a letter stating that Chrysler was unable to help with reimbursement of repair. Customer states that he shouldn t have to pay for the mirror as the steering went out. Customer states that the mirror was broken, because the steering went out. Customer states that he hasn t heard from anyone about the accident until he received the letter. Customer states that the letter stated that Chrysler couldn t reimburse because the vehicle was repaired before the investigation was completed.

Writer informed customer that he would have to have his insurance company ask for subrigation.

Letter Sent: Denial 12/03/2009

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19068188</b>
<b>VIN</b>	3D7MX48A6	8G	<b>Open Date</b>	11/04/2009	<b>Built Date</b>	04/22/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	10/23/2008	<b>Mileage</b>	31,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DBB					
<b>Dealer</b>	26684	HORNE MOTOR COMPANY				
<b>Dealer Address</b>	2030 HIGHWAY 60					
<b>Dealer City</b>	GLOBE	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85501	
<b>Owner</b>				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>				<b>Home Phone</b>		
	MIAMI AZ			<b>Country</b>	UNITED STATES	

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer states she need road side assistance.  
 What are the customer s expectations?  
 Customer needs a tow.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer states the tie rod end broke and the vehicle needs to be towed.  
 CAC advised customer to contact road side assistance at (800) 521-2779.  
 CAC advised customer of recall numbers H36 and J10.  
 Customer was advised that due to the nature of their rental request  
 a call back is required and will take place by close of business.  
 Preferred call back number is 928-402-2042.  
 Reassigned to 88R  
 \*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 4:07 PM MST.  
 Writer contacted dealer 26684 as listed in CAIR. Dealer states that they  
 have not seen vehicle. Writer attempted to contact number noted in CAIR  
 and number in owner information neither are valid numbers. Writer has to  
 close Cair due to lack of information.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19069033</b>
<b>VIN</b>	3D7MX48A6	8G	<b>Open Date</b>	11/05/2009	<b>Built Date</b>	04/22/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	10/23/2008	<b>Mileage</b>	31,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DBB					
<b>Dealer</b>	45394	HENRY BROWN CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	1990 N PINAL AVE					
<b>Dealer City</b>	CASA GRANDE	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85222	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	MIAMI AZ				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-11-03  
 Road Side File Created 11-05-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 5798 N FUCHSIA STREET 1990 N PINAL AVE  
 W PALM AVENUE  
 CASA GRANDE CASA GRANDE  
 AZ USA AZ  
 CALLER\_COMMENTS 01-BROKEN TIE ROD\MED DUTY UNDER  
 DEALER CODE : 45394 HENRY BROWN CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#						19076998	
VIN	3D7MX38A6	8G	Open Date	11/09/2009	Built Date	08/17/2007	
Model Year	2008	Body	D18L42	DODGE RAM ST 4X4 3500 QUAD CAB			
In Service Dt	09/20/2007	Mileage	32,781	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	43594	GRESHAM DODGE INC					
Dealer Address	855 E BURNSIDE						
Dealer City	GRESHAM			Dealer State	OR	Dealer Zip	97030
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	EAGLECREEK OR				Country	UNITED STATES	

Product - Suspension - Shock Absorbers / Struts - Bent - Unknown	Customer's shock stabilizer dent from tie rod dropped.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's tie rods flew off, customer seeking goodwill assistance
Corporate - Complaint Contact - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer s tie rods flew off and dent his Shock Stabilizer.

What are the customer s expectations?

Customer is seeking goodwill assistance.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back

is required and will take place within one business day

Preferred call back number is 503-799-1379 celly.

Who has possession of the vehicle? Dave Lensch.

Has the vehicle been diagnosed by a CDJ dealer? Yes. Gesham Dodge 43594.

Reassigned to 88FCustomer said his tie rods flew off his vehicle.

Customer said he took his vehicle to they told customer it was due to

abuse. {Customer hit curb caused the rods to fly off his

vehicle.}Customer also said there is a dent in the shock stabilizer.

Customer said the dent was caused by the tie rod when it dropped down.

Customer had to pay \$922.41. Customer said he should not be entirely

responsible for the cost. Customer picked up his vehicle. Customer was

charged for tie rods and shock stabilizer. Customer is under warranty.

Customer was denied warranty because of abuse to his vehicle.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

Writer spoke with Jim (Filling in for SM), and he said the customer was

off roading and damaged the steering stabilizer. The DM has declined

assistance.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair due to

vehicle damage/abuse which contributed to the failure of the



tie rods.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

\*\*\*\*\*

Customer states that the SM Jim has new information and would like an agent to talk contact him.

Customer states that there was a mistake by the dealer.

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Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is [REDACTED]

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\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

Writer spoke with SM Jim who stated that his technician said it wasn't covered under warranty even his DM saw the vehicle and agreed that it shouldn't be covered. SM Jim had called to see if there is anything Chrysler would do. Based on the information from SM Jim the vehicle's problem was caused because something jammed the steering dampener possibly while off roading and ripped the ball joint out where as the customer feels the ball joint was faulty and caused damage to the steering dampener. Writer is not changing the decision to help this customer because the vehicle was damaged by the customer.

Customer calls requesting to speak with BS650.

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66003

Customer states there is a discrepancy with the dealer and himself.

Customer states its important he talk to BS650.

Customer is requesting if BS650 calls back then to leave a message stating when a good time is to reach him.

Customer/Caller transferred to extension # 66003

BS650 - BEN - MR DAVE LENSCH - 19076998 - calling for you - transferring to 66003. Preferred call back number is [REDACTED] He has called twice previously.

Customer called in to be reconnected with agent BS650 on the senior resolutions team.

Customer states he has not heard from BS650 and wants to talk to him again. Writer informed customer of decline and customer has new information he needs to talk to BS650 about. Customer Preferred call back number is [REDACTED]

Customer calls requesting to speak with BS650.

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph. CUSTOMER STATES HE HAS NEW INFORMATION ABOUT THE CASE.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66003.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

Customer calls requesting to speak with....BS650

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66003

Customer has had the vehicle diagnosed by dealer #44894, SA Maggie has looked at the vehicle and stated that the tie rod were not ripped out and it does not appear to be caused by customer neglect or abuse. Maggie states that she would have claimed the repair under warranty had the vehicle been brought to her dealership. Maggie states the customer is a loyal customer to the dealership. Writer is approving \$942.41 for reimbursement for repairs that should have been done under warranty.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19079634</b>	
<b>VIN</b>	3D7MX48A1	8G	<b>Open Date</b>	11/10/2009	<b>Built Date</b>	05/22/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
<b>In Service Dt</b>	09/22/2008	<b>Mileage</b>	49,000	<b>Dealer Zone</b>	66	ORLANDO	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	42431	DAYTON ANDREWS DODGE					
<b>Dealer Address</b>	2301 - 34TH STREET NORTH						
<b>Dealer City</b>	ST PETERSBURG			<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33713
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HURON OH					<b>Country</b>	UNITED STATES

Product - Steering - Unknown - Defective - Default	ball socket broke off drag link where it bolts to the pitman arm
Recall - H36: - Reoccurrence or Related Problem	ball socket broke off drag link where it bolts to the pitman arm
Corporate - Complaint Contact - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Why is the customer contacting Chrysler?  
had recall H36 completed, 11/07/09 the same issues as recall occurred.  
What are the customer s expectations?  
feels unsafe in vehicle requests trade in.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer states 29000 miles for drag link recall, on 11/07/09 heard snap  
lost all control, steering wheel lost control, claims dealer says ball  
socket broke off drag link where it bolts to the pitman arm, feels unsafe  
in vehicle, requesting trade in.  
Customer was advised that due to the nature of their contact a call back  
is required and will take place within one business day  
Preferred call back number is  
Who has possession of the vehicle? Dealer  
Has the vehicle been diagnosed by a CDJ dealer? No  
Reassigned to 88F  
Customer states call was disconnected. Customer called back to get  
reference#. Writer provided reference# to customer.  
\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
CONTACT UPDATE - Customer was contacted today at 12:15 pm.  
Customer was provided with agent s extension: 66005.  
##### ATTENTION SERVICE MANAGER/DIRECTOR #####  
Owner is requesting that their vehicle be repurchased or replaced.  
This CAIR is being assigned to your dealership for further handling and  
review with your District Manager and/or Business Center in an attempt  
to resolve customer s concern. The information below was compiled based

on corporate records. Please contact this customer with next steps and update this CAIR.

+ + + + + Buyback / Replacement Research + + + + +

1. What does the customer allege is wrong with the vehicle? The recall has gone bad and cause the customer to lose control of the vehicle.
2. Was the vehicle purchased new or used? New
3. If used, what number owner is the customer? NA
4. Per the warranty history, how many related repairs have there been? 2
5. Total number of days out of service? 2
6. Date of first related repair attempt? 04/01/2009
7. Mileage of first related repair attempt? 29535
8. This vehicle was purchased in what state? OH
9. Is this a safety state? Yes
10. Has there been a Direct-to-Dealer CAIR previously sent? No
11. Has there been any Business Center involvement? No
12. Is the vehicle currently at an authorized dealer? No
13. Does the condition described by the customer still exist? Yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

Writer called the customer and that customer stated that she would like to file for buyback or replacement of the vehicle. Writer filed the work and will send it to the dealership. The customer will get in contact with the dealership to advise them of the case. The customer thanked for the assistance.

REASSIGNED TO BC/DLR 66 42431 11/11/09 14:24 O 19079634

Writer called the dealership and spoke with the SM and advised him that the customer is filing for buyback of the vehicle and that she will bring the vehicle down to the dealership. The SM thanked for the call and will wait for a call.

\*Contact Date:11/12/2009

Service Manager at the dealership has closed the Cair# 19079634  
Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 11/12/2009 AT 07:58:984 R 19079634

Customer called in to get her reference number again because she misplaced it. Writer provided CAIR number.

Customer calling for status on this CAIR #. Writer informed that we spoke with the SM on 11/11 and advised of the customer bringing her vehicle in for possible buyback. Customer stated she will call the dealership back.

Dealer called stating has not been notified what she should do for the appointment. Customer would like the same vehicle. Customer stated she did not request a buy back.

Please inform customer there is no appt and her case has been closed due to no known issue with the vehicle. Please notify customer that there is no appt with the dealer for buyback and replacement.

Customer states that because the part failed when she was driving that she no longer feels safe driving the truck and wants it bought back.

Customer states that the appointment was not made because she was unsure of which dealership it was supposed to be at because she had the last repair done at BRANDYWINE CHRYSLER JEEP DODGE 62780. Customer state that the senior resolution agent could contact Melanie at dealer her cell is

[REDACTED].  
Customer calls requesting to speak with....JW832

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66005

Customer name match to CAIR confirmed. Agent has checked for decline standard paragraph. Customer requests transfer to extension 66005. Writer transferred customer/caller to extension with instructions to leave a message if no answer.

Contact Melanie the assistant SM at dealer 42431 on her cell phone [REDACTED] to get this resolved.

##### ATTENTION SERVICE MANAGER/DIRECTOR #####

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+ + + + + Buyback / Replacement Research + + + + +

1. What does the customer allege is wrong with the vehicle? The recall went bad on the vehicle and the customer lost control of the vehicle.
2. Was the vehicle purchased new or used? New
3. If used, what number owner is the customer? NA
4. Per the warranty history, how many related repairs have there been? 2
5. Total number of days out of service? 2
6. Date of first related repair attempt? 4/1/09
7. Mileage of first related repair attempt? 29535
8. This vehicle was purchased in what state? OH
9. Is this a safety state? Yes
10. Has there been a Direct-to-Dealer CAIR previously sent? Yes
11. Has there been any Business Center involvement? No
12. Is the vehicle currently at an authorized dealer? No
13. Does the condition described by the customer still exist? Yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless

of this request.

REASSIGNED TO BC/DLR 66 42431 11/18/09 16:40 R 19079634

AREA MANAGER CONTACTED DEALERSHIP SERVICE DIRECTOR ON THIS DATE. VEHICLE IS NOT IN FLORIDA. TO THE BEST OF OUR KNOWLEDGE THE VEHICLE IS IN OH.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19091499</b>
<b>VIN</b>	3D7MX38A9	8G [REDACTED]	<b>Open Date</b>	11/14/2009	<b>Built Date</b>	11/08/2007
<b>Model Year</b>	2008	<b>Body</b>	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	09/20/2008	<b>Mileage</b>	31,061	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PB5	ELECTRIC BLUE PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	26775	RYAN CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	1212 2ND ST W					
<b>Dealer City</b>	WILLISTON	<b>Dealer State</b>	ND	<b>Dealer Zip</b>	58801	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	WESTBY MT [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-11-12  
 Road Side File Created 11-14-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 NORTH STAR ROAD 1212 2ND ST W  
 E COMERTOWN ROAD  
 WESTBY WILLISTON  
 MT USA ND  
 CALLER\_COMMENTS BROKEN FRONT TIE ROD DEISAL QUAD  
 DEALER CODE : 26775 RYAN CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)#						19091629	
VIN	3D7KS28D9	8G	Open Date	11/14/2009	Built Date	04/11/2008	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/20/2008	Mileage	38,100	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	66912	ROSEVILLE CHRYSLER JEEP, INC.					
Dealer Address	2805 HIGHWAY 35W NORTH						
Dealer City	ROSEVILLE			Dealer State	MN	Dealer Zip	55113
Owner	.					Contact Type	ROADSIDE
Address						Home Phone	
	SPARKS MD					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-11-12  
 Road Side File Created 11-14-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 2451 COUNTY ROAD C W 2805 HIGHWAY 35W NORTH  
 CONNECTING ROAD  
 ST PAUL ROSEVILLE  
 MN USA MN  
 CALLER COMMENTS STEERING LINKAGE BROKE/@MAGELLAN  
 DEALER CODE : 66912 ROSEVILLE CHRYSLER JEEP DODGE,

Customer Assistance Inquiry Record (CAIR)#						19099960	
VIN	3D7KS28A0	8G	Open Date	11/18/2009	Built Date	06/27/2008	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/18/2008	Mileage	25,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA					
Dealer Address	5001 GRIZZLY COURT						
Dealer City	MISSOULA			Dealer State	MT	Dealer Zip	59802
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	SLC UT					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-11-16  
 Road Side File Created 11-18-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 ANDERSON STREET 5001 GRIZZLY CT  
 BONNER  
 MISSOULA MISSOULA  
 MT USA MT  
 CALLER\_COMMENTS 01 TIE ROD BROKE TOW\_COMMENTS VE  
 DEALER CODE : 60062 LITHIA CHRYSLER JEEP DODGE OF



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19109274</b>
<b>VIN</b>	3D7MX39A4	8G	<b>Open Date</b>	11/21/2009	<b>Built Date</b>	05/19/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	07/28/2008	<b>Mileage</b>	29,140	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	60111	SHERWOOD CHRYSLER JEEP DODGE OF		SALISBURY		
<b>Dealer Address</b>	1915 NORTH SALISBURY BLVD.					
<b>Dealer City</b>	SALISBURY			<b>Dealer State</b>	MD	<b>Dealer Zip</b> 21801
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	KELLER VA				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-11-19  
 Road Side File Created 11-21-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1902 N SALISBURY BLVD  
 \*\*\*\*\*  
 SALISBURY  
 USA MD  
 CALLER\_COMMENTS STEERING LINKAGE BROKEN, KEYS ARE  
 DEALER CODE : 60111 SHERWOOD CHRYSLER JEEP DODGE OF

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19111363</b>	
<b>VIN</b>	3D7MX48A0	8G	<b>Open Date</b>	11/23/2009	<b>Built Date</b>	11/30/2007	
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
<b>In Service Dt</b>	03/31/2008	<b>Mileage</b>	52,000	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	60314	FLETCHER CHRYSLER-DODGE-JEEP					
<b>Dealer Address</b>	3111 E 32ND ST						
<b>Dealer City</b>	JOPLIN			<b>Dealer State</b>	MO	<b>Dealer Zip</b>	64804
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SENECA MO					<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Steering - Linkage - Bent - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer stated he had the steering linkage recall performed. A month later he was driving and the tie rod ends and steering linkage broke  
 What are the customer s expectations?  
 Customer wants to have Dodge pay to fix it 100%  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day  
 Preferred call back number is  
 Who has possession of the vehicle? at an IRF but is waiting to see if he needs to take it to a dealership.  
 Has the vehicle been diagnosed by a CDJ dealer?no  
 Reassigned to 88F  
 \*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 1330.  
 Customer was provided with agent s extension: 66001  
 Agent called customer and discussed his concerns about the tie rods.  
 Agent called dealer (60314) and spoke with SA (Josh) who stated the tie rods prematurely failed.  
 As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty costs of the repair are as follows:  
 Parts & Labor: Approximately \$500.00  
 With the concurrence of the Service Advisor, Josh, the customer will have a co-pay of \$100.00.  
 ##### DIRECT-TO-DEALER #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Troy at 800-992-1997 extension # 66001. You may also contact us by email at: T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.  
#####  
REASSIGNED TO BC/DLR 74 60314 11/25/09 13:01 O 19111363  
TWE Spoke with Josh. Customer was offered \$100 ded. repair. Cust.accepted

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19115149</b>
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<b>VIN</b>	3D7MX48A2	8G [REDACTED]	<b>Open Date</b>	11/24/2009	<b>Built Date</b>	07/18/2007
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	11/29/2007	<b>Mileage</b>	29,500	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	57987	I M JARRETT & SON INC				
<b>Dealer Address</b>	335 S YORK ROAD					
<b>Dealer City</b>	HATBORO	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	19040	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	HATBORO PA [REDACTED]	<b>Country</b>	UNITED STATES

Product - Electrical - Electronic Stability Program - Unknown - Default	Damper
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Steering - Unknown - Other - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	
Product - Unknown - Unknown - Accident - Default	

1. Who is calling and what is their contact information? Amos GRUBB, from State-Wide Insurance  
 Preferred: [REDACTED]  
 Alternate: None

2. What happened? Mr. Grubb alleges that the vehicle was involved in an accident due to the failure of the tie rods, damper and steering. The vehicle hit a fence and Mr. Grubb is alleging that this is due to the previous repairs listed above.

3. What is the current location of the vehicle? At customer s home address.

\*\*\*\*\*

11.25.09

VEHICLE LOCATED AT: RESIDENCE

[REDACTED]

HATBORO PA [REDACTED]

G30 45193 REPAIRED 3545193 2007-11-21 REPROGRAM ECM & REPLACE O2 CONTROL MODULE 50-STATE EMISSIONS

H34 57987 REPAIRED 35 57987 2009-02-09 DASH SHIELD SAFETY

H46 60355 INSPECTED / NO REPAIR 35 26537 2009-09-18 STEERING LINKAGE

J19 60134 REPAIRED 2009-08-11 CALIFORNIA EMISSIONS WARRANTY ADDEMDUM 50-S

Per OGC Matrix, reassigned to 82T (CCRG 888.922.7329). MG17.

11.25.09 Assigned to TNT16. MJK

CAIR NUMBER 19115149 REQUEST EAA INSPECTION 11-25-2009 11:58

CAIR NUMBER 19115149 E-MAIL SENT TO EAA 11-25-2009 11:58

CCRG Open Date: 11/25/2009 09:19:33

Letter Sent: Acknowledgement 11/30/2009 12:17:50

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/02/09 AT 15:04:46 19115149

Amos Grubb from nationwide claims looking for the handling the claim [REDACTED] 800-889-9872 Ext 6506  
Lois from Travelers Insurance Company 262-787-4758 calling to obtain the address and fax information to submit subrogration information. Writer advised the request will be documented requesting a call back. Caller may also reach Customer Claims Resolution Group at 888-922-7329.  
Caller asks to please provide claim [REDACTED] when contacting her back.  
Amos from Nation Wide insurance called in about this case. Writer referred Amos to contact CCRG at 888.922.7329.  
POSTMARK DATE: 040710; DATE RECEIVED: 041210

\*\*\*\*\*

04.13.10  
Arbitration Forums Property Subro \_  
Docket# P093-00103-10-00  
Hearing Date 06.07.10  
Per OGC Matrix, reassigned to 82T. MG17  
4.13.10 Updated Law Manager and Case Manager. MJK  
CAIR UN-Gd

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Customer Assistance Inquiry Record (CAIR)#						19125914
VIN	3D7KS28A7	8G	Open Date	11/30/2009	Built Date	06/04/2008
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	06/15/2008	Mileage	39,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	44526	NEW COUNTRY AUTO CENTER				
Dealer Address	333 SOUTH BROADWAY					
Dealer City	CORTEZ	Dealer State	CO	Dealer Zip	81321	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CORTEZ CO				Country	UNITED STATES

Product - Steering - Linkage - Defective - Default	defective part installed to complete recall
Corporate - Complaint Contact - Default - Default - Default	
Recall - H36: - Reoccurrence or Related Problem	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

H36 recall part failed.

What are the customer s expectations?

requesting part failure information

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer claims they have several Dodge vehicles they use for their business, claims they had a failure related to recall H36, claims the driver was parking when the steering linkage broke, took vehicle to the dealer who repaired under recall, asks if there are man recall parts failing like his, asks should they expect another part failure, Writer advised customer to have the vehicles inspected if he is concerned about a failure, advised customer CCAC has no information regarding how many recall part fail after recall completion. Wrier discussed incomplete recall with customer.

Customer Assistance Inquiry Record (CAIR)#						19135328
VIN	3D7MX48A4	8G	Open Date	12/03/2009	Built Date	03/12/2008
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
In Service Dt	05/21/2008	Mileage	60,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	68302	GREEN CHRYSLER PLYMOUTH DODGE				
Dealer Address	307 EAST FIRST STREET					
Dealer City	DERIDDER	Dealer State	LA	Dealer Zip	70634	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	PITKIN LA				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Towing - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2009-12-01  
 Road Side File Created 12-03-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 HIGHWAY 112 307 EAST FIRST STREET  
 HIGHWAY 462  
 PITKIN DERIDDER  
 LA USA LA  
 CALLER COMMENTS JUST PAST PLAINVIEW HIGHSCHOOL ON  
 DEALER CODE : 68302 GREEN CHRYSLER PLYMOUTH DODGE  
 DEALER CONTACT Date & time of Dealer contact? 12/03/09 at 10:16  
 DEALER CONTACT Date & time of Dealer contact? 12/03/09 at 12:29  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Jesse SM / 68302  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 12/01/09  
 What is the current mileage?  
 About 60000  
 If known, what is the reason for the tow?  
 Drivers side tie rod end broken off  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 12/02/09  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?

N/A

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

N/A

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 12/03/09 at 2:05

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

6

\*\*\*\*End structured narrative T2 - PCCP Survey

Customer states that everyone at the dealership was friendly, but he didn't feel that they were confident in the repair to his truck. Customer is a little worried that this will happen again since the truck is so new.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19149949	
VIN	3D7KS29AX	8G	Open Date	12/09/2009	Built Date	03/28/2008	
Model Year	2008	Body	DH7P81 DODGE RAM LARAMIE 4X4 2500 MEGA CAB				
In Service Dt	05/24/2008	Mileage	22,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	67703	HUFFINES CHRYSLER JEEP DODGE					
Dealer Address	4500 W PLANO PKWY						
Dealer City	PLANO	Dealer State	TX	Dealer Zip	75093		
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	RICHARDSON TX				Country	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2009-12-07  
 Road Side File Created 12-09-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1060 E BELT LINE ROAD 4500 W PLANO PKWY  
 S GROVE ROAD  
 RICHARDSON PLANO  
 TX USA TX  
 CALLER\_COMMENTS @ QUIK CAR TOW\_COMMENTS VENDOR\_  
 DEALER CODE : 67703 HUFFINES CHRYSLER JEEP DODGE  
 DEALER CONTACT Date & time of Dealer contact? 12/10 @ 12:28 AM  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 DJ / Sm / 67703  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 12/7  
 What is the current mileage?  
 22010  
 If known, what is the reason for the tow?  
 Front tie rod came apart  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 12/7  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No  
 If yes, what are the part & order # s?  
 N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

214-478-9984

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 12/10 @ 10:40 AM

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

1, Customer very upset that the recall part failed again. Dealer communication was very poor.

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19150276
VIN	3D7KS28A3	8G	Open Date	12/09/2009	Built Date	04/08/2008
Model Year	2008	Body	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	11/14/2008	Mileage	22,556	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	45393	CLEAR LAKE DODGE				
Dealer Address	15711 GULF FWY					
Dealer City	WEBSTER	Dealer State	TX	Dealer Zip	77598	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	LA PORTE TX				Country	UNITED STATES

Product - Steering - Linkage - Defective - Default	Dealer 45393 states the steering linkage came apart.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2009-12-07  
 Road Side File Created 12-09-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 11151 SHADOW CREEK PARKWAY 15711 GULF FWY  
 FM RD 2234  
 PEARLAND WEBSTER  
 TX USA TX  
 CALLER\_COMMENTS 01--PK D @ BUC-EES/STEERING BALL  
 DEALER CODE : 45393 CLEAR LAKE DODGE  
 DEALER CONTACT Date & time of Dealer contact? 12/09/09 at 1:25  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Billy SA / 45393  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 12/07/09  
 What is the current mileage?  
 22556  
 If known, what is the reason for the tow?  
 Steering linkage came apart  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 12/09/09  
 If no, what is the estimated repair date?

N/A

Are there any parts that need to ordered?

N/A

If yes, what are the part & order # s?

N/A

Rental provided?

Yes

If yes, how many days? (either by the dealer or USCAC)

2 Days / Dealer

Dealer provided the following customer contact information.

\*\*\*\*\*End structured narrative T2 - PCCP

Billy SA states that the vehicle issue was related to the recall repair and that repairs were completed today and is ready to be picked up.

CONTACT UPDATE - Date & time of customer contact? 12/09/09 at 1:36

Customer not available. Writer left message advising that case has been received and that PCCP would like to ensure that roadside service and repairs went smoothly and that a second contact attempt will take place 12/10/09.

\*\*\*\*\*JL1095, please note when contacting customer that duplicate CAIR # s 19154051 and 19153730 were created as well. \*\*\*\*\*

CONTACT UPDATE - Date & time of customer contact? 12/10 @ 4:24 pm

Writer attempted to contact customer, another attempt will be made 12/11.

3rd CONTACT UPDATE - Date & time of customer contact? 12/11/09 at 11:31

Customer not available. Writer left message advising that a fourth contact attempt will take place 12/14/09.

CONTACT UPDATE - Date & time of customer contact? 12/14/09 at 1:13.

Writer left a message advising writer was following up on behalf of Jill (JL1095). The contact is confirm the repairs and the overall experience was satisfactory. Writer provided extension for JL1095 if the customer would like to provide his feedback.

5th CONTACT UPDATE - Date & time of customer contact? 12/15/09 at 10:38

Customer not available. Writer left message advising that if they have any questions or wish to discuss this further to contact CAC. Writer provided reference CAIR number.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19153948</b>
<b>VIN</b>	3D7KS28A2	8G	<b>Open Date</b>	12/10/2009	<b>Built Date</b>	03/15/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	01/13/2009	<b>Mileage</b>	24,463	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	42819	5 CORNERS DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	1292 WASHINGTON AVENUE			HIGHWAY 60		
<b>Dealer City</b>	CEDARBURG			<b>Dealer State</b>	WI	<b>Dealer Zip</b> 53012
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	PORT WASHINGTON WI				<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Personnel - Cooperative - Service Advisor	Customer was delighted with quick efficient repair to vehicle towed in
Product - Steering - Manual Rack and Pinion - Other - Default	Pitman arm broke
Marketing - Dodge - Incentives - Unfavorable - Other	Price for 2010 Dodge vehicles is too high/rebates too low
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Recall - H36: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2009-12-08  
 Road Side File Created 12-10-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 10330 N PORT WASHINGTON ROAD 1292 WASHINGTON AVENUE  
 W RANCHITO LANE  
 MEQUON CEDARBURG  
 WI USA WI  
 CALLER\_COMMENTS 01- BEST WESTERN PARKING LOT, SNO  
 DEALER CODE : 42819 5 CORNERS DODGE CHRYSLER JEEP  
 DEALER CONTACT Date & time of Dealer contact? 12/10/09 at 3:20 pm.  
 Who did you speak with at the dealer and what is their dealer code?  
 SM-Randy at 42819  
 Is the vehicle at the dealer now? No  
 When did it arrive at the dealer? 12/08/09  
 What is the current mileage? 24,463  
 If known, what is the reason for the tow? Pitman arm broke  
 Have the repairs been completed? Yes  
 If yes, when were they completed? 12/08/09  
 If no, what is the estimated repair date? N/A  
 Are there any parts that need to be ordered? No  
 If yes, what are the part & order # s? N/A  
 Rental provided? No  
 If yes, how many days? (either by the dealer or USCAC) N/A

Additional contact information provided as: [REDACTED]  
Writer can not add reason codes or update Primary CAIR information in HPIMS due to CAIR being open with JL1095. Writer is assisting that agent.

SM stated recall H36 was addressed with customer but not completed.

CONTACT UPDATE - Date & time of customer contact? 12/10/09 at 3:29 pm.

Writer left message for customer informing calling to follow up on recent roadside services and another contact attempt will be made. Ref # and agent ext. 66067 provided. Writer also informed of open recall H36 and referred customer to dealership.

2nd CONTACT UPDATE - Date & time of customer contact? 12/11/09 at 11:36

Customer not available. Writer left message advising that a third contact attempt will take place 12/14/09.

3rd CONTACT UPDATE - Date & time of customer contact? 12/14/09 at 3:42.

Writer left a message contact is to attempt to follow up on a recent towing request, which dealership the vehicle was towed to, if there were any repairs and the overall experience. The CAC phone [REDACTED] 7 and the extension 66067 (JL1095) was provided. Contact will be attempted again on 12/15/09.

4th CONTACT UPDATE - Date & time of customer contact? 12/15/09 at 10:54

Customer not available. Writer left message advising that a final contact attempt will take place 12/16/09 and provided reference CAIR number and ext. 66067.

5th CONTACT UPDATE - Date & time of customer contact? 12/16/09 at 12:40

Customer states that he had a great experience with roadside service and repair at 5 Corners dealership. Customer states that the vehicle was towed in around 5pm and the dealership had it fixed by 7pm that night and that exceeded his expectations. Customer states that he has about 13 vehicles for his company and loves Dodge trucks, but is concerned that the incentives and rebates are not as high for 2010 models and the prices have gone up to the point where they will probably not be able to purchase new ones.

- Writer provided fleet hotline information to further see if they may qualify and possible incentives through them. Writer advised that all comments will be documented and that we appreciate the feedback.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10+

How satisfied are you with the overall handling of this event?

10+

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19160867	
VIN	3D3KS19D2	8G	Open Date	12/13/2009	Built Date	05/20/2008	
Model Year	2008	Body	DH6P81	DODGE RAM LARAMIE 4X4 1500 MEGA CAB			
In Service Dt	09/16/2008	Mileage	30,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	66929	MEADOR CHRYSLER-PLYMOUTH INC					
Dealer Address	2351 EAST INTERSTATE 20						
Dealer City	FORT WORTH			Dealer State	TX	Dealer Zip	76119
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	VENUS TX					Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Warranty - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2009-12-11  
 Road Side File Created 12-13-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 3078 ST PAUL ROAD 2351 EAST INTERSTATE 20  
 COUNTY ROAD 511  
 VENUS FORT WORTH  
 TX USA TX  
 CALLER\_COMMENTS KEYS IN CUP HOLDER TOW\_COMMENTS  
 DEALER CODE : 66929 MEADOR CHRYSLER-PLYMOUTH INC  
 DEALER CONTACT Date & time of Dealer contact? 12/15/09 @ 1110AM.  
 Writer left message for SM providing contact information and extension  
 66139.  
 CONTACT UPDATE - Date & time of customer contact? 12/15/09 @ 1120AM.  
 Customer states everything went well and he was with a client and  
 requested a call later.  
 Dealer calls back with information previously requested.  
 Dealer transferred to original agent working CAIR: CS1086.  
 DEALER CONTACT Date & time of Dealer contact? 12/16/09 @ 310PM. Ken SA  
 states the vehicle was towed in due to a front suspension drag link that  
 was broken. Ken states the vehicle is repaired.  
 Who did you speak with at the dealer and what is their dealer code? Ken  
 SA /66929  
 Is the vehicle at the dealer now? No  
 When did it arrive at the dealer? 12/11/09  
 What is the current mileage? 35172  
 If known, what is the reason for the tow? Broken drag link  
 Have the repairs been completed? Yes  
 If yes, when were they completed? 12/11/09  
 If no, what is the estimated repair date? NA  
 Are there any parts that need to be ordered? No

If yes, what are the part & order # s? NA

Rental provided? No

If yes, how many days? (either by the dealer or USCAC) NA

Dealer provided contact number: [REDACTED]

CONTACT UPDATE - Date & time of customer contact? 12/16/09 @ 315PM.

Writer left message requesting a call back providing contact information and extension 66139.

CONTACT UPDATE - Date & time of customer contact? 12/17/09 @ 335PM.

Overall how satisfied were you with the Roadside service you received?

Customer alleges he was not very involved with the tow, but states he feels it went wonderful.

How satisfied are you with the overall handling of this event? 10

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19160938
VIN	3D7MX48L6	9G	Open Date	12/13/2009	Built Date	04/20/2009
Model Year	2009	Body	D18L42	DODGE RAM ST 4X4 3500 QUAD CAB		
In Service Dt	05/25/2009	Mileage	18,710	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	60184	RED RIVER DODGE,CHRYSLER,JEEP LLC.				
Dealer Address	105 S. SEVENTH ST.					
Dealer City	HEBER SPRINGS			Dealer State	AR	Dealer Zip 72543
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	DAMASCUS AR				Country	UNITED STATES

Dealer - Loaner Vehicle - Unknown - Declined to Provide - Default	customer upset no loaner vehicle was offered
Dealer - Service/Body Shop - Transaction - Not Ready When Promised - Default	customer upset repair took too long
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2009-12-11  
 Road Side File Created 12-13-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 HIGHWAY 65 S 105 S. SEVENTH ST.  
 SULPHUR ROAD  
 DAMASCUS(FAULKNER/VAN BUREN) HEBER SPRINGS  
 AR USA AR  
 CALLER\_COMMENTS -01 4 DOORS, FLAT BED, DULLY, DES  
 DEALER CODE : 60184 RED RIVER DODGE,CHRYSLER,JEEP LLC.  
 DEALER CONTACT Date & time of Dealer contact? 12/14/09 2:28  
 \*\*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SA Mel 60814  
 Is the vehicle at the dealer now?  
 yes  
 When did it arrive at the dealer?  
 12/11  
 What is the current mileage?  
 18710  
 If known, what is the reason for the tow?  
 broken tie rod end  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 12/14  
 If no, what is the estimated repair date?

na

Are there any parts that need to ordered?

yes

If yes, what are the part & order # s?

68038054ab

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

na

Dealer provided the following customer contact information.

501-335-7301

\*\*\*\*End structured narrative T2 - PCCP

Writer spoke with SA Mel and repairs are done. Customer has not picked up vehicle yet. Writer will follow up on 12/15 with customer.

CONTACT UPDATE - Date & time of customer contact? 12/15/09 12:24

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

1

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19169175	
VIN	3D7MX48L6	9G	Open Date	12/16/2009	Built Date	10/22/2008	
Model Year	2009	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	12/13/2008	Mileage	28,044	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	45113	BRIGGS DODGE					
Dealer Address	3137 S KANSAS AVE						
Dealer City	TOPEKA	Dealer State	KS	Dealer Zip	66611		
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	TULSA OK				Country	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Survey Follow-Up - CSI - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2009-12-14  
 Road Side File Created 12-16-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 SW WANAMAKER ROAD 3001 S KANSAS AVE  
 SW HUNTOON STREET  
 TOPEKA TOPEKA  
 KS USA KS  
 CALLER\_COMMENTS BALL JOINT OFF. DUALIE. 9000 L  
 DEALER CODE : 45113 BRIGGS DODGE  
 DEALER CONTACT Date & time of Dealer contact? 10:56 ON 12/16/09  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Brian / Assistant SM / 45113  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 11/14/09  
 What is the current mileage?  
 28044  
 If known, what is the reason for the tow?  
 Tie rod broke  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 N/A  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No  
 If yes, what are the part & order # s?  
 N/A

Rental provided?

No - Loaner

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

252-259-4370

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 11:01 on 12/16/09

Overall how satisfied were you with the Roadside service you received?

Roadside assistance there in 15 minutes did a great job.

How satisfied are you with the overall handling of this event?

Good on the getting the repair fixed in a hurry.

Customer concerned about the other tie rod, that he had a lot of suspension problems and he is concerned that the other tie rod will fail.

Thinks that the other tie rod should be replaced

DEALER CONTACT Date & time of Dealer contact? 11:49 on 12/16/09

Called Joey, service manager (SM) about the customer's concerns.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19179305
VIN	3D7KS19D8	8G	Open Date	12/19/2009	Built Date	06/06/2008
Model Year	2008	Body	DH6H81	DODGE RAM SXT 4X4 1500 MEGA CAB		
In Service Dt	08/18/2008	Mileage	15,961	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	60163	FREMONT MOTOR ROCK SPRINGS, INC				
Dealer Address	1900 FOOTHILL BLVD					
Dealer City	ROCK SPRINGS	Dealer State	WY	Dealer Zip	82902	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	GREEN RIVER WY				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2009-12-17  
 Road Side File Created 12-19-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 300 N 1ST EAST ST 1900 FOOTHILL BLVD  
 E 3RD NORTH STREET  
 GREEN RIVER ROCK SPRINGS  
 WY USA WY  
 CALLER\_COMMENTS TIROD BROKE/@WHITE MOUNTAIN LIBRA  
 DEALER CODE : 60163 FREMONT MOTOR ROCK SPRINGS, INC  
 DEALER CONTACT Date & time of Dealer contact? 12/21 @ 2:52.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Will / SM / 60163  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 12/17  
 What is the current mileage?  
 15961  
 If known, what is the reason for the tow?  
 Broken tie rod ends  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 12/18  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No  
 If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

307-707-0355

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 12/21 @ 3:11. Writer left a voice mail informing of agents extension of 66142. Writer informed of follow up on 12/22.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

8

How satisfied are you with the overall handling of this event?

8

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19179765
VIN	3D6WH46D6	8G	Open Date	12/20/2009	Built Date	05/28/2008
Model Year	2008	Body	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS		
In Service Dt	08/11/2008	Mileage	24,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DBB					
Dealer	60179	QUINN CHRYSLER DODGE, LLC				
Dealer Address	3250 SE WASHINGTON BLVD					
Dealer City	BARTLESVILLE	Dealer State	OK	Dealer Zip	74006	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	COPAN OK				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Recall - H36: - Advise Owner/Incomplete Recall	
Recall - J10: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2009-12-18  
 Road Side File Created 12-20-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 3484 MULLENDORE RANCH RD 3250 SE WASHINGTON BLVD  
 \*\*\*\*\*  
 COPAN BARTLESVILLE  
 OK USA OK  
 CALLER\_COMMENTS  
 DEALER CODE : 60179 QUINN CHRYSLER DODGE, LLC  
 DEALER CONTACT Date & time of Dealer contact? 10:00 on 12/21/09  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Derik / SA / 60179  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 12/18/09  
 What is the current mileage?  
 24363  
 If known, what is the reason for the tow?  
 Tie rod end broken  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 N/A  
 If no, what is the estimated repair date?

Unknown - diagnosis not done

Are there any parts that need to be ordered?

Unknown

If yes, what are the part & order # s?

Unknown

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

\*\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 10:07 on 12/21/09

Called customer and left message with the reference number, writer's phone number and extension 66199

Advised Dealership of the incomplete recalls.

DEALER - Called dealership and spoke to SA who stated that the repair was completed and the vehicle is waiting for the customer to pick the vehicle up

2nd ATTEMPT - 10:03 on 12/23/09. Called customer and left a message that included the contact information.

3rd ATTEMPT - 1:22 on 12/28/09. Called customer and spoke to her daughter who stated that she is unavailable now. Left contact information including extension

4th ATTEMPT - Called customer and left a message that included the contact information for the writer.

5th ATTEMPT - 2:52 on 12/30/09. Called the customer and left a message that this would be the final attempt to reach them and gave writer's contact information.

CLOSING - Closing call because 5 attempts have been made to reach the customer.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19191456</b>
<b>VIN</b>	3D7KS28AX	8G	<b>Open Date</b>	12/26/2009	<b>Built Date</b>	05/13/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	09/11/2008	<b>Mileage</b>	28,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	43308	GRIFFIS MOTORS, INC				
<b>Dealer Address</b>	HIGHWAY 19 AT ST FRANCES DR					
<b>Dealer City</b>	PHILADELPHIA	<b>Dealer State</b>	MS	<b>Dealer Zip</b>	39350	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	PHILADELPHIA MS				<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Defective - Default	H36 caused a tie rod to break.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Recall - J10: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2009-12-24  
 Road Side File Created 12-26-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 895 HIGHWAY 16 W HIGHWAY 19 AT ST FRANCES DR  
 ALLENWOOD DRIVE  
 CARTHAGE(LEAKE) PHILADELPHIA  
 MS USA MS  
 CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS  
 DEALER CODE : 43308 GRIFFIS MOTORS, INC  
 DEALER CONTACT Date & time of Dealer contact? 12/28/09 @ 115PM. SM  
 Wright states the vehicle had a broken tie rod due to the H36 recall not  
 being performed. Wright states the vehicle is repaired and the customer  
 is aware.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Wright SM/ 43308  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 12/24/09  
 What is the current mileage?  
 28,958  
 If known, what is the reason for the tow?  
 broken tie rod  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 12/28/09

If no, what is the estimated repair date?

NA

Are there any parts that need to be ordered?

No

If yes, what are the part & order #s?

NA

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

NA

Dealer provided the following customer contact information.

601-656-1393

CONTACT UPDATE - Date & time of customer contact? Writer called and left a message with a third party requesting a call back. Writer provided contact information and extension 66139.

2nd attempt made to contact customer on 12/29/09 at 220PM.

Left message indicating another attempt will be made.

Customer was provided with agent's extension: 66139.

Contact Update - 12/30/09 at 3:24 pm.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

10

\*\*\*\*End structured narrative T2 - PCCP Survey

Advised the customer of incomplete recall #J10 and #H36 for this vehicle.

Customer was advised to

contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall #J10 repair and the #H36 recall was repaired on last visit.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19198225</b>
<b>VIN</b>	3D7MX49A8	8G [REDACTED]	<b>Open Date</b>	12/30/2009	<b>Built Date</b>	07/10/2007
<b>Model Year</b>	2008	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	08/31/2007	<b>Mileage</b>	60,413	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	42114	FAYETTEVILLE DODGE INC				
<b>Dealer Address</b>	5427 N BURDICK ST					
<b>Dealer City</b>	FAYETTEVILLE	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	13066	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	ROME NY [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2009-12-28  
 Road Side File Created 12-30-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 WARNER ROAD 5427 N BURDICK ST  
 N BURDICK STREET  
 FAYETTEVILLE FAYETTEVILLE  
 NY USA NY  
 CALLER\_COMMENTS -01 CUST SIDEWAYS ON STREET/ BROK  
 DEALER CODE : 42114 FAYETTEVILLE DODGE INC  
 DEALER CONTACT Date & time of Dealer contact? 12/30/09 at 9:17 am.  
 SM-Ed at 42114 states they received vehicle on 12/28/09. Vehicle is at  
 dealership now for left tie rod breaking. This will not be a warranty  
 repair. Closing CAIR.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19200769</b>	
<b>VIN</b>	3D7MX48A3	8G	<b>Open Date</b>	12/30/2009	<b>Built Date</b>	09/28/2007	
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
<b>In Service Dt</b>	12/29/2007	<b>Mileage</b>	89,220	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DBB						
<b>Dealer</b>	60088	TEAM DODGE CHRYSLER JEEP OF			HUNTSVILLE		
<b>Dealer Address</b>	130 I-45 SOUTH						
<b>Dealer City</b>	HUNTSVILLE			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77340
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LOVELADY TX					<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer stated his Steering Linkage assembly broke.
Corporate - Complaint Contact - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer stated he has had his Steering Linkage recall#H46 and steering linkage broke on the road while customer driving.  
 What are the customer s expectations?  
 Customer seeking assistance ad also a complaint.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer stated his Steering assembly came out and customer is very upset and customer stated he has taken vehicle in 10/19/2009 for a steering Linkage recall and customer is very dissatisfied and customer stated Chrysler should cover the cost of his vehicle. Customer stated vehicle is being towed as of we speak to Team Dodge. Customer also wanted to document a complaint. Customer stated he is very dissatisfied and could never buy another dodge again. Writer advised customer his complaint has been documented and also his file has been forwarded to the senior resolution team and a case manager will contact him before 6:00 PM Eastern Time 12/31/2009. Customer agreed.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day  
 Preferred call back number is  
 Who has possession of the vehicle? Customer.  
 Has the vehicle been diagnosed by a CDJ dealer? No.  
 Reassigned to 88F  
 \*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 9:34am est.  
 Customer was provided with agent s extension: 66011.  
 Customer is original owner, own 6 vehicles, oow by mileage  
 Writer called the dealership and spoke to john the sa the recall is to inspect the steering stabilizer set up on the vehicle and per sa have the customer bring the vehicle in and sa will inspect the vehicle and writer called the customer and inform the customer on the information provided

by the sa and customer is aware of the situation

Follow up 1/4/09

Customer calls requesting to speak with MF771

Customer/Caller transferred to extension # 66007

Customer states he uses his vehicle for business and needs this resolved as soon as possible.

Writer contacted the dealer and spoke with SM John. SM stated that there was no repair done with the recall and that it was just the inspection.

SM stated that if they did the recall repair this would not be covered under the recall. SM stated that he needs the tie rod on right wheel that needs to be replaced. SM stated that they bought the parts to fix it and are not doing the work at the dealership.

Customer is out of 3/36 by 53,000 miles Chrysler will not offer assistance.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Writer attempted contact the customer , left message.

Customer called to dispute the fact that OOW repair assistance was being denied. Customer states that he knows that the part which was replaced was not the same as the part which was installed, but a much more heavy duty component. Customer states he does not know how Dodge cannot recall this, and why the manufacturer is not assisting in rectifying this situation. Writer reinforced the decline, customer requested to speak with the individual who issued the decline.

Customer calls requesting to speak with CA648

Customer/Caller transferred to extension # 66011

Writer contacted the customer and enforced the declined. Customer states that he fixed the vehicle and that he did the labor and that he wants the vehicle parts paid for. Customer states that this is a defect and it should be a recall. Customer stated that he would never purchase another Chrysler.

CLOSED LOOP UPDATE - customer was contacted today.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19202112</b>
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<b>VIN</b>	3D7MX39L6 9G [REDACTED]	<b>Open Date</b>	12/31/2009	<b>Built Date</b>	09/11/2008
<b>Model Year</b>	2009	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB	
<b>In Service Dt</b>	12/30/2008	<b>Mileage</b>	23,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT			
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			

<b>Dealer</b>	41874	BONIFACE HIERS CHRYSLER DODGE			
<b>Dealer Address</b>	1775 E MERRITT CAUSEWAY				
<b>Dealer City</b>	MERRITT ISLAND	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32952

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	RATHDRUM ID [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	

Roadside Assistance Contacted - DATE : 2009-12-29  
 Road Side File Created 12-31-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1500 E MERRITT ISLAND CAUSEWAY 1775 E MERRITT ISLAND CSWY  
 NEWFOUND HARBOR DRIVE  
 MERRITT ISLAND MERRITT ISLAND  
 FL USA FL  
 CALLER\_COMMENTS TIE ROD BROKE LEFT. KEYS @ DEALER  
 DEALER CODE : 41874 BONIFACE-HIERS CHRYSLER DODGE JEEP  
 DEALER CONTACT Date & time of Dealer contact? 12/31 @ 3:05 PM.  
 Who did you speak with at the dealer and what is their dealer code? Craig / SA / 41874  
 Is the vehicle at the dealer now? NO  
 When did it arrive at the dealer? 12/29 after hours  
 What is the current mileage? 23400  
 If known, what is the reason for the tow? Broken left tie rod  
 Have the repairs been completed? Yes  
 If yes, when were they completed? 12/31  
 If no, what is the estimated repair date? N/A  
 Are there any parts that need to be ordered? NO  
 If yes, what are the part & order # s? N/A  
 Rental provided? Yes  
 If yes, how many days? (either by the dealer or USCAC)2  
 Dealer provided contact numbers of: [REDACTED]  
 CONTACT UPDATE - Date & time of customer contact? 12/31 @ 3:12 PM.  
 \*\*\*\*Begin structured narrative T2 - PCCP Survey  
 Overall how satisfied were you with the Roadside service you received?  
 2 Towing company took a very long time.  
 How satisfied are you with the overall handling of this event?  
 Dealer scored perfect 10.. Towing 2

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19204045	
VIN	3D7MX39L6	9G	Open Date	01/01/2010	Built Date	09/11/2008	
Model Year	2009	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	12/30/2008	Mileage	23,000	Dealer Zone	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	41874	BONIFACE HIERS CHRYSLER DODGE					
Dealer Address	1775 E MERRITT CAUSEWAY						
Dealer City	MERRITT ISLAND			Dealer State	FL	Dealer Zip	32952
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	RATHDRUM ID					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2009-12-30  
 Road Side File Created 01-01-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1500 E MERRITT ISLAND CAUSEWAY 1775 E MERRITT ISLAND CSWY  
 NEWFOUND HARBOR DRIVE  
 MERRITT ISLAND MERRITT ISLAND  
 FL USA FL  
 CALLER\_COMMENTS TIE ROD BROKE LEFT. KEYS @ DEALER  
 DEALER CODE : 41874 BONIFACE-HIERS CHRYSLER DODGE JEEP  
 Writer has already worked roadside CAIR. Please refer to 19202112.



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19204963</b>	
<b>VIN</b>	3D7KS29L9	9G	<b>Open Date</b>	01/04/2010	<b>Built Date</b>	09/02/2008	
<b>Model Year</b>	2009	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
<b>In Service Dt</b>	06/08/2009	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	64706	SIBLEY MOTOR INCORPORATED					
<b>Dealer Address</b>	450 FOURTH STREET NORTHEAST						
<b>Dealer City</b>	HURON			<b>Dealer State</b>	SD	<b>Dealer Zip</b>	57350
<b>Owner</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	WESSINGTON SPRIN SD					<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Rental Vehicle - Default - Default - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-01-02  
Road Side File Created 01-04-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
3RD STREET NE 450 FOURTH STREET NORTHEAST  
N WALLACE AVENUE  
WESSINGTON SPRINGS HURON  
SD USA SD  
CALLER\_COMMENTS -01 BROKEN TIRE ROD IN THE FRONT,  
DEALER CODE : 64706 SIBLEY MOTOR INCORPORATED  
DEALER CONTACT Date & time of Dealer contact? 1/4/10 at 12:10 pm.  
SM-Dale at 64706 states he has no record of receiving the vehicle.  
CONTACT UPDATE - Date & time of customer contact? 1/5/10 at 10:23 am.  
Customer states vehicle was towed to dealership 63059-WILLRODT MOTOR  
COMPANY INC (605-734-5584).  
Customer requests rental assistance. Writer offers to review and get  
back to customer after reviewing diagnosis with dealership. Contact  
instructions to agent are given to customer. Informs customer agent will  
track repairs at dealership to provide status updates and a final follow  
up call.  
Dealer Contact - 1/5/10 at 10:38 am.  
Who did you speak with at the dealer and what is their dealer code?  
SM-Ron  
Is the vehicle at the dealer now? Yes  
When did it arrive at the dealer? 1/4/10  
What is the current mileage? 35,062  
If known, what is the reason for the tow? Tie rod end broke  
Have the repairs been completed? No  
If yes, when were they completed? N/A  
If no, what is the estimated repair date? 1/6/10

Are there any parts that need to be ordered? Yes  
If yes, what are the part & order # s? Part # 680038054AC  
Rental provided? No  
If yes, how many days? (either by the dealer or USCAC) N/A  
SM-Ron states they do not have loaner vehicles to loan to a customer that lives as far away as this customer does and they do not have an option through Enterprise. Writer will review rental reimbursement options with customer.  
Contact Update - 1/5/10 at 12:46 pm.  
Writer leaves message for customer informing want to discuss rental reimbursement options and will make another contact attempt.  
Dealer Contact - 1/6/10 at 11:02 am.  
Part # 68038054AC from Order # 010509 has not arrived yet, but is expected to arrive on 1/7/10.  
Contact Update - 1/6/10 at 11:04 am.  
Writer informs customer Chrysler is willing to offer rental reimbursement from rental company only up to \$40.00 per day up to 5 days only for time vehicle is down at dealership. Customer states he may not need this.  
Writer sets final follow up call for when vehicle is released.  
Dealer Contact - 1/7/10 at 11:00 am.  
Writer spoke with Dick at dealership who states due to weather Interstate is closed and can not receive parts still. Expected to receive part on 1/8/10 and have repairs done same day or on 1/9/10 at the latest.  
Dealer Contact - 1/8/10 at 1:41 pm.  
Writer speaks with SM-Ron at dealership who states they just finished the repairs and have not contacted customer yet. Writer will allow dealership time to inform customer of status and for customer to pick up vehicle. Will follow up on 1/11/10.  
Contact Update - 1/11/10 at 12:44 pm.  
Left message for customer informing agent is following up on recent roadside services/repair events and another contact attempt will be made.  
Ref # and agent ext. 66130 was provided.  
Contact Update - 1/12/10 at 10:33 am.  
\*\*\*\*Begin structured narrative T2 - PCCP Survey  
Overall how satisfied were you with the Roadside service you received?  
10  
How satisfied are you with the overall handling of this event?  
5  
\*\*\*\*End structured narrative T2 - PCCP Survey  
Customer states he would give the dealership a 1 as it took so long for repairs but part of that was the weather and waiting on the part.  
Mostly, he has a workmanship concern with the steering and thinks they could have caught that with a test drive. Customer gives Proactive follow up and Roadside services a 10.  
CLOSED LOOP UPDATE  
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19209175	
VIN	3D7MX38A6	8G	Open Date	01/05/2010	Built Date	08/17/2007	
Model Year	2008	Body	D18L42	DODGE RAM ST 4X4 3500 QUAD CAB			
In Service Dt	09/20/2007	Mileage	32,728	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	43594	GRESHAM DODGE INC					
Dealer Address	855 E BURNSIDE						
Dealer City	GRESHAM			Dealer State	OR	Dealer Zip	97030
Owner						Contact Type	LETTER
Address						Home Phone	
	EAGLECREEK OR					Country	UNITED STATES
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown				Customer seeking reimbursement for the tie rod repairs.			

POSTMARK DATE: 120409; DATE RECEIVED: 120909

Customer seeking reimbursement for the tie rod repairs.

As per cair 19076998 BS650 is approving \$942.41 for reimbursement for repairs that should have been done under warranty.

Customer has performed the repairs on 11/04/09 at Gresham Dodge.

The cost of the repairs is as follows:

Labor \$279.00 Parts \$627.14 Shop Supplies \$36.27 Total \$942.41

The invoice has a paid stamp and states paid by check.

Agent submitting a check of \$942.41 to 85K for approval.

Check has been approved. Please contact the customer on name/address for the check and reassign the CAIR back to TB74. Thanks.

Agent called the Customer on the phone number and the call went on voicemail. Agent left the CCAC number and the reference number 19209175.

If Customer calls agent inform the Customer his request for reimbursement has been approved and he will be receiving the check within two to three business weeks.

Agent verified the mailing address.

Agent reassigning the cair to TB74 for check handling.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19212375</b>
<b>VIN</b>	3D7KS29A0	8G	<b>Open Date</b>	01/06/2010	<b>Built Date</b>	04/07/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	09/18/2008	<b>Mileage</b>	24,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	68134	HATCH BROTHERS INCORPORATED				
<b>Dealer Address</b>	1623 THATCHER BOULEVARD					
<b>Dealer City</b>	SAFFORD	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85546	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	GROESBECK TX				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-01-04  
 Road Side File Created 01-06-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 921 N BISBEE AVENUE 1623 THATCHER BOULEVARD  
 SCOTT STREET  
 WILLCOX SAFFORD  
 AZ USA AZ  
 CALLER\_COMMENTS MOTEL 6 TOW\_COMMENTS VENDOR\_COMM  
 DEALER CODE : 68134 HATCH BROTHERS INCORPORATED  
 DEALER CONTACT Date & time of Dealer contact? 01/06 @ 12:35 PM.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 John / Sm / 68134  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 01/04  
 What is the current mileage?  
 24413  
 If known, what is the reason for the tow?  
 H36 recall, tie rod end broke  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 01/06  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No  
 If yes, what are the part & order # s?  
 N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

602-621-1159

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 01/06 writer contacted customer and was informed that he had not yet picked up his vehicle yet.

Writer informed customer that a follow up will be made 01/07 to see how is overall services where.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

6 dealer told them 3hours to fix but took over a day.

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19212603	
VIN	3D7KS28TX	9G	Open Date	01/06/2010	Built Date	09/02/2008	
Model Year	2009	Body	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	01/12/2009	Mileage	36,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	45086	FOWLER DODGE INC					
Dealer Address	55 WEST INTERSTATE 240						
Dealer City	OKLAHOMA CITY			Dealer State	OK	Dealer Zip	73139
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	HARRAH OK					Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-01-04  
 Road Side File Created 01-06-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 905 N MOORE AVENUE 55 WEST INTERSTATE 240  
 PARKING LOT  
 MOORE OKLAHOMA CITY  
 OK USA OK  
 CALLER\_COMMENTS @ FOUR WHEEL PARTS WHOLESALE/FRON  
 DEALER CODE : 45086 FOWLER S I-240 CHRYSLER JEEP DODGE  
 DEALER CONTACT Date & time of Dealer contact? 01/06 @ 1:25 PM.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Patrick / SA / 45086  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 01/04  
 What is the current mileage?  
 38470  
 If known, what is the reason for the tow?  
 Broken tie rod end  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 N/A  
 If no, what is the estimated repair date?  
 Working on diagnosis  
 Are there any parts that need to ordered?  
 No  
 If yes, what are the part & order # s?  
 N/A  
 Rental provided?  
 No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Writer will follow up with SA Patrick after diagnosis is completed.

Writer will also get a valid contact number.

Writer contacted Patrick / SA / 45086 and was informed that it is a non warranty concern.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19222976</b>
<b>VIN</b>	3D7MX48A4	8G [REDACTED]	<b>Open Date</b>	01/09/2010	<b>Built Date</b>	08/22/2007
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	08/27/2008	<b>Mileage</b>	36,441	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PR4	FLAME RED CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DBB					
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	VERNON TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
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Roadside Assistance Contacted - DATE : 2010-01-07  
 Road Side File Created 01-09-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 11929 ST JAMES ROAD 2803 WILBARGER ST  
 \*\*\*\*\*  
 VERNON VERNON  
 TX USA TX  
 CALLER\_COMMENTS DUALY AT A FARM TIRE ROD ON RIG  
 DEALER CODE : 45451 WOLFE DODGE CHRYSLER JEEP  
 DEALER CONTACT Date & time of Dealer contact? 8;03  
 Called the dealership and spoke to Jonathan, service advisor, who stated  
 the tie rod had broken and the dealership goodwill the repair because  
 it was just out of warranty.  
 CLOSING - Closing cair because the repair was not covered under  
 warranty.



<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19223789</b>
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<b>VIN</b>	3D7KS28A7 8G [REDACTED]	<b>Open Date</b>	01/10/2010	<b>Built Date</b>	09/25/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7P41 DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	10/30/2007	<b>Mileage</b>	30,390	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Dealer</b>	45400	LAFONTAINE CHRYSLER DODGE JEEP			
<b>Dealer Address</b>	900 W MICHIGAN AVE				
<b>Dealer City</b>	SALINE	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48176
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]
	ANN ARBOR MI [REDACTED]			<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-01-08  
 Road Side File Created 01-10-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 S MAIN STREET 900 W MICHIGAN AVE  
 ANN ARBOR SALINE ROAD  
 ANN ARBOR SALINE  
 MI USA MI  
 CALLER\_COMMENTS BROOKHAVEN MANOR ASSISTED LIVING  
 DEALER CODE : 45400 LAFONTAINE CHRYSLER DODGE JEEP  
 DEALER CONTACT Date & time of Dealer contact? 01/11/10 at 11:30  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Kevin SM / 45400  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 01/08/10  
 What is the current mileage?  
 30390  
 If known, what is the reason for the tow?  
 Tie rod broke  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 N/A  
 If no, what is the estimated repair date?  
 01/12/10  
 Are there any parts that need to ordered?  
 Yes  
 If yes, what are the part & order # s?

52121988AA / 0111E1

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Kevin SM and SA advised that the 2 open recalls are being addressed as well.

CONTACT UPDATE - Date & time of customer contact? 01/11/10 at 11:43

Customer was advised that PCCP would like to ensure that roadside service and repairs are completed smoothly. Writer agreed to follow up with customer 01/13/10 unless information is received before then. Customer agreed.

2nd CONTACT UPDATE - 01/13/10 at 9:39

Customer not available. Writer will attempt to reach customer 01/14/10.

3rd CONTACT UPDATE - 01/14/10 at 8:35

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

6

How satisfied are you with the overall handling of this event?

9

\*\*\*\*End structured narrative T2 - PCCP Survey

Customer stated that the towing was slow because it was a snowy day, but everything else was great.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19224372</b>
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<b>VIN</b>	3D7KS28A9 8G [REDACTED]	<b>Open Date</b>	01/11/2010	<b>Built Date</b>	03/15/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB	
<b>In Service Dt</b>	12/10/2008	<b>Mileage</b>	29,731	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT			
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			

<b>Dealer</b>	44881	SOUTH POINT DODGE
<b>Dealer Address</b>	5210 SOUTH I.H. 35	
<b>Dealer City</b>	AUSTIN	<b>Dealer State</b> TX <b>Dealer Zip</b> 78745

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	AUSTIN TX [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Steering - Unknown - Noisy - Default	

Roadside Assistance Contacted - DATE : 2010-01-09  
 Road Side File Created 01-11-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 W 5TH STREET 5210 S I H 35  
 N LAMAR BOULEVARD  
 AUSTIN AUSTIN  
 TX USA TX  
 CALLER\_COMMENTS STEERING LINKAGE IS BROKEN TOW\_CO  
 DEALER CODE : 44881 SOUTH POINT DODGE CHRYSLER JEEP  
 DEALER CONTACT Date & time of Dealer contact? 1/11/10 at 11:17 am.  
 \*\*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Service Director (SD)- Jerald at 44881  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 1/9/10  
 What is the current mileage?  
 29,731  
 If known, what is the reason for the tow?  
 Lost Steering  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 N/A  
 If no, what is the estimated repair date?  
 Unknown, diagnosis is not complete  
 Are there any parts that need to ordered?  
 No  
 If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

513-413-6416

\*\*\*\*End structured narrative T2 - PCCP

Dealership is unsure if repairs will be covered under warranty until diagnosis is complete. Will follow up with dealership on 11/12/10.

Dealer Contact - 1/12/10 at 9:36 am.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66130

Dealer Contact - 1/12/10 at 9:36 am.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66130

(Void lines 44-46.)

SM leaves voicemail for Writer stating repairs are complete and were covered under warranty/recall. Customer has not yet been notified.

CONTACT UPDATE - Date & time of customer contact? 1/12/10 at 10:17 am.

Writer leaves message for customer informing agent is following up on recent roadside services/repair events. Informed of repair status and follow up call to take place on 1/13/10. Ref # and agent ext. 66130 provided.

Contact Update - 1/13/10 at 1:25 pm.

Neither phone number will go through.

Contact Update - 1/14/10 at 9:11 am.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

10

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19231884</b>
<b>VIN</b>	3D3MX38A8	8G	<b>Open Date</b>	01/13/2010	<b>Built Date</b>	05/22/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	07/12/2008	<b>Mileage</b>	25,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	44797	CUTTER DODGE-CHRY-JEEP OF PEARL CI			TY	
<b>Dealer Address</b>	905 KAMEHAMEHA HWY					
<b>Dealer City</b>	PEARL CITY			<b>Dealer State</b>	HI	<b>Dealer Zip</b> 96782
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	PEARL CITY HI				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2010-01-11  
 Road Side File Created 01-13-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 2635 KAMANAIKI STREET 921 KAMEHAMEHA HWY  
 AHIHI STREET  
 HONOLULU PEARL CITY  
 HI USA HI  
 CALLER COMMENTS STEERING IS INOPERABLE DUE TO REC  
 DEALER CODE : 44797 CUTTER DODGE-CHRY-JEEP OF PEARL CI  
 DEALER CONTACT Date & time of Dealer contact? 01/13 @ 10:50 AM.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Kip / Sm / 44797  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 01/11  
 What is the current mileage?  
 25763  
 If known, what is the reason for the tow?  
 Drive links broke.. recall #H36  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 01/12  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

Business

Home

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 01/13 @ 2:32 PM. Writer attempted to contact customer, no voice mail was available. Writer will make another attempt on 01/14.

Writer made 2nd attempt to contact customer on 01/14 @ 2:30 PM. Writer will make another attempt on 01/15.

Writer made 3rd attempt to contact customer on 01/14 @2:00 PM. Writer will make another attempt on 01/18.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

10 Very happy with dealer

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19233547</b>	
<b>VIN</b>	3D7MX39A3	8G	<b>Open Date</b>	01/13/2010	<b>Built Date</b>	05/21/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	06/13/2008	<b>Mileage</b>	44,353	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	08011	LARRY H MILLER CHRYSLER JEEP DODGE					
<b>Dealer Address</b>	10905 S AUTO MALL DRIVE						
<b>Dealer City</b>	SANDY			<b>Dealer State</b>	UT	<b>Dealer Zip</b>	84070
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CENTERVILLE UT					<b>Country</b>	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Assistance in form of reimbursement.
Corporate - Complaint Contact - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Driver	

Customers husband Mr. [REDACTED] called stating that his lower control arm has broken, he had this happen before and it was corrected under the recall for the steering linkage, he stated that the dealer is telling him they cannot do anything to assist with the cost, he is seeking assistance from Chrysler.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day  
Preferred call back number is 801-296-1112.

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer will be contacted on 01/14/10.

Writer is assisting JN589 with this CAIR.

Writer called dealer 26676 and spoke with Tina Service Advisor (SA) to verify what is going on with this vehicle. SA stated that last visit to the dealership was on 12/14/09 with mileage of 41,923 miles. Writer informed SA that according to our records, Roadside was called to tow the vehicle about 1 hour ago. The vehicle is not at the dealership yet so the writer will attempt to contact customer.

2nd attempt made to contact customer on 01/14/2010 at 2:16 pm MST.

Left message indicating another attempt will be made.

Customer was provided with agent s extension: 66093.

Writer left a message to have customer call back and provided the callback phone number and extension to see what needs to be done to resolve his concern. Writer will attempt to contact customer back on Monday, Jan. 18th, 2010.

Writer received a call from customer requesting a callback to discuss the

problems he is experiencing with this vehicle. In the message, customer explained all of the problems with the front end on this vehicle and at the specific mileage intervals where repairs have had to be completed. Last repair was completed on 01/14/2010 at dealer 08011 and the control arm needed to be replaced due to it breaking.

Customer contact numbers are [REDACTED] and the vehicle is ready to be picked up at the dealership. Writer will follow up with the dealership as soon as they open and then, will contact customer to discuss his concerns.

Customer called writer to discuss the problem which he had this week on the tie rod end on the front driver's side and the wheel. Customer had to replace tires on this vehicle within the first 30,000 miles of having the vehicle.

Writer reviewed customer history and found 2 vehicles on record with this vehicle purchased new. Writer informed customer that she will contact dealer 08011 and discuss the repair which was needed on the vehicle and see if some type of assistance can be extended for this repair. Writer also informed customer that she will contact him back within the next 2 hours to let him know what has been decided for assistance.

Writer called dealer 08011 and spoke with Trevor Assistant Service Manager (ASM) to verify the repair which was completed. ASM stated that the vehicle was towed into the dealership with a broken tie rod end on the front left outer side. ASM provided following breakdown on the total repair order:

Replacement of tie rod end --- \$534.85 including parts and labor.

Towing ----- \$ 55.00

3 days of rental ----- \$ 75.00 (\$25.00 per day)

According to ASM, the customer also authorized a brake repair which cost \$180.50 and a front end alignment was completed for a cost of \$75.00 so the full cost of the repair including these items were \$920.30 plus tax.

Writer determined that the front end alignment and brake repair are maintenance services so no assistance will be extended for this portion of the repair.

\*\*\*Writer will reimburse in form of reimbursement a total of \$500.00 of the listed repair on line 53-55 because of customer loyalty. Writer explained to customer that breakdown would be \$405.00 of the replacement of the tie rod end, full cost of towing (\$55.00) and portion of rental (\$40.00).\*\*\*\*

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004

Auburn Hills, MI 48321-8004

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR #19233547). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer does understand that he is responsible for the brake portion of the repair and also, that the front end alignment is a maintenance item and Chrysler will not provide assistance for this portion. Writer explained the reimbursement process and the timeframe to receive check would be 30-45 days.

Customer understands and will call dealership to arrange pick up of vehicle.

CLOSED LOOP UPDATE - customer was contacted today.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19241495</b>
<b>VIN</b>	3D7MX48A9	8G	<b>Open Date</b>	01/15/2010	<b>Built Date</b>	04/10/2008
<b>Model Year</b>	2008	<b>Body</b>	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	05/06/2008	<b>Mileage</b>	50,921	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45215	SOUTH POINTE CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	9240 S. MEMORIAL DRIVE					
<b>Dealer City</b>	TULSA	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	74133	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	TULSA OK				<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Why is the customer contacting Chrysler?  
Customer states that the tie rods broke for the second time.  
What are the customer s expectations?  
Customer wants the vehicle to be replaced because she had numerous issues with it.

\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer states that she is scared to drive the vehicle. She would like the vehicle to be replaced as she does not trust it at all. Agent verified the repair history and confirmed what customer was saying. Customer was advised that due to the nature of their request a call back is required and will take place within one business day. Preferred call back number is 918-446-1174 .  
Who has possession of the vehicle? Dealer# 45215.  
Is this a request for Lemon Law, buy-back or replacement? replacement.  
Reassigned to 88L.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
CONTACT UPDATE - Customer was contacted today at 10:10 am.  
Customer was provided with agent s extension: 66003.  
##### ATTENTION SERVICE MANAGER/DIRECTOR #####  
Owner is requesting that their vehicle be repurchased or replaced.  
This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Buyback / Replacement Research +++++  
1. What does the customer allege is wrong with the vehicle? Black smoke comes out the exhaust.  
2. Was the vehicle purchased new or used? New  
3. If used, what number owner is the customer?

4. Per the warranty history, how many related repairs have there been?6
5. Total number of days out of service?10
6. Date of first related repair attempt?8/25/08
7. Mileage of first related repair attempt?6131
8. This vehicle was purchased in what state? OK
9. Is this a safety state? No
10. Has there been a Direct-to-Dealer CAIR previously sent? No
11. Has there been any Business Center involvement? No
12. Is the vehicle currently at an authorized dealer? No
13. Does the condition described by the customer still exist? Yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

REASSIGNED TO BC/DLR 63 45215 01/19/10 11:33 O 19241495

Customer wants to know what Chrysler is going to do for her. Writer informed customer that the case is being reviewed by the dealer. Writer advised customer to contact the dealer for updates to the case.

Reviewed with Service Director Mike. Vehicle towed to dealership on 1/15. Inner tie rod broke. Customer charged 100.00 co-pay. Customer made no mention of any other issues. Customer picked up vehicle 1/19. 50921 miles. Last warranty repair was on 4/6/09 at 14,878 miles.

Owner request of a replacement is declined. Dealership to contact owner concerning black smoke issue.

Dealership contacted owner concerning the black smoke issue as stated in CAIR narrative. Owner stated CAC misunderstood and she was referring to prior issue. Owner stated she thought vehicle was pulling and would bring vehicle into dealership.

\*Contact Date:02/02/2010

DCX goodwill repair is documented on Repair Order#156986

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 2/02/2010 AT 09:23:906 R 19241495

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19243053</b>
<b>VIN</b>	3D7KS28T0	9G	<b>Open Date</b>	01/18/2010	<b>Built Date</b>	09/09/2008
<b>Model Year</b>	2009	<b>Body</b>	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	04/08/2009	<b>Mileage</b>	29,488	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	66802	ADVANTAGE DODGE-CHRY-JEEP				
<b>Dealer Address</b>	3200 EAST MAIN STREET					
<b>Dealer City</b>	FARMINGTON			<b>Dealer State</b>	NM	<b>Dealer Zip</b> 87402
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	CHINLE AZ				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Recall - J10: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2010-01-16  
Road Side File Created 01-18-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
I 491 N 3200 EAST MAIN STREET  
INDN SERVICE ROUTE 193  
NEW COMB FARMINGTON  
NM USA NM  
CALLER\_COMMENTS 4X4 / SHELL / GIANT TOW\_COMMENTS  
DEALER CODE : 66802 ADVANTAGE DODGE-CHRY-JEEP  
DEALER CONTACT Date & time of Dealer contact? 12:37 on 1/18/10. Called the dealership and the service advisor, Hector, is out to lunch. Left a message with contact information for writer.  
\*\*\*\*Begin structured narrative T2 - PCCP  
Who did you speak with at the dealer and what is their dealer code?  
Valentino / SA / 66802  
Is the vehicle at the dealer now?  
Yes  
When did it arrive at the dealer?  
1/17/10  
What is the current mileage?  
29488  
If known, what is the reason for the tow?  
Left outer tie rod broke  
Have the repairs been completed?  
Yes  
If yes, when were they completed?  
1/18/10  
If no, what is the estimated repair date?  
N/A

Are there any parts that need to ordered?

No

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

RECALL - Informed the dealership of the incomplete recall #J10.

CONTACT UPDATE - Date & time of customer contact? 1:41 on 1/18/10. Called the customer and explained the PCCP program. Explained that writer would be following up with them after they pick there vehicle up from the dealership. Gave the customer the writer s contact information.

Set follow up for 1/19/10

CUSTOMER - Called the customer and he stated that he did get the vehicle picked and it is working fine.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

10

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19253834</b>
<b>VIN</b>	3D7KS19D7 8G [REDACTED]	<b>Open Date</b>	01/21/2010	<b>Built Date</b>	07/18/2007	
<b>Model Year</b>	2008	<b>Body</b>	DH6H81 DODGE RAM SXT 4X4 1500 MEGA CAB			
<b>In Service Dt</b>	05/19/2008	<b>Mileage</b>	25,000	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	67211	GRAVA CHRYSLER JEEP				
<b>Dealer Address</b>	29 MYSTIC AVENUE					
<b>Dealer City</b>	MEDFORD	<b>Dealer State</b>	MA	<b>Dealer Zip</b>	02155	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	SAUGUS MA [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Wheels and Tires - Front Wheel Bearings - Defective - Unknown	Hub and bearing also replaced.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Unspecified outer tie rod replaced.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-01-04  
 Road Side File Created 01-21-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 5 WARD STREET 29 MYSTIC AVENUE  
 BROADWAY  
 REVERE MEDFORD  
 MA USA MA  
 (NONE)  
 DEALER CODE : 67211 GRAVA CHRYSLER JEEP DODGE  
 DEALER CONTACT Date & time of Dealer contact? 1/20/2010 9:53 AM MT  
 \*\*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 ASM Derek 67211  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 1/4/2010  
 What is the current mileage?  
 25,371 outer tie rod  
 If known, what is the reason for the tow?  
 Suspension repair, outer tie rod replaced, as well as a hub and bearing replacement.  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 1/11/2010  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?

Unknown.

If yes, what are the part & order # s?

Ticket did not show if parts were in stock or had to be ordered.

5179955AA

52122362AE

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

\*\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 1/21/2010 10:06 AM MT

\*\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

10

\*\*\*\*\*End structured narrative T2 - PCCP Survey

Agent attempted contact on [REDACTED] Customer reached. Survey above.

While agent was giving the closed loop, customer hung up the phone.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19261016	
VIN	3D7KS28A0	8G	Open Date	01/24/2010	Built Date	06/26/2008	
Model Year	2008	Body	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/14/2008	Mileage	28,800	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC					
Dealer Address	2280 S STATE ST						
Dealer City	SALT LAKE CITY			Dealer State	UT	Dealer Zip	84115
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	SLC UT				Country	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Steering - Linkage - Grabs or Pulls - Default	
Recall - H36: - Advise Owner/Incomplete Recall	
Recall - J10: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2010-01-22  
 Road Side File Created 01-24-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 2575 S 600 W 2280 S STATE ST  
 W 27TH SOUTH STREET  
 SALT LAKE CITY SALT LAKE CITY  
 UT USA UT  
 CALLER COMMENTS PKG LOT OF EUROPEAN MARBLE, SEE L  
 DEALER CODE : 56189 HINCKLEY DODGE CHRYSLER JEEP, INC  
 DEALER CONTACT 12:16 on 1/25/10  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Larry / SA / 56189  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 1/22/10  
 What is the current mileage?  
 29453  
 If known, what is the reason for the tow?  
 Steering linkage broke  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 1/25/10  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?

No

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

801-977-9111

\*\*\*\*End structured narrative T2 - PCCP

RECALL - Informed the dealership of the recalls, SA stated that the H36 was part of the repair that was just completed, and the J10 was also completed.

CONTACT UPDATE - 12:27 on 1/25/10. Called the customer and explained the PCCP program. Advised customer that the SA stated that his vehicle was ready for pick up. Set up follow up for 1/27/10 to follow up on the vehicle after it has been picked up.

CUSTOMER - 9:29 on 1/27/10. Called the customer and he stated they have not been able to get the dealership to pick the vehicle up yet.

CUSTOMER - 9:39 on 1/28/10. Called the customer and he stated that he did pick up the vehicle and that it appears to be working great.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

9

How satisfied are you with the overall handling of this event?

9

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19279862
VIN	3D7MX48A3	8G	Open Date	01/31/2010	Built Date	03/13/2008
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
In Service Dt	08/28/2008	Mileage	35,377	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	26201	RANDALL NOE CHRYSLER DODGE INC				
Dealer Address	1608 WEST MOORE					
Dealer City	TERRELL	Dealer State	TX	Dealer Zip	75160	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	SOUTHLAKE TX				Country	UNITED STATES

Product - Steering - Linkage - Noisy - Default	Linkage broke
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-01-29  
 Road Side File Created 01-31-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 401 E HIGHWAY 243 1608 WEST MOORE  
 S TRADE DAYS BOULEVARD  
 CANTON TERRELL  
 TX USA TX  
 CALLER COMMENTS 01 - TRACTOR SUPPLY COMPANY, VEH  
 DEALER CODE : 26201 RANDALL NOE CHRYSLER DODGE INC  
 DEALER CONTACT Date & time of Dealer contact? 1:57 on 2/1/10.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Jose / SA / 26201  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 1/29/10  
 What is the current mileage?  
 35377  
 If known, what is the reason for the tow?  
 Steering linkage broke - H36 recall  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 1/30/10  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 2:07 on 2/1/10. Call the customer and he stated the vehicle is running fine, but while it was at the dealership someone drilled out his door lock and broke into the vehicle and now he has to claim the damage on his insurance.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

7

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19280307</b>	
<b>VIN</b>	3D7MX38A3	8G	<b>Open Date</b>	02/01/2010	<b>Built Date</b>	04/04/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
<b>In Service Dt</b>	09/30/2008	<b>Mileage</b>	16,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PB5	ELECTRIC BLUE PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	68924	SAITTA TRUDEAU CHRY-JEEP-DODGE					
<b>Dealer Address</b>	1541 E WAHIAKUM AVE						
<b>Dealer City</b>	PAHRUMP			<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89048
<b>Owner</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	PASCO WA					<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Defective - Default	Vehicle cannot be steered.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-01-30  
 Road Side File Created 02-01-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 3330 UNICORN AVENUE 1541 E WAHIAKUM AVE  
 CAVALRY STREET  
 PAHRUMP PAHRUMP  
 NV USA NV  
 CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS  
 DEALER CODE : 68924 SAITTA TRUDEAU CHRY-JEEP-DODGE  
 DEALER CONTACT Date & time of Dealer contact? 2/01/10 2:20  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Nick in 68924 service.  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 1/30/10  
 What is the current mileage?  
 16,051  
 If known, what is the reason for the tow?  
 Vehicle cannot be steered-at this point  
 it is under warranty.  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 N/A  
 If no, what is the estimated repair date?  
 2/2/10, pending parts, if needed.  
 Are there any parts that need to ordered?  
 Unknown

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

N/A

\*\*\*\*End structured narrative T2 - PCCP

Nick said for agent to speak with SM Ryan at the dealer tomorrow for repair status.

CONTACT UPDATE - Date & time of customer contact? 2/01/10 2:30

Agent spoke with customer and informed him that agent will be contacting him back once the repairs are completed. Agent provided contact information in case customer wanted to contact agent.

Customer states that the part that broke off could have been very dangerous if it had happened on the freeway, and that it was lucky it happened in his driveway.

Dealer-Agent left message with contact and vehicle information.

Dealer-Agent spoke with SM Ryan who states that the parts for the repair are in, and that the repair should be completed today. Agent stated that agent would contact dealer tomorrow to verify repair status.

Dealer-Agent reached a voicemail, did not leave message.

Dealer-Agent spoke with Nick who stated that the repair was complete and it looked like the customer had already picked up the vehicle.

1st attempt after repair-Agent left message with contact information and 2/5/10 follow up.

2nd attempt-Agent left message with contact information and 2/8/10 follow up.

3rd attempt-Agent left message with contact information and 2/9/10 follow up.

4th attempt-Agent left message with contact information and 2/10/10 follow up.

5th attempt-Agent left message stating that it would be agent s last attempt to contact customer regarding this particular experience. Agent advised customer to contact in the future for future questions or concerns at either the CAC number or Ram number.

CLOSED LOOP UPDATE-No further contact needed.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19281746</b>	
<b>VIN</b>	3D7MX48A8	8G [REDACTED]	<b>Open Date</b>	02/01/2010	<b>Built Date</b>	04/15/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
<b>In Service Dt</b>	09/19/2008	<b>Mileage</b>	38,800	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DBB						
<b>Dealer</b>	67930	DUB HERRING CHRYSLER					
<b>Dealer Address</b>	808 MEMORIAL BLVD						
<b>Dealer City</b>	PICAYUNE			<b>Dealer State</b>	MS	<b>Dealer Zip</b>	39466
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	PICAYUNE MS [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Writer informed customer of recall J10
Corporate - Complaint Contact - Default - Default - Default	
Product - Steering - Unknown - Other - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Vehicle owner called, stated that he was driving down the road Friday, front end steering went out, brought to a Chrysler dealership, informed customer that the vehicle warranty is expired, not covered, customer feels related to recall listed with vehicle.

What are the customer's expectations?

Customer seeking goodwill assistance with the steering front end repair.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is Cell: [REDACTED]

Who has possession of the vehicle? Dealer 67930.

Has the vehicle been diagnosed by a CDJ dealer? Yes.

Reassigned to 88F

Writer informed customer of recall listed with vehicle on the motor wiper (J10).

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 8:48 am. Customer states that he feels this issue is related to the recall H36. Customer feels that if it is a workmanship issue, there's nothing the other dealership can do, because they are closed down. Customer was informed that a call would be placed to the dealership and Chrysler would review the case.

Agent spoke with SM Phillip. SM states that the tie rod end broke off, and they supposedly done at another dealer. SM states that he has to replace the tie rods, drag link, and some nuts. SM states that due to the fact that the part broke, SM recommends assistance. SM will call back agent with warranty estimations. SM was provided with agents

contact information.

SM Phillip calls requesting to speak with CF303

Customer/Caller transferred to extension # 66196

Agent attempted to contact dealer Service Manager Phillip, however,

SM not available. Left message for a return call at extension 66196.

Agent spoke to Charlotte and left a message for SM to leave estimations on agents voicemail.

2nd attempt made to contact customer on 02/04/10 at 2:19 pm

Left message indicating another attempt will be made.

Customer was provided with agent s extension: 66196.

Customer calls requesting to speak with Tina

Customer/Caller transferred to extension # 66196

Customer calls requesting to speak with Christina

Customer/Caller transferred to extension # 66196

SM Phillip states that the estimations. Agent/Dealer agree to a \$100 deductible for the customer.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty.

According to the dealer, the warranty

costs of the repair are as follows:

Parts = \$232.80

Labor = \$88.95

With the concurrence of the Service Manager, Phillip

the customer will have a co-pay of \$100.00

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact tina at 800-992-1997

extension # 66196. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

3rd attempt made to contact customer on 02/08/10 at 11:29 am. Customer was informed of the offer, Customer accepted. Customer was referred back to the dealership for further assistance.

REASSIGNED TO BC/DLR 63 67930 02/08/10 13:31 O 19281746

SMH6 will follow up with Dub Herring on 021510.e

\*Contact Date:02/15/2010

Warranty repair has been documented on Repair Order#45562

CAIR RETURNED FROM DEALER ON 2/15/2010 AT 05:40:456 R 19281746

CLOSED LOOP UPDATE - customer was contacted today at 6:10 am

Customer was reminded if their concern recurs, they will need to call the

800 number to establish a new file, which will be assigned to the Senior

Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19282362
VIN	3D6WH48A7	8G	Open Date	02/16/2010	Built Date	07/23/2007
Model Year	2008	Body	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS		
In Service Dt	10/31/2007	Mileage	25,000	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
Dealer	44700	MODERN MOTORS DODGE				
Dealer Address	59 WATERBURY RD					
Dealer City	THOMASTON	Dealer State	CT	Dealer Zip	06787	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	ESSEX MA				Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Technician	dealer did not have truck tech
Product - Drive Shaft/Universal Joint - Universal Joints - Broken - Unknown	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Truck is falling apart.

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

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 warranty'?

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 [REDACTED]. 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.

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Customer Assistance Inquiry Record (CAIR)#						19293066	
VIN	3D6WH48A2	8G	Open Date	02/04/2010	Built Date	11/20/2007	
Model Year	2008	Body	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	02/27/2008	Mileage	62,000	Dealer Zone	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DBB						
Dealer	67439	ROYAL CHRYSLER, JEEP, DODGE &	DODGE TRUCK OF ONEONTA				
Dealer Address	6464 STATE HIGHWAY 23						
Dealer City	ONEONTA	Dealer State	NY	Dealer Zip	13820		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	ROSEBOOM NY				Country	UNITED STATES	

Corporate - Complaint Contact - Default - Default - Default	
Corporate - Recall - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

The customer was calling reg a recall.

What are the customer s expectations?

The customer wanted to know if there is a recall on his vehicle.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

The customer had a problem with his front driver tie rods. They broke while he was driving. The customer took the vehicle to ROYAL CHRYSLER, JEEP, DODGE &(67439 ) and they put a RAM 4X4 4500 tie rod in his RAM 4X4 3500 vehicle and never told him about it. The customer looked on line and found they all have the 4500 product in them and that tells him there is a product failure in the 3500 s.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day Friday by 6:00 p.m. EST.

Preferred call back number is

Who has possession of the vehicle? The customer

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

The customer called back and said he was talking to the senior resolution person and got cut off. The agent found he was talking to PR628 and transferred the caller to ext 66199.

DEALER - Called and spoke to the SM who check with the parts manager, SM

states that the new tie rods for the Ram trucks are the clamp style, and are a universal tie rod assembly that is made to fix all RAM trucks, 1500, 2500, 3500, and the 4500.

CONTACT UPDATE - 1:28 on 2/4/10. Called the customer and went over that the and explained they the tie rod assembly is universal between all of the RAM truck. Explained that the clap type, like was his tie rod was not part of the H46 recall, it was the bolted type that was replaced with the clap type.

Customer tie rod broke in his driveway and because of where his driveway is at a tow truck could not pick the truck up to repair the tie rod, so an independent mechanic that came and put a temporary tie rod in so that the truck can now be driven into the dealership for the proper repair. Chrysler agrees that since the tie rod broke with a few months of being replaced and is cover under the Mopar warranty, that for customer satisfaction, Chrysler would reimburse the full amount of the mechanic charge for the temporary repair.

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

CUSTOMER - 6:56 on 2/10/10. Called the customer and left a detailed message that included the writer s contact information and the reference number.

DEALER - Called the dealership and spoke to Brian, SA, who stated that the repair of the tierod is complete and the vehicle returned to the customer.

CUSTOMER - 8:30 on 2/10/10. Customer called back, stated that the repair was done. Customer requests a fax with the address to send a request for the H46 recall reimbursement, and the goodwill reimbursement for the mechanic that had to make the temporary repair

CUSTOMER - For the temporary repair by a mehcanic that had to go to the home to put a temporary tie rod in to replace the tie rod that broke and fell off vehicle with in a short time after the repair of the tie rod. A tow truck could not get to where the vehicle was at, in the customer s driveway, so the temporary repair needed to be done so that the vehicle could be taken back to the dealership for the full repair. The customer states that the temporary repair cost \$200.00. Chrysler has agreed to reimburse the full cost of the that repair.

RECALL: The customer is requesting repair H46 recall. Customer claims that the repair was caused by the by the recall. Gave the customer address to send receipt in for reimbursement.

Advised customer to submit original repair order & proof of payment to:  
Chrysler Recall Assistance Center

P. O. Box 21-8007

Auburn Hills, MI 48321-8007

Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.

Customer states the amount of the recall repairs was about \$2200.00. No agreement was entered into as to how much would be reimbursed or if a reimbursement would be made.

CUSTOMER - Customer states that the repairs are complete and the vehicle is working great.

CLOSED LOOP UPDATE - customer was contacted today at 9:00 on 2/17/10 Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer calling demanding to speak with case holder stating that she called yesterday no documents say so but customer is stating that she did and and demanding to be transferred writer transferred

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19297531</b>
<b>VIN</b>	3D6WH48A7	8G [REDACTED]	<b>Open Date</b>	02/06/2010	<b>Built Date</b>	08/19/2008
<b>Model Year</b>	2008	<b>Body</b>	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS		
<b>In Service Dt</b>	11/28/2008	<b>Mileage</b>	82,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
<b>Dealer</b>	58723	BRUMBALOW MOTORS INC				
<b>Dealer Address</b>	1012 E MAIN STREET					
<b>Dealer City</b>	HAMILTON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76531	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	JONESBORO TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2010-02-04  
 Road Side File Created 02-06-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 FM-1690 1012 E MAIN STREET  
 FM-183  
 EVANT HAMILTON  
 TX USA TX  
 CALLER\_COMMENTS TIE ROD BROKEN TOW\_COMMENTS VEND  
 DEALER CODE : 58723 BRUMBALOW MOTORS INC

Customer Assistance Inquiry Record (CAIR)#						19298866
VIN	3D6WH48A1	8G	Open Date	02/08/2010	Built Date	07/12/2007
Model Year	2008	Body	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS		
In Service Dt	01/31/2008	Mileage	57,000	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
Dealer	09861	GRIFFIN MOTORS COMPANY				
Dealer Address	11031 PERRY HIGHWAY					
Dealer City	MEADVILLE	Dealer State	PA	Dealer Zip	16335	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MEADVILLE PA				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Auto Suspension Height Sys - Other - Unknown	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Why is the customer contacting Chrysler? The customer had problems with his tie rods ball joints and the right axel.

What are the customer s expectations? The customer wanted to know if they are covered. The dealer told him they are covered up to 50,000.

The customer took the vehicle to GRIFFIN MOTORS COMPANY (09861) and was told what the problem is. The customer was also told the vehicle is covered up to 50,000 miles. The agent told him that is nit the case the customer wanted Chrysler to call the dealer and find out.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day Tuesday by 6:00 p.m. EST.

Preferred call back number is 814.671.8413 .

Who has possession of the vehicle? With the dealer GRIFFIN MOTORS COMPANY (09861)

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

Agent contacted dealer 09861 and spoke with SM Frank who stated that he would only authorize any goodwill assistance up to 50,000 miles. SM Frank stated that the customer is not extremely loyal to the dealer. Customer also does not have any loyalty to Chrysler.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 7:58 am mst

Customer was provided with agent s extension: 66016

Customer was due to the fact the customer is 21,000 miles out of

warranty. If customer calls in please advise of decline.  
Customer called in stating he was returning the call. Writer informed  
customer of decline. Customer hung up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19299200</b>	
<b>VIN</b>	3D7KS28AX	8G	<b>Open Date</b>	02/08/2010	<b>Built Date</b>	07/12/2007	
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	02/28/2008	<b>Mileage</b>	45,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	66648	SOUTHERN CHRYSLER DODGE JEEP, LTD.					
<b>Dealer Address</b>	2711 SOUTH MEDFORD DRIVE						
<b>Dealer City</b>	LUFKIN	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75901		
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE	
<b>Address</b>					<b>Home Phone</b>		
	LUFKIN TX				<b>Country</b>	UNITED STATES	

Product - Transmission / Transaxle - Transfer Case - Other - Default	popping noise when put into reverse and drive
Corporate - Company Information Contact - Default - Default - Default	
Product - Air Conditioning / Heater - Unknown - Other - Default	
Recall - H46: - Information Request	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states A/C has gone out.

What are the customer s expectations?

Customer is seeking goodwill assistance.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Writer advised caller that H46 recall was complete. Customer states his friends steering linkage broke and he is afraid his might too. Writer advised repair was made according to recall guideline but customer can always take vehicle back into dealership to have it looked at again. Customer understood.

Customer states he knows he is 9000 miles out of warranty. Customer states he has not had a diagnosis yet because he can not afford it. Customer is seeking goodwill assistance with diagnosis fee and repairs. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is work: (ask for Jr.) cell .

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

THE CUSTOMER GOES BY BRYAN.

CONTACT UPDATE - Customer was contacted today at 12:59 pm mst  
Customer was provided with agent s extension: 66016

The customer stated he had a friend has the same vehicle and got in a wreck because he had not had the H46. Agent advised the customer that the vehicle had the H46 warranty. The customer stated that durring the

winter he does not use his air conditioning but he knows it is not working. The customer stated that he does have the money for the diagnosis and will not be able to get the diagnosis done until April. The customer stated that he would call back and see if he could get assistance in April 2010. Agent advised that may be considered neglect but that I would note the customer s intentions and that he is loyal to the brand.

CLOSED LOOP UPDATE - customer was contacted today at 1:36 pm mst  
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

CLOSED LOOP UPDATE - customer was contacted today at 1:36 pm mst  
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19317470</b>
<b>VIN</b>	3D6WG38A5	8G	<b>Open Date</b>	02/15/2010	<b>Built Date</b>	11/27/2007
<b>Model Year</b>	2008	<b>Body</b>	DC3L43	DODGE RAM 4X2 3500 QUAD CAB CHASSIS		
<b>In Service Dt</b>	12/11/2007	<b>Mileage</b>	62,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
<b>Dealer</b>	44504	TRIANGLE DODGE INC				
<b>Dealer Address</b>	1666 JEFFERSON DAVIS HIGHWAY					
<b>Dealer City</b>	GRANITEVILLE	<b>Dealer State</b>	SC	<b>Dealer Zip</b>	29829	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	AIKEN SC				<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer is contacting Chrysler in regards to the tie rods on his vehicle.

What are the customer s expectations?

Customer is expecting Chrysler to pay for the new parts that he needs on his vehicle.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer called in stating that his tie rods have gone bad and the dealership is telling him that in order to get the new part that he would need for his vehicle to be repaired he would have to get all the tie rods replaced on the vehicle. Customer is seeking assistance with repair. Writer placed customer on hold for further research and call was disconnected.

Why is the customer contacting Chrysler?

Customer states his steering went on the truck when the original tie rods broke and it could have caused an accident. Customer states the dealer said the new recommended part is more heavy duty and you have to do the whole tie rod assembly now.

What are the customer s expectations?

Customer asked for Chrysler s goodwill assistance to supply the parts and he will pay the labor at dealer 44504 because it is out of warranty. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is 803-643-1889.

Who has possession of the vehicle? IRF but customer will take it to dealer 44504

Has the vehicle been diagnosed by a CDJ dealer? No

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

Customer has owned one new vehicle.

CONTACT UPDATE - Customer was contacted today at 8:34 AM. Left message.

Customer was provided with agent s extension: 66056

Writer contacted customer at [REDACTED]

Next agent: Inform customer to take vehicle to an authorized dealership for diagnosis.

2nd attempt made to contact customer on 2/19 at 10:12 AM.

Left message indicating another attempt will be made.

Customer was provided with agent s extension: 66056

3rd attempt made to contact customer on 2/22 at 10:56 AM.

Left detailed message for a return call if required.

4th attempt made to contact customer on 2/23 at 12:14 PM.

Left detailed message for a return call if required.

5th attempt made to contact customer on 2/24 at 1:05 PM.

Left detailed message for a return call if required.

Five attempts have been made, writer is closing case.

---

Customer Assistance Inquiry Record (CAIR)#						19322316
VIN	3D7KS29A1	8G	Open Date	03/04/2010	Built Date	09/14/2007
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
In Service Dt	03/28/2008	Mileage	72,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	LOGAN NM				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Front	
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

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

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

email says

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 pickup. 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 2500 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???

sent

Dear

Thanks for writing about your 2008 Dodge Ram 2500 4x4 pickup truck. 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

Customer Assistance Inquiry Record (CAIR)#						19324443	
VIN	3D6WH48A3	8G	Open Date	02/17/2010	Built Date	04/02/2008	
Model Year	2008	Body	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	09/06/2008	Mileage	57,814	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DBB						
Dealer	45281	RAINBOW CHRYSLER DODGE JEEP OF			MCCOMB, L.L.C		
Dealer Address	2300 DELAWARE AVE						
Dealer City	MCCOMB			Dealer State	MS	Dealer Zip	39648
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	CENTREVILLE MS					Country	UNITED STATES

Product - Steering - Unknown - Other - Default	Drag link broke
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer stated last December 2009 a drag link broke back then, and now another drag link broke.

What are the customer s expectations?

Customer stated he hauls 15 cows with his truck and is very concerned about safety and wants to know what chrysler is going to do about it.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is cell

Who has possession of the vehicle? customer having vehicle towed to dealer

Has the vehicle been diagnosed by a CDJ dealer? no

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

SMH6 reviewed tow and payload rating in dealerconnect for (2009) 3500 cab and chassis. max towable load is 17500 lbs. If the owner is pulling 15 cows, the vehicle is very close to if not overloaded when the weight of the trailer that can support 15 cows is considered. This vehicle may be towing this load off road as well, but that is not confirmed.SMH6

The dealership is stating that the weight is not an issue. And the front joint is defective.

Customer calls requesting to speak with ?Nicolas?

Customer/Caller transferred to extension # 66038

SM David states the inner tie rod broke off and this is not an overload problem because it is in the front end. SM states this is not related to the recall at all. SM states he is a good customer and has had this problem once before. SM suggests the customer have a co-pay of \$50.00.

CONTACT UPDATE - Customer was contacted today at 10:20.

Customer was provided with agent s extension: 66038.

Writer advised why he will have a little responsibility in the repair and

customer understood, as well as accepted the offer.  
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.  
According to the dealer, the warranty costs of the repair are as follows:  
Parts = \$337.75  
Labor = \$175.20  
With the concurrence of the Service Manager, David, the customer will have a co-pay of \$50.00.  
##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Nick at 800-992-1997 extension # 66038. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.  
#####  
Auth# UN02885790219.  
REASSIGNED TO BC/DLR 63 45281 02/19/10 14:26 O 19324443  
\*Contact Date:02/22/2010  
Warranty repair has been documented on Repair Order#39595  
CAIR RETURNED FROM DEALER ON 2/22/2010 AT 06:34:014 R 19324443  
CLOSED LOOP UPDATE - customer was contacted today.  
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19326391
VIN	3D6WH48A9	8G	Open Date	02/18/2010	Built Date	03/15/2008
Model Year	2008	Body	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS		
In Service Dt	03/24/2008	Mileage	29,531	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DBB					
Dealer	64067	WILLIAMSBURG CHRYSLER JEEP				
Dealer Address	3012 RICHMOND ROAD					
Dealer City	WILLIAMSBURG	Dealer State	VA	Dealer Zip	23185	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	ALPHARETTA GA				Country	UNITED STATES

Product - Steering - Unknown - Other - Default	H36 recall performed for drag link, inner joint, and damper bracket.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-02-16  
 Road Side File Created 02-18-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 US-60 E 3012 RICHMOND RD  
 ROCKAHOCK ROAD  
 LANEXA WILLIAMSBURG  
 VA USA VA  
 CALLER\_COMMENTS 01-DOMINION SUBSTATION 60/649 TO  
 DEALER CODE : 64067 WILLIAMSBURG CHRYSLER JEEP DODGE  
 DEALER CONTACT Date & time of Dealer contact? 2/18/10 at 8:57 am.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SA-Michael at 64067  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 2/16/10  
 What is the current mileage?  
 29,531  
 If known, what is the reason for the tow?  
 Steering linkage broke  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?

2/17/10

If no, what is the estimated repair date?

N/A

Are there any parts that need to be ordered?

No

If yes, what are the part & order #s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

Rick Flaircloth, from LE Myers Inc.: 336-918-2011

\*\*\*\*End structured narrative T2 - PCCP

Dealership states customer will pick up the vehicle on 2/22/10. Repairs performed were the H36 recall.

CONTACT UPDATE - Date & time of customer contact? 2/18/10 at 9:07 am.

Contacted customer to inform agent is following up on recent roadside services/repair events. Customer has no questions/requests at this time.

Set follow up once vehicle is picked up for 2/23/10.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

10

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19326442</b>
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<b>VIN</b>	3D7KS26A4	8G [REDACTED]	<b>Open Date</b>	02/18/2010	<b>Built Date</b>	11/06/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
<b>In Service Dt</b>	11/30/2007	<b>Mileage</b>	34,032	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45363	STANLEY-LYND AUTOPLEX,LLC				
<b>Dealer Address</b>	308 N FANNIN AVE					
<b>Dealer City</b>	CAMERON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76520	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	ROCKDALE TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Bent - Front	

Roadside Assistance Contacted - DATE : 2010-02-16  
 Road Side File Created 02-18-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 3692 S FM-908 308 N FANNIN AVE  
 US HIGHWAY 77  
 ROCKDALE CAMERON  
 TX USA TX  
 CALLER\_COMMENTS @ NOACK HERFORDS / DESIEL NOT DUA  
 DEALER CODE : 45363 STANLEY-LYND AUTOPLEX,LLC  
 DEALER CONTACT Date & time of Dealer contact? 02/18/10 at 2:30 pm EST.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SM, Chad 45363  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 02/16/10  
 What is the current mileage?  
 32499  
 If known, what is the reason for the tow?  
 Tie rod end was broken  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 02/18/10  
 If no, what is the estimated repair date?  
 02/18/10  
 Are there any parts that need to ordered?  
 Yes  
 If yes, what are the part & order # s?



Arrived yesterday

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

No name listed: [REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

Repair is covered under warranty.

CONTACT UPDATE - Date & time of customer contact? 02/18/10 at 2:42 pm EST  
at 512-446-6200.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

10

\*\*\*\*End structured narrative T2 - PCCP Survey

Writer spoke with customer who stated that the vehicle repair has been  
taken care of. Customer had no further comments or concerns.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the  
800 number to establish a new file, which will be assigned to the Senior  
Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19328258
VIN	3D7KS28A9	8G	Open Date	02/18/2010	Built Date	07/19/2007
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	10/21/2008	Mileage	35,100	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	67870	AUTOWORLD				
Dealer Address	1370 AUTO CENTER DR					
Dealer City	PETALUMA	Dealer State	CA	Dealer Zip	94952	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PETALUMA CA				Country	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Other - Default	Oil Conditioner
Product - Body / Trim / Paint Finish - Body Hardware - Buzz, Squeak, Rattles - Trunk/Deck Lid/Hatch	Tail gate
Product - Engine - Camshaft and Bearings - Other - Default	Turbo
Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Unsatisfactory / Dislikes - Front	Window seals
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Caller has had numerous problems with his vehicle, claims he has has it in the shop over 15 times.

What are the customer s expectations?

Caller would like replacement.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their request

a call back is required and will take place within one business day.

Preferred call back number is

Who has possession of the vehicle? Caller

Is this a request for Lemon Law, buy-back or replacement? Buy Back ro Replacement

Reassigned to 88L

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 1:33 PM.

Customer was provided with agent s extension: 66002.

##### ATTENTION SERVICE MANAGER/DIRECTOR #####

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Buyback / Replacement Research +++++

1. What does the customer allege is wrong with the vehicle? Tire rods, Turbo, Windows and oil conditioner.

2. Was the vehicle purchased new or used? New.
3. If used, what number owner is the customer?
4. Per the warranty history, how many related repairs have there been?  
9.
5. Total number of days out of service? Unsure.
6. Date of first related repair attempt? 10/01/07.
7. Mileage of first related repair attempt? 4 miles.
8. This vehicle was purchased in what state? CA.
9. Is this a safety state? Yes.
10. Has there been a Direct-to-Dealer CAIR previously sent? No.
11. Has there been any Business Center involvement? No.
12. Is the vehicle currently at an authorized dealer? No.
13. Does the condition described by the customer still exist? Yes.

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

Writer contacted dealership to inform SM Erica cair was being sent over.

REASSIGNED TO BC/DLR 71 67870 02/18/10 13:43 O 19328258

Customer is calling for status of request for replacement. Customer states he received a call from an Attorney General s office but the name left on his answering machine was an incorrect number. Writer advised customer this has been turned over to the BC/DLR and he will need to contact the dealership as to the status at this time.

Customer called in to get update on case. Writer advised that it has been sent at the dealership. Writer was going to contact customer with VM for agent that sent it over to contact the dealership on this and the line went dead.

The customer states that the dealer says that we have not sent the case to them. Writer informed the customer that we will re-contact the dealer to find why they say that they do not have the case. The customer stated that we should be speaking with 'Lucas Powers'.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

2nd cair opened, same complaint/request - refer to 19362541

for DM s handling of customers lemon law request tmt

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19329549</b>
<b>VIN</b>	3D7MX49L7 9G [REDACTED]	<b>Open Date</b>	02/19/2010	<b>Built Date</b>	11/27/2008	
<b>Model Year</b>	2009	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	02/07/2009	<b>Mileage</b>	20,877	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45182	SUPERIOR DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	1201 EXCHANGE					
<b>Dealer City</b>	CONWAY	<b>Dealer State</b>	AR	<b>Dealer Zip</b>	72032	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	BIG SPRING TX [REDACTED]	<b>Country</b>	UNITED STATES			

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer complains about dealership 45182 marking up parts prices.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	

Roadside Assistance Contacted - DATE : 2010-02-17  
 Road Side File Created 02-19-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 PATTON ROAD 1201 EXCHANGE  
 BRANNON ROAD  
 GREENBRIER CONWAY  
 AR USA AR  
 CALLER\_COMMENTS -02- CALL CUST 20 MIN OUT DUALLIE  
 DEALER CODE : 45182 SUPERIOR DODGE CHRYSLER JEEP  
 \*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
 (Void Line 10)  
 DEALER CONTACT Date & time of Dealer contact? 2/19/10 at 7:53 am.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SM-Shawn at 45182  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 2/17/10  
 What is the current mileage?  
 20,877  
 If known, what is the reason for the tow?  
 Outer tie rod broke into after market pitman arm  
 Have the repairs been completed?

No

If yes, when were they completed?

N/A

If no, what is the estimated repair date?

2/19/10

Are there any parts that need to ordered?

No

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

Per CAIR 19324617, SM and DM decided partial warranty repair to tie rod will be provided to customer. Dealership is waiting for customer to provide their own pitman arm as customer did not like the price of the dealerships.

CONTACT UPDATE - Date & time of customer contact? 2/19/10 at 8:22 am.

Left message for customer informing agent is following up on recent roadside services and tracking repairs at the dealership. Informed another contact attempt will be made on 2/22/10 for final follow up.

Agent ext. 66130 left for customer to contact with questions.

Customer leaves voicemail for Writer requesting a return call stating he has a complaint about dealership raising price to profit from ordering an aftermarket part.

Customer contact attempt on 2/22/10 at 1:15 pm. Left message for customer informing voicemail with dealership pricing complaint was received and documented as well as another contact attempt will be made to follow up on repairs.

Customer contact on 2/23/10 at 12:56 pm.

Informed customer his dealership pricing complaint was on record. Set a follow up with customer for 2/26/10 after his vehicle is released.

Customer contact on 2/26/10 at 1:41 pm.

Customer states vehicle is not repaired yet because there was a part delay with him providing his own aftermarket part. Follow up is set for 03/02/10.

Customer contact on 3/2/10 at 1:00 pm.

Left message informing Writer is attempting to provide final follow up call as previously discussed and another contact attempt will be made.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

4

\*\*\*\*End structured narrative T2 - PCCP Survey

2nd Customer contact attempt on 3/3/10 at 1:30 pm.

Customer stated the dealership s service was a 1 for reasons previously documented. Customer was pleased with Roadside Assistance and Proactive follow up.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19329980	
VIN	3D7KS28L6	9G	Open Date	02/19/2010	Built Date	11/14/2008	
Model Year	2009	Body	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/13/2009	Mileage	47,440	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45107	DODGE CITY OF MCKINNEY					
Dealer Address	700 S CENTRAL EXPY						
Dealer City	MCKINNEY			Dealer State	TX	Dealer Zip	75070
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	DENTON TX					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2010-02-17  
 Road Side File Created 02-19-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1230 N CENTRAL EXPRESSWAY 700 S CENTRAL EXPY  
 W WHITE AVENUE  
 MCKINNEY MCKINNEY  
 TX USA TX  
 CALLER\_COMMENTS PITMAN ARM BROKEN TOW\_COMMENTS V  
 DEALER CODE : 45107 CHRYSLER JEEP DODGE CITY OF  
 DEALER CONTACT Date & time of Dealer contact? 02/19/10 at 3:33 pm EST.  
 Writer spoke with SA, Ricky who stated the repair is not covered under  
 warranty. Customer contact is not required. Writer is closing CAIR.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19333531</b>
<b>VIN</b>	3D6WH46A7	8G	<b>Open Date</b>	02/21/2010	<b>Built Date</b>	11/16/2007
<b>Model Year</b>	2008	<b>Body</b>	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS		
<b>In Service Dt</b>	03/22/2008	<b>Mileage</b>	28,957	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
<b>Dealer</b>	26356	MIKE BAILEY MOTORS INCORPORATED				
<b>Dealer Address</b>	INDUSTRY AND HIGHWAY 75					
<b>Dealer City</b>	HENRYETTA	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	74437	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	BOYNTON OK				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-02-19  
 Road Side File Created 02-21-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 N 345 ROAD HIGHWAY 75 & INDUSTRIAL ST  
 E0920 ROAD  
 MORRIS HENRYETTA,  
 OK USA OK  
 CALLER\_COMMENTS DOOLIE// TOW\_COMMENTS VENDOR\_CO  
 DEALER CODE : SAHARA MOTORS ELY LLC  
 DEALER CONTACT Date & time of Dealer contact? 7:24 on 2/23/10.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Sean / SA / 26356  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 2/19/10  
 What is the current mileage?  
 unknown - dealer has not look at the vehicle at this time.  
 If known, what is the reason for the tow?  
 Customer stated that a tie rod fell off.  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 N/A  
 If no, what is the estimated repair date?  
 2/26/10  
 Are there any parts that need to ordered?

Not know

If yes, what are the part & order # s?

Unknown

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

918-752-5047

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 7:36 on 2/23/10

Called the customer and left a detailed message as to what the call was about and also gave the reference number, brand phone number and the writer s name and nick

DEALER - Called SA and he states the shock part #52106909AE. The part does appear to be enroute, will check on 3/3/10 with dealership

CUSTOMER - Called the customer and let him know that the last part should be at the dealership in the morning and that the writer will follow up with them again tomorrow.

DEALER - Called the SA who stated that the part did not come in today but should be here tomorrow. SA states that he did call the customer and let him know. Follow up tomorrow

Follow up date - 3/4/10

DEALER - Called SA who states that the part was not with the order delivered this morning but it is invoiced on the shipping invoice that came with the order. Part manager is trying to find where the part is at. SA will call after a call is received the part or information from the PDC

Set follow up on 3/9/10

DEALER - Called the SA and he stated that the part had come in, repair completed and returned to the customer yesterday.

CUSTOMER - Customer states that the vehicle is working great now.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

8

How satisfied are you with the overall handling of this event?

8

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19341104</b>
<b>VIN</b>	3D7KS26D5	8G	<b>Open Date</b>	02/24/2010	<b>Built Date</b>	07/20/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H62	DODGE RAM SLT 4X4 2500 REG. CAB		
<b>In Service Dt</b>	11/21/2007	<b>Mileage</b>	29,857	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	23461	MCCALL MOTORS, INC.				
<b>Dealer Address</b>	4914 ADMIRAL PEARY HWY					
<b>Dealer City</b>	EBENSBURG			<b>Dealer State</b>	PA	<b>Dealer Zip</b> 15931
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	CARROLLTOWN PA				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	

Roadside Assistance Contacted - DATE : 2010-02-22  
 Road Side File Created 02-24-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 KLINE ROAD 4914 ADMIRAL PEARY HWY  
 SUNSET ROAD  
 CARROLLTOWN EBENSBURG  
 PA USA PA  
 CALLER\_COMMENTS -01 NO DUALLIES-STEERING ARM FELL  
 DEALER CODE : 23461 MCCALL MOTORS, INC.  
 DEALER CONTACT Date & time of Dealer contact?2/24/10 12:11  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SA Jim 23461  
 Is the vehicle at the dealer now?  
 no  
 When did it arrive at the dealer?  
 2/22  
 What is the current mileage?  
 29857  
 If known, what is the reason for the tow?  
 tie rod  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 2/23  
 If no, what is the estimated repair date?  
 na  
 Are there any parts that need to ordered?  
 no  
 If yes, what are the part & order # s?

na

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

na

Dealer provided the following customer contact information.

home [REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 2/24/10 12:17

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

10

\*\*\*\*End structured narrative T2 - PCCP Survey

Writer called customer back to leave number for Ram on VM as she did not have pen handy.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19344903</b>
<b>VIN</b>	3D7MX48A8	8G [REDACTED]	<b>Open Date</b>	02/25/2010	<b>Built Date</b>	09/19/2007
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	09/30/2008	<b>Mileage</b>	47,544	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	44107	ACADIANA DODGE INCORPORATED				
<b>Dealer Address</b>	1700 SOUTHEAST EVANGELINE HIGHWAY					
<b>Dealer City</b>	LAFAYETTE	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70508	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	ALEXANDRIA LA [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Recall - H34: - Advise Owner/Incomplete Recall	
Recall - H46: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2010-02-23  
 Road Side File Created 02-25-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 2112 N UNIVERSITY AVENUE 1700 SOUTHEAST EVANGELINE HIGH  
 MARCON DRIVE  
 LAFAYETTE LAFAYETTE  
 LA USA LA  
 CALLER\_COMMENTS DULLY CREW CAB DIESEL VEH AT MAYF  
 DEALER CODE : 44107 ACADIANA DODGE CHRYSLER JEEP  
 DEALER CONTACT Date & time of Dealer contact? 2/25/10 12:28  
 Writer spoke with George SA who states recall H34 was completed and H46  
 was not due to customer has aftermarket parts installed and the reason  
 for the tow was outer tie rod broke and transmission fluid leak and both  
 were customer pay,not warranty. Writer will not be contacting the  
 customer and closing cair.

Customer Assistance Inquiry Record (CAIR)#						19348738
VIN	3D7MX46A1	8G	Open Date	02/26/2010	Built Date	03/07/2008
Model Year	2008	Body	D18L62	DODGE RAM ST 4X4 3500 REG CAB		
In Service Dt	05/14/2008	Mileage	10,538	Dealer Zone	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	ST. LOUIS MO				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	

Roadside Assistance Contacted - DATE : 2010-02-24  
 Road Side File Created 02-26-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 3559 W ARTHINGTON STREET 5859 S LA GRANGE RD  
 S CENTRAL PARK AVENUE  
 CHICAGO COUNTRYSIDE  
 IL USA IL  
 CALLER\_COMMENTS SALT SPREADER. PROB WITH STEER  
 DEALER CODE : 45449 JACK PHELAN DODGE OF COUNTRYSIDE  
 DEALER CONTACT Date & time of Dealer contact? 2/26/10 at 9:32 am.  
 \*\*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SM-Jake at 45449  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 2/24/10 at 2:30 pm  
 What is the current mileage?  
 10,538  
 If known, what is the reason for the tow?  
 Tie rod broke  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 2/25/10  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No  
 If yes, what are the part & order # s?  
 N/A  
 Rental provided?  
 No  
 If yes, how many days? (either by the dealer or USCAC)  
 N/A  
 Dealer provided the following customer contact information.  
 Chicago Park District:

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 2/26/10 at 9:38 am.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

8

How satisfied are you with the overall handling of this event?

9

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19352071	
VIN	3D7MX38A2	8G	Open Date	02/27/2010	Built Date	11/28/2007	
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/30/2007	Mileage	33,570	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45099	LITHIA DODGE OF BILLINGS					
Dealer Address	2229 KING AVENUE WEST						
Dealer City	BILLINGS	Dealer State	MT	Dealer Zip	59102		
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	HARDIN MT				Country	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Steering - Linkage - Bent - Default	

Roadside Assistance Contacted - DATE : 2010-02-25  
 Road Side File Created 02-27-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 US HIGHWAY 212 W 2229 KING AVENUE WEST  
 COUNTY ROAD 17  
 HARDIN BILLINGS  
 MT USA MT  
 CALLER COMMENTS 17 MIL E OF CROW AGENCY//8.5 MIL  
 DEALER CODE : 45099 LITHIA CHRYSLER JEEP DODGE OF  
 DEALER CONTACT Date & time of Dealer contact? 03/02/10 at 2:10  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Ryan SA / 45099  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 02/25/10  
 What is the current mileage?  
 33574  
 If known, what is the reason for the tow?  
 Steering linkage broke  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 02/26/10  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

Ryan SA states that the H46 recall has been addressed as well.

CONTACT UPDATE - Date & time of customer contact? 03/02/10 at 2:17

Customer not available. Writer left message advising that PCCP would like to ensure that roadside service and repairs were completed smoothly and that another contact attempt will take place 03/03/10.

2nd CONTACT UPDATE - 03/03/10 at 10:04

Customer not available. Writer will attempt to reach customer again 03/04/10.

3rd CONTACT UPDATE - 03/04/10 at 11:04

Customer not available. Writer left message providing reference CAIR number and CAC contact information if customer has any questions.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19352822</b>
<b>VIN</b>	3D7KS28D5	8G	<b>Open Date</b>	02/28/2010	<b>Built Date</b>	05/13/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	09/03/2008	<b>Mileage</b>	40,305	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	43453	PUEBLO DODGE INC				
<b>Dealer Address</b>	2147 HIGHWAY 50 WEST					
<b>Dealer City</b>	PUEBLO	<b>Dealer State</b>	CO	<b>Dealer Zip</b>	81008	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	PENROSE CO				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Recall - H36: - Advise Owner/Incomplete Recall	
Recall - J10: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2010-02-26  
 Road Side File Created 02-28-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1520 W 4TH ST 2147 HIGHWAY 50 WEST  
 WILSON AVENUE  
 PUEBLO PUEBLO  
 CO USA CO  
 CALLER\_COMMENTS WALGREENS, WATER PUMP WENT OUT TO  
 DEALER CODE : 43453 PUEBLO DODGE CHRYSLER JEEP  
 DEALER CONTACT Date & time of Dealer contact? 3/2/10 10:02  
 Writer left message for Roy in service to return call . Writer left cair  
 number as well as customer information and call back information.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SA Roy 43453  
 Is the vehicle at the dealer now?  
 no  
 When did it arrive at the dealer?  
 2/26  
 What is the current mileage?  
 40305  
 If known, what is the reason for the tow?  
 H36 recall draglink broke  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 3/1  
 If no, what is the estimated repair date?  
 na



Are there any parts that need to ordered?

no

If yes, what are the part & order # s?

na

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

na

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Writer spoke with SA Roy who states both recalls J10 and H36 were completed.

CONTACT UPDATE - Date & time of customer contact? 3/2/10 12:03

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

8

How satisfied are you with the overall handling of this event?

9

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Writer spoke with customers wife who was not there but she states everything was fine and vehicle repairs were just recall work and they are satisfied. Writer did provide call back information if her husband should have any questions,he is not easy to get hold of.

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Customer Assistance Inquiry Record (CAIR)#						19358904	
VIN	3D7KS28D0	8G	Open Date	03/02/2010	Built Date	09/03/2007	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/28/2008	Mileage	41,000	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	09825	CHRYSLER DODGE OF THE POCONOS					
Dealer Address	894 N NINTH ST						
Dealer City	STROUDSBURG			Dealer State	PA	Dealer Zip	18360
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	REEDERS PA				Country	UNITED STATES	

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Product - Unknown - Unknown - Accident - Default	
Product - Wheels and Tires - Wheels - Bent - Front-Driver	
Recall - H46: - Advise Owner/Incomplete Recall	

Customer states she did not do this to her vehicle and would like some assistance for repairs. Her vehicle lost all control in left into intersection and hit a curb.

There is no request for rental on this case. Writer reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 6:57 AM.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer states that she has been dealing with SM, Paul, at the dealership; 09825, and she states that he has been very abrasive with her. Customer states that she wants this complaint documented, due to the fact that her experience with the dealership has not been satisfactory.

Customer states that the SM told her that her vehicle has no recall on it. Customer states that she attempted to explain that she has been informed by Chrysler/Dodge that her VIN does have an open recall.

Customer states that she is being told that this repair will not be covered under the recall, as her vehicle does not have the recall.

Customer calls requesting to speak with WE43.

Customer/Caller transferred to extension # 66076.

Writer was advised to contact the customer.

CONTACT UPDATE - Customer was contacted today at 8:25 AM.

The customer was explaining the case to the writer. Writer had asked the customer if the vehicle was damage due to the loss of control. The customer stated the writer was putting words into the customers mouth.

The writer advised the customer that Chrysler needs to gather this

information in order to get her to the right department. The customer stated she will advise an attorney on this matter. The writer put the customer on hold to gather the SI information. When the writer took the customer off of hold the customer became unresponsive and the call was ended.

Customer called in regarding a complaint on her case manager and vehicle issue. \*Customer states that her case manager put her on hold for seven minutes and then disconnected the call and did not call her back.

Customer also stated that Chrysler assumed that she had hit a curb when that was not the case. Customer stated that her case manager asked what had happened and assumed she hit a curb when she had only stated two sentences into her story. Customer was frustrated that no one heard her out. Customer stated that her vehicle geared left, customer stated no one was hit and she did not hit anything. Customer stated that she got out to look at her tires in case she might of had a flat, customer stated all her tires were full and only the right tire was not aligned straight. Customer stated that she did not hit anything to cause this issue and feels that something might have snapped.

Customer calls requesting to speak with WE43

Customer/Caller transferred to extension # 66042

Customer contacting Chrysler in regards to accident that occurred on 03/01/2010. While driving customer states vehicle jerked to right and lost control. Customer thinks this has to do with H46 recall. Informed of details of recall and customer states her vehicle did the same thing as symptoms. Informed customer we are not denying her vehicle has/had a problem and may have had a manufacturing defect, but it is not recall related, but warranty related and she would want to claim warranty assistance for problem. Customer has supervisor call scheduled for later today, customer turned over to other line, hoping it was supervisor call and never returned. Disconnected call with customer.

\*\*\*\*\*Supervisor\*\*\*\*\*

1. Who is calling and what is their contact information? Patricia Maglio customer's wife.

Preferred: [REDACTED]

2

2. What happened? Customer alleges that on Monday, March 1st while driving 20-25 miles per hour, she lost all control of steering and vehicle, veered hard to the left. Which caused her to hit a curb, however she lost steering prior to hitting a curb, not as a result of hitting the curb.

3. What is the current location of the vehicle? Dealership 09825 894 N NINTH ST, STROUDSBURG, PA, 18360.

There was an undue delay in the processing of this request please handle as soon as possible.

H46 65381 OPEN STEERING LINKAGE SAFETY

CNA Match Date: 2009-04

\*\*\*\*\*

03.04.10

Spoke to customer

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

CHRYSLER DODGE OF THE POCONOS / SM Mike

894 N NINTH ST

STROUDSBURG PA 18360

570-517-5600

Per OGC Matrix, reassigned to 82T. MG17

> Customer states tie rod broke and caused her to hit a curb causing damage

INCOMPLETE RECALL: H46 STEERING LINKAGE

3/4/10 ASSIGN TO TNT16.

CAIR NUMBER 19358904 REQUEST EAA INSPECTION 03-04-2010 13:47

CAIR NUMBER 19358904 E-MAIL SENT TO EAA 03-04-2010 13:47

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/05/10 AT 15:33:45 19358904

CCRG Open Date: 03/04/2010 10:45:01

Letter Sent: Acknowledgement 03/05/2010 08:32:58

Customer called in following up the resolution on the SI. Customer was informed that she was sent a letter on 03/05/10. She said that she received the letter which indicated that Chrysler is researching information. Customer said that she tried to contact MG17 and her

noticed. Customer wanted to know who is handling MG17 cases. Customer was informed that CAC does not have this information and MG17 is not at the same department. Therefore, customer requested to speak with the supervisor. She was informed that the call back will be an hour. Customer stated that she did not get a call from a supervisor. Agent informed the customer that a call back has been set up.

Writer called [REDACTED] spoke to Ms. [REDACTED], she states she questions our legal department ability to handle her case and other cases that MG17 had been working if she is unable to get in touch with MG17 and her voice mail says she will no longer be available until further notice.

Writer consulted with ACJ34 and provided customer with JSS15

[REDACTED] number. Ms. [REDACTED] called the number while I was on the line to ensure the number worked and left a message to be called back. Ms. [REDACTED] requested that her request to be called back be documented. Writer advised customer it would be documented.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19362360</b>
<b>VIN</b>	3D7KS28D0	8G	<b>Open Date</b>	03/03/2010	<b>Built Date</b>	09/03/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	04/28/2008	<b>Mileage</b>	41,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PB5	ELECTRIC BLUE PEARL COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	45271	STRAUB DODGE				
<b>Dealer Address</b>	4312 ROUTE 309					
<b>Dealer City</b>	SCHNECKSVILLE	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	18078	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	REEDERS PA				<b>Country</b>	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Corporate - Quick CAIR - Telephone Line Open - No Customer Response - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Product - Unknown - Unknown - Accident - Default	
Product - Wheels and Tires - Wheels - Bent - Front-Driver	
Recall - H46: - Advise Owner/Incomplete Recall	

duplicate cair

Customer Assistance Inquiry Record (CAIR)#						19362541
VIN	3D7KS28A9	8G	Open Date	03/03/2010	Built Date	07/19/2007
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	10/21/2008	Mileage	35,100	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	67870	AUTOWORLD				
Dealer Address	1370 AUTO CENTER DR					
Dealer City	PETALUMA	Dealer State	CA	Dealer Zip	94952	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PETALUMA CA				Country	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Other - Default	Oil Conditioner
Product - Body / Trim / Paint Finish - Body Hardware - Buzz, Squeak, Rattles - Trunk/Deck Lid/Hatch	Tail gate
Product - Engine - Camshaft and Bearings - Other - Default	Turbo
Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Unsatisfactory / Dislikes - Front	Window seals
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Why is the customer contacting Chrysler? The dealership is stating that the lemon law file was never filed, and he was never contacted. The service managers name is lucas powers, he is the one that is stating this.

What are the customer s expectations? The customer is wanting to file for lemon law

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is

Who has possession of the vehicle? The dealership

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 12:08 PM.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Owner is seeking relief under the California state lemon law.

1. What does the customer allege is wrong with the vehicle? Turbo, Oil conditioner, windows seals and tailgate.

2. Was the vehicle purchased new or used? New.

3. If used, what number owner is the customer and what was the mileage?

4. Is customer claiming # of repair attempts or # of days out of service?

Unsure.

5. Does the condition described by the customer still exist? Yes.

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer

regardless

of this request. Reassigned to the West Business Center (TMT).

030410 reassigned to dm peg to review customers request for lemon law relief and to ensure customer is made aware of decision tmt

note to dm - prior cair sent to dealer as D2D, dealer claiming they never received it ...

3/9/2010 Telephoned owner, no answer, left message. 2:20 PM PEG t8993pg

3/10/2010 Telephoned owner, no answer, left message. 9:10 AM PEG

3/11/2010 Telephoned owner, no answer, left message. 8:45 AM PEG

3/11/3020 Telephoned owner, no answer, left message. 4:30 PM PEG

Attention Call Center - If this owner calls back in, please get a good working telephone number or a cell phone number, thank. PEG

Customer called stating that is a good working number he works in mountains and does not have cell phone range. Customer would like agent to leave a message with a contact number or call him after 6 however will have his phone all day today.

Customer called in stating that he has not been able to get a hold of the DM. Customer states that he needs a number to contact him. Customer states that he works all the time and cannot get contacted because he does not get service where he works at. Customer was informed that in order to get a hold of him he would need to contact the SM at the dealer to get information of PEG. Customer stated that he will.

Caller asked for the number to the DM Peter writer informed caller that the CAC does not have any numbers to the DM s, and that he will need to contact the dealer.

Customer called in asking about what he should do to get his lemon law case going. Writer put caller on hold and he dropped the call.

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Customer Assistance Inquiry Record (CAIR)#						19367614	
VIN	3D7MX48L3	9G	Open Date	03/05/2010	Built Date	09/05/2008	
Model Year	2009	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/27/2009	Mileage	20,582	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	45048	PORT LAVACA DODGE-CHRY-JEEP INC					
Dealer Address	900 S US HIGHWAY 35 BYP						
Dealer City	PORT LAVACA			Dealer State	TX	Dealer Zip	77979
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	VICTORIA TX					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	Customer complains about roadside services lack of attention.
Dealer - Parts - Transaction - Wrong Part - Default	Customer complains dealership ordered the wrong part.
Product - Exhaust - Catalytic Converter - Other - Default	Customer inquires/complains about particulate filter.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Not Interested	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Electrical - Cruise Control - Intermittent or Inoperative - Default	
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	

Roadside Assistance Contacted - DATE : 2010-03-03  
 Road Side File Created 03-05-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 FM-1593 1901 S US HIGHWAY 35 BYP  
 STATE HIGHWAY 35 N  
 POINT COMFORT PORT LAVACA  
 TX USA TX  
 CALLER COMMENTS TIROD BROKE DRIVERS SIDE ON HOLD  
 DEALER CODE : 45048 PORT LAVACA DODGE-CHRY-JEEP INC  
 DEALER CONTACT Date & time of Dealer contact? 3/5/10 at 11:00 am.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SM-Carlos at 45048  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 3/3/10



What is the current mileage?

20,582

If known, what is the reason for the tow?

Left tie rod end broke

Have the repairs been completed?

No

If yes, when were they completed?

N/A

If no, what is the estimated repair date?

3/6/10

Are there any parts that need to be ordered?

Yes

If yes, what are the part & order #s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

\*\*\*\*\*End structured narrative T2 - PCCP

Repair will be covered under warranty.

CONTACT UPDATE - Date & time of customer contact? 3/5/10 at 11:04 am.

Informed customer agent is following up on recent roadside services/overseeing repairs for a final follow up after vehicle is released. Ext. 66130 offered. Customer inquires about recalls in the front end. Informed customer there are no open recalls. Customer complains that Roadside Services did not pay attention to detail in providing service and while being towed the tie rod went into the tire and caused damage. Customer states the dealership is covering the new tire. Customer complains the wrong tie rod part was ordered and he has to wait until tomorrow to have vehicle repaired and returned to him. Customer complains his driver's side window and cruise control do not work intermittently. Customer states he has owned several vehicles but has had concerns with all of them. Customer expresses concern for particulate filter and wants to know the percentage capacity of being full and if the dealership will perform a re-generation. Writer advises customer as that may be maintenance and not warranty to contact dealership about that. Customer had no further questions at this time. Will follow up with customer again on 3/9/10.

Customer contact on 3/9/10 at 3:47 pm.

Customer states he is busy and this is the 4th person who has called him then hangs up.

Duplicate CAIR was created per 19370854. Customer refused survey.

Closing CAIR.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19369114</b>
<b>VIN</b>	3D7KS28A5	8G [REDACTED]	<b>Open Date</b>	03/05/2010	<b>Built Date</b>	04/10/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	11/20/2008	<b>Mileage</b>	1	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Dealer</b>	44106	KONA AUTO CENTER INC				
<b>Dealer Address</b>	76-6353 KUAKINI HIGHWAY					
<b>Dealer City</b>	KAILUA-KONA	<b>Dealer State</b>	HI	<b>Dealer Zip</b>	96740	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	WAIKOLOA HI [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Recall - H36: - Information Request	

Caller stated that the drag link inner tie rod end broke.  
 Customer calls seeking recall information. Advised the customer of incomplete recall h36 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.  
 Writer provided phone number for dealer.

Customer Assistance Inquiry Record (CAIR)#						19370134	
VIN	3D3MX49A1	8G	Open Date	03/05/2010	Built Date	05/15/2008	
Model Year	2008	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	06/13/2008	Mileage	34,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	24240	BROADWAY DODGE INC					
Dealer Address	5600 SOUTH BROADWAY						
Dealer City	LITTLETON	Dealer State	CO	Dealer Zip	80121		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	LYONS CO				Country	UNITED STATES	

Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Driver	Recall H36 was performed and has failed.
Corporate - Recall - Default - Default - Default	Recall repair failed.

Customer states the right and left side tie rod ends completely failed. Causing immediate steering loss and damaged the sway bar kit left side. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day. Preferred call back number is [REDACTED]. Contact name is Ron Brewer.

Who has possession of the vehicle? IRF.  
Has the vehicle been diagnosed by a CDJ dealer? No.  
Reassigned to 88F.

Caller is an IRF repair shop and calling on behalf of the customer because he is aware and can explain what the failure is. Agent verified that the recall H36 was performed in July of 2009. IRF towed the vehicle from the highway. IRF contacted local dealer, and Frahm Dodge refused to do a recall failure. repair. Agent forwarded to 88F for resolution.

Customer [REDACTED] at [REDACTED] (sister,

[REDACTED] is calling on behalf of customer and he states he needs to be called asap as this customer will need parts ordered and he needs to know how to proceed.

Writer informed JT861 of the call.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today.

Writer was on hold and the customer hung up.

Writer called back at [REDACTED] for cair customer [REDACTED]. Vehicle is at an IRF. Ron stated that dealer Frahm CDJ stated that the recall would not be covered because it was already performed. [REDACTED] from IRF stated that customer authorized for them to do repairs at the irf. Writer told irf that writer has to work directly with the customer if he would like assistance and it will have to be done at a cdj dealership if customer doesn't want to pay or customer can submit documentation for review of a

recall reimbursement. Writer called Frahm CDJ and Sm Don had writer leave a vm.

Customer request to speak with MM1565. Writer advise the agent on the case is JT861. Writer try to advise of line 24-32 but customer wants a resolution now because per customer he is stock in California. Customer offer to transfer call to agent working on the case, customer refuse offer and request to speak to a Supervisor. Writer advise of time frame. Customer contact number is [REDACTED]  
\*\*\*\*\*Supervisor\*\*\*\*\*

Customer is having recall repair completed at an IRF due to delay in communication, offered reimbursement due to work being related to recall. Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer called in to talk to his case manager. Writer put him on hold while I tried to get a hold of the case manager. When I came back on the line the customer wasn't responding. I could hear him in the back ground but there was no response to my voice. After 3 mins of trying to get a response writer hung up.

Writer contacted the customer at [REDACTED] No one answered. Writer left a message.

2nd attempt made to contact customer on 03/10/10 at 4:00 pm est.

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

3rd attempt made to contact customer on 03/11/10.

Left detailed message for a return call if required.

4th attempt made to contact customer on 03/12/10 at 11:58 am est.

Left detailed message for a return call if required.

5th attempt made to contact customer on 03/15/10 10:08.

Left detailed message for a return call if required.

Writer called customer at [REDACTED]. Writer left message for customer to call back.

CLOSED LOOP UPDATE - customer was contacted today at ?insert time?.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

NOTICE TO CALL CENTER: PART REPLACED AT IRF WAS NOT THE PART THAT WAS REPLACED ON THE RECALL. The recall (H36) repair performed on July 24, 2009 at 30,884 miles was for a steering dampner bracket, steering draglink inner joint and also centered steering wheel. The failure for current issue was the left outer tie rod end which sheared off and was not a recall component nor was it replaced on the repair owner cites. Area Manager feels no reimbursement should be made. Part of recall states alignment must be right and per dealer 44647 customer stated he had vehicle aligned several times at 'other shops.' This could have led to tie rod end failure.

Customer is requesting reimbursement for the IRF repair, and has asked dealer for tires and alignment at Chrysler expense from Dealer 44647. Area Manager declining.

Customer called in to verify decision. Confirmed with the customer that as stated in the CAIR the area manager has declined because the part replaced at IRF was not the part that was replaced on the recall.

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Customer Assistance Inquiry Record (CAIR)#						19370794	
VIN	3D7MX48L3	9G	Open Date	03/06/2010	Built Date	09/05/2008	
Model Year	2009	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/27/2009	Mileage	20,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	45048	PORT LAVACA DODGE-CHRY-JEEP INC					
Dealer Address	900 S US HIGHWAY 35 BYP						
Dealer City	PORT LAVACA			Dealer State	TX	Dealer Zip	77979
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	VICTORIA TX					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
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Roadside Assistance Contacted - DATE : 2010-03-04  
 Road Side File Created 03-06-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 FM-1593 1901 S US HIGHWAY 35 BYP  
 STATE HIGHWAY 35 N  
 POINT COMFORT PORT LAVACA  
 TX USA TX  
 CALLER\_COMMENTS 01 - VEH HAS A BROKEN TIE ROD, VE  
 DEALER CODE : 45048 PORT LAVACA DODGE-CHRY-JEEP INC  
 Duplicate CAIR. Please refer to 19370854 and 19367614.

Customer Assistance Inquiry Record (CAIR)#						19370854	
VIN	3D7MX48L3	9G	Open Date	03/06/2010	Built Date	09/05/2008	
Model Year	2009	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/27/2009	Mileage	20,582	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	45048	PORT LAVACA DODGE-CHRY-JEEP INC					
Dealer Address	900 S US HIGHWAY 35 BYP						
Dealer City	PORT LAVACA			Dealer State	TX	Dealer Zip	77979
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	VICTORIA TX					Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Not Interested	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2010-03-04  
 Road Side File Created 03-06-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 FM:   
 POINT COMFORT PORT LAVACA  
 TX USA TX  
 CALLER\_COMMENTS TIROD BROKE; HERMOSA PLASTICS GAT  
 DEALER CODE : 45048 PORT LAVACA DODGE-CHRY-JEEP INC  
 DEALER CONTACT Date & time of Dealer contact? 3/8/10 7:09  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SA Rudy 45048  
 Is the vehicle at the dealer now?  
 no  
 When did it arrive at the dealer?  
 3/4  
 What is the current mileage?  
 20582  
 If known, what is the reason for the tow?  
 tie rod broke  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 3/6  
 If no, what is the estimated repair date?  
 na  
 Are there any parts that need to ordered?  
 yes  
 If yes, what are the part & order # s?

order did not arrive and parts were obtained from dealer in Houston  
Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

na

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 11:46

Writer left message with reason for call and provided car number and call back information and advised will be returning call once repairs are complete.

Writer spoke with customer who is dissatisfied with Dodge. He states this is third truck since 2007 and 2 priors were lemons and this one is too.

Customer called the roadside service Mickey Mouse service and the part that was ordered at the dealer did not arrive because the truck never stopped at the dealer and parts were obtained from another dealer .

Customer states already spoke with roadside as well as someone else who called him and would not complete survey. Writer provided customer car number and advised if future concerns or questions to please call Ram and provided brand number.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19379905</b>
<b>VIN</b>	3D7KS29A3	8G	<b>Open Date</b>	03/10/2010	<b>Built Date</b>	06/02/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	08/20/2008	<b>Mileage</b>	35,439	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	65686	HEBERT'S TOWN & COUNTRY DODGE		CHRYSLER JEEP		
<b>Dealer Address</b>	1155 EAST BERT KOUNS					
<b>Dealer City</b>	SHREVEPORT			<b>Dealer State</b>	LA	<b>Dealer Zip</b> 71105
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	CONVERSE LA				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-03-08  
 Road Side File Created 03-10-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 US HIGHWAY 171 1155 EAST BERT KOUNS  
 US HIGHWAY 84  
 MANSFIELD SHREVEPORT  
 LA USA LA  
 CALLER\_COMMENTS 01// TIE ROD BROKE; @ A CHEVRON T  
 DEALER CODE : 65686 HEBERT S TOWN & COUNTRY DODGE  
 DEALER CONTACT Date & time of Dealer contact? 03/10/10 at 10:28  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Stanley SA / 65686  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 03/08/10  
 What is the current mileage?  
 35439  
 If known, what is the reason for the tow?  
 Tie rod broken  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 03/09/10  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No  
 If yes, what are the part & order # s?  
 N/A  
 Rental provided?  
 No



If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

██████████  
\*\*\*\*End structured narrative T2 - PCCP

Stanley SA states that the recalls H36 and J10 have been addressed.

CONTACT UPDATE - Date & time of customer contact? 03/10/10 at 10:38

Customer not available. Writer left message advising that PCCP would like to ensure that roadside service and repairs were completed smoothly and that another contact attempt will take place 03/11/10.

2nd CONTACT UPDATE - 03/11/10 at 12:18

Customer not available. Writer left message providing reference CAIR number and CAC contact number to call if they have any future questions.

3rd CONTACT UPDATE - 03/11/10 at 4:27

Customer not available. WRiter left message providing reference CAIR number and CAC contact number to call if they have any future questions.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19382240</b>
<b>VIN</b>	3D7KS28D0	8G	<b>Open Date</b>	03/10/2010	<b>Built Date</b>	09/03/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	04/28/2008	<b>Mileage</b>	41,000	<b>Dealer Zone</b>		
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PB5	ELECTRIC BLUE PEARL COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Owner</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	REEDERS PA				<b>Country</b>	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Product - Unknown - Unknown - Accident - Default	
Product - Wheels and Tires - Wheels - Bent - Front-Driver	
Recall - H46: - Advise Owner/Incomplete Recall	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 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  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 see cair 19358904.

Customer Assistance Inquiry Record (CAIR)#						19386589	
VIN	3D7MX39A3	8G	Open Date	03/11/2010	Built Date	05/21/2008	
Model Year	2008	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	06/13/2008	Mileage	44,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE					
Dealer Address	10905 S AUTO MALL DRIVE						
Dealer City	SANDY			Dealer State	UT	Dealer Zip	84070
Owner					Contact Type	LETTER	
Address					Home Phone		
	CENTERVILLE UT				Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Referral - Other - Default - Default - Default	

POSTMARK DATE: 020210; DATE RECEIVED: 020810  
 Writer reviews ro...Will assist with adjustment from 500.00 to 745.30 on front suspension repairs. The 745.30 represents a 100.00 ded. CAC will not address any other repairs.  
 Please set up for 745.30 - reassign to 82c for approval.  
 Reviewed proof of payment. Placed in bin for paperclipping.  
 Cut check for 745.30 will notify owner after time zone difference.  
 Total check written for \$1187.91  
 by the Customer. The offer of Goodwill offered toward owner satisfaction total on Line A = \$845.30. EJW offer is total minus \$100.00 copayment.  
 Remainder of Grand Total Declined.  
 Owner will receive check refund for 745.30 in approximately 10-business days. advised owner  
 POSTMARK DATE: 031710; DATE RECEIVED: 031710  
 CONTACT UPDATE - Customer was contacted today.  
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.  
 Writer called customer to explain that the check has been issued and it should be received within 10 business days. Customer was appreciative of the reimbursement amount and wanted to know why the amount changed.  
 Writer explained that the amount change was due to owner satisfaction.  
 Writer will now closed the CAIR since follow up call has been made.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19390402</b>
<b>VIN</b>	3D7MX48A7	8G [REDACTED]	<b>Open Date</b>	03/12/2010	<b>Built Date</b>	03/01/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	09/09/2008	<b>Mileage</b>	782,645	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	68543	LOVE CHRYSLER DODGE JEEP LLC				
<b>Dealer Address</b>	1259 EAST MAIN ST					
<b>Dealer City</b>	ALICE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	78332	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	ALICE TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	
Recall - H36: - Advise Owner/Incomplete Recall	

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is 361-701-2026

When is the preferred call back time? ANYTIME

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer?yes

Reassigned to 88F

Customer is concerned that he was driving last week and his tie rod end just broke while he was driving. Customer states that at the time, he was only going 1 mph, but he is concerned that if he would have been driving down the road, it could have killed him and his children.

Customer is seeking information on if there is going to be a safety recall on this, or if he should be reimbursed for this repair.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

Customer is original owner with no other vehicle history.

CONTACT UPDATE - Customer was contacted today at 10:35.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer advised customer if the issue becomes a recall he will be reimbursed and to save his receipts.

Customer Assistance Inquiry Record (CAIR)#						19391966	
VIN	3D7KS28AX	8G	Open Date	03/13/2010	Built Date	08/13/2007	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/07/2007	Mileage	63,692	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	07969	MADDOX MOTOR COMPANY					
Dealer Address	564 GLOVER ROAD						
Dealer City	SIDNEY			Dealer State	NE	Dealer Zip	69162
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	LODGEPOLE NE					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
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Roadside Assistance Contacted - DATE : 2010-03-11  
 Road Side File Created 03-13-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 4679 ROAD 139 564 GLOVER ROAD  
 ROAD 46  
 LODGEPOLE SIDNEY  
 NE USA NE  
 CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS  
 DEALER CODE : 07969 MADDOX MOTOR COMPANY  
 DEALER CONTACT Date & time of Dealer contact? 9:22 on 3/16/10  
 Called the dealership and spoke to AI, SA, who stated that the vehicle  
 was towed into the dealership for a broken tie rod. The repair was  
 covered under a service contract.  
 CLOSING CAIR - This was not a warranty repair closing cair.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19392146</b>
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<b>VIN</b>	3D7KS19D6 8G [REDACTED]	<b>Open Date</b>	03/13/2010	<b>Built Date</b>	03/08/2008
<b>Model Year</b>	2008	<b>Body</b>	DH6H81	DODGE RAM SXT 4X4 1500 MEGA CAB	
<b>In Service Dt</b>	05/30/2008	<b>Mileage</b>	10,605	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT			
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE			
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

<b>Dealer</b>	59577	LARSON DODGE
<b>Dealer Address</b>	300 RIVER ROAD	
<b>Dealer City</b>	PUYALLUP	<b>Dealer State</b> WA <b>Dealer Zip</b> 98371

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	PUYALLUP WA [REDACTED]	<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod end broke
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Recall - H36: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2010-03-11  
 Road Side File Created 03-13-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 417 4TH AVENUE SW 2001 N MERIDIAN  
 4TH STREET SW  
 PUYALLUP PUYALLUP  
 WA USA WA  
 CALLER\_COMMENTS KEY IN GAS CAP..... DRIVERS  
 DEALER CODE : 59577 LARSON CHRYSLER JEEP DODGE  
 DEALER CONTACT Date & time of Dealer contact? 3/15/10 3:23  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SA Brandon and Brian 59577  
 Is the vehicle at the dealer now?  
 no  
 When did it arrive at the dealer?  
 3/12  
 What is the current mileage?  
 10605  
 If known, what is the reason for the tow?  
 tie rod end broke  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 3/15  
 If no, what is the estimated repair date?  
 na  
 Are there any parts that need to ordered?  
 yes

If yes, what are the part & order # s?

tie rod end,overnighted

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

na

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

Writer spoke with Brian who states customer name is Mark Moreau. Brian states he believes the vehicle has been picked up since he does not see the keys hanging for it.

CONTACT UPDATE - Date & time of customer contact? 3/15/10 3:48

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

2

\*\*\*\*End structured narrative T2 - PCCP Survey

Customer calls seeking recall information. Advised the customer of incomplete recall H36 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19400755</b>	
<b>VIN</b>	3D7KS28L4	9G	<b>Open Date</b>	03/17/2010	<b>Built Date</b>	11/05/2008	
<b>Model Year</b>	2009	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	12/27/2008	<b>Mileage</b>	17,071	<b>Dealer Zone</b>	51	CHICAGO	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	38308	SHIMKAT MOTOR CO					
<b>Dealer Address</b>	3126 5TH AVE S						
<b>Dealer City</b>	FORT DODGE			<b>Dealer State</b>	IA	<b>Dealer Zip</b>	50501
<b>Owner</b>	.					<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	WOODWARD OK					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2010-03-15  
 Road Side File Created 03-17-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1528 PARAGON AVENUE 3126 5TH AVE S  
 150TH STREET  
 FORT DODGE FORT DODGE  
 IA USA IA  
 CALLER\_COMMENTS TIE ROD BROKEN ON DRVRS FRT WHEEL  
 DEALER CODE : 38308 SHIMKAT MOTOR CO



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19400895</b>	
<b>VIN</b>	3D7KS26T3	9G	<b>Open Date</b>	03/17/2010	<b>Built Date</b>	09/10/2008	
<b>Model Year</b>	2009	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
<b>In Service Dt</b>	03/14/2009	<b>Mileage</b>	20,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PR4	FLAME RED CLEAR COAT					
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	68732	SPIRIT CHRY-JEEP					
<b>Dealer Address</b>	4611 AVENUE Q						
<b>Dealer City</b>	LUBBOCK			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	79412
<b>Owner</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	LUBBOCK TX					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2010-03-15  
 Road Side File Created 03-17-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 HIGHWAY 87 4611 AVENUE Q  
 114TH STREET  
 LUBBOCK LUBBOCK  
 TX USA TX  
 CALLER\_COMMENTS FRNT LEFT TIE ROD BROKE OFF ... 1  
 DEALER CODE : 68732 SPIRIT CHRY-JEEP  
 DEALER CONTACT Date & time of Dealer contact? 03/17/10 at 4:42 pm EST.  
 Greg, SA stated that the vehicle is not at the dealer due to the weather.  
 Wrecker could not get to the vehicle due to flooding conditions. Towing  
 company stated they would go out to this area when conditions got better.  
 SA provided company information: Lads Wrecker Service - 806-747-5036.  
 CONTACT UPDATE - Date & time of customer contact? 03/17/10 at 4:47 pm EST  
 at [REDACTED].  
 Number listed has been disconnected. No possible way to contact the  
 customer. Writer is closing CAIR.

Customer Assistance Inquiry Record (CAIR)#						19402270
VIN	3D7KS28D4	8G	Open Date	03/17/2010	Built Date	03/18/2008
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	08/01/2008	Mileage	1	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Owner					Contact Type	LETTER
Address					Home Phone	
	OGDEN UT				Country	UNITED STATES

Recall - H36: - Reimbursement	Customer seeks reimbursement for H46 recall repairs.
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POSTMARK DATE: 031010; DATE RECEIVED: 031510

Customer seeks reimbursement for H46 recall repairs.

Customer has net repair invoice.

As per the repair history this is the first repair performed on steering linkage. Hence repairs are not related to H46 recall.

--

Agent called the customer on [REDACTED] to decline the reimbursement.

\*\*\* Next agent\*\*\*

Please inform the customer that reimbursement is declined.

--

Customer states he spoke to an individual at a Dodge Dealership. Customer states there was a problem with the steering linkage for his vehicle and he had to have it repaired at an IRF. Customer states that when it broke he was backing out of his driveway and the dealership (Hinckley -54433 & Larry H. Miller 45471) and told him it was not under the 3/36 warranty (without pulling up his VIN#). Customer states it was stuck in the road so he had to have it towed to a mechanic and he paid for everything before his mechanic pointed out that it was a recall for his vehicle. Customer states he approached his dealership and they told him they did not know about it or they would have offered to repair this. Customer states this linkage broke on him and he sent his information in for reimbursement but was denied. Customer states, however, that he spoke to the dealerships after this and they tell him it should have been covered under the recall.

Writer informed customer that while looking into the details, this situation needs further review. Writer informed customer that a case manager will be assigned to his specific situation to determine if reimbursement will be available for the H36 recall and he will be contacted as soon as possible. Customer states the best number to reach him at his [REDACTED] Cell).

Customer Assistance Inquiry Record (CAIR)#						19404043
VIN	3D6WG46A8	8G	Open Date	03/18/2010	Built Date	06/25/2008
Model Year	2008	Body	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS		
In Service Dt	08/06/2008	Mileage	22,570	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
Dealer	60150	ROBBINS CHRYSLER-DODGE-JEEP, INC.				
Dealer Address	606 SOUTH PARK DRIVE					
Dealer City	BROKEN BOW	Dealer State	OK	Dealer Zip	74728	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	BROKEN BOW OK				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	
Recall - H36: - Advise Owner/Incomplete Recall	
Recall - J10: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2010-03-16  
 Road Side File Created 03-18-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 STATE HIGHWAY 3 606 SOUTH PARK DRIVE  
 US HIGHWAY 259  
 BROKEN BOW BROKEN BOW  
 OK USA OK  
 CALLER\_COMMENTS 01 LUMBER TOW\_COMMENTS  
 DEALER CODE : 60150 ROBBINS CHRYSLER-DODGE-JEEP, INC.  
 DEALER CONTACT Date & time of Dealer contact? 3/18/10 7:59  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 SA Bair 60150  
 Is the vehicle at the dealer now?  
 yes  
 When did it arrive at the dealer?  
 3/16  
 What is the current mileage?  
 22570  
 If known, what is the reason for the tow?  
 tie rod sheared  
 Have the repairs been completed?  
 no  
 If yes, when were they completed?  
 na  
 If no, what is the estimated repair date?

3/18

Are there any parts that need to ordered?

no

If yes, what are the part & order # s?

na

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

na

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Writer spoke with Bair SA who states recalls will be completed and repairs should be done late today.

CONTACT UPDATE - Date & time of customer contact? 3/18/10 8:08

Writer spoke with customer who declined taking car number and writer call back information and was advised will receive call once repairs are completed. Writer did let customer know dealership is completing recalls H36 and J10.

Writer spoke with Bair who states repairs are complete and vehicle was picked up 3/18 in the afternoon.

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

9

How satisfied are you with the overall handling of this event?

9

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was offered number for Ram and declined.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19407256</b>
<b>VIN</b>	3D7KS28D9	8G	<b>Open Date</b>	03/19/2010	<b>Built Date</b>	04/28/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	06/17/2008	<b>Mileage</b>	35,733	<b>Dealer Zone</b>		
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	EVANSTON WY				<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Updated new owner information
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-03-17  
 Road Side File Created 03-19-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 I-80 E  
 CONTINENTAL DIVIDE ROAD  
 WAMSUTTER  
 WY USA  
 CALLER\_COMMENTS 15 FROM WAMSUTTER ON AN OIL RIG C  
 DEALER CODE : CARMAX CHRYSLER JEEP DODGE  
 Possible Dealer: Dallin - 60204 - 307-324-4525  
 DEALER CONTACT Date & time of Dealer contact? 03/19/10 at 9:48  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Gary SA / 60204  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?  
 03/17/10  
 What is the current mileage?  
 35733  
 If known, what is the reason for the tow?  
 Broken tie rod ends  
 Have the repairs been completed?  
 Yes  
 If yes, when were they completed?  
 03/17/10  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 No  
 If yes, what are the part & order # s?  
 N/A  
 Rental provided?  
 No  
 If yes, how many days? (either by the dealer or USCAC)  
 N/A

Dealer provided the following customer contact information.

Pure Energy [REDACTED] 1

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 03/19/10 at 9:53

\*\*\*\*Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

10

How satisfied are you with the overall handling of this event?

9

\*\*\*\*End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19407532
VIN	3D7KS29L7	9G	Open Date	03/19/2010	Built Date	02/04/2009
Model Year	2009	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
In Service Dt	08/11/2009	Mileage	26,090	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				
Dealer	68583	STERLING CHRY-DODGE-JEEP				
Dealer Address	5504 I-49 NORTH SERVICE ROAD					
Dealer City	OPELOUSAS	Dealer State	LA	Dealer Zip	70570	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	OPELOUSAS LA				Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Service Advisor	Horrible service department
Product - Steering - Linkage - Noisy - Default	Humming noise when turning right
Product - Engine - Oiling System / Pan / Pump - Leaks - Default	Oil leaking into power steering fluid
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Problems not resolved
Product - Wheels and Tires - Wheel Covers - Defective - Unknown	Wheel shield tore up
Dealer - Service/Body Shop - Transaction - Insufficient Follow-Up - Default	Would not assist with rental per extended warranty contract
Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	a/c blowing hot air
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-03-17  
 Road Side File Created 03-19-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1000 ABDALLA BOULEVARD 5504 I-49 NORTH SERVICE ROAD  
 GEORGE DRIVE  
 OPELOUSAS OPELOUSAS  
 LA USA LA  
 CALLER COMMENTS BALL JOINT PARK VISTA ELEM  
 DEALER CODE : 68583 STERLING CHRY-DODGE-JEEP  
 DEALER CONTACT Date & time of Dealer contact? 03/19/10 at 12:55  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Sharon SA / 68583  
 Is the vehicle at the dealer now?  
 No  
 When did it arrive at the dealer?

03/17/10

What is the current mileage?

26090

If known, what is the reason for the tow?

Broken tie rod end

Have the repairs been completed?

Yes

If yes, when were they completed?

03/18/10

If no, what is the estimated repair date?

N/A

Are there any parts that need to be ordered?

No

If yes, what are the part & order #s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

CONTACT UPDATE - Date & time of customer contact? 03/19/10 at 1:01  
Customer not available. Writer left message advising that PCCP would like to ensure that roadside service and repairs were completed smoothly and that another contact attempt will take place 03/22/10.

CONTACT UPDATE - 03/23/10 at 8:43

Customer states that the towing service was great, but the dealership service was horrible. Customer states that the dealership is a joke, they are dishonest, they do not even look at the vehicle to verify problems. Customer states that he had purchased an extended warranty that assists with a rental vehicle, and they declined to assist him. (Customer purchased vehicle and extended warranty through this dealership). Customer states that he has been having a problem with his a/c blowing really hot air and the dealership states that it is because he has a mega cab. Customer states that he has a humming noise when he turns right and that the dealership states that it is because he has a mega cab. Customer states that there is oil in his power steering fluid and the dealership says that is normal because oil seeps out of the cap. Customer states that he was having a problem with his wheel shield that was all torn up and they were going to send him off without fixing it saying it was fine, until he showed the service manager and now a part is on order. Customer states that his rotors are going bad because of this and knows that the dealership would not help with that.

Writer apologized about this dealership experience and advised that all the comments and feedback are being documented and provided next nearest dealership information. Writer also advised looking through extended warranty information to see if it is a 3rd party that has a customer service number to contact in the event that a rental is needed again.

Customer appreciated the time taken to listen to his complaints.

Overall how satisfied were you with the Roadside service you received? 10

How satisfied are you with the overall handling of this event? 0

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19410443</b>	
<b>VIN</b>	3D7KS26T3	9G	<b>Open Date</b>	03/20/2010	<b>Built Date</b>	09/10/2008	
<b>Model Year</b>	2009	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
<b>In Service Dt</b>	03/14/2009	<b>Mileage</b>	20,431	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PR4	FLAME RED CLEAR COAT					
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	68732	SPIRIT CHRY-JEEP					
<b>Dealer Address</b>	4611 AVENUE Q						
<b>Dealer City</b>	LUBBOCK	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	79412		
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE	
<b>Address</b>					<b>Home Phone</b>		
	LUBBOCK TX				<b>Country</b>	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-03-18  
 Road Side File Created 03-20-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 HIGHWAY 87 4611 AVENUE Q  
 114TH STREET  
 LUBBOCK LUBBOCK  
 TX USA TX  
 CALLER\_COMMENTS FRNT LEFT TIE ROD BROKE OFF ,, 1  
 DEALER CODE : 68732 SPIRIT CHRY-JEEP  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Greg, SA 68732  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 03/18/10  
 What is the current mileage?  
 20431  
 If known, what is the reason for the tow?  
 Left front tie rod snapped off  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 N/A  
 If no, what is the estimated repair date?  
 03/25/10  
 Are there any parts that need to ordered?  
 Yes  
 If yes, what are the part & order # s?  
 Due 03/24/10 - Inner tie rod package and recall parts  
 Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

cell

\*\*\*\*End structured narrative T2 - PCCP

DEALER CONTACT Date & time of Dealer contact? 03/23/10 at 11:38 am EST.

Repair is covered under manufacturer s warranty.

CONTACT UPDATE - Date & time of customer contact? 03/23/10 at 11:43 am EST at

Writer left message with customer stating we would contact back once the vehicle was repaired. Writer will contact back tentatively on the 26th.

Writer provided CAIR, CAC and EXT for return call if required.

DEALER CONTACT Date & time of Dealer contact? 03/26/10 at 5:43 pm EST.

Writer spoke with SW, Rosie who stated the vehicle is not as yet complete. Writer spoke with SA, Greg who stated that the parts are in and they will have the vehicle repaired Monday. Customer was updated today.

Writer will call dealer back 03/31/10.

DEALER CONTACT Date & time of Dealer contact? 03/31/10 at 1:50 pm EST.

Writer spoke with SM who stated the customer s vehicle has been repaired and is back in his possession.

CONTACT UPDATE - Date & time of customer contact? 03/31/10 at 1:55 pm EST at

Writer called number provided and reached a busy signal. Writer will contact customer back 04/01/10.

2nd CONTACT UPDATE - Date & time of customer contact? 04/01/10 at 9:30 am EST at

Number called has been disconnected. Writer called Writer left message stating we would contact back 04/02/10. Writer provided CAIR, CAC and EXT for return call if required.

3rd CONTACT UPDATE - Date & time of customer contact? 04/02/10 at 5:38 pm EST at

Writer left message for customer. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Writer is closing CAIR. 3 contacts.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19413446</b>
<b>VIN</b>	3D7KS28A4	8G [REDACTED]	<b>Open Date</b>	03/22/2010	<b>Built Date</b>	07/30/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	08/21/2007	<b>Mileage</b>	62,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PB5	ELECTRIC BLUE PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	68760	DAVIS-MOORE AUTO GROUP INC				
<b>Dealer Address</b>	3501 NO. 14TH STREET					
<b>Dealer City</b>	PONCA CITY	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	74601	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	NEWKIRK OK [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

The customer called because his tie rod has broken. He had the vehicle towed to an IRF, however they are holding off on the repair. The customer called the dealer who told the customer that they have upgraded the part. The customer feels that because the part has been upgraded, it must have been a faulty part and is seeking some assistance in the cost of the repair and towing from Chrysler.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? IRF

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today.

Customer informed me he had all the repairs done at an IRF yesterday.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19416725	
VIN	3D7MX38A5	8G	Open Date	03/23/2010	Built Date	05/20/2008	
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	06/30/2008	Mileage	21,000	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	37587	DOUGLAS CHRYSLER DODGE & JEEP					
Dealer Address	295 RESLEY ST						
Dealer City	HANCOCK			Dealer State	MD	Dealer Zip	21750
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BERKELEY SPRINGS WV					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer says a steering rod broke on his 2008 Ram 3500.
Recall - H36: - Advise Owner/Incomplete Recall	
Recall - J10: - Advise Owner/Incomplete Recall	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer called in stating that the steering rod had broken on one of his 2008 Ram 3500.

What are the customer's expectations?

Customer seeking what Ram is going to do to fix this concern on his other vehicles, and other vehicles that may have this problem.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer called in stating that the steering rod had broken on one of his 2008 Ram 3500s. Customer seeking what Ram is going to do to fix this concern on his other vehicles, and other vehicles that may have this problem.

Agent informed customer that each situation is handled by a case by case basis, and that we do not know if it will happen to his other vehicle or not.

Agent informed customer that we would document the concern, so that if it does occur in the future, we will have on file that this was one of his concerns.

Customer expressed concern that the steering rod would go out on his other vehicle under the business name and injure someone.

Agent advised customer to contact a dealership to see if they can diagnose and correct the problem. Customer says the dealer told him that they could not diagnose the concern unless it happened. Agent informed customer again that we would document this, but that each case is handled on a case by case basis.

Agent provided CAIR number.

Customer calls seeking recall information. Advised the customer of incomplete recalls H36 and J10 for this vehicle. Customer was advised to

contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repairs.

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Customer Assistance Inquiry Record (CAIR)#						19417703	
VIN	3D7KS29L6	9G	Open Date	03/24/2010	Built Date	11/26/2008	
Model Year	2009	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	10/02/2009	Mileage	30,200	Dealer Zone	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	41458	SOUTHTOWN DODGE INC					
Dealer Address	7127 S LINDBERGH BLVD						
Dealer City	ST. LOUIS			Dealer State	MO	Dealer Zip	63125
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	FORT SMITH AR					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2010-03-22  
 Road Side File Created 03-24-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 200 N 4TH STREET 7127 S LINDBERGH BLVD  
 PINE STREET  
 ST LOUIS ST. LOUIS  
 MO USA MO  
 CALLER COMMENTS KEYS IN FUEL LID TIE ROD BROKE  
 DEALER CODE : 41458 SOUTH COUNTY DODGE CHRYSLER JEEP

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19417993</b>
<b>VIN</b>	3D7KS28A1	8G	<b>Open Date</b>	03/24/2010	<b>Built Date</b>	02/05/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	04/19/2008	<b>Mileage</b>	43,554	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	PEORIA AZ				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	tie rod end broke
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-03-22  
 Road Side File Created 03-24-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 27 LAKEVIEW STREET 8528 LOMAS BLVD NE  
 GOLDEN ROD ROAD  
 LOS LUNAS ALBUQUERQUE  
 NM USA NM  
 CALLER\_COMMENTS 4 DOOR/SHORT BED/DIESEL 02-SP CB  
 DEALER CODE : 45455 LARRY H. MILLER CHRYSLER JEEP  
 DEALER CONTACT Date & time of Dealer contact? 3/24/10 11:54  
 Writer spoke with SA Howard who states tie rod end broke and it is  
 customer pay repair. Writer is closing cair.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19426970</b>	
<b>VIN</b>	3D7KS26A1 8G [REDACTED]	<b>Open Date</b>	03/27/2010	<b>Built Date</b>	08/08/2007		
<b>Model Year</b>	2008	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
<b>In Service Dt</b>	09/13/2008	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION					
<b>Dealer</b>	65577	JUNEKS SERVICE INC					
<b>Dealer Address</b>	644 W JACKSON BL						
<b>Dealer City</b>	SPEARFISH	<b>Dealer State</b>	SD	<b>Dealer Zip</b>	57783		
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE				
<b>Address</b>	[REDACTED]	<b>Home Phone</b>					
	NEWCASTLE WY [REDACTED]	<b>Country</b>	UNITED STATES				

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-03-25  
 Road Side File Created 03-27-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 32 CHRISTIANSEN RD 644 W JACKSON BL  
 \*\*\*\*\*  
 UPTON SPEARFISH  
 WY USA SD  
 CALLER COMMENTS BROKEN TYROD RAM 2500//DISABLEMEN  
 DEALER CODE : 65577 JUNEKS SERVICE INC  
 \*\*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Russel at 65577  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 3/25  
 What is the current mileage?  
 35,022  
 If known, what is the reason for the tow?  
 Broken Tie Rod  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 3/29  
 If no, what is the estimated repair date?  
 N/A  
 Are there any parts that need to ordered?  
 N/A



If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

Ty [REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

Spoke to Russel and the parts have arrived and vehicle should be repaired on 3/29. Vehicle has a broken right tie rod. Vehicle is still under warranty.

Spoke with owner (Ty) to inform him of above. Ty is upset that this vehicle has been in the shop numerous times and is unhappy with the quality of his vehicle. This is his 7th vehicle and due to the number of issues with the vehicle offered customer a 5/100 Service Contract as a 1 time gesture of goodwill. Customer is happy and willing to give Dodge another opportunity.

Received hard copy request to process a 5/100 CSC. Will require physical address preferably with an owner name. Held up for processing as this is a business vehicle unfamiliar with CSC sales code. Sent to Markin  
csc added 5/100 max no ded

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Customer Assistance Inquiry Record (CAIR)#						19426993
VIN	3D7KS28D8	8G	Open Date	03/27/2010	Built Date	02/18/2008
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	04/15/2008	Mileage	28,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	61619	MARMIE MOTORS INCORPORATED				
Dealer Address	10TH AND BAKER STREET					
Dealer City	GREAT BEND			Dealer State	KS	Dealer Zip 67530
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	STAFFORD KS				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods broken
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-03-25  
 Road Side File Created 03-27-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 426 SE 60TH AVENUE 1724 10TH ST  
 LEESBURG ROAD  
 STAFFORD GREAT BEND  
 KS USA KS  
 CALLER\_COMMENTS BROKEN TIE ROAD TOW\_COMMENTS VE  
 DEALER CODE : 61619 MARMIE MOTORS INCORPORATED  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 61619  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 3/27  
 What is the current mileage?  
 41779  
 If known, what is the reason for the tow?  
 Tired  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 If no, what is the estimated repair date?  
 Wednesday 3/31  
 Are there any parts that need to ordered?  
 Yes  
 If yes, what are the part & order # s?  
 Wire harness for ABS brakes 5083210AA

Rental provided?

If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Customers number has been disconnected.

Called dealer 61619, was able to obtain a new number for [REDACTED]

[REDACTED] Called [REDACTED], customer was not home. Left a message informing him that I would called back.

Called [REDACTED] Brian no longer lives there, I was provided a number where [REDACTED] could be contacted, 620-546-3019.

Called [REDACTED] at new number. Spoke with customer, customer is content with the roadside service and service provided from dealer.

Contact the dealer late afternoon tomorrow 3/31 to confirm that the repairs have been done.

Spoke with dealer and the parts are in and the vehicle will be repaired tonight. I will call tomorrow.

Spoke with Steve and the repairs are being finished now. Customer will pick up the vehicle today.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19429139</b>
<b>VIN</b>	3D7KS28A9	8G [REDACTED]	<b>Open Date</b>	03/29/2010	<b>Built Date</b>	03/14/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	01/19/2009	<b>Mileage</b>	42,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	67943	BERRY CHRY-DODGE-JEEP				
<b>Dealer Address</b>	1971 EAST HWY 31					
<b>Dealer City</b>	CORSICANA	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75110	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	TEAGUE TX [REDACTED]				<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Defective - Default	Customer thinks that the drag links came out.
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Why is the customer contacting Chrysler? Customer calling in because he think the drag link in vehicle just came out.

What are the customer s expectations? Customer wants this fixed under warranty.

Customer states he thinks the drag link came out of the vehicle. Writer advised customer he would need to tow the vehicle over to the dealership. Writer advised customer that the vehicle would need a diagnosis test before we could provide any assist in warranty, recall or goodwill. Writer advised customer this is not a promise. Customer states if we decide not to assist him he would be taking the vehicle some where else to be fixed.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - Called customer, states that he has had the drag links replaced on his vehicle a couple times and is wnting to know what, if anything, Chrysler can do for the customer. States that he has the vehicle down at dealership - 67943.

Called dealership and spoke with Tom - SA - States that it looks like the ball joint had failed which caused the failure of the drag link. States that the drag link has just broken and they aren t sure what could have caused the ball joint to break - States that they take alot of force to break, but there s no signs of abuse/neglect. Customer has 2 new VIN s and 4 used - currently has 5 Chrysler vehicles in their driveway. Tom will be getting pricing information and calling writer back.

Called customer and notified of the situation with the dealership.

Tom SA called in to give warranty prices.

Warranty Parts-290.15

Warranty Labor-323.00

Customer calls requesting to speak with JO625

Customer/Caller transferred to extension # 66193

Called dealership to clarify pricing information - States that the parts/labor pricing is as follows:

Parts - \$272

Labor - \$323

Agent states will give customer a call back by end of business, relayed information to customer. Customer satisfied with the information given.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty

According to the dealer, the warranty

costs of the repair are as follows:

Parts = \$272.00

Labor = \$323.00

With the concurrence of the Service Manager, Daniel,

the customer will have a co-pay of \$200.00.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Jeff at 800-992-1997

extension # 66193. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

Called customer and notified of the decision. Advised customer to call

the dealership to get the ball rolling. Customer states that he would

like to speak with a factory rep regarding this - customer states that he

has multiple dodges and wants to know what will happen if he has this

same repair happen again. Advised customer of 12/12 MOPAR warranty and to

call CCAC back if he does have this problem arise again - customer was satisfied.

---

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19434100</b>
<b>VIN</b>	3D7KS28A6	8G [REDACTED]	<b>Open Date</b>	03/30/2010	<b>Built Date</b>	08/15/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	01/19/2008	<b>Mileage</b>	50,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Dealer</b>	67323	STEPHENS AUTO CENTER				
<b>Dealer Address</b>	104 STEPHENS DR					
<b>Dealer City</b>	DANVILLE			<b>Dealer State</b>	WV	<b>Dealer Zip</b> 25053
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	JULIAN WV [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer is calling for getting possible assistance on the repair of his front end suspension.  
 What are the customer s expectations?  
 Customer expects to know if Chrysler can assist on this repair.  
 Writer told the customer that he s created a case to send over to Chrysler CM for further assistance.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] after 4:00 pm. Preferred Afternoon/Evening call back number is [REDACTED] after 4:00 pm.  
 Who has possession of the vehicle? Customer.  
 Has the vehicle been diagnosed by a CDJ dealer? Yes.  
 If a CDJ dealer has diagnosed, what is the dealer name or code? Broken tie rod and need new front end for the modification spefifacations.  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 4:45 PM.  
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.  
 The writer called the customer and found that dealer 67323 has diagnosed the problem. The writer will look into this and see what we could do for him.  
 Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66177  
 Customer calls requesting to speak with BD649  
 Customer/Caller transferred to extension # 66144  
 Case manager not available transferred to VM.  
 Writer called the dealership to speak with the SM.

Jeff stated that Sm is off now. Writer was unable to leave the SM a message

Writer called the customer. Customer is aware of the update.

Writer called the dealer and spoke to Gary SM who stated there was a bad tierod. SM stated that he thinks the customer went to another dealership, purchased tie rod end, and claims that the other dealership told him that it wasn't going to work because Chrysler update the parts and told him that the whole front end needed to be replaced because of it.

Writer called the customer and left him a message.

Customer called in requesting to speak with JT861. Writer transferred customer to agents extension 66177.

Customer calls requesting to speak with ?JT861?

Customer/Caller transferred to extension # 66177

Writer contacted the dealer and spoke with SM Gary. SM stated that the last time they saw the customer was June 2009. Customer is the original owner, only vehicle, no CSC, and is OOW by 14,000 miles, and does not have dealer loyalty Chrysler will not assist with the repair.

\*\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Writer attempted to contact the customer, left vm.

Customer returned case manager JT861. Writer informed him that goodwill assistance has been declined at this time due to warranty out by time and/or mileage unless other information can be offered.

Customer called about his case. Customer states he knows about the decline per lines 50-53. Customer wants to know why he needs to replace all of the other parts? When all he needs is the tierod. Per the notes the part has been changed. Writer advised customer he would need to talk to his dealer for this information CCAC does not have any Technicians to advise him of this information. Writer did advise if Chrysler changes a part it may change other parts that are connected to that part. Writer apologized for any inconveniences. Customer was upset and wanted to talk to the case manager.

Customer calls requesting to speak with JT861.

Customer/Caller transferred to extension # 66177.

CONTACT UPDATE - Customer was contacted today.

Customer was provided with agent's name and brand number if the customer needs to re-contact the agent. The customer did not answer. Writer left him a message.

The decision made will remain the same. Customer has already been provided an explanation.

Customer said that he didn't understand why the parts have been upgraded on such a new vehicle. Writer informed customer that writer does not know why the parts have been updated because writer is not a technician and would not have that information. But unfortunately with the vehicle being this far oow there is nothing that we can do to assist at this time.

Customer understood.

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19434615</b>	
<b>VIN</b>	3D7KS29A6	8G	<b>Open Date</b>	03/31/2010	<b>Built Date</b>	06/04/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
<b>In Service Dt</b>	09/23/2008	<b>Mileage</b>	33,500	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	67703	HUFFINES CHRYSLER JEEP DODGE					
<b>Dealer Address</b>	4500 W PLANO PKWY						
<b>Dealer City</b>	PLANO	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75093		
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE	
<b>Address</b>					<b>Home Phone</b>		
	LITTLETON CO				<b>Country</b>	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	tie rod broken
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-03-29  
 Road Side File Created 03-31-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 11834 INWOOD ROAD 4500 W PLANO PKWY  
 CONNECTING ROAD  
 DALLAS PLANO  
 TX USA TX  
 CALLER\_COMMENTS PARKED IN SIDE OF TOWN AND COUNTR  
 DEALER CODE : 67703 HUFFINES CHRYSLER JEEP DODGE  
 \*\*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 67703 Jerry Service Dealer  
 Is the vehicle at the dealer now?  
 yes  
 When did it arrive at the dealer?  
 3/29  
 What is the current mileage?  
 33507  
 If known, what is the reason for the tow?  
 Left front arm broke, tie rod end  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 3/29  
 If no, what is the estimated repair date?  
 n/a  
 Are there any parts that need to ordered?  
 n/a  
 If yes, what are the part & order # s?



n/a

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

When Jerry the service advisor advised that he assumed that the customer would have been contacted and advised that the vehicle was ready, but would make sure that the customer was aware that it was ready to be picked up.

\*\*\*\*\*END OF DEALER NARRATIVE\*\*\*\*\*

Attempted to reach the customer 11:55 EST am 3/31 but there was no answer.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Attempted to reach the customer at 11:47 am EST 04/01 and the person that answered the phone provided phone number 720-922-1062. The phone was answered by automated message requesting that caller ID be enable. The writer opted not to use this option as the customer would not be able to call back if the number came up on his phone.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Called the customer at [REDACTED] which was the number provided during the last attempted contact. There was no answer

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

The CAIR will be closed as the customer is unable to be reached.

\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19438217</b>
<b>VIN</b>	3D7KS29A1 8G		<b>Open Date</b>	04/01/2010	<b>Built Date</b>	08/17/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	10/08/2007	<b>Mileage</b>	50,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45184	VALITON'S KINGWOOD CHRYSLER JEEP			DODGE	
<b>Dealer Address</b>	208 TUNNELTON STREET					
<b>Dealer City</b>	KINGWOOD			<b>Dealer State</b>	WV	<b>Dealer Zip</b> 26537
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	MORGANTOWN WV				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	tie rod fell off, caused damage to wheel
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-03-30  
 Road Side File Created 04-01-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 222 MOUNTAINVIEW ROAD 16583 VETERANS MEMORIAL HIGHWA  
 POND ROAD  
 MORGANTOWN KINGWOOD  
 WV USA WV  
 CALLER\_COMMENTS OKEY WILL TAKE YOU TO THE VEH TO  
 DEALER CODE : 45184 VALITON S KINGWOOD CHRYSLER JEEP  
 Made contact with the Stacey at the dealer who advised that all staff is  
 out for lunch hour and that he has customers at the counter. Advised I  
 will call back later this afternoon for information about this vehicle.  
 \*\*\*\*\*END OF DEALER NARRATIVE\*\*\*\*\*  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Stacey service manager 45184  
 Is the vehicle at the dealer now?  
 yes  
 When did it arrive at the dealer?  
 03/30  
 What is the current mileage?  
 50254  
 If known, what is the reason for the tow?  
 Right front tie rod fell off  
 Have the repairs been completed?  
 no  
 If yes, when were they completed?

n/a

If no, what is the estimated repair date?

04/05

Are there any parts that need to be ordered?

yes

If yes, what are the part & order #s?

wheel part number 52121988AA

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

n/a

\*\*\*\*End structured narrative T2 - PCCP

Attempted to contact the customer 04/01 at 2:09 EST and there was no answer.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Attempted to contact the customer 11:40 AM EST on 04/02 and there was no answer.

\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Attempted to contact the customer 5:03 PM EST 4/02 and there was no answer.

\*\*END OF NARRATIVE\*\*

Attempted to call the customer again. This time received a recorded message advising that the customer does not wish to answer calls received by a blocked number. 11:46 AM EST 4/05

\*\*\*\*END OF NARRATIVE\*\*\*

Called the dealer and requested to speak to Stacey the service manager. Stacey advised that the repair had been done on Saturday and the customer has already picked it up, advised that they did recall while the vehicle was in the shop, but they have not completed the paperwork. Stacey also advised that the customer appeared to be happy with all of the events as they took place.

\*\*\*\*END OF DEALER NARRATIVE\*\*\*\*\*

---

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19451213</b>
<b>VIN</b>	3D6WH48A7	8G	<b>Open Date</b>	04/06/2010	<b>Built Date</b>	07/23/2007
<b>Model Year</b>	2008	<b>Body</b>	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS		
<b>In Service Dt</b>	10/31/2007	<b>Mileage</b>	16,628	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
<b>Dealer</b>	44700	MODERN MOTORS DODGE				
<b>Dealer Address</b>	59 WATERBURY RD					
<b>Dealer City</b>	THOMASTON	<b>Dealer State</b>	CT	<b>Dealer Zip</b>	06787	
<b>Owner</b>					<b>Contact Type</b>	LETTER
<b>Address</b>					<b>Home Phone</b>	
	LYNN MA				<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Technician	dealer did not have truck tech
Product - Drive Shaft/Universal Joint - Universal Joints - Broken - Unknown	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 033010; DATE RECEIVED: 040510  
 Customer sent in proof of payment and invoices reassigned to SH854 for reimbursement decision and further handling.  
 Received request for reimbursement tie rods and towing.  
 Breakdown on invoice is as follows:  
 Parts - \$289.03  
 Towing - \$60.00  
 Tax - \$17.82  
 Total - \$366.85  
 Based on the documentation thus far, agent will submit a check in the amount of \$366.85 for approval.

\*\*\*\*\*

Approved and Processed

\*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19455351</b>
<b>VIN</b>	3D7MX38A5	8G	<b>Open Date</b>	04/08/2010	<b>Built Date</b>	02/19/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	03/07/2008	<b>Mileage</b>	19,252	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	66613	QUALITY MTRS OF INDEP INC				
<b>Dealer Address</b>	2022 W MAIN ST					
<b>Dealer City</b>	INDEPENDENCE			<b>Dealer State</b>	KS	<b>Dealer Zip</b> 67301
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	INDEPENDENCE KS				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-04-06

Road Side File Created 04-08-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

KS USA KS

CALLER COMMENTS 4 DOOR 4WD, UNATTENDED KEYS IN IG

DEALER CODE : 66613 QUALITY MTRS OF INDEP INC

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Carla at 66613

Is the vehicle at the dealer now?

Yes

When did it arrive at the dealer?

4/6/2010

What is the current mileage?

91,184

If known, what is the reason for the tow?

Bolt snapped on outter left tie rod.

Have the repairs been completed?

No

If yes, when were they completed?

N/A

If no, what is the estimated repair date?

4/9/2010

Are there any parts that need to ordered?

Yes

If yes, what are the part & order # s?

Bolt for outter left tie rod (Part #68038054AB)

Rental provided?

Yes

If yes, how many days? (either by the dealer or USCAC)

4/9/2010

Dealer provided the following customer contact information.

██████████  
\*\*\*\*End structured narrative T2 - PCCP

Spoke with Carla at 66613. Carla said that the vehicle was towed in because the outter left tie rod bolt snapped and needed to be replaced. Bolt for the outter left tie rod has been ordered (Part #68038054AB) and should be arriving tomorrow (4/9/2010). Assuming the parts arrive tomorrow the vehicle should be repaired and ready to be picked up by tomorrow late afternoon. Advised Carla that I would be contacting customer to inform him of vehicle status. Also told Carla that I would be following up with the repairs tomorrow as well.

Attempted to contact customer ██████████ at the number provided by dealership (██████████), but was unable to reach him because this number has been disconnected. Will follow up with dealership tomorrow and as well confirm that I have documented the correct customer number.

Spoke with Brady at 66613. Brady said that the vehicle is just across the road right now for an alignment and afterwards it will be ready to be picked up. Brady said customer (██████████) was already informed of the vehicle status. Advised Brady I would call back by the end of the day to confirm customer had his vehicle back.

Spoke with Brady at 66613. He confirmed that the customer has picked up his vehicle and had no further issues or concerns. Customer cannot be contacted at the number provided by dealership. Closing CAIR.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19456059</b>
<b>VIN</b>	3D7KS28AX	8G	<b>Open Date</b>	04/08/2010	<b>Built Date</b>	06/04/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	08/27/2008	<b>Mileage</b>	44,720	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Dealer</b>	43427	NORRIS-NORTHUP DODGE INC				
<b>Dealer Address</b>	252 UPPER RIVER ROAD					
<b>Dealer City</b>	GALLIPOLIS	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	45631	
<b>Owner</b>				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>				<b>Home Phone</b>		
	ALBANY OH			<b>Country</b>	UNITED STATES	

Corporate - Rental Vehicle - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer stated that the tie rods need to be replaced.  
 What are the customer s expectations?  
 Customer is looking for twoign assistace and a rental vehicle.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer stated that the tie rod broke on the vehicle and is lookig for the vehicle to be towed to the dealer and looking for a rental vehicle.  
 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Reassigned to 88R  
 Customer stated that the sales lade Bridget is a great lady at the dealer and custoemr is very impressed with employee. Agent transfered customer to Road side assistance to have the vehicle towed.  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 Writer called dealer 43427 @ 11:23 AM EST and attempted to speak with Ray-SM. SM is busy. Writer spoke with Scott - SA. This vehicle is still not at their facility.  
 -----  
 CONTACT UPDATE - Customer was contacted today at 11:27 AM EST.  
 Writer contacted customer and explained to him that his vehicle s warranty does not cover rental or alternate transportation. Writer informed the customer that the vehicle would need to be checked out by an authorized dealer before any assistance for alternate transportation can be considered. Writer will follow up with the dealer/customer later this afternoon.  
 Ray (sm) called in stating that the tow truck is bringing the vehicle in.  
 Caller was transferred to NS705.  
 -----

Writer spoke with SM-Ray @ . SM stated this vehicle will be towed into his dealership shortly. Ray - SM stated the customer is complaining about the right side outer tie rods and he wanted to give us a heads up that he is OOW and this repair may be customer pay. Writer advised SM that owner is requesting rental assistance; however, there is a chance he might also request assistance for the repairs needed. Writer provided SM with his contact information. SM will contact writer back with solid diagnosis information to determine Chrysler final position with this request.

-----  
Writer spoke with Ray-SM. Diagnosis has been completed. Dealer will need to replace the right outer tie rod, however, Chrysler come out with a kit to replace this component as a whole and therefore the left outer tie rod will need to be replaced too. Right outer tie rod broke. No signs of abuse or neglect.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for the repair of the left/right outer tie rods . With the concurrence of the Service Manager, Ray, According to the dealer, the warranty costs of the repair are as follows:

Parts = \$393.29

Labor = \$53.10

The customer will have a co-pay of \$100.00. Chrysler participation will be \$346.39.

This goodwill is being offered because the owner is only 6720 miles OOW and in an effort to build customer loyalty. Owner has also been notified that no rental assistance will be provided. Owner concurred.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Nahum at 800-992-1997 extension #66080. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

The dealer wanted to advise owner and finalize. A PA was entered in GWA.

REASSIGNED TO BC/DLR 42 43427 04/09/10 11:27 O 19456059

Ray-SM stated he will try to finalize the repair today.

\*Contact Date:04/12/2010

DCX goodwill repair is documented on Repair Order#57005

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/12/2010 AT 02:11:354 R 19456059

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Customer Assistance Inquiry Record (CAIR)#						19475652	
VIN	3D7KS28A5	8G	Open Date	04/16/2010	Built Date	07/11/2007	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/28/2007	Mileage	53,065	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	68551	MOORE CHRYSLER INC					
Dealer Address	1523 WEST 3RD AVE						
Dealer City	WILLIAMSON			Dealer State	WV	Dealer Zip	25661
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	DELBARTON WV					Country	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	Customer Unavailable.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	Narrator contacted Dealership in regards to tow event.
Product - Body / Trim / Paint Finish - Unknown - Broken, Cracked - Unknown	Tail Rod Broke off.
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-04-14  
 Road Side File Created 04-16-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 US-119 S 1523 WEST 3RD AVE  
 W 3RD AVENUE  
 WILLIAMSON WILLIAMSON  
 WV USA WV  
 CALLER COMMENTS STEERING LINKAGE BROKEN ACCORDING  
 DEALER CODE : 68551 MOORE CHRYSLER INC  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 68551  
 Is the vehicle at the dealer now?  
 When did it arrive at the dealer?  
 What is the current mileage?  
 If known, what is the reason for the tow?  
 Have the repairs been completed?  
 If yes, when were they completed?  
 If no, what is the estimated repair date?  
 Are there any parts that need to ordered?  
 If yes, what are the part & order # s?  
 Rental provided?  
 If yes, how many days? (either by the dealer or USCAC)  
 Dealer provided the following customer contact information.  
 \*\*\*\*End structured narrative T2 - PCCP

Narrator contacted dealership in regards to tow event. Service wasn't there therefore she will try again later today.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Who did you speak with at the dealer and what is their dealer code? Pam 68551.

Is the vehicle at the dealer now? No.

When did it arrive at the dealer? April 14th.

What is the current mileage? 53 065

If known, what is the reason for the tow? tail rod broke off.

Have the repairs been completed? No, customer refused service.

If yes, when were they completed? N/A.

If no, what is the estimated repair date? N/A.

Are there any parts that need to be ordered? N/A.

If yes, what are the part & order #s? N/A.

Rental provided? N/A.

If yes, how many days? (either by the dealer or USCAC) N/A.

Dealer provided the following customer contact information. 304 475 5199.

\*\*\*\*End structured narrative T2 PCCP

Narrator searched in COIN and 411.com for a contact number due to the one provided is a blocked number. No phone numbers are supplied on either program therefore CAIR will be closed due to customer refused service/ no contact number for the customer.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19475757</b>
<b>VIN</b>	3D7KS29A5	8G	<b>Open Date</b>	04/16/2010	<b>Built Date</b>	08/01/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	02/28/2009	<b>Mileage</b>	31,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	68648	ATASCOSA CPDJE LTD				
<b>Dealer Address</b>	110128 IH #37					
<b>Dealer City</b>	PLEASANTON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	78064	
<b>Owner</b>					<b>Contact Type</b>	FAX
<b>Address</b>					<b>Home Phone</b>	
	ZAPATA TX				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Steering - Linkage - Other - Default	

Roadside Assistance Contacted - DATE : 2010-04-14

Road Side File Created 04-16-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

\*\*\*\*\*

ZAPATA PLEASANTON

TX USA TX

CALLER\_COMMENTS BROKEN BALL JOINT CUST OK WITH P

DEALER CODE : 68648 ATASCOSA CPDJE LTD

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

ATASCOSA CPDJE LTD code 68648 spoke with Alex

Is the vehicle at the dealer now?

yes

When did it arrive at the dealer?

4/15/10

What is the current mileage?

31087 mls

If known, what is the reason for the tow?

steering linkage came apart

Have the repairs been completed?

no

If yes, when were they completed?

If no, what is the estimated repair date?

no ETA - haven t look at it yet

Are there any parts that need to ordered?

no

If yes, what are the part & order # s?

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Contacting ATASCOSA CPDJE LTD code 68648 @ 830-281-2244 regarding MR

2008 DODGE RAM - spoke with Alex - vehicle is in dlr - have not looked at it yet - came in for steering linkage separation - will be doing the recall -

\*\*\*\*\* End of Narrative \*\*\*\*\*

1st attempt contact Mr [REDACTED] - regarding the roadside event - unavailable -left contact info - office hrs - will try again

\*\*\*\*\* End of Narrative \*\*\*\*\*

2nd attempt contact Mr [REDACTED] - regarding the roadside event - unavailable -left contact info - office hrs - will call again on 4/21/10

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting ATASCOSA CPDJE LTD code 68648 @ 830-281-2244 regarding MR

2008 DODGE RAM - spoke with Alex - the vehicle has been repaired - but the problem is that roadside charged the customer \$150 - but when the vehicle got to us - they charged another \$182 on top of the amount the customer paid - and we have to charge the customer for the \$182 and he is really mad - and I want to do something for him because he is in line to buy other vehicles --

CAC sts: I can look into this for you - it would be beneficial if you could do this thru the dlr as a goodwill gesture - it will take longer if I were to do something for him - but I will check on it and get back to you - will give you my contact info in case you want to contact me -

\*\*\*\*\* End of Narrative \*\*\*\*\*

add on

the repairs done were related to the recall - no other repairs needed

\*\*\*\*\* End of Narrative \*\*\*\*\*

Received a call from customer Mr [REDACTED] who sts that the \$150 he paid to get the vehicle to the dlr was all he thought it would be but then the dlr said that they charged them \$182 for the extra 60 miles -and if I had known that there would be an extra charge I would have taken it to Zapata -

CAC st: I will work with Alex SM at the dlr to see if there is something we can do to assist on this extra charge - no promises - but I will do my best to check into this for you - call me if you need to speak with me -

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting ATASCOSA CPDJE LTD code 68648 @ 830-281-2244 regarding towing charge and doing goodwill - spoke with Alex SM - he is unavailable will call back later today 4/22/10

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting ATASCOSA CPDJE LTD code 68648 @ 830-281-2244 regarding towing charge and doing goodwill - spoke with Alex SM - I was going to help the guy but he threatened my SA and so I am done with him - it was roadsides mistake and they should be the ones to reimburse the customer - or if you want to do something - but I wont be involved

CAC sts: I understand your reasoning - will research this further before coming to a conclusion - thanks

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting Mr [REDACTED] - regarding the \$182 roadside charged the dlrshp once the vehicle reached the dlr - once I have everything in place - will contact you next wk and give you a fax # so you can send the original receipt in which we will be sending out a check to cover this amt - thank you for being a Dodge owner and appreciate your business - thank you

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting Mr [REDACTED] - regarding the \$182 roadside charge that Chrysler will reimburse to the customer -

Crs sts: I am calling to follow up on the reimbursement for the tow charge of \$182 - I will need you to verify your address -

Customer sts: P.O. Box 2746 Zapata Tx 78076

Crs sts: In order to process the reimbursement I will also need faxed: original receipt / method of payment - to # [REDACTED]

Customer sts: not sure if I have the receipt -

Crs sts: If you don t have the receipt - the dlrshp may have a copy - you will need to put my name on the front of the fax along with the ref #

19475757

all the info

Crs sts: If you need any assistance - please call me and I will assist you in any way I can

Customer sts: Okay - thank you Amy

Crs sts: you are welcome - will process the reimbursement once I get your info - thank you

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting ATASCOSA CPDJE LTD code 68648 @ 830-281-2244 regarding the tow receipt for Mr [REDACTED]

2008 DODGE RAM -

Spoke with Alex SM sts: I have talked with Mr [REDACTED] and he stated that he is going to be reimbursed - he said that someone named Amy will be taking care of it

Csr sts: that would be me - and yes I talked with a Chrysler rep - we will be doing this reimbursement and a 1 time goodwill gesture -

Alex SM sts: that is wonderful - he did say he will be buying another vehicle from us - so thank you

Csr sts: can you call to let him know you have the receipt -

Alex SM sts: I will have my SA call him -

Csr sts: thank you - have a good day

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting Mr [REDACTED] regarding the tow receipt - customer unavailable

Csr sts: left message regarding getting the receipt for the tow from the dlrshp - also left the toll free fax

# 1-800-474-4700 - look forward to receiving your info - thank you

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting Mr [REDACTED] to thank customer for sending in receipt - will be processing the check this wk - should receive your check in 7 to 10 days - thank you for being a Dodge owner -

\*\*\*\*\* End of Narrative \*\*\*\*\*

Check has been issued for \$182.50

Contacting Mr [REDACTED] to let customer know that the cheque has been issued and should receive it within 7 - 10 business days - the file has been closed at this time - but if for any reason you need to contact me - pls feel free to call - thank you

\*\*\*\*\* End of Narrative \*\*\*\*\*

POSTMARK DATE: 051810; DATE RECEIVED: 051910

5-24-10 - CHECK RETURNED BY POST OFFICE - NOT DELIVERABLE AS ADDRESSED.

CUSTOMER S RETURN ADDRESS IN IMAGING SHOWS: P.O. BOX 2746, ZAPATA, TX78076

REMAILING CHECK TO THIS ADDRESS THIS DATE. S. SKINNER

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19479467</b>
<b>VIN</b>	3D7KS28A4	8G [REDACTED]	<b>Open Date</b>	04/18/2010	<b>Built Date</b>	06/27/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	07/09/2008	<b>Mileage</b>	32,100	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	SLC UT [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-04-16  
 Road Side File Created 04-18-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 EASTERN AVENUE 500 W BROADWAY ST  
 MELLWOOD DRIVE  
 NEW LEXINGTON NEW LEXINGTON  
 OH USA OH  
 CALLER\_COMMENTS 01) LAURA FROM THE DEALER CALLING  
 DEALER CODE : 45435 RIDENOUR AUTO GROUP  
 Agent contacted dealer 45435 [REDACTED] advised that the  
 vehicle has not been to the shop. Agent requested customer contact  
 information. Dealer provided [REDACTED]  
 \*\*\*END OF DEALER NARRATIVE\*\*\*  
 Agent call the customer at [REDACTED] There was no answer.  
 \*\*\*END OF NARRATIVE\*\*\*  
 Agent contacted Mrs. [REDACTED] who advised that the tie rod end snapped in  
 half, the truck just stopped. It went to Ridenour but that was way  
 before Easter. Everything was fine, covered under warranty, no questions  
 or concerns.  
 \*\*\*END OF NARRATIVE\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19480287</b>
<b>VIN</b>	3D7KS29A0	8G	<b>Open Date</b>	04/19/2010	<b>Built Date</b>	04/18/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	05/23/2008	<b>Mileage</b>	47,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	67387	RALPH SELLERS CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	14215 N AIRLINE HWY					
<b>Dealer City</b>	GONZALES			<b>Dealer State</b>	LA	<b>Dealer Zip</b> 70737
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	SORRENTO LA				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - J35: - Advise Owner/Incomplete Recall	

Customer calls seeking recall information. Advised the customer of incomplete recall J35 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer calling states tie rod has broken and she wants the recall H36 to cover this as she alleges has to do with the recall. Vehicle has not been taken to dealership yet and as writer prompted her with questions we have now determined that customer does not know what has broken ,just that where the tie rod is there is bracket hanging. Writer advised if recall related may be covered repair. Customer is seeking assistance with the repair if not covered under recall.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is cell Preferred Afternoon/Evening call back number is same.

Who has possession of the vehicle? Owner. Has the vehicle been diagnosed by a CDJ dealer? No.

If a CDJ dealer has diagnosed, what is the dealer name or code? will be 67387

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 11:17 AM. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer called customer and she alleges that the vehicle is currently at the dealership being looked at. Writer informed the customer that we will contact the dealer to make sure that if the repair is the same as the recall that it is covered. Writer called dealer and spoke with SM Sam, he alleges that the tie rod end broke off and the insurance adjuster is coming to look at the vehicle.

Writer called dealer and spoke with SA Chad, he alleges that the customers outer tie rod end broke which is not the recall it is the tie

rod connected to front drivers wheel. SA alleges that they have spoken with the DM and he has approved to assist. Writer attempted to contact the customer to make sure dealer has contacted her, customer was unavailable, left message stating we will follow up tomorrow. 1st attempt made to contact customer on 04/22/10 at 5:49 PM. Left message indicating another attempt will be made. Customer was provided with agent s name and Brand number. Writer contacted the customer and she stated that everything was taken care of. Customer stated that all she needs to do is send in her reimbursement information. CLOSED LOOP UPDATE - customer was contacted today. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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Customer Assistance Inquiry Record (CAIR)#						19481475
VIN	3D7MX48AX	8G	Open Date	04/19/2010	Built Date	06/23/2008
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
In Service Dt	07/23/2008	Mileage	29,500	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE				
Dealer Address	2425 WEST CAMELBACK ROAD					
Dealer City	PHOENIX	Dealer State	AZ	Dealer Zip	85015	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MAYER AZ				Country	UNITED STATES

Product - Steering - Linkage - Other - Default	
Recall - H36: - Information Request	
Recall - J10: - Information Request	
Recall - J35: - Information Request	

Customer called to check on recall because his steering linkage broke while he was driving. Explained the different recalls that are incomplete. The customer does have a steering linkage recall H36, explained the recall. Customer to have his vehicle towed over to the dealer for the repair and will have the other repairs completed also. Dealer 24064 called asking about a rental request. Dealer stated that customer told her that Chrysler had approved a rental while repairs were being made. Writer checked notes and stated no request for rental was made.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19483717</b>
<b>VIN</b>	3D7KS26A1 8G		<b>Open Date</b>	04/20/2010	<b>Built Date</b>	06/23/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
<b>In Service Dt</b>	11/25/2008	<b>Mileage</b>	33,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Dealer</b>	45247	STEVE JONES CHRYSLER, DODGE, JEEP				
<b>Dealer Address</b>	322 W 4TH ST					
<b>Dealer City</b>	OWENSBORO			<b>Dealer State</b>	KY	<b>Dealer Zip</b> 42301
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	HAWESVILLE KY				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	
Recall - H36: - Other	
Recall - J10: - Other	
Recall - J35: - Other	

Roadside Assistance Contacted - DATE : 2010-04-18  
 Road Side File Created 04-20-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 ED BROWN ROAD 322 W 4TH ST  
 STATE HIGHWAY 69  
 HAWESVILLE OWENSBORO  
 KY USA KY  
 CALLER\_COMMENTS DEISEL//TIE ROD END HAS BROKEN//  
 DEALER CODE : 45247 STEVE JONES CHRYSLER, DODGE, JEEP  
 \*\*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Brian, service advisor at dealer 45247  
 Is the vehicle at the dealer now?  
 no  
 When did it arrive at the dealer?  
 4/19  
 What is the current mileage?  
 33628  
 If known, what is the reason for the tow?  
 would not steer  
 Have the repairs been completed?  
 not totally  
 If yes, when were they completed?  
 n/a  
 If no, what is the estimated repair date?  
 4/22  
 Are there any parts that need to ordered?

yes

If yes, what are the part & order # s?

52106835ag - steering gear box, the 02 sensor is 5149263aa, rear shocks is 52110146ae, & park brake handle zr95xdhah

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Dealer also advised that we got it driveable, we could not even get it in the building, lucky he stopped when he did. He has known about these recalls all along, parking brake is on the recall as well. Dealer also advised that the Drag link recall has been open for some time and wiper motor as well, customer knew about these recalls but did not do them. Dealer states that they got the vehicle driveable, but the customer will return the vehicle when the parts are in so that he does not have to make additional trip to dealer.

\*\*\*END OF NARRATIVE\*\*\*

Agent contacted the customer. The customer states that the tow truck came in time and everything is going well, agent advised that the dealer has been contacted and that parts have been ordered, agent will follow up later on in the week with the dealer and the customer to see how things are going.

\*\*\*END OF NARRATIVE\*\*\*

Agent contacted the customer at [REDACTED] Left message providing CAIR number and contact number, advised that we will be contacting the dealer and if the vehicle is repaired we will close the CAIR. Agent advised that any one of our agents will be able to assist.

\*\*\*END OF NARRATIVE\*\*\*

Agent called Brian, service advisor at dealer 45247, who advised that the vehicle is completed and delivered and the customer is happy. CLOSING CAIR

\*\*\*\*END OF DEALER NARRATIVE\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19485206</b>
<b>VIN</b>	3D7MX48AX	8G [REDACTED]	<b>Open Date</b>	04/20/2010	<b>Built Date</b>	06/23/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	07/23/2008	<b>Mileage</b>	30,099	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	24064	YORK MOTORS INC				
<b>Dealer Address</b>	500 PRESCOTT LAKES PARKWAY					
<b>Dealer City</b>	PRESCOTT	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	86301	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	MAYER AZ [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Recall - H36: - Advise Owner/Incomplete Recall	
Recall - J10: - Advise Owner/Incomplete Recall	
Recall - J35: - Advise Owner/Incomplete Recall	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer alleges the drag link snapped.  
 What are the customer s expectations?  
 Customer would like a rental vehicle  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer alleges this is the only vehicle his wife has and they need a rental.  
 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Reassigned to 88R  
 Customer calls seeking recall information. Advised the customer of incomplete recall H36, J10, J35 for this vehicle. Customer was advised to  
 contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 No Service Contract.  
 Vehicle is under basic 3/36 warranty.  
 Original Owner.  
 1 New.  
 Writer spoke with SA Shawna at dealership 24064. SA states that the drive link interjoint snapped that is related to recall H36. SA state she will try to have the vehicle finished tonight but no later than tomorrow.  
 CONTACT UPDATE - Customer was contacted today at 1:03pm MST.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Writer advised customer that Chrysler will not be able to assist with rental. Writer advised customer that rental is not covered under warranty, or recalls. Writer advised that he does not have a Chrysler Service Contract. Customer states that he has a third party Service Contract. Writer advised customer to contact his third party Service Contract to check if rental is covered. Customer understood the decision. Writer advised customer that case will be closed.

\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*

Informed customer that Chrysler will not participate in rental assistance.

No Service Contract, rental is not covered under recall.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

CLOSED LOOP UPDATE - Customer has been advised of the decline. No follow up needed.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19487361</b>
<b>VIN</b>	3D7KS28AX	8G	<b>Open Date</b>	04/21/2010	<b>Built Date</b>	08/10/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	10/31/2008	<b>Mileage</b>	35,374	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	68363	LINCOLN LACY MOTORS				
<b>Dealer Address</b>	2774 N DOUGLASS ST					
<b>Dealer City</b>	MALDEN	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	63863	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	QULIN MO				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Broken Front Passenger Side Tie Rod
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-04-19  
 Road Side File Created 04-21-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 STATE HIGHWAY 51 2774 N DOUGLASS ST  
 COUNTY ROAD 234  
 FAGUS MALDEN  
 MO USA MO  
 CALLER\_COMMENTS QUAD CAB // BROKEN TIE ROD // SP  
 DEALER CODE : 68363 LINCOLN LACY MOTORS  
 \*\*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 service manager James at dealership 68363  
 Is the vehicle at the dealer now?  
 yes  
 When did it arrive at the dealer?  
 april 19th  
 What is the current mileage?  
 n/a  
 If known, what is the reason for the tow?  
 broken tie rods front passenger side.  
 Have the repairs been completed?  
 n/a  
 If yes, when were they completed?  
 n/a  
 If no, what is the estimated repair date?  
 Friday April 23  
 Are there any parts that need to ordered?  
 tie rods

If yes, what are the part & order # s?

n/a

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

no

\*\*\*\*End structured narrative T2 - PCCP

Called dealership and spoke to James the service manager. He stated the estimated repair date would be around Friday april 23rd. I will call back in a 2 days to check the status of the repair.

\*\*\*\*\*End of Narrative\*\*\*\*\*

Called the dealership and spoke to the service manager James He confirmed the vehicle has be repaired. Currently the customer requested a service check up for the vehicle. Vehicle will be returned to the customer today.

\*\*\*\*\*End of Narrative\*\*\*\*\*

CSR called customer and spoke to Mrs [REDACTED] she confirmed the vehicle had been brought back to her and the service was wonderful. She had no complaints and she is pleased to have her vehicle back.

\*\*\*\*\*End of Narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19490785</b>
<b>VIN</b>	3D7MX48AX	8G	<b>Open Date</b>	04/22/2010	<b>Built Date</b>	06/23/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	07/23/2008	<b>Mileage</b>	30,099	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	24064	YORK MOTORS INC				
<b>Dealer Address</b>	500 PRESCOTT LAKES PARKWAY					
<b>Dealer City</b>	PRESCOTT	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	86301	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	MAYER AZ				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Broken Drag Link.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-04-20

Road Side File Created 04-22-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

MAIN STREET

MAYER PRESCOTT

AZ USA AZ

CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS

DEALER CODE : 24064 YORK MOTORS INC

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Shawna at 24064 (Service Advisor)

Is the vehicle at the dealer now?

No

When did it arrive at the dealer?

4/20/2010

What is the current mileage?

30,099

If known, what is the reason for the tow?

Broken drag link.

Have the repairs been completed?

Yes

If yes, when were they completed?

4/20/2010

If no, what is the estimated repair date?

N/a

Are there any parts that need to ordered?

No



If yes, what are the part & order # s?

N/a

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/a

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

Spoke to Shawna at 24064 (Service Advisor). Shawna said that the vehicle was towed in because the drag link broke and needed to be replaced. Vehicle has been repaired and returned as of 4/21/2010. Advised Shawna that I would follow up with the customer to address any further issues or concerns.

Spoke to customer (James) and he expressed a lot of frustration in regards to having to bring vehicle in for repairs. He said he is very disappointed in the quality of his Dodge vehicle. Apologized for any inconvenience. James said that back in 2008, after only 894 miles after purchasing the vehicle, he had his first tow event. He said that he had a trailer hitched to the vehicle at the time of the roadside event and the tow company told him that they would not tow both the vehicle and the trailer. James said he was told he would have to pay to have them towed separately and so he paid for the tow event. He states that he still may have the receipt from the tow and wanted to know if there was anything we could do in order to reimburse him for the event. Advised James that I would look into it and get back to him on Monday (4/26/2010). James had no further issues or concerns. He said his service was great and he was very pleased with the follow up call.

Spoke to customer (James) and advised him that unfortunately there is nothing we can do in regards to his previous tow event that occurred back in 2008 because it has been so long at this point. CSR apologized for any inconvenience. Customer understood and did not get upset. CSR offered to address any further questions or concerns. Customer stated that he had no further questions or concerns and was very pleased with his service and follow up call. Closing CAIR.

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Customer Assistance Inquiry Record (CAIR)#						19504510
VIN	3D2WH48A2	8G	Open Date	04/28/2010	Built Date	05/26/2008
Model Year	2008	Body	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS		
In Service Dt	11/03/2008	Mileage	32,000	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
Owner				Contact Type	E-MAIL	
Address				Home Phone		
	LUBBOCK TX			Country	UNITED STATES	

Recall - H36: - Other	Customer states recall repair is complete
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

H 36 recall

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

I have been receiving 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

\*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*

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.

\*\*\*\*\*END OF CAC EMAIL\*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19504781</b>
<b>VIN</b>	3D7KS28AX	8G	<b>Open Date</b>	04/28/2010	<b>Built Date</b>	03/12/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	11/12/2008	<b>Mileage</b>	44,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	61339	JACK POWELL CHRYSLER DODGE				
<b>Dealer Address</b>	1625 AUTO PARKWAY SOUTH					
<b>Dealer City</b>	ESCONDIDO	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92029	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	RAMONA CA				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-04-26

Road Side File Created 04-28-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

\*\*\*\*\*

RAMONA ESCONDIDO

CA USA CA

CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS

DEALER CODE : 61339 JACK POWELL CHRYSLER JEEP DODGE

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Service advisor Michael at 61339

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

04/26

What is the current mileage?

36,996

If known, what is the reason for the tow?

drag link broke

Have the repairs been completed?

yes

If yes, when were they completed?

unknown

If no, what is the estimated repair date?

n/a

Are there any parts that need to ordered?

no

If yes, what are the part & order # s?

n/a

Rental provided?

yes

If yes, how many days? (either by the dealer or USCAC)

3 days

Dealer provided the following customer contact information.

\*\*\*\*\*End structured narrative T2 - PCCP

Service advisor Michael says that the vehicle was towed because of a broken drag link. He says that the vehicle is gone now, but he is unsure of when repairs were completed because the service advisor in charge of this vehicle is on vacation as of today. Michael indicated that a rental vehicle was provided in the amount of \$90 so he guessed that it was for three days. CSR inquired if they had taken care of the recalls on the vehicle and Michael said that they were.

\*\*\*\*\*End of Narrative\*\*\*\*\*

Attempted to call customer. Unable to contact. Left a message stating that I will try again on 04/29, but they may call me back at 877-640-0955 ext. 8008117.

\*\*\*\*\*End of Narrative\*\*\*\*\*

\*\*\*\*\*CQI Outbound Contact\*\*\*\*\*

Attempted to call customer. Unable to contact. Left a message stating that I will try again on 04/30, but they may call me back at

\*\*\*\*\*End of Narrative\*\*\*\*\*

Final attempt to contact customer. Unable to contact. Left a message stating that this was my final attempt and they may call me back at

\*\*\*\*\*End of Narrative\*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						19508413
VIN	3D6WH46D2	8G	Open Date	04/29/2010	Built Date	05/27/2008
Model Year	2008	Body	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS		
In Service Dt	09/19/2008	Mileage	8,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	68742	BOUNDS CHRY-PLYM-DODGE-JEEP				
Dealer Address	403 SOUTH LOOP HWY 59					
Dealer City	LIVINGSTON	Dealer State	TX	Dealer Zip	77351	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	GROVETON TX				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Vibration - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-04-27

Road Side File Created 04-29-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

GROVETON LIVINGSTON

TX USA TX

CALLER\_COMMENTS VEH IS AT 648 OLD RAILROAD ST, VE

DEALER CODE : 68742 BOUNDS CHRY-PLYM-DODGE-JEEP

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

spoke with Greg

Is the vehicle at the dealer now?

yes

When did it arrive at the dealer?

What is the current mileage?

13000 mls

If known, what is the reason for the tow?

left frt tie rod -

Have the repairs been completed?

If yes, when were they completed?

If no, what is the estimated repair date?

Are there any parts that need to ordered?

If yes, what are the part & order # s?

Rental provided?

If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Contacting BOUNDS CHRY-PLYM-DODGE-JEEP code 68742 @ 936-328-5200 regarding roadside event on 08 dodge ram under [REDACTED] - spoke [REDACTED] - vehicle came in for a left frt tie rod that broke and it has been completed - there now is a recall for this issue - customer did not pay for repair - tried to contact customer but it is asking for a code - do not have one to enter

Crs sts: can you provide me with the contact #

Greg SA sts: I am not in that building - so I don t have it near me

Crs sts: can I contact you if I do not have current contact info -

Greg SA sts: Certainly

Crs sts: thank you - will try to contact the customer

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting BOUNDS CHRY-PLYM-DODGE-JEEP @ 936-328-5200 to get contact info for [REDACTED] - contact # we have is [REDACTED]

Crs sts: thank you - will contact customer

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting [REDACTED] - regarding roadside event and repair done on 08 Dodge Ram - left message with contact info / office hrs - will try again 5/3/10

\*\*\*\*\* End of Narrative \*\*\*\*\*

2nd attempt Contacting [REDACTED] - regarding roadside event and repair done on 08 Dodge Ram -

Melbourne sts: we haven t picked up the truck yet - it is about a 1/2 hr away and haven t needed it - but hope to pick it up this wk

Crs sts: In the event that you do pick up the vehicle this wk - you can call me at [REDACTED] - I will call you on friday 5/7/10 to see if you have gotten the vehicle back - thank you

\*\*\*\*\* End of Narrative \*\*\*\*\*

3rd attempt Contacting [REDACTED] following up with Melbourne on the repairs done on 08 Dodge Ram -

Csr sts: called to follow up with Melbourne on the repairs done on the 08 Dodge Ram -

Melbourne sts: I picked up the truck last night and it is driving really good

Csr sts: I am glad to hear that it is operating properly - anything else I can help you with at this time -

Melbourne sts: No everything is fine

Csr sts: I thank you for your time and if at any time you need assistance - thank you for being a Dodge owner and you can contact Dodge customer assistance if you have any issues -

\*\*\*\*\* End of Narrative \*\*\*\*\*

Closing Cair as satisfied

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19515140</b>
<b>VIN</b>	3D3MX49A0	8G	<b>Open Date</b>	05/01/2010	<b>Built Date</b>	04/29/2008
<b>Model Year</b>	2008	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	07/29/2008	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PJT	DK. KHAKI PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	66929	MEADOR CHRYSLER-PLYMOUTH INC				
<b>Dealer Address</b>	2351 EAST INTERSTATE 20					
<b>Dealer City</b>	FORT WORTH			<b>Dealer State</b>	TX	<b>Dealer Zip</b> 76119
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	ARLINGTON TX				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-04-29

Road Side File Created 05-01-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

ARLINGTON FORT WORTH

TX USA TX

CALLER\_COMMENTS DUALLIE DEISEL MEGA CAB, KEY WILL

DEALER CODE : 66929 MEADOR CHRYSLER-PLYMOUTH INC

Attempted to contact service department. Left a message asking them to

call me back at . CSR will try again today at

6pm EST if no one calls me back before then.

\*\*\*\*\*End of Narrative\*\*\*\*\*

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Service Manager Corky at 66929

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

04/29

What is the current mileage?

35,102

If known, what is the reason for the tow?

left front tie rod end broke off

Have the repairs been completed?

yes

If yes, when were they completed?

05/01

If no, what is the estimated repair date?

n/a

Are there any parts that need to ordered?

no

If yes, what are the part & order # s?

n/a

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

\*\*\*\*\*End structured narrative T2 - PCCP

Service Manager Corky at 66929 says that they repaired the left front tie rod under warranty.

\*\*\*\*\*End of Narrative\*\*\*\*\*

Customer was busy at the time I called but he says that he is happy with the service he received.

\*\*\*\*\*End of Narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19515635</b>
<b>VIN</b>	3D7MX38A3	8G	<b>Open Date</b>	05/02/2010	<b>Built Date</b>	08/03/2007
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	09/10/2008	<b>Mileage</b>	48,123	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	68562	CECIL ATKISSON MOTORS INC				
<b>Dealer Address</b>	2630 E MAIN					
<b>Dealer City</b>	UVALDE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	78801	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	CAMP WOOD TX				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Front tie rod broke.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-04-30  
 Road Side File Created 05-02-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 6460 LAKE CREEK RD 2630 E MAIN  
 CR-416  
 CAMP WOOD UVALDE  
 TX USA TX  
 CALLER\_COMMENTS 01- RIGHT FRONT BALL JOINT BROKEN  
 DEALER CODE : 68562 CECIL ATKISSON MOTORS INC  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Levi at 68562 (Service Advisor)  
 Is the vehicle at the dealer now?  
 Yes  
 When did it arrive at the dealer?  
 4/30/2010  
 What is the current mileage?  
 48,134  
 If known, what is the reason for the tow?  
 Front tie rod broke.  
 Have the repairs been completed?  
 No  
 If yes, when were they completed?  
 N/a  
 If no, what is the estimated repair date?  
 5/4/2010  
 Are there any parts that need to ordered?  
 No

If yes, what are the part & order # s?

N/a

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/a

Dealer provided the following customer contact information.

N/a

\*\*\*\*End structured narrative T2 - PCCP

CSR spoke to Levi at 68562 (Service Advisor). Levi stated that the vehicle was towed in because the front tie rod broke and needed to be replaced. Initial repair has been completed, however the customer had requested that some other things be looked into as well. Levi stated that the vehicle should be ready to go either later today (5/3/2010) or tomorrow at the latest (5/4/2010). CSR advised Levi that he would contact customer to relay vehicle status and follow up with any additional issues or concerns.

CSR spoke to customer and relayed vehicle status. CSR stated that vehicle should be repaired and returned either later today (5/3/2010) or tomorrow (5/4/2010), however CSR did not promise anything. CSR advised customer that he would follow up again tomorrow with both the dealership and customer. Customer stated that he had no further questions or concerns at this point.

CSR spoke to Levi at 68562 (Service Advisor). Levi stated that the vehicle has been successfully repaired and returned as of this afternoon today (5/4/2010). CSR advised Levi that he would follow up with the customer to address any further issues or concerns.

CSR attempted to contact customer, but there was no answer. Left message for customer to call me back at [REDACTED]

CSR spoke to customer and confirmed that his vehicle has been successfully repaired and returned. Customer stated everything is fine and had no further questions or concerns. Closing CAIR.

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Customer Assistance Inquiry Record (CAIR)#						19515957	
VIN	3D7KS29TX	9G	Open Date	05/03/2010	Built Date	12/03/2008	
Model Year	2009	Body	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	01/31/2009	Mileage	26,144	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	60163	FREMONT MOTOR ROCK SPRINGS, INC					
Dealer Address	1900 FOOTHILL BLVD						
Dealer City	ROCK SPRINGS			Dealer State	WY	Dealer Zip	82902
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	GREEN RIVER WY					Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted the dealership in regards to tow event.
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	Customer had good customer service.
Product - Exhaust - Muffler - Leaks - Default	Exhaust Leak.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod was broken.
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-05-01  
Road Side File Created 05-03-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

ROCK SPRINGS ROCK SPRINGS  
WY USA WY  
CALLER\_COMMENTS TIE ROD BROKEN//2 ADULTS & 1 CHIL  
DEALER CODE : 60163 FREMONT MOTOR ROCK SPRINGS, INC  
\*\*\*\*Begin structured narrative T2 - PCCP  
Who did you speak with at the dealer and what is their dealer code?  
60163 Service Advisor- Cathy.  
Is the vehicle at the dealer now?  
Yes.  
When did it arrive at the dealer?  
May 3rd.  
What is the current mileage?  
26144.  
If known, what is the reason for the tow?  
Tie rod broke.  
Have the repairs been completed?  
No.  
If yes, when were they completed?  
N/A.  
If no, what is the estimated repair date?

May 4th.

Are there any parts that need to ordered?

Yes.

If yes, what are the part & order # s?

Tie Rod

Rental provided?

No.

If yes, how many days? (either by the dealer or USCAC)

N/A.

Dealer provided the following customer contact information.

\*\*\*\*\*End structured narrative T2 - PCCP

CSR contacted the dealership on May 4th in regards to the tow event.

Spoke to Cathy -Service Advisor.

Dealer Code: 60163 Dealer Name : FREMONT MOTOR ROCK SPRINGS, INC

Dealer Phone : 307-362-2151. Advisor states the reason for the tow was

that a tie rod broke. When CSR asked if that was normal she stated it happens sometimes. Advisor alleges that she will have the repairs will be completed by today or May 5th. CSR thanked the dealership for their time and hung up.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR contacted the customer in regards to the tow event on May 4th. Left

name, message and phone number. Will call again later today.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR contacted the customer in regards to the tow event on May 4th. Left

name, message and phone number. Will call again later today.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR received call back from customer in regards to tow event on May 4th. CSR asked if the vehicle was working well, if he had good customer service and if he had any questions for Chrysler. Customer stated that the vehicle wasn't working well. Customer alleged that there also is a exhaust leak in the vehicle. Also he mentioned that he had a recall about a half a year ago about a toe rod and then later on it broke. He also stated that they didn't provide a rental and that he had to use his friends vehicle for work. CSR states that the recent recall on his vehicle wasn't pertaining to a tie rod and it was a steering linkage s alleges that it shows on the file that it was completed. CSR asked if he wanted her to contact the dealership in regards to the exhaust leak. Customer states that it was CSR choice to do soccer stated that she will contact the dealership to inform them of the exhaust leak and asked if he had any questions for Chrysler. Customer stated no s thanked him for being a Dodge owner and to have a nice day.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Dealer Code: 60163 Dealer Name : FREMONT MOTOR ROCK SPRINGS, INC

Dealer Phone : 307-362-2151

On May 5th CSR contacted the dealership in regards to the status of the repairs as well as mention the customers concern about the exhaust leak.

Service Advisor -Cathy states that the vehicle is going for it's final testing and that the repairs were completed. CSR mentioned that the customer was concerned in regards to a gas leak. Advisor states that she will call him and discuss an appointment time to resolve that issue due to they are currently very busy with other repairs. CSR thanked the Advisor for her time and hung up.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR contacted the customer in regards to conversation with Advisor on May 5th. Left name, message and phone number. CAIR will be closed since the tow event was resolved. Also after giving message to the dealer on the customer behalf the customer stated that future calls weren't necessary. As well as the customer was called 4 times and was talked to on the 4th of May.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19515978</b>	
<b>VIN</b>	3D7KS28A2	8G [REDACTED]	<b>Open Date</b>	05/03/2010	<b>Built Date</b>	08/15/2007	
<b>Model Year</b>	2008	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	08/02/2008	<b>Mileage</b>	20,000	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION					
<b>Dealer</b>	67828	YELLOWSTONE COUNTRY MOTORS					
<b>Dealer Address</b>	207 SOUTH SECOND STREET						
<b>Dealer City</b>	LIVINGSTON			<b>Dealer State</b>	MT	<b>Dealer Zip</b>	59047
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	LIVINGSTON MT [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-05-01

Road Side File Created 05-03-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

LIVINGSTON LIVINGSTON

MT USA MT

CALLER\_COMMENTS TIE ROD BROKEN TOW\_COMMENTS VEND

DEALER CODE : 67828 YELLOWSTONE COUNTRY MOTORS

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Spoke to Jeremiah the service manager, at dealership 67828

Is the vehicle at the dealer now?

No

When did it arrive at the dealer?

May 1st

What is the current mileage?

42980

If known, what is the reason for the tow?

The vehicle had a broken front right tie rod.

Have the repairs been completed?

Yes

If yes, when were they completed?

May 3rd

If no, what is the estimated repair date?

N/A

Are there any parts that need to ordered?

No

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

No

\*\*\*\*End structured narrative T2 - PCCP

CSR called dealership to contact the service manager Jeremiah. He confirmed the vehicle had been repaired and returned to the customer. The reason for the tow was a broken tie rod, while the vehicle was brought into the dealership all recalls were also addressed. There were no parts ordered or rentals provided to the customer.

\*\*\*\*\*End of Narrative\*\*\*\*\*

Due to the inability to contact the customer this case is being closed.

\*\*\*\*\*End of Narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19523315</b>
<b>VIN</b>	3D7KS29L3	9G [REDACTED]	<b>Open Date</b>	05/05/2010	<b>Built Date</b>	09/18/2008
<b>Model Year</b>	2009	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	04/24/2009	<b>Mileage</b>	22,000	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PB5	ELECTRIC BLUE PEARL COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	42957	FLOWER MOTOR CO INC				
<b>Dealer Address</b>	2580 N TOWNSEND					
<b>Dealer City</b>	MONTROSE	<b>Dealer State</b>	CO	<b>Dealer Zip</b>	81402	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	HOTCHKISS CO [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Linkage - Defective - Default	

Roadside Assistance Contacted - DATE : 2010-05-03

Road Side File Created 05-05-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

CO USA CO

CALLER\_COMMENTS 01 EXACT ADDRESS 619 SHEPPARDS LA

DEALER CODE : 42957 FLOWER MOTOR CO INC

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

42957 Mike

Is the vehicle at the dealer now?

No

When did it arrive at the dealer?

05/03

What is the current mileage?

41,477

If known, what is the reason for the tow?

inner drag link came apart, covered under recall H36

Have the repairs been completed?

Yes

If yes, when were they completed?

05/04

If no, what is the estimated repair date?

Are there any parts that need to ordered?

no

If yes, what are the part & order # s?

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

CSR spoke to the cust, he says he received excellent service from the dealership, it was unbelievable. Cust has no questions or concerns at this time.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19523343</b>
<b>VIN</b>	3D7KS28L5	9G	<b>Open Date</b>	05/05/2010	<b>Built Date</b>	04/22/2009
<b>Model Year</b>	2009	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	06/02/2009	<b>Mileage</b>	17,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	63826	GENE'S CHRYSLER CENTER				
<b>Dealer Address</b>	3400 S CUSHMAN ST					
<b>Dealer City</b>	FAIRBANKS			<b>Dealer State</b>	AK	<b>Dealer Zip</b> 99701
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	FAIRBANKS AK				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contact the dealership in regards to tow event.
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	Cust thrilled with cust service.
Product - Unknown - Unknown - Poor Ride - Default	Front driver tie rod fell off.
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-05-03  
Road Side File Created 05-05-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

FAIRBANKS FAIRBANKS

AK USA AK

CALLER\_COMMENTS FRONT DRIVERSIDE TIRE ROD BROKEN--

DEALER CODE : 63826 GENE S CHRYSLER CENTER

CSR tried reaching the service manager terry but unfortunately there was no response, I will try calling again tomorrow. CSR left a voice message stating contact and customer information.

\*\*\*\*\*End of Narrative\*\*\*\*\*

CSR called dealership to speak to the service manager Terry. He requested to call us back once he was able to pull up the vehicles information on his computer. CSR gave the service manager the contact number and will await his call.

\*\*\*\*\*End of Narrative\*\*\*\*\*

CSR called the service manager Terry unfortunately there was no response. CSR left message stating name, contact number and vehicle information. CSR will call back tomorrow.

\*\*\*\*\*End of Narrative\*\*\*\*\*

Who did you speak with at the dealer and what is their dealer code?

Service Manager-Terry.

Is the vehicle at the dealer now? Yes

When did it arrive at the dealer? May 3rd.

What is the current mileage? 17672.  
If known, what is the reason for the tow ? Front driver tie rod.  
Have the repairs been completed? Yes.  
If yes, when were they completed? N/A.  
If no, what is the estimated repair date? Later 05/13.  
Are there any parts that need to ordered? Yes.  
If yes, what are the part & order #'s? Axle, sheild.  
Rental provided? No.  
If yes, how many days? (either by the dealer or USCAC) N/A.  
Dealer provided the following customer contact information. [REDACTED].  
Is it covered by warranty? Yes.  
Did the customer mention this condition to your personnel on a previous visit? No.  
Is this normal? No.  
Date of contact: 05/13  
CSR contacted cust in on 05/13.Cust states that he wished he was informed on how long it would take for the vehicle to be fixed. He was told on 05/10 that it would be completed however the dealership forgot to order the parts.Cust states that he wished the dealership would ve called him to let him know on the progress of his repairs.CSR contacted dealership and let him know that the vehicle will be completed by the end of the day.CSR states that she will call the cust on 05/14 to double check everything is going well.  
\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*  
CSR 1st attempt to contact cust message on 05/14. Left message. Will call later today.  
\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*  
CSR contact cust on 05/14.Cust was thrilled that he was apologized to from the Manager in regards to his previous issue.Cust has his vehicle back and it s working well.Cust thanked CSR for following up and being so nice.CAIR will be closed due to tow event was resolved.  
\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19523399</b>
<b>VIN</b>	3D6WS26D5	8G	<b>Open Date</b>	05/05/2010	<b>Built Date</b>	06/06/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
<b>In Service Dt</b>	08/18/2008	<b>Mileage</b>	21,607	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	44628	JIM CLICK DODGE				
<b>Dealer Address</b>	850 W AUTO MALL DRIVE					
<b>Dealer City</b>	TUCSON	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85705	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	DENVER CO				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Power Steering Pump / Bkts - Other - Default	

Roadside Assistance Contacted - DATE : 2010-05-03

Road Side File Created 05-05-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

TUCSON TUCSON

AZ USA AZ

CALLER\_COMMENTS ATTN:LANCE IN SERVICE TOW\_COMMEN

DEALER CODE : 44628 JIM CLICK DODGE

CSR left message with call back number for SM Michael earlier today. CSR tried to reach him again, he is not available. CSR will try again later today.

CSR spoke to SM Michael, he says the vehicle was towed in because it could not steer, they replaced a broken tie rod end, but it still does not steer properly. There is an issue with the power steering gear box, they are replacing the box right now. Michael estimates that the vehicle should be ready tomorrow. The vehicle has 21,986 miles on it. No rental was requested. SM provided CSR with the following cust contact number: 520-884-2040.

CSR called the cust, left a voicemail message. CSR will call the cust again on 05/06.

CSR spoke to the cust, she says the vehicle repairs have been completed. She says she received good service from the dealership, and that Roadside Assistance picked the vehicle up in less than an hour. She has no questions or concerns at this time.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19530501</b>
<b>VIN</b>	3D7KS28A0	8G [REDACTED]	<b>Open Date</b>	05/07/2010	<b>Built Date</b>	03/08/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	02/11/2009	<b>Mileage</b>	26,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	57967	SUNNYSIDE COMPANY				
<b>Dealer Address</b>	4810 W ELM ST ROUTE 120					
<b>Dealer City</b>	MCHENRY	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60050	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	MCHENRY IL [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Front tie rod broke and needed to be replaced.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-05-05  
Road Side File Created 05-07-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

MCHENRY MCHENRY  
IL USA IL  
CALLER\_COMMENTS STEERING WHEEL CAME OFF TOW\_COM  
DEALER CODE : 57967 SUNNYSIDE COMPANY  
\*\*\*\*Begin structured narrative T2 - PCCP  
Who did you speak with at the dealer and what is their dealer code?  
Scott at 57967 (Service Advisor)  
Is the vehicle at the dealer now?  
No  
When did it arrive at the dealer?  
5/5/2010  
What is the current mileage?  
28,677  
If known, what is the reason for the tow?  
Front tie rod broke and needed to be replaced.  
Have the repairs been completed?  
Yes  
If yes, when were they completed?  
5/8/2010  
If no, what is the estimated repair date?  
N/a  
Are there any parts that need to be ordered?

Yes

If yes, what are the part & order # s?

Tie Rod (Part #68036940AC)

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/a

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

CSR spoke to Scott at 57967 (Service Advisor). Scott stated that the vehicle was towed in because the front tie rod broke and needed to be replaced. The front tie rod (Part #68036940AC) was ordered on 5/5/2010 and arrived 5/7/2010. Scott stated that the vehicle was repaired and returned as of 5/8/2010. CSR advised Scott that he would follow up with the customer to address any further questions or concerns.

CSR attempted to contact customer at [REDACTED], however customer was not available. CSR left message for customer to call back at 1-877-640-0955 at ext. 800-8118.

CSR attempted to contact customer at [REDACTED] again, however customer was still not available. CSR will attempt to contact customer one more time today (5/11/2010) before closing CAIR.

CSR attempted to contact customer at [REDACTED] again, however customer was still not available. CSR left message for customer to call back at 1-877-640-0955 at ext. 800-8118 if he had any further questions or concerns. CSR stated in the message that if customer does not call back today (5/11/2010) that CSR would be closing the file. CSR will wait until the end of the day today (5/11/2010) for a call back and if customer does not call back CSR will be closing the CAIR.

CSR attempted to contact customer at [REDACTED] one last time today (5/12/2010), however customer is still unavailable. Cannot contact customer. Closing CAIR.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19534284</b>
<b>VIN</b>	3D7MX49L1	9G	<b>Open Date</b>	05/09/2010	<b>Built Date</b>	11/19/2008
<b>Model Year</b>	2009	<b>Body</b>	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	01/29/2009	<b>Mileage</b>	46,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45086	FOWLER DODGE INC				
<b>Dealer Address</b>	55 WEST INTERSTATE 240					
<b>Dealer City</b>	OKLAHOMA CITY	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	73139	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	LLANO TX		<b>Country</b>	UNITED STATES		

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-05-07  
 Road Side File Created 05-09-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 8217 I 35 S 55 WEST INTERSTATE 240  
 DAYS INN  
 OKLAHOMA CITY OKLAHOMA CITY  
 OK USA OK  
 CALLER\_COMMENTS DUALY DEISEL//FRONT DRIVERS TIRE  
 DEALER CODE : 45086 FOWLER S I-240 CHRYSLER JEEP DODGE  
 Talked to SM John; Dealer Code: 45086 Dealer Name : FOWLER S I-240  
 CHRYSLER JEEP DODGE Dealer Phone : 405-616-3634. The vehicle was towed  
 in with a broken ball joint and tie-rod. The part has been ordered and  
 will not be in till 5/19, could not get the part any sooner. OD reading  
 is 47644. No rental was requested. I asked John SM if I could call him  
 back on the 19th to follow-up and he said sure will call back.  
 \*\*\*\*\*end narrative\*\*\*\*\*  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 John  
 Is the vehicle at the dealer now?  
 yes  
 When did it arrive at the dealer?  
 5/7  
 What is the current mileage?  
 47644  
 If known, what is the reason for the tow?  
 broken ball joint tie rod  
 Have the repairs been completed?  
 no

If yes, when were they completed?

If no, what is the estimated repair date?

5/19

Are there any parts that need to be ordered?

yes

If yes, what are the part & order #s?

N/A

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Called the customer BUSINESS GLEN CLAYTON, Phone No : [REDACTED] The phone number has been disconnected. Asked dealership for phone number, dealership does not like to give out numbers, will have customer call me. Tried to look-up using 411 no luck.

\*\*\*\*\*end narrative\*\*\*\*\*

There is no current contact information available for customer.

Dealership will not give customer's contact information out. CSR cannot contact customer in regards to follow up. Closing CAIR.

Disregard Lines 47 - 49 of narrative.

CSR attempted to contact John at 45086, however he is unavailable.

Service department advised CSR to call back at 1:15pm EST today (5/19/2010).

CSR attempted to contact John at 45086, however he was still unavailable.

Left message with Jim at 45086 to have John call CSR back at 1-877-640-0955 at ext. 800-8118.

CSR attempted to contact John Meyers at 45086, however he was still unavailable. CSR will try again before the end of the day today (5/19/2010).

CSR attempted to contact John Meyers at 45086, however he was still unavailable. Left message with service department at 45086 to have John call CSR back at 1-877-640-0955 at ext. 800-8118.

CSR spoke to John at 45086 (Service Manager). John stated that the part that was ordered to complete the repairs was a ball joint. John stated that order was cancelled because they found a ball joint locally and picked it up instead. John stated that the vehicle was successfully repaired and returned as of 5/10/2010. CSR advised John that he had no contact information for the customer in order to follow up and address any further issues or concerns. John provided the following contact information for the customer:

[REDACTED]  
CSR spoke to customer [REDACTED]. Customer confirmed that vehicle has been successfully repaired and returned. Customer stated that everything is running fine with the vehicle now and that his service was also good. Customer stated that he had no further questions or concerns and then hung up before CSR had a chance to end the call. Closing CAIR.

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Customer Assistance Inquiry Record (CAIR)#						19549223
VIN	3D7KS28L5	9G	Open Date	05/14/2010	Built Date	09/03/2008
Model Year	2009	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	01/06/2009	Mileage	17,764	Dealer Zone	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	43084	BIG O DODGE OF GREENVILLE INC				
Dealer Address	2645 LAURENS RD					
Dealer City	GREENVILLE	Dealer State	SC	Dealer Zip	29606	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	SIMPSONVILLE SC				Country	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-05-12

Road Side File Created 05-14-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

SIMPSONVILLE GREENVILLE

SC USA SC

CALLER\_COMMENTS QUAD CAB-DEISEL-FRONT TY-ROD IS B

DEALER CODE : 43084 BIG O DODGE CHRYSLER JEEP

Service Dept representative unavailable, left call back number.

\*\*\*\*\*end of narrative\*\*\*\*\*

Service Dept Rep unavailable, left call back number.

\*\*\*\*\*end of narrative\*\*\*\*\*

Who did you speak with at the dealer and what is their dealer code? 43084

Is the vehicle at the dealer now?NO

When did it arrive at the dealer?May 12/2010

What is the current mileage?17765

If known, what is the reason for the tow?Left inner tie rod broken

Have the repairs been completed?Yes

If yes, when were they completed?May 13,2010

If no, what is the estimated repair date?

Are there any parts that need to be ordered?NO

If yes, what are the part & order #'s?

Rental provided?NO

If yes, how many days? (either by the dealer or USCAC)

repairs covered under warranty.

\*\*\*\*\*end of narrative\*\*\*\*\*

First attempt to contact customer unsuccessful, left call back number.

\*\*\*\*\*end of narrative\*\*\*\*\*

Second attempt to contact customer unsuccessful, left call back number.

Second attempt to contact customer unsuccessful, left call back number.



\*\*\*\*\*end of narrative\*\*\*\*\*

Third attempt to contact customer unsuccessful, left call back number

\*\*\*\*\*end of narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19552948</b>	
<b>VIN</b>	3D7MX49A6	8G	<b>Open Date</b>	05/16/2010	<b>Built Date</b>	05/14/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	07/09/2008	<b>Mileage</b>	19,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	43748	LARRY SLACK CHRYSLER DODGE JEEP					
<b>Dealer Address</b>	6486 US HIGHWAY 287 N ACCESS RD						
<b>Dealer City</b>	BOWIE			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76230
<b>Owner</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	MONTAGUE TX					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Front passenger side tie rod broken.
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	Three attempts, three messages no return calls.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-05-14

Road Side File Created 05-16-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

BOWIE BOWIE

TX USA TX

CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS

DEALER CODE : 43748 LARRY SLACK CHRYSLER DODGE JEEP

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

43748 Colby - service advisor

Is the vehicle at the dealer now?

Yes

When did it arrive at the dealer?

05/14

What is the current mileage?

Not recorded yet

If known, what is the reason for the tow?

When customer backed up he heard a popping noise and lost control of steering. Front tierod on passenger side broke.

Have the repairs been completed?

No

If yes, when were they completed?

N/A

If no, what is the estimated repair date?

05/18/10

Are there any parts that need to ordered?

No

If yes, what are the part & order # s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

same as file.

\*\*\*\*End structured narrative T2 - PCCP

CSR spoke with Colby who states the vehicle was just diagnosed today and will be repaired by tomorrow afternoon. CSR advised Colby that a follow up call would be given tomorrow afternoon to be sure the vehicle was complete and the customer had picked vehicle up. Colby stated this would be fine and that the repair would be a manufacturer warranty item. Colby also stated that the customer did not wish to have a rental unless the repair would take a week or more.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR also inquired with Colby as to if the recalls had been done. Colby states that the three recalls will be taken care of. Recall # H36, J10, and J35.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR attempted to contact Colby and he was out in the shop. Receptionist states he is the only service advisor in the building today and that she will have him call CSR back. CSR left name, customers name, purpose of call and for Service advisor to get back to CSR.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Colby returned the call and CSR got the following information. Colby states the vehicle will be finished tomorrow about lunch time. CSR advised Colby that CSR will follow up with the customer tomorrow evening to be sure the customer has had a chance to pick up the vehicle. Colby states the vehicle had the broken tie rod problem which was completed last night and that there was an existing speaker problem which the technicians are currently working on. Colby also states that all three recalls H36 J10 and J35 have been completed. CSR will follow up with the customer tomorrow evening, Wednesday, May 9, 2010.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR attempted to contact customer regarding service. Customer not available. CSR left message stating name, purpose of call and 877-656-4304 Ext 800-8111 in case customer would like to return the call. CSR advised customer two more attempts to contact would be made.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR made second attempt to contact customer regarding service. Customer not available. CSR left message stating name, purpose of call, that one more contact attempt would be made and 877# again in case customer would like to return the call.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR made third and final attempt to contact customer. Customer still not available. CSR left message stating name, purpose of call, that this was final call and 877 # in case customer would like to return the call. CSR is now closing this file.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						19553362	
VIN	3D7KS28A1	8G	Open Date	05/17/2010	Built Date	03/15/2008	
Model Year	2008	Body	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/09/2008	Mileage	76,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44968	WESTSTAR CHRYSLER DODGE JEEP					
Dealer Address	403 EAST I-20 FRONTAGE ROAD						
Dealer City	MONAHANS			Dealer State	TX	Dealer Zip	79756
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	KILLEEN TX					Country	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	3r attempt.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted the dealership in regards to tow event.
Product - Unknown - Unknown - Poor Ride - Default	Tie rod was broken.
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-05-15  
Road Side File Created 05-17-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

WINK MONAHANS  
TX USA TX  
CALLER\_COMMENTS BROKEN TIE ROD TOW\_COMMENTS VEND  
DEALER CODE : 44968 WESTSTAR CHRYSLER DODGE JEEP  
\*\*\*\*Begin structured narrative T2 - PCCP  
Who did you speak with at the dealer and what is their dealer code?  
44968 Service Manager-Chuck.  
Is the vehicle at the dealer now?  
No.  
When did it arrive at the dealer?  
May 15th.  
What is the current mileage?  
76265.  
If known, what is the reason for the tow?  
Tie rod ends were broken.  
Have the repairs been completed?  
Yes.  
If yes, when were they completed?  
May 17th.  
If no, what is the estimated repair date?  
N/A.

Are there any parts that need to be ordered?

No.

If yes, what are the part & order #s?

N/A.

Rental provided?

No.

If yes, how many days? (either by the dealer or USCAC)

N/A.

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Is it covered by warranty? No.

Did the customer mention this condition to your personnel on a previous visit? No.

Is this normal? Yes.

Recall-was it completed? Didn't apply to the vehicle, however vehicle was inspected.

Date of call:05/19.

\*\*\*\*End structured narrative T2 PCCP

CSR 1st attempt to contact cust.Left message on machine. Will try again.

Date of call:05/20.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR 2nd attempt to contact cust.Left message on machine. Will try again.  
05/21.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR's final attempt to contact cust.Left message on machine.CAIR closed  
due to tow event resolved/customer's unavailable.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Date of call:05/21.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19558721</b>
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<b>VIN</b>	3D7KS28A9	8G [REDACTED]	<b>Open Date</b>	05/18/2010	<b>Built Date</b>	02/14/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	03/03/2008	<b>Mileage</b>	47,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	68447	CHRYSLER OF RANTOUL				
<b>Dealer Address</b>	225 1/2 SOUTH MEYERS					
<b>Dealer City</b>	RANTOUL			<b>Dealer State</b>	IL	<b>Dealer Zip</b> 61866
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	SAINT JOSEPH IL [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	
Recall - J35: - Information Request	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 What are the customer s expectations?  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Writer advised the customer of the incomplete recalls on their vehicle.  
 J35  
 Why is the customer contacting Chrysler?  
 Customer called in regarding their vehicle; customer stated that he is having issues with the steering arm fall off the ball joint.  
 What are the customer s expectations?  
 Customer is seeking assistance with the repair of the steering arm and ball joint.  
 Writer advised the customer that their concerns would be documented and escalated for possible goodwill assistance. No guarantees were mad tot the customer.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer?No.  
 If a CDJ dealer has diagnosed, what is the dealer name or code?43513.  
 Reassigned to 88F  
 Repais is going to be almos \$1700  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 Customer is the second owner, has owned two other CDJ vehicles, one new, five vehicles in household, three new. No CSC, 11,000 miles oow. Partial to half assistance is being considered.  
 CONTACT UPDATE - Customer was contacted today at .  
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Left message.  
 Customer calling to speak with case manager NC589.

Writer transferred to #66038.

Customer calls requesting to speak with NC589. Writer informed the customer that it will be noted that he is trying to reach the CM. Writer informed the customer that the CM is in today, but is currently away from his desk.

Customer states he is actually having an issue with the tie rod end.

Customer has been working with Dale.

Customer states he needs to speak to CM Nick

Writer transferred customer to NC589 ext. 66038

SM Dale states right side out tie rod broke and caused alot of damage and he has never seen them brake them like that before.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$913.43

Labor = \$215.00

With the concurrence of the Service Manager, Dale, the customer will have a co-pay of \$564.00.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact at 800-992-1997

extension # 66038. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

Customer was not appreciative, states he feels Chrysler could assist with more, writer reviewed and decided this is a very fair offer considering the vehicle was purchased used and there is no CSC on the file. Customer accepted the offer but is still not pleased.

REASSIGNED TO BC/DLR 51 68447 05/25/10 12:08 O 19558721

Will follow up on tues.

Repair is done and customer is happy with repair.

1st attempt made to contact customer today to ensure that repairs and service was satisfactory.

Left message indicating another attempt will be made.

Customer stated that he is satisfied with repairs and service.

CLOSED LOOP UPDATE - customer was contacted today.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19561326</b>
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<b>VIN</b>	3D7KS28T4 9G [REDACTED]	<b>Open Date</b>	05/19/2010	<b>Built Date</b>	09/10/2008
<b>Model Year</b>	2009	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB	
<b>In Service Dt</b>	05/27/2009	<b>Mileage</b>	30,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB7	PATRIOT BLUE PEARL COAT			
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE			
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

<b>Dealer</b>	45056	HELFMAN DODGE INC			
<b>Dealer Address</b>	7720 KATY FREEWAY				
<b>Dealer City</b>	HOUSTON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77024

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	TOMBALL TX [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-05-17

Road Side File Created 05-19-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

HOUSTON HOUSTON

TX USA TX

CALLER\_COMMENTS 01 TOW AT UPCHURCH KIMBRO , DR SI

DEALER CODE : 45056 HELFMAN DODGE CHRYSLER JEEP

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

45056 SA Lon Bedwall

Is the vehicle at the dealer now?

No

When did it arrive at the dealer?

05/17

What is the current mileage?

31,691

If known, what is the reason for the tow?

left outer tie rod broke

Have the repairs been completed?

Yes

If yes, when were they completed?

05/18

If no, what is the estimated repair date?

Are there any parts that need to ordered?

no

If yes, what are the part & order # s?

Rental provided?



no

If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

[REDACTED]

\*\*\*\*End structured narrative T2 - PCCP

CSR called the cust, left a voicemail message. CSR will call the cust again on 05/20.

CSR called the cust, left a voicemail message. CSR will call the cust again on 05/21.

CSR spoke to Mr [REDACTED] he says he received great service from the dealership. He has no questions or concerns at this time.

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Customer Assistance Inquiry Record (CAIR)#						19563423
VIN	3D7KS28A4	8G	Open Date	05/19/2010	Built Date	08/01/2008
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	09/03/2008	Mileage	23,394	Dealer Zone	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	44566	RUSS DARROW CHRYSLER, JEEP, DODGE				
Dealer Address	7676 N. 76TH STREET					
Dealer City	MILWAUKEE	Dealer State	WI	Dealer Zip	53223	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BROWN DEER WI				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Bent - Front-Driver	Tie rod replacement.
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer has bad tie rods.  
 What are the customer s expectations?  
 Customer wants authorization to replace both.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer alleges the dealer put tie rods in on drivers side, but customer wanted both replaced. Customer alleges dealer told him to call CAC for permission to do repair.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.  
 Preferred Morning/Midday call back number is  
 Preferred Afternoon/Evening call back number is  
 Who has possession of the vehicle? Dealer  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code?44566  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today.  
 Customer was provided with agent s name if the customer needs to re-contact the agent.  
 customer called to talk to case manager and to find out what the phone call was about didn t see any notes so I transferred him to case manager 66001  
 Customer has not received a call back from returning the initial call.  
 Customer was warm transferred to case manager Troy.  
 Agent answered the customers call and he informed me that one tie rod was broken so he wanted the other one replaced. Agent informed him that unless there is something wrong with the other one, we would not replace it.  
 ##### DIRECT-TO-DEALER #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.  
Agent called dealer and left a message with the SM Chuck, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 51 44566 05/21/10 16:44 O 19563423

Why is the customer contacting Chrysler? Customer wanted to speak with agent Troy.

What are the customer s expectations?Speak to agent Troy.

Customer called to speak with agent Troy. Writer advised customer that case was reassigned to dealership.

\*Contact Date:05/24/2010

Warranty repair has been documented on Repair Order#164881

CAIR RETURNED FROM DEALER ON 5/24/2010 AT 08:10:988 R 19563423

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Customer Assistance Inquiry Record (CAIR)#						19567631	
VIN	3D7MX39L6	9G	Open Date	05/20/2010	Built Date	09/11/2008	
Model Year	2009	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	12/30/2008	Mileage	23,000	Dealer Zone	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	41874	BONIFACE HIERS CHRYSLER DODGE					
Dealer Address	1775 E MERRITT CAUSEWAY						
Dealer City	MERRITT ISLAND			Dealer State	FL	Dealer Zip	32952
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	RATHDRUM ID					Country	UNITED STATES

Product - Steering - Linkage - Other - Default	
Recall - J35: - Advise Owner/Incomplete Recall	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer states that was in parking lot and heard a thump and thud and that both the front wheels where bowed into the truck and the left tie rod end was broken and they were covered under warranty. Customer states that the steering damper was damaged and that would not be covered under warranty and was charged 222.71  
 What are the customer s expectations?  
 Customer is seeking reimbursement for repairs.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer is original owner and has two vehicles in household history  
 customer is not out of warranty by time or miles.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is  
 Preferred Afternoon/Evening call back number is  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 41874  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 9:24 MST.  
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Writer spoke with Mr. Bible. He restated the information provided above.  
 \*\*\* Writer recommends reimbursement of \$222.71 upon document review\*\*\*  
 Advised customer to submit original repair order & proof of payment to:  
 Chrysler Customer Assistance Center  
 PO Box 21-8004  
 Auburn Hills, MI 48321  
 Advised customer to make a copy of these documents for their records.  
 Asked the customer to include a brief letter of explanation & request,

including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19567639</b>
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<b>VIN</b>	3D7KS28A5	8G [REDACTED]	<b>Open Date</b>	05/20/2010	<b>Built Date</b>	01/23/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	08/12/2008	<b>Mileage</b>	89	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	45389	CENTRAL OKLAHOMA DODGE CHRYSLER	JEEP, LLC
<b>Dealer Address</b>	NORTH HIGHWAY 18		
<b>Dealer City</b>	CHANDLER	<b>Dealer State</b>	OK
		<b>Dealer Zip</b>	74834

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	PERKINS OK [REDACTED]	<b>Country</b>	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Recall - H46: - Reimbursement	
Recall - J35: - Advise Owner/Incomplete Recall	

POSTMARK DATE: 051210; DATE RECEIVED: 051810

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

What are the customer s expectations?

\*\*\*\*End structured narrative T2 - Beginning Narrative

Writer called IRF and spoke with Travis the owner. Writer confirmed payment was recieved for recall repairs.

Reimbursement Request Received request for reimbursement on recall H46, for repair completed at an IRF.

Breakdown on invoice is as follows:

Parts - \$298.64

Labor - \$195.95

Shop Supplies - \$0.00

Tax - \$24.64

Deductible - \$0.00

Towing - \$125.00

Total - \$644.23

Customer seeking reimbursement of this amount,

Based on the documentation thus far, agent will submit a check in the amount of \$644.23 for

approval for full reimbursement of recall repairs.

Writer called and advised customer of incomplete recalls J35 and H46.

Please contact Perkins Wrecker Service for their PoP. Tnx

\*\*\*\*\*

Approved

\*\*\*\*\*

Writer called Perkin s Wrecker Service and spoke with Lyle the owner.

Writer confirmed payment of \$125.00 was made for towing.

\*\*\*\*\*

Processed  
\*\*\*\*\*

---

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19568381</b>
<b>VIN</b>	3D6WG46D4	8G	<b>Open Date</b>	05/21/2010	<b>Built Date</b>	03/18/2008
<b>Model Year</b>	2008	<b>Body</b>	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS		
<b>In Service Dt</b>	05/17/2008	<b>Mileage</b>	13,150	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	43888	BEAR CHRYSLER-DODGE-JEEP INC				
<b>Dealer Address</b>	1243 EAST FRONT STREET					
<b>Dealer City</b>	BERWICK	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	18603	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	EDEN PRAIRIE MN				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	Cust had ok customer service.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-05-19

Road Side File Created 05-21-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

\*\*\*\*\*

MOUNTAIN TOP BERWICK

PA USA PA

CALLER\_COMMENTS @ CARDINL GLASS VEH IS TRUCK WITH

DEALER CODE : 43888 BEAR CHRYSLER-DODGE-JEEP INC

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Service advisor Mark at 43888

Is the vehicle at the dealer now?

yes

When did it arrive at the dealer?

05/19

What is the current mileage?

11,685

If known, what is the reason for the tow?

left front tie rod broke

Have the repairs been completed?

no

If yes, when were they completed?

n/a

If no, what is the estimated repair date?

05/21

Are there any parts that need to ordered?

no



If yes, what are the part & order # s?

n/a

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

\*\*\*\*\*End structured narrative T2 - PCCP

Service advisor [REDACTED] says that the left front tie rod broke. He says that it was due to normal wear and tear. [REDACTED] says that the repairs will be completed today and the outstanding recall will be taken care of as well. [REDACTED] states that all repairs are covered under warranty. CSR will followup with customer on 05/24.

\*\*\*\*\*End of Narrative\*\*\*\*\*

Customer [REDACTED] says that he has not heard from the dealership regarding this vehicle at all yet. CSR advised customer that the service advisor had told me that the vehicle should have been completed on 05/21. CSR advised customer that I would contact Service advisor [REDACTED] ASAP and have him get in contact.

\*\*\*\*\*End of Narrative\*\*\*\*\*

Service advisor Mark says that parts needed to be ordered and are not going to be in until 05/25. SA Mark says that he spoke to someone at the company on the afternoon of 05/21 to let them know this. He did not recall the name of the person he spoke to. CSR will call customer back and let them know what is going on.

Spoke to customer Al Thomas. He states that they did receive a call from the dealership on 05/21 explaining that the repairs should be completed either today or 05/25. CSR advised customer that I spoke to Service advisor Mark what he told me in lines 50-5. CSR will follow up with SA Mark in the afternoon on 05/25 to ensure that the parts have arrived and repairs are completed.

\*\*\*\*\*End of Narrative\*\*\*\*\*

Service advisor Mark states that he is still waiting for parts to come in. He says that they should be there either today or tomorrow. CSR will have someone follow up with Mark either 05/26 or 05/27 as I will not be here.

\*\*\*\*\*End of Narrative\*\*\*\*\*

CSR contacted the dealership 05/27. Service states that the repairs were completed on 05/26.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR 1st attempt to contact the cust on 05/27. Cust wasn t available. Will try again later today.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR 2nd attempt to contact cust on 05/27. Left message. Will call on 05/28.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR contact the cust on 05/28. Cust states the vehicle was working well and they had ok service. Cair was closed due to tow event was resolved.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR contacted the cust on 05/28. CSR told the cust about the recall to the cust. Cust would like it mailed to them. CSR states we will see what we can do.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR 2nd attempt to contact cust on 05/28. Left message. Will try again on 06/01.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

\*\*\* correction- Line was busy.\*\*\*

CSR final attempt to contact cust on 06/01. Left message with co worker. CAIR was closed due to tow event was resolved/cust unavailable.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19575375</b>
<b>VIN</b>	3D7MX38A5	8G [REDACTED]	<b>Open Date</b>	05/24/2010	<b>Built Date</b>	11/30/2007
<b>Model Year</b>	2008	<b>Body</b>	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	12/28/2007	<b>Mileage</b>	64,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	42313	DAMSKOV AUTO SALES				
<b>Dealer Address</b>	707 OKAMA DRIV					
<b>Dealer City</b>	OMAK	<b>Dealer State</b>	WA	<b>Dealer Zip</b>	98841	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	WINTHROP WA [REDACTED]				<b>Country</b>	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Recall - H46: - Reoccurrence or Related Problem	

Customer is calling in about an issue with his steering linkage. Customer alleges that it has fallen off and his vehicle is now undrivable. Writer advised that he would need to tow the vehicle into a dealership and have the issue diagnosed there. Writer advised that if this issue was related to the steering linkage as it was a recalled item that this issue would be covered by Chrysler.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (No)

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

- vehicle is under the 5/100 engine warranty
- 28000 miles out of 336
- 1 Chrysler vehicle owned
- Bought new
- ACTIVE 5 YR / 100,000 MILES 100 DEDUCTIBLE 3/36 MONEY BACK GUARANTEE

SC

- Recall H46 completed 11/09

No diagnosis completed

Per CAIR 19575513 Customer is requesting rental assistance. 5 days are available from the SC but customer states the dealership did not have any rentals available.

CONTACT UPDATE - Customer was contacted today at 2:18 pm

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer states that the vehicle is currently at the dealership.

Writer contacted SM Jess Rich and he states that the vehicle is in the

shop but no diagnosis is completed. Writer will follow up with SM Jess  
tomorrow 05/26/10 for further diagnosis information

\*\*\*\*\*

See next cair, this has now become an S/I case because of accident claim.  
jss15.

---

Customer Assistance Inquiry Record (CAIR)#						19575513	
VIN	3D7MX38A5	8G	Open Date	05/24/2010	Built Date	11/30/2007	
Model Year	2008	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	12/28/2007	Mileage	64,000	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	42313	DAMSKOV AUTO SALES					
Dealer Address	707 OKAMA DRIV						
Dealer City	OMAK	Dealer State	WA	Dealer Zip	98841		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WINTHROP WA				Country	UNITED STATES	

Recall - J35: - Advise Owner/Incomplete Recall	Open recall.
Corporate - Excessive Contacts - Default - Default - Default	Over 5 NICs
Product - Unknown - Unknown - Accident - Default	Vehicle was in accident
Corporate - Property Damage - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Recall - H46: - Reoccurrence or Related Problem	

Customer alleges he has had his vehicle towed into the dealership and the dealership does not have any loaner vehicles. The steering rod fell out. Customer alleges he towed his vehicle to 42313 dealership. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is 519-860-3126 Preferred Afternoon/Evening call back number is 519-860-3126 Reassigned to 88R  
\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
Has an active Service Contract.  
Outside of basic 3/36 warranty by mileage.  
Original Owner.  
1 New.  
CONTACT UPDATE - Customer was contacted today at 3:21pm MST. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Writer contacted phone number per lines 6-7, writer was advised that writer had wrong number. Customer has CAIR 19575375 open to 88F for assistance with repair. Customer called in wanting to know what is going on with his case. Writer informed customer that we had a incorrect number for him. Correct number is customer is concerned that the agent has not called him back and he was promised a call in one hour. Writer passed a note to the agent and informed the customer he would be called back.  
CONTACT UPDATE - Customer was contacted today at 10:51am MST.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. No answer. Writer left detail message on VM.

If customer hasn t used his 5 day rental is his Service Contract, customer needs to use the 5 day rental under his Service Contract first. Customer called to check status of getting a rental,writer advised customer he needed to use the 5 day rental on his service contract before Chrysler would consider rental coverage.

Customer is calling in because now he wants Dodge to give him a new windshield, to replace the tires, and he also states that there was property damage because he run into a fence, and wants Dodge to pay for it, he states that all this happened because the tie rod fell.

Dealership doesnt know how to set the rental for his service contract. Writer reviewed and found this vehicle was in accident which caused damage to the vehicle and other property so the CAIR will be sent for investigation under SI case.

1. Who is calling and what is their contact information? Customer

Preferred: [REDACTED]

Alternate:

2. What happened? Part on the front end of the vehicle broke and caused the customer to hit a fence and caused property damage to the fence.

3. What is the current location of the vehicle? Dealer 42313 - DAMSKOV AUTO SALES, 707 OKAMA DRIVE, OMAK, WA 98841 509-826-2000

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

5/27/10 ASSIGN TO TNT16.

INCOMPLETE RECALL: J35 REPROGRAM ECM - REGENERATION STRATEGY

CAIR NUMBER 19575513 REQUEST EAA INSPECTION 05-27-2010 11:18

CAIR NUMBER 19575513 E-MAIL SENT TO EAA 05-27-2010 11:18

Customer called back and wanted the status. Writer informed him that it has gone to the SI team and gave him the number to contact.

Customer called back due to would like a status on the case. Customer was informed that the case was sent to SI and was provided the phone number to call but the agent is out of the office until Tuesday.

Writer informed customer the case has been sent to SI and would need to speak to that department regarding the case.

CCRG Open Date: 05/27/2010 10:03:47

Letter Sent: Acknowledgement 05/28/2010 10:00:22

Returned owners message.

Owner leaves message seeking status update. 519 860 3126.

6/15/10 UPDATED CCRG FILE. TNT16/LSE6

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/23/10 AT 04:17:06 19575513

Letter Sent: Denial 06/23/2010

Customer called in to check on the status of his case. Writer informed the customer that a letter has been mailed to him on the 23rd with the resolution to his case.

Customer states he tried to contact JSS15, but he iis out of the office in tell 6/27/2010. Writer informed custmoer that he would have to wait to speak with JSS15.

Customer stated that has been leaving messages with JSS15 at

[REDACTED], and no one has made a call back. Writer informed customer that JSS15 was out of the office till 06/27/2010 and to follow up with the SI JSS15. Customer understood and ended the call. spoke to owner.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19579255</b>	
<b>VIN</b>	3D7MX39L6	9G	<b>Open Date</b>	05/25/2010	<b>Built Date</b>	09/11/2008	
<b>Model Year</b>	2009	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	12/30/2008	<b>Mileage</b>	23,628	<b>Dealer Zone</b>	66	ORLANDO	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PR4	FLAME RED CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	41874	BONIFACE HIERS CHRYSLER DODGE					
<b>Dealer Address</b>	1775 E MERRITT CAUSEWAY						
<b>Dealer City</b>	MERRITT ISLAND			<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32952
<b>Owner</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	RATHDRUM ID					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default	
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POSTMARK DATE: 052010; DATE RECEIVED: 052410

Writer received customer correspondence requesting reimbursement for steering damper repair. Customer states the damper was damaged either by the tow truck operator or the dealership. Customer must resolve with the management of the dealership or tow company. Writer called customer, customer number is disconnected. Writer sending letter 006.

Incomplete recall

\*\*\*\*\*

Rathdrum, ID 83858

Reference # 19579255

VIN #: 3D7MX39L69G

2009 Dodge Ram Laramie 3500

Dear Mr.

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 Group 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 6:00 p.m. (Eastern Standard Time), Monday through Friday.

Sincerely,

Dave

Senior Staff

\*\*\*\*\*

The customer has provided the following NEW information as it relates to their goodwill request that has previously been declined.....

Customer states it was not the dealer or tow truck that damaged the vehicle. Customer states the vehicle was damaged because of the tie rod braking.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time. Customer states please call his home number first.

Preferred Morning/Midday call back number is home [REDACTED] cell [REDACTED]

Preferred Afternoon/Evening call back number is home [REDACTED] 4 cell [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 41874

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

Customer is claiming that the broken part damaged other parts on the vehicle.

Writer spoke with SA Lou, states that he hasn't seen 12/29/09. Writer needs to speak with SM Lori. Lou states that this is normally covered but he will have to speak with his SM.

Customer was previously offered reimbursement for the steering damper.

Writer informed the customer of this.

CONTACT UPDATE - Customer was contacted today at 12:23 pm

Writer left a message with the customer, customer was provided with agent's name and brand number if the customer needs to re-contact the agent.

the customer is calling to return the case manager call.

writer tried the case manager extension #66302, writer informed the customer that the case manager is on the phone calling other customer and the customer states that if the case manager can call back today 6/9 if possible.

Customer states that he sent in the paper work already. Writer advised him to send it in again with a letter.

CLOSED LOOP UPDATE - customer was contacted today at 11:54 am. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19580200</b>
<b>VIN</b>	3D7MX49A3	8G [REDACTED]	<b>Open Date</b>	05/26/2010	<b>Built Date</b>	04/24/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	06/09/2008	<b>Mileage</b>	41,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	42350	MELTON SALES INC				
<b>Dealer Address</b>	200 N LYNN RIGGS BLVD					
<b>Dealer City</b>	CLAREMORE	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	74017	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	CLAREMORE OK [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-05-24

Road Side File Created 05-26-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

PRYOR CLAREMORE

OK USA OK

CALLER COMMENTS 01-CATCH THE FEVER CAMPGROUND OR

DEALER CODE : 42350 MELTON SALES INC

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

MELTON SALES INC code 42350 spoke Danny SM

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

5/24/10

What is the current mileage?

41516 mls

If known, what is the reason for the tow?

left outer tie rod end & frt alignment - \$232

customer pay

Have the repairs been completed?

yes

If yes, when were they completed?

5/25/10

If no, what is the estimated repair date?

Are there any parts that need to ordered?

no

If yes, what are the part & order # s?



Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

██████████ contact info

\*\*\*\*\*End structured narrative T2 - PCCP

Contacting ██████████ to check on the status of the repair for the 2008 DODGE RAM under RV Vacation Rentals - spoke with Danny SM

Csr sts: calling to check on the repairs done on this vehicle

Danny SM sts: it came in for a broken outer left tie rod - and we did an alignment on it

Csr sts: what was the cost the customer paid

Danny sts: with the tie rod & alignment \$232 - and the customer was confused because the roadside person told them that it was under warranty - and don t get me wrong because they do have power train and body - but not for this repair -

Csr sts: that s unfortunate that roadside gave them wrong info - do you have contact info for this customer

Csr sts: thank you ██████████ - have a great wknd

\*\*\*\*\* End of Narrative \*\*\*\*\*

Add on - RECALLS have been completed

Contacting Vehicle owner of 2008 DODGE RAM @ ██████████ - # given by dlrshp not working - closing cair

\*\*\*\*\* End of Narrative \*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						19585205	
VIN	3D7MX48A7	8G	Open Date	05/27/2010	Built Date	11/28/2007	
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/14/2008	Mileage	46,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44548	SAN MARCOS CHRYSLER PLYMOUTH DODGE					
Dealer Address	2990 I.H. 35 SOUTH						
Dealer City	SAN MARCOS			Dealer State	TX	Dealer Zip	78666
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	STREETMAN TX				Country	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	
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Why Is the customer calling Chrysler?

Customer has a front tie rod end broke right passenger side customer has had several trucks do this vehicle is just out of warranty customer is a what is the customer expecting? customer is looking for assistance with repair of vehicle customer stated that he has had several vehicles do this

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is alternate number

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 8:31 AM.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

The customer s voice mail is full and is not accepting messages.

CONTACT UPDATE - Customer was contacted today at 11:38 AM.

The customer s voice mail is full and is not accepting messages.

3rd attempt made to contact customer on 6/10/10 at 5pm.

Left detailed message for a return call if required.

Writer unable to leave message VM box full.

Customer has no service contract, purchased 1 new Chrysler vehicle, out of warranty by 10,000 miles.

4th attempt made to contact customer on 6/14/10 at 1:27 PM MT.

Left detailed message for a return call if required.

mail box if full.

wrong number.

5th attempt made to contact customer at 7:27 AM.

The customer states that he was stranded on the side of the road when he had the tie rods repaired. The customer states this is the fourth time this has happened to him with the tie rods going bad. The customer states the writer must call his assistant [REDACTED]  
Writer contacted Trisha and provided her with the brand number and the case number.

6th attempt made to contact customer at 7:06 AM.

Left detailed message for a return call if required.

Patricia Lewis calling in with the amount of the tie rod repair \$266.68

5th attempt made to contact customer at 8:21 AM.

Left detailed message for a return call if required. Writer provided the terms of reimbursement on the voice mail

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

The writer has agreed to reimburse the customer \$200.00.

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19595116</b>
<b>VIN</b>	3D7KS28A9	8G [REDACTED]	<b>Open Date</b>	06/01/2010	<b>Built Date</b>	11/28/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	03/09/2009	<b>Mileage</b>	31,208	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PB7	PATRIOT BLUE PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45327	ORR CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	900 TRUMAN BAKER DR					
<b>Dealer City</b>	SEARCY	<b>Dealer State</b>	AR	<b>Dealer Zip</b>	72143	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	SEARCY AR [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - J35: - Advise Owner/Incomplete Recall	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer called in seeking towing assistance.  
 What are the customer s expectations?  
 Customer expects some towing assistance.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer called in stating that his tie rod just broke and the dealership told him to get a hold of roadside services to get the vehicle towed.  
 Writer informed customer of the open recall and transferred call to road side assistance (800) 521-2779.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19608595</b>
<b>VIN</b>	3D3MX49L7	9G	<b>Open Date</b>	06/06/2010	<b>Built Date</b>	10/28/2008
<b>Model Year</b>	2009	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	03/27/2009	<b>Mileage</b>	22,843	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJT	DK. KHAKI PEARL COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	56384	C & V AUTO SLS & SERV INC				
<b>Dealer Address</b>	12174 N. FRONTAGE ROAD EAST					
<b>Dealer City</b>	MOSES LAKE	<b>Dealer State</b>	WA	<b>Dealer Zip</b>	98837	
<b>Owner</b>	.				<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	OTHELLO WA				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2010-06-04

Road Side File Created 06-06-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

OTHELLO MOSES LAKE

WA USA WA

CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS

DEALER CODE : 56384 C & V AUTO SLS & SERV INC

Contacting C & V AUTO SLS & SERV INC code 56384 @ 509-765-3461 to follow

up on the repairs done on 2009 Laramie under - spoke with

Mike SA

Csr sts: calling with regards to the repair being done on Angel Garza s vehicle

Mike sts: the vehicle was here this morning - we were closed on the wknd

- just had a look at it today and found that the left tie rod was broken

- so we have ordered the part should be in tomorrow - and we have 2

RECALLS to perform - also the customer wants the right side tie rod done

- but that would be customer pay - the left one is under warranty

Csr sts: Okay - I will call back on wednesday to check on the status of the vehicle - thank you

Is the vehicle at the dealer now?

When did it arrive at the dealer? 6/4/10

What is the current mileage? 22843 mls

If known, what is the reason for the tow? Tie rod left side - RO15440

for repair

Have the repairs been completed? no

If no, what is the estimated repair date? 6/8/10

Are there any parts that need to be ordered? yes -

If yes, what are the part & order # s? left tie rod

Rental provided? no

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting C & V AUTO SLS & SERV INC code 56384 @ [REDACTED] to check on the repair for [REDACTED] -

Csr sts: calling to see if Angel Garza s vehicle has been repaired

Mike sts: yes it is and we did the RECALLS so the vehicle has been repaired and they picked it up last evening

Csr sts: that is great to hear - thank you for your hard work on this vehicle -will follow up with the customer

\*\*\*\*\* End of Narrative \*\*\*\*\*

1st attempt contacting [REDACTED] to follow up on the tie rod repair -

Csr sts: calling to follow up on the tie rod repair - were you satisfied with the repair and the tow

Customer sts: the tow was fine - but when I got the truck home I noticed that the bolts were not tightened so I tightened them myself and so I called the dlrshp and told them what I found and so I will be taking the vehicle back in for an alignment -

Csr sts: I am sorry to hear that this has happened - do you have an appointment

Customer sts: No I don t because I need the truck - but I will be taking it back for an alignment but it wont be for about a wk cause I need my truck this wk

Csr sts: I will give you my contact info and if you are not satisfied with the trip to the dlrshp - you can give me a call - but thank you for being a Dodge owner - will close the file

\*\*\*\*\* End of Narrative

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19623253</b>
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<b>VIN</b>	3D7KS28T7 9G [REDACTED]	<b>Open Date</b>	06/10/2010	<b>Built Date</b>	04/01/2009
<b>Model Year</b>	2009	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB	
<b>In Service Dt</b>	04/26/2009	<b>Mileage</b>	29,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE			
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

<b>Dealer</b>	59150	CULLMAN DODGE CHRYSLER PLYMOUTH IN			
<b>Dealer Address</b>	1302 2ND AVENUE SW				
<b>Dealer City</b>	CULLMAN	<b>Dealer State</b>	AL	<b>Dealer Zip</b>	35056

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	CHATTANOOGA TN [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-06-08  
Road Side File Created 06-10-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

HARTSELLE CULLMAN  
AL USA AL  
CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS  
DEALER CODE : 59150 CULLMAN DODGE CHRYSLER PLYMOUTH IN  
\*\*\*\*Begin structured narrative T2 PCCP

Who did you speak with at the dealer and what is their dealer code?  
Spoke with Paul, service advisor at dealer 59150  
Is the vehicle at the dealer now?

Yes  
When did it arrive at the dealer?

06/08  
What is the current mileage?  
29639

If known, what is the reason for the tow?  
steering stabilizer, ball joint  
Have the repairs been completed?

No  
Are there any parts that need to ordered?  
No  
Rental provided?  
No

\*\*\*\*End structured narrative T2 PCCP  
Contacting CULLMAN DODGE CHRYSLER PLYMOUTH IN, dealer code 59150 @  
[REDACTED] Spoke with Paul, service advisor. Dealer states that the  
vehicle has not yet been looked at. CSR advised the dealer that they  
would call back next week for follow-up.

\*\*\*\*\* END NARRATIVE \*\*\*\*\*

Contacting CULLMAN DODGE CHRYSLER PLYMOUTH IN, dealer code 59150 @  
[REDACTED]. Call was disconnected. CSR called dealer back. Dealer states that parts have been ordered although dealer does not know what parts. CSR stated that CSR will call back tomorrow and speak with David, service advisor working on the vehicle.

\*\*\*END NARRATIVE\*\*\*

Contacting CULLMAN DODGE CHRYSLER PLYMOUTH IN, dealer code 59150 @  
[REDACTED] Spoke with David, service advisor. Dealer states that the vehicle has not been repaired and there are parts on order. David states that he has not yet had the chance to speak with the tech for more information. Dealer provided the following information.  
Are there any parts that need to ordered?

Yes

Rental provided?

No

In your opinion is the condition caused by a defect; normal wear and tear or by another factor.

N/A

Is there a cost associated with this repair and if so how much? Is it covered under warranty or does the customer have to pay.

Warranty covered

\*\*\*\*End structured narrative T2 PCCP

Contacting CULLMAN DODGE CHRYSLER PLYMOUTH IN, dealer code 59150 @  
[REDACTED] Spoke with Andrew, service advisor. Dealer states that the vehicle has been repaired. Dealer states that they installed a new air filter, did oil change, replaced broken drag link and tie rod ends.

\*\*\* END NARRATIVE \*\*\*

No customer information.

\*\*\* Closing CAIR \*\*\*

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Customer Assistance Inquiry Record (CAIR)#						19624673
VIN	3D7KS28D4	8G	Open Date	06/10/2010	Built Date	03/18/2008
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	08/01/2008	Mileage	19,700	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Owner					Contact Type	LETTER
Address					Home Phone	
	OGDEN UT				Country	UNITED STATES

Recall - H36: - Reimbursement	
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\*\*See previous CAIR for more details

Why is the customer contacting Chrysler?

Customer is contacting Chrysler because he was denied reimbursement for an applicable recall situation to his vehicle.

What are the customer's expectations?

Customer expects reimbursement for the recall situation he was involved in.

Customer states he spoke to an individual at a Dodge Dealership. Customer states there was a problem with the steering linkage for his vehicle and he had to have it repaired at an IRF. Customer states that when it broke he was backing out of his driveway and the dealership (Hinckley -54433 & Larry H. Miller 45471) and told him it was not under the 3/36 warranty (without pulling up his VIN#). Customer states it was stuck in the road so he had to have it towed to a mechanic and he paid for everything before his mechanic pointed out that it was a recall for his vehicle. Customer states he approached his dealership and they told him they did not know about it or they would have offered to repair this. Customer states this linkage broke on him and he sent his information in for reimbursement but was denied. Customer states, however, that he spoke to the dealerships after this and they tell him it should have been covered under the recall.

Writer informed customer that while looking into the details, this situation needs further review. Writer informed customer that a case manager will be assigned to his specific situation to determine if reimbursement will be available for the H36 recall and he will be contacted as soon as possible. Customer states the best number to reach him at his (Cell).

Based on the information received agent was able to verify with the IRF that customer has paid in full verified with Lola customer has a zero balance at IRF customer paid for the tow as well with the IRF. Agent received proof of payment with document for the parts. Breakdown on invoice is as follows:

Parts-\$89.97

Labor-\$126.93

Tow-\$50.00

TOTAL- \$266.90

Agent will submit a check for approval in the amount of \$266.93

Upon scan of documents received in SLC

POSTMARK DATE: 061610; DATE RECEIVED: 061710

Documents scanned agent will submit a check for approval.

Check approved in the amount of \$266.93

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Customer Assistance Inquiry Record (CAIR)#						19635437
VIN	3D2WG46A0	8G	Open Date	06/15/2010	Built Date	04/10/2008
Model Year	2008	Body	DC3L63	DODGE RAM 4X2 3500 REG CAB CHASSIS		
In Service Dt	12/11/2008	Mileage	23,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	MONUMENT NM				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted the dealership in regards to tow event.
Product - Differential Gear Assy's - Unknown - Broken, Cracked - Front	Left tie rod broke.
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	No contact number.
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-06-11  
Road Side File Created 06-15-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

\*\*\*\*\*

MONUMENT HOBBS  
NM USA NM  
CALLER\_COMMENTS DUELLY, SINGLE CAB, FLAT BED, DIE  
DEALER CODE : 60370 TATE BRANCH DODGE CHRYSLER JEEP  
\*\*\*\*Begin structured narrative T2 - PCCP  
Who did you speak with at the dealer and what is their dealer code?  
60370 Service Advisor- Lee.  
Is the vehicle at the dealer now?  
No.  
When did it arrive at the dealer?  
06/14.  
What is the current mileage?  
N/A.  
If known, what is the reason for the tow?  
Left tie rod broke.  
Have the repairs been completed?  
Yes.  
If yes, when were they completed?  
06/14.  
If no, what is the estimated repair date?  
N/A.  
Are there any parts that need to ordered?  
N/A.  
If yes, what are the part & order # s?  
N/A.  
Rental provided?  
N/A.  
If yes, how many days? (either by the dealer or USCAC)

N/A.

Dealer provided the following customer contact information.

N/A.

\*\*\*\*End structured narrative T2 - PCCP

Is it covered by warranty? Yes.

Did the customer mention this condition to your personnel on a previous visit? No.

Is this normal? Yes.

Recall- Have they been completed? Service states recall was previously taken care of.

\*\*\*\*End structured narrative T2 PCCP

CSR searched on 411.com. No contact numbers were found.

\*\*\*\*END OF NARRATIVE\*\*\*\*

Cair was closed due to tow event was resolved/ no contact number for the cust.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19651325</b>	
<b>VIN</b>	3D7KS29A4	8G	<b>Open Date</b>	06/21/2010	<b>Built Date</b>	04/29/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
<b>In Service Dt</b>	12/19/2008	<b>Mileage</b>	15,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	52979	HUNTER DODGE CHRYSLER JEEP					
<b>Dealer Address</b>	1130 AUTO MALL DR						
<b>Dealer City</b>	LANCASTER			<b>Dealer State</b>	CA	<b>Dealer Zip</b>	93534
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LANCASTER CA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer s calling because his tie rod broke on the way to work.  
 Customer calls seeking recall information. Advised the customer there  
 are no incomplete recalls for this vehicle. The customer was also  
 advised a notification letter will be mailed to the address on file in  
 the event their vehicle is involved in a future recall.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19668226</b>
<b>VIN</b>	3D7MX48A4	8G [REDACTED]	<b>Open Date</b>	06/25/2010	<b>Built Date</b>	11/23/2007
<b>Model Year</b>	2008	<b>Body</b>	D18L42	DODGE RAM ST 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	03/27/2008	<b>Mileage</b>	79,100	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	26212	LANDERS CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	7800 ALCOA RD					
<b>Dealer City</b>	BENTON	<b>Dealer State</b>	AR	<b>Dealer Zip</b>	72015	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	BRYANT AR [REDACTED]				<b>Country</b>	UNITED STATES

Recall - H46: - Reoccurrence or Related Problem	customre feels that it is the recall parts at fault
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Customer is calling due to they had ha tie rod break and now are worried due to the dealer is only replaced the broken one and now the steering feels loose. customer would like to see if we can provide an assistance in getting the vehicle repaired.

Customer states that they feel that it is the recalled parts that are at fault for recall H46. Writer advised that if they feel it is the recalled parts then they need to take the vehicle to the dealer for them to determine if it is the recalled parts. if it is the dealer will be able to contact their resourcess to repreform the recall but otherwise it would be considered customer maintenance.

Customer asked if we have heard of this issue before 90000 miles before. Writer advised that from personal experience that i had never heard this before.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code? NA

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 3:26 PM

Customer was not available.

Left a message indicating another attempt would be made.

Original owner. OOW by 43100 miles. No service contracts.

The customer is calling seeking to speak with RV600. Writer verified RV600 is not available. Writer verified with the customer that RV600 is not available. Writer informed the customer that the writer left a hand written message for RV600 to call the customer. Writer offered to transfer the customer to RV600 s extension for further assistance the

customer declined. The customer feels that the customer's recall of the steering linkage is the same thing as a tie rod end. Writer verified with the customer that the recall was marked as complete and the writer is unable to confirm if the two parts are similar due to the writer is not technically trained. The writer referred the customer to the dealer to get this information determined. The customer got upset and feels that the writer is not assisting the customer and the customer feels that the writer should be calling the dealer and setting the appointment for the customer.

Writer contacted customer and states he is been having steering problems, vehicle was checked by IRF was customer was told that same parts that were replaced before needed to be replaced again. Customer states the inner tie rods were fixed in October, took vehicle back in Friday and told me vehicle was ok, customer states he has an appointment Wednesday for other concerns and would like to have writer contact dealership and let them know about this issue.

Writer contacted dealer 26212, spoke with SA Michelle, vehicle is used to tow other vehicles and does have an appointment Wednesday, customer always brings vehicle in and expects for dealership to tell him what is wrong with vehicle and he fixed the vehicle himself. Writer advice SA that we would follow up.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:25 AM

Customer was not available.

Left a message indicating another attempt would be made.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Chrysler would not participate with the repairs on vehicle due to mileage.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Writer advised customer that the goodwill assistance has been declined due to the amount of miles on the vehicle. Customer requested to speak with a supervisor. Writer advised customer this is Chrysler's final decision and it will remain unchanged if the customer cannot provide new information. Customer insisted on speaking with a supervisor. Writer advised customer that the supervisor cannot change the decision. Customer demanded a supervisor at that time. Writer advised customer of 1 hour callback time. Call ended at 2:20

\*\*\*\*Supervisor Callback\*\*\*\*

Spoke with the dealership and informed that if the same parts that were replaced under recall need to be replaced again, they should have consequential coverage through Chrysler for the repair and if they don't to contact Chrysler for us to process a PA if necessary.

Michelle at dealership stated that the part cannot be purchased separately and needs to be purchased in a kit or as a whole and will cost more, informed customer it should process successfully and if not to return our call so we can assist with the recall related repair.

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Customer Assistance Inquiry Record (CAIR)#						19675060	
VIN	3D7MX38A5	8G	Open Date	06/28/2010	Built Date	11/30/2007	
Model Year	2008	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	12/28/2007	Mileage	64,000	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	42313	DAMSKOV AUTO SALES					
Dealer Address	707 OKAMA DRIV						
Dealer City	OMAK	Dealer State	WA	Dealer Zip	98841		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WINTHROP WA				Country	UNITED STATES	

Corporate - Complaint Contact - Default - Default - Default	Reason code RP829
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Why is the customer contacting Chrysler?  
 Customer stated that he has a complaint towards Chrysler. Customer stated he had a tie rod fall off his truck which caused him to go into a ditch. Customer stated that the tire rubbed and cords were hanging out. Customer stated that the vehicle was towed to the dealership. Customer stated that his case was sent to special investigations.  
 What are the customer s expectations?  
 Customer is seeking to file a complaint towards Chrysler.  
 Writer informed that his complaint has been documented.



Customer Assistance Inquiry Record (CAIR)#						19677491
VIN	3D7KS28L5	9G	Open Date	06/29/2010	Built Date	09/12/2008
Model Year	2009	Body	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	11/28/2008	Mileage	18,408	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	IAEGER WV				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Recall - J10: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler? Customer has a broken tie rod.  
What are the customer s expectations? Customer is seeking assistance with replacing the truck, does not want it repaired.  
Customer states he took his truck in for a recall about a year ago; it was a concern about the steering linkage. They also did some work on the tie rod.  
Customer states on Sunday June 27, 2010 he was driving out the drive way, there was a pop and he lost control of the truck, it shifted to the right. Customer called a friend that is a Master technician; retried from Chrysler, he told him that this was the tie rod that broke.  
Customer states he expressed to the dealer that he does not feel that the vehicle is safe and he wants this replaced.  
Customer is seeking assistance with replacing the truck, does not want it repaired.  
States he would not put his family in this truck again.  
States this is his 6th Chrysler vehicle.  
Customer was informed of the incomplete recalls.  
Customer was advised that due to the nature of his request a call back is required and will take place within one business day.  
Preferred Morning/Midday call back number is cell  
Preferred Afternoon/Evening call back number cell  
Who has possession of the vehicle? Dealer  
Is this a request for Lemon Law, buy-back or replacement? Buy back  
Reassigned to 88L  
Briefly summarize why the customer is contacting Chrysler: Customer is calling to get in contact with his CM and was told that he ll get a phone call by the end of today.  
Briefly summarize what the customer is expecting: Customer is expecting to follow up on his case.  
Writer told the customer that he apologizes for the wrong information on the call back and that the CM will be giving a call in one business day no later than 8:00 pm est which would be 06/30/2010.  
Reassigned to I2R for follow-up  
Briefly summarize why the customer is contacting Chrysler:Customer is calling to talk to the case manager.  
Briefly summarize what the customer is expecting:To talk to the case manger.  
Writer informed customer that the case manager will give him a call back

Briefly summarize why the customer is contacting Chrysler: The customer is looking to speak to his Case Manager.

Writer informed the customer that the case had to be reassigned to a different department and that he will receive a call back tomorrow.

\*\*\*\*\*CAIR HAS BEEN ASSIGNED TO MIKELYN BUYS (ISG I2R OWNER RETENTION TASK FORCE TEAM) FOR HANDLING 888-542-7239 x464\*\*\*\*\*

7/1/10: Spoke to Dwayne Gohecke, Service Manager at Waynesburg Chrysler; Vehicle was brought in 6/30 for Steering linkage is broken- Verified concern and found Tie Rod End broken. Service Tech to replace left Outer Tie Rod End and set-toe. Vehicle to be inspected post repair with an eta of tomorrow 7/2 on repair completion if all goes as planned. Vehicle may have Aftermarket Tires and has definitely been driven off road. Recall H36 for Steering linkage was performed on 7/17/09- Inspected Steering Linkage and replaced Inner Drag Link Joint per Recall. Recall isn't related to current repair. mb981

Customer states he doesn't know who he should speak to writer informed him he should contact Mikelyn, writer also provided the phone number to contact the new case handler.

7/1/10: Spoke to customer updating him on vehicle status per above; Customer is extremely concerned for the safety of him, his family and employees and has no interest in having vehicle back. Customer states he and his wife were traveling along their driveway at low speeds then they lost steering control causing vehicle to jump sideways and start over a small embankment. Customer states they even have pictures of where vehicle went off the road. Customer states Candace, Service Advisor advised him they've had three vehicles in for repair within the last month for same issue, which just confirms his safety concerns. Customer states he and his family have purchased six Ram's and numerous other CDJ products from Chrysler, so he's definitely a fan of Chrysler. Customer states his Attorney friend believes vehicle meets Lemon Law guidelines and advised him not to pick-up vehicle from Dealer, as current repair is safety related. Customer states he spoke to Dealer and they are willing to let him store vehicle at Dealer for now. Customer is seeking a Replacement and resolution asap. Apologized and empathized with customer for the inconvenience/situation. Also advised customer that I'm going to review his case with Chrysler with an eta of 3-5 business days on a decision- customer understood and was satisfied with plan of action. mb981

- Left voice mail and emailed DM TKS2 regarding CAIR (DM's voice mail states he is on vacation until 7/6). mb981

7/6/10: Spoke to Candace, customer's Service Advisor at Waynesburg Chrysler; Replaced Outer Tie Rod End and set Toe in vehicle. Vehicle was ready for pick-up as of 7/1 and customer has been advised of such.

- Spoke to DM TKS2 updating him on vehicle status per above and customer's disposition per 7/1 above; DM recommends vehicle be picked-up from repair, as a Buyback/Replacement isn't being offered at this time.

- Left voice mail updating him on vehicle status per above; Also requested a call back regarding his Replacement request per above. mb981

7/6/10: Spoke to customer and he is very saddened by customer's decision to decline his Buyback/Replacement request. Customer intends on moving forward with an Attorney and has already made arrangements with Candace, Service Advisor for Dealer to hold vehicle for him. Customer states Dwayne, Service Manager should also be aware of these arrangements. Apologized to customer for the inconvenience, Also advised customer that I'm going to document his disposition/Legal intentions and will be digressing on my end, as vehicle has been repaired and he is declining to pick-up vehicle- customer understood and was appreciative of my assistance.

Spoke to DM TKS2 updating him on CAIR per above; Also advised DM that CAIR will be noted and CLOSED as per above- DM understood and will contact Dwayne, Service Manager regarding...CLOSING CAIR as vehicle repaired/customer very dissatisfied. mb981

Writer is removing follow up date and adding dealer bypass I2R is handling cair.

Writer will assign cair to MB981 for further handling.

7/14/10: No further follow-up required by I2R per CAIR lines 88-101...

CLOSING CAIR. mb981

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19678630</b>
<b>VIN</b>	3D7KS28D6	8G	<b>Open Date</b>	06/29/2010	<b>Built Date</b>	04/24/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	05/27/2008	<b>Mileage</b>	57,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Dealer</b>	60155	EGOLF OF BREVARD, LLC				
<b>Dealer Address</b>	1222 ASHEVILLE HIGHWAY					
<b>Dealer City</b>	BREVARD	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	28712	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	BREVARD NC				<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Other - Default	
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Driver	
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Pass	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Has a broken tie rod.  
Briefly summarize what the customer is expecting:  
Wants to know why it could have broke.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer states that his tie rod has broken. Customer wants to know why it broke possibly talk to the service manager. to determine why the tie rod broke.  
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? Owner  
Has the vehicle been diagnosed by a CDJ dealer? No  
If a CDJ dealer has diagnosed, what is the dealer name or code?  
Reassigned to 88F  
Wants somebody to look at vehicle and determine why it did what it did.  
\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 3:54 pm EST  
Customer was not available.  
Left a message indicating another attempt would be made tomorrow  
Briefly summarize why the customer is contacting Chrysler:Customer is calling in to talk to the case manager .  
Briefly summarize what the customer is expecting:To talk to the case manager.to talk to the case manager.Customer states he cant understand the case manager and would like to se if he can get a different case manager.

Customer calls requesting to speak with Ober  
Customer/Caller transferred to extension # 66315  
\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Briefly summarize what the customer is expecting:  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
the customer is requesting to speak to the case manager OD55. the customer states that the upper ball joint on the front and the tie rod end have broken on the driver side.  
writer tired the case manger extension#66315. writer informed the customer that the case manager is working on the case. writer transferred the customer to the case manager VM, customer left message.  
Customer on lines 26-29 states that he would like to get a different case manager to handle his concerns.  
Customer wants to know why his tie rods are different than his friends truck... same year but with a deisel engine. Writer will take broken tie rods to a dealership to see if point of failure can be determined.  
Repairs completed at IRF but customer has had problems with the tie rods before.  
Original owner of 2 vehicles.  
No Service contract.  
OOW by 23000 miles. In by time.  
Writer is trying to find the point of failure before offering any reimbursement.  
SM Kim calling, states initially the tie rod end broke while customer was driving and customer couldn't steer. Customer had to leave the vehicle. Customer ordered (and paid for) the part from the dealer and installed it himself. Customer brought the initial part in to the dealership for them to inspect. SM states it appears that the part is defective and would be considered a safety concern.  
Writer advised JT841 is currently on another call but the information has been documented in the case and JT841 will be notified that SM called. SM states she may paged at the main dealer phone # but the parts and service department will be closed tomorrow (07/02/10) for the holiday but will reopen on Monday. SM states she will be at the dealership tonight until 5:30 EST.  
Writer spoke with SM Kim at dealership 60155 who stated that in her opinion the tie rod end was defective. SM stated the customer is loyal and has maintenance done at the dealership. Writer is considering reimbursement of parts for the repair.  
2nd attempt made to contact customer on 7/2/10 at 1:23  
Left message indicating another attempt will be made.  
Customer was provided with agent's name identification number and fax number.  
Writer spoke with customer who was driving and could not take down any information but stated he had saved it on his phone. Customer will fax in information for review and writer is considering reimbursement for the parts.  
Writer is authorizing reimbursement in the amount of \$115.24 for customer satisfaction.  
Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records.  
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.  
The writer has called the customer and has left a VM. The writer asked if the customer has yet to submit documentation and if so to please consider resubmitting as we have yet to receive documentation. The FAX number was provided as well as the address to the center.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19683558</b>
<b>VIN</b>	3D7KS28L5	9G	<b>Open Date</b>	07/01/2010	<b>Built Date</b>	09/12/2008
<b>Model Year</b>	2009	<b>Body</b>	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	11/28/2008	<b>Mileage</b>	18,408	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	IAEGER WV				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	3rd attempt.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted the dealership in regards to tow event.
Product - Unknown - Unknown - No Start - Default	Left outer tie rod that was broke.
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-06-29

Road Side File Created 07-01-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

MORGANTOWN WAYNESBURG

WV USA PA

CALLER\_COMMENTS CUST IS COVERED/INNER TIE ROD ISS

DEALER CODE : 60365 WAYNESBURG CHRYSLER JEEP DODGE,

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

60365 Service Advisor- Candy.

Is the vehicle at the dealer now?

Yes.

When did it arrive at the dealer?

06/ 29.

What is the current mileage?

18 408.

If known, what is the reason for the tow?

Left outer tie rod that was broke.

Have the repairs been completed?

No.

If yes, when were they completed?

N/A.

If no, what is the estimated repair date?

07/01.

Are there any parts that need to ordered?

Yes.

If yes, what are the part & order # s?

left tie rod.

Rental provided?

No.

If yes, how many days? (either by the dealer or USCAC)

N/A.

Dealer provided the following customer contact information.

\*\*\*\*\*End structured narrative T2 - PCCP

Is it covered by warranty? Yes.

Did the customer mention this condition to your personnel on a previous visit? Yes.

Is this normal? No.

Recalls- Have they been completed? Yes.

\*\*\*\*\*End structured narrative T2 PCCP

CSR 1st attempt to contact cust on 07/01. Number was blocked. Will try again with another number.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR 2nd attempt to contact cust on 07/01. Line was busy. Will try again on 07/02.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

CSR final attempt to contact to contact cust. Line was busy. Car was closed due to tow event was resolved/ cust unavailable.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19693465</b>
<b>VIN</b>	3D7KS19D0	8G	<b>Open Date</b>	07/06/2010	<b>Built Date</b>	03/31/2008
<b>Model Year</b>	2008	<b>Body</b>	DH6P81	DODGE RAM LARAMIE 4X4 1500 MEGA CAB		
<b>In Service Dt</b>	04/18/2008	<b>Mileage</b>	26,333	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	43884	FIESTA AUTO CENTER				
<b>Dealer Address</b>	6320 BANDERA RD					
<b>Dealer City</b>	SAN ANTONIO			<b>Dealer State</b>	TX	<b>Dealer Zip</b> 78238
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	SAN ANTONIO TX				<b>Country</b>	UNITED STATES

Product - Steering - Unknown - Other - Default	
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7-6-10 Received email from Lloyd @ 65382...JB8  
 I have a dodge ram 8g206916 that was towed in over the weekend it has 26333 miles on it and the drivers side outer tie rod end separated, the centerlink appears to be ok but the drivers side wheel and tire will need to be replaced due to damage caused by the contact made with the broken tie rod end. I looked on the vip and ancira replaced some broken front end parts at 16000 miles and performed the recall on the steering dampner. The truck does not have any other damage on it and looks well taken care of but this is the second repair to the front end and as of right now I cannot see cause for tie rod to separate like it has.  
 Lloyd Chrislip  
 IPAC Chrysler /Jeep Service Manager  
 210-406-0106 ext 1157  
 Authorized Lloyd to perform recall again, check entire front suspension, and repair under applicable recall. JB8



Customer Assistance Inquiry Record (CAIR)#						19702776
VIN	3D7KS28A4	8G	Open Date	07/08/2010	Built Date	11/05/2007
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	12/20/2007	Mileage	20,567	Dealer Zone	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	45288	CHAMPION CHRYSLER CENTER, INC.				
Dealer Address	527 COURT ST					
Dealer City	ROCKWELL CITY			Dealer State	IA	Dealer Zip 50579
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	KNIERIM IA				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
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Roadside Assistance Contacted - DATE : 2010-07-06  
Road Side File Created 07-08-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

KNIERIM ROCKWELL CITY  
IA USA IA  
CALLER COMMENTS TIE ROD BROKE-@  
DEALER CODE : 45288 CHAMPION CHRYSLER CENTER, INC.  
CLOSE PER RCH3 INSTRUCTION

Customer Assistance Inquiry Record (CAIR)#						19704260	
VIN	3D6WG46D9	8G	Open Date	07/08/2010	Built Date	04/01/2008	
Model Year	2008	Body	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	07/15/2008	Mileage	26,493	Dealer Zone	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	44353	HUNT CHRYSLER CENTER					
Dealer Address	1000 S MAIN						
Dealer City	FRANKLIN	Dealer State	KY	Dealer Zip	42134		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	LEXINGTON KY				Country	UNITED STATES	

Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	
Product - Engine - Pistons / Rods / Bearings - Broken/Cracked - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer stated that their vehicle is at dealership 44353 for tie rod repairs. Customer stated that the vehicle has been at the dealership for about two weeks and the repairs have not been done yet.  
Briefly summarize what the customer is expecting:  
Customer is seeking rental assistance while their vehicle is being repaired.

\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.  
Preferred Morning/Midday call back number is  
Preferred Afternoon/Evening call back number is  
Reassigned to 88R

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - Dealer was contacted today at 5:44 PM EST.  
Writer spoke with Kevin-SM. Owner came in on 06/18/10 with an engine knocking noise and two broken pistons. SM indicates the dealer is waiting on the main bearing for the engine to complete the overhaul. PD advised dealer the bearing were released today and they should arrive sometime tomorrow or early next week. Warranty repair. No signs of abuse or neglect. Transient customer. Dealer does not have a contract with any rental agency and is unable to provide customer with alternate transportation.

-----  
This consumer is the original owner of this vehicle, no CSC, purchase

history (4), low mileage, no previous goodwill, no signs of abuse or neglect, etc.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 5:59 PM EST.

Writer called the customer to discuss request for alternate transportation. Customer is not available. Writer left a voicemail. If customer calls back, please transfer the call to ext. 66080. Customer called for NS705. Caller transferred to NS705.

-----  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:20 AM EST.

Writer called the customer and spoke with Mrs. [REDACTED]. Advised that as a one-time goodwill gesture, Chrysler is inclined to assist with a rental vehicle for five days @ \$35.00 per day (up to \$40.00) per rental per guidelines in Warranty Bulletin D-04-26. Advised at this time the assistance provided will be in the form of a reimbursement. Owner stated she will consult with her husband, Robert, and will contact writer back with a decision.

-----  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 3:13 PM EST. Customer is not available. Writer left a voicemail.

-----  
Writer called the dealer and spoke with the SA-Kenny. Engine repair are still in progress. The crankshaft, two pistons and the bearings came in and SA is anticipating having the repairs completed by early next week. Customer calls requesting to speak with NS705  
Customer/Caller transferred to extension # 66080

-----  
DEALER UPDATE - Dealer was contacted today at 12:22 PM EST. Writer called the dealer and spoke with Kevin-SM. SM indicated the pistons were damaged during transit. Parts were re-ordered and they are currently on backordered. This vehicle has been sitting at this dealership since 06/18/10 awaiting repairs.  
Writer called the dealer and spoke with Scott-PM.  
Part: 53021538AD  
Description: Pistons  
Order #72610A  
Order Date: 07/26/10  
Status: Special Handling  
ETA: 08/16/10  
Dealer: 44353

-----  
PM will attempt purchasing this part from another dealer and will contact writer back with further information. Writer agreed to cover for \$53.35 for the cost of re-acquiring this part.

-----  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:40 PM EST.

This vehicle is under Lexington Ironworks. Owner indicated his monthly truck payment is \$580.00.  
Writer advised owner the dealer is attempting to purchase the parts from another dealers (D2D). Owner indicated he is already renting a truck on his own. Owner stated that he uses this truck for work and he needed a bigger vehicle for more than transportation purposes. Advised owner that in an effort to minimize his inconvenience, Chrysler is willing to reimburse him for one monthly truck payment @ \$580.00 dollars. This offer is in lieu of rental assistance.  
Owner is happy with this offer and prompt writer to contact his wife at [REDACTED] to provide her with the reimbursement address information .

-----  
Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon

\*\*\*\*\* Below Corporate Resources Contacted \*\*\*\*\*

PARTS EXPEDITING

Nahum Sebastian

on 2010-07-27 @ 12:59

Dealer calls back with information previously requested.

Dealer transferred to original agent working CAIR

-----

Writer spoke with Scott-PM. PM was able to purchase the pistons from dealer 26341 in Augusta, GA. The dealer is paying \$96.22 for the freight.

Writer is submitting PA to cover for this expense. The part should be available tomorrow. Writer spoke to Kevin-SM and advised on the above and about the PA submitted to cover for the cost of the freight.

#####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Nahum at 800-992-1997 extension #66080. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision.

Please update and/or close CAIR when complete.

#####

PA has been entered in GWA.

REASSIGNED TO BC/DLR 51 44353 07/27/10 15:01 O 19704260

\*\*\*\*\* START OF SUPPORT ESCALATION FROM PARTS EXPEDITING by

T8430MH\*\*\*\*\*

Dealer had one order canceled by dealer other order went D2D

UPS #1Z08AF950396608900 Status: Delivered Delivered On: 07/08/2010 9:30

A.M.

\*\*\*\*\* END OF SUPPORT ESCALATION FROM PARTS EXPEDITING\*\*\*\*\*

-----

DEALER UPDATE - Dealer was contacted today at 10:17 AM EST.

Writer spoke with Kevin-SA. Kevin indicated that the repairs for this vehicle were completed on Friday 07/30/10 and the vehicle was picked up on Saturday.

CLOSED LOOP UPDATE - No need for additional follow-up from the rental department.

---

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19705692</b>	
<b>VIN</b>	3D3MX48A6	8G [REDACTED]	<b>Open Date</b>	07/08/2010	<b>Built Date</b>	03/12/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
<b>In Service Dt</b>	10/21/2008	<b>Mileage</b>	26,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	45368	TOMBALL DODGE INC					
<b>Dealer Address</b>	23777 SH 249						
<b>Dealer City</b>	TOMBALL	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77375		
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	HOUSTON TX [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Cooling System - Water Pump / Thermostat - Other - Default	3 times water pump has been replaced.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Tie rod broke in parking lot, Wheel moves freely.
Recall - J35: - Information Request	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer claims he bought the car new when writer informed him he was the 2nd owner. Water pump has been replaced 3 times and currently the tie rod is broken and the front wheel can be moved with 1 finger.

Briefly summarize what the customer is expecting:

Customer is tired of problems with the vehicle and would like it bought back, or wants out of the vehicle.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Dealer

Is this a request for Lemon Law, buy-back or replacement? - Buy Back Reassigned to 88L

Customer calls seeking recall information. Advised the customer of incomplete recall J350 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

\*\*\*\*\* ATTENTION SERVICE DIRECTOR/MANAGER \*\*\*\*\*

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the

customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

**RESEARCH RESULTS:**

Explain why this vehicle either appears to qualify or not: Does not qualify as there are not two duplicate repairs within the term of protection.

Number of related repair attempts = 0

Number of days out of service = 0

Writer called the customer and advised the vehicle does not qualify for repurchase or replacement. Writer advised the customer Dodge is willing to work with him to address the concern. The customer stated he will take the vehicle back and give it back to the dealership. The customer does not want to repair the vehicle.

**CLOSED LOOP UPDATE** - Customer was reminded if their concern recurs, they will need to call the

800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Dealership is calling because she needs someone who speaks Spanish because the customer is seeking lemon law and she can't understand him.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19715603</b>
<b>VIN</b>	3D7KS29A0	8G	<b>Open Date</b>	07/12/2010	<b>Built Date</b>	05/12/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	08/29/2008	<b>Mileage</b>	55,000	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	39712	SWOPE CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	1012 N DIXIE HWY					
<b>Dealer City</b>	ELIZABETHTOWN			<b>Dealer State</b>	KY	<b>Dealer Zip</b> 42701
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	FORT KNOX KY				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer is calling because he had a tie bar end break.  
Briefly summarize what the customer is expecting:  
Customer is calling to get information on which parts have to be replaced.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer said the dealer told him he cannot just replace the tie rod end but has to place a number of parts because Dodge redesigned the tie rod and adjacent parts. Customer doesn't want to pay for all those parts.  
Writer advised him that we don't have technicians here and if he is feeling uncomfortable with the information provided by the dealer he may want to consider talking to another dealer.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19719403</b>
<b>VIN</b>	3D3KS19D5	8G	<b>Open Date</b>	07/13/2010	<b>Built Date</b>	07/11/2007
<b>Model Year</b>	2008	<b>Body</b>	DH6P81	DODGE RAM LARAMIE 4X4 1500 MEGA CAB		
<b>In Service Dt</b>	12/29/2007	<b>Mileage</b>	0	<b>Dealer Zone</b>		
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Owner</b>					<b>Contact Type</b>	LETTER
<b>Address</b>					<b>Home Phone</b>	
	FORT WAYNE IN				<b>Country</b>	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	
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POSTMARK DATE: 062310; DATE RECEIVED: 062510  
 Writer is seeing High mileage and no service contract but he is Original owner, owned several vehicles and the recall he sent in for had similar repairs Writer is willing to pay half  
 parts - 646.82  
 total - 646.82  
 Reimbursement - 323.41  
 Please document why we are offering GW to thjis customer.  
 Customer is the original owner of this vehicle, has owned 5 vehicles there is 6 from the household, the customer is way out of warranty by mileage only, vehicle has high mileage, the recall was similar repairs to the vehicle H46 steering linkage.  
 Breakdown of the repairs  
 Labor \$241.21  
 Parts \$345.04  
 Tax \$24.15  
 50% \$622.53  
 Total \$323.41  
 H46 Recall states 'During a prior service appointment, a Mopar service parts steering Linkage may have been installed'  
 There is no history of prior service, RO doesn t replace steering linkage. Good will of Tie rods and drag link approved at 50%  
 \*\*\*\*\*  
 Approved and Processed  
 \*\*\*\*\*  
 Customer wanted to know why he only received half back. I informed customer tha this repair was not under recall I informed customer of the specifics for this recall. Informed customer that this 50% reimbursement was for a goodwill guesture.



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19734983</b>
<b>VIN</b>	3D7MX48L8	9G	<b>Open Date</b>	07/18/2010	<b>Built Date</b>	09/10/2008
<b>Model Year</b>	2009	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	04/10/2009	<b>Mileage</b>	27,606	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PB7	PATRIOT BLUE PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Dealer</b>	56440	WITHNELL DODGE				
<b>Dealer Address</b>	2650 COMMERCIAL SE					
<b>Dealer City</b>	SALEM	<b>Dealer State</b>	OR	<b>Dealer Zip</b>	97302	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	SALEM OR				<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default						

Roadside Assistance Contacted - DATE : 2010-07-16  
 Road Side File Created 07-18-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 BELLEVUE STREET SE 2650 COMMERCIAL SE  
 COMMERCIAL STREET SE  
 SALEM SALEM  
 OR USA OR  
 CALLER\_COMMENTS 01 - BROKEN TIE ROD, VEH IS A DUA  
 DEALER CODE : 56440 WITHNELL DODGE  
 per instruction from rch3 closing 86A CAIRS

Customer Assistance Inquiry Record (CAIR)#						19737458	
VIN	3D3MX48A6	8G	Open Date	07/19/2010	Built Date	03/12/2008	
Model Year	2008	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	10/21/2008	Mileage	26,649	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45368	TOMBALL DODGE INC					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL	Dealer State	TX	Dealer Zip	77375		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	HOUSTON TX				Country	UNITED STATES	

Product - Cooling System - Water Pump / Thermostat - Other - Default	3 times water pump has been replaced.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Tie rod broke in parking lot, Wheel moves freely.
Product - Cooling System - Water Pump / Thermostat - Broken, Cracked - Default	water pump has broken in the past at least 3 times
Corporate - Lemon Law - Default - Default - Default	
Recall - J35: - Information Request	

Writer spoke with Linda at dealership in customer relations manager and has the customer there and does not know what the customer was seeking. Customer is seeking lemon law or buyback due to he does not want the vehicle after all the problems he has had. Customer has had the water pump break at least twice. Customer drove out a parking lot and the tie rod became loose and the rack is broken. Dealership did not want to provide a rental vehicle to the customer. The customer informed the dealership he had problems with the tire that it was wearing out on the right side. Customer is not going to pick up the vehicle from the dealership due to he does not want it anymore. Writer informed the customer the dealership is waiting for the tie rod ends and clips that are suppose to arrive tomorrow. Writer informed customer the vehicle does not qualify for buyback or lemon law per the state of Texas.

Customer Assistance Inquiry Record (CAIR)#						19737845	
VIN	3D7MX48L8	9G	Open Date	07/19/2010	Built Date	09/10/2008	
Model Year	2009	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/10/2009	Mileage	29,000	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	56440	WITHNELL DODGE					
Dealer Address	2650 COMMERCIAL SE						
Dealer City	SALEM			Dealer State	OR	Dealer Zip	97302
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	DALLAS OR					Country	UNITED STATES

Product - Steering - Linkage - Other - Default	broken left tie rod
Recall - H36: - Reoccurrence or Related Problem	
Recall - J10: - Advise Owner/Incomplete Recall	
Recall - J35: - Advise Owner/Incomplete Recall	

Customer had the vehicle towed to the vehicle after the front left tie rod broke. Customer called seeking recall information because he found information about a recall about defective tie rods. Customer made a complaint to NHTSA reference# 278868 about his tie rod. Customer states that the dealership said they would replace the tie rod. Customer is concerned for his safety. CSR advised the customer of incomplete recall ?J10, J35? for this vehicle. Customer was advised to contact a Dodge dealer to schedule an appointment to complete recall repair. Customer informed the CSR that the vehicle is having the recall repairs done. Also, advised the customer of recall H36 that was completed back in February of 2009 and that it might be a related problem as the letter stated that the dealership would inspect and replace if needed. Customer will contact the dealership to discuss this matter further. Provided the CAIR# to the customer.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19741571</b>
<b>VIN</b>	3D6WG48A4	8G	<b>Open Date</b>	07/20/2010	<b>Built Date</b>	12/14/2007
<b>Model Year</b>	2008	<b>Body</b>	DC3L43	DODGE RAM 4X2 3500 QUAD CAB CHASSIS		
<b>In Service Dt</b>	04/29/2008	<b>Mileage</b>	58,410	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DBB					
<b>Dealer</b>	68418	MURPHY MOTOR CO				
<b>Dealer Address</b>	2201 NORTH WEST AVE					
<b>Dealer City</b>	EL DORADO	<b>Dealer State</b>	AR	<b>Dealer Zip</b>	71730	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	EL DORADO AR				<b>Country</b>	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
The customer received partial reimbursement for front end repairs.  
Briefly summarize what the customer is expecting:  
The customer is seeking reimbrusement.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Please see cair 19469994.  
Additional Check reimbursement for \$100.73

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19742382</b>
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<b>VIN</b>	3D7MX38A6	8G [REDACTED]	<b>Open Date</b>	07/20/2010	<b>Built Date</b>	11/27/2007
<b>Model Year</b>	2008	<b>Body</b>	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	01/02/2008	<b>Mileage</b>	55,800	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	68134	HATCH BROTHERS INCORPORATED				
<b>Dealer Address</b>	1623 THATCHER BOULEVARD					
<b>Dealer City</b>	SAFFORD	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85546	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	SAFFORD AZ [REDACTED]	<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Vibration - Default	Outer tie rods inquiry
Corporate - Reimbursement - Default - Default - Default	Reimbursement inquiry
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Because he has replaced the outer tie rods and has been to the dealer 68134 and has paid about \$890.00 .

Briefly summarize what the customer is expecting: Asking Chrysler for the reimbursement.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 68134

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

Writer contacted Service Manager (SM) John who stated the repairs outside of the 3/36 warranty.

Writer attempted to contact customer. Writer left voice message for customer to call back.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer attempted to contact customer. Writer left voice message for customer to call back.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Vehicle is outside the 3/36 warranty and the tie rods are covered only under that warranty. Based on information given customer s request for reimbursement has been denied.

\*\*\*\* GOODWILL REIMBURSEMENT HAS BEEN DECLINED \*\*\*\*

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer calls requesting to speak with Tony  
Customer/Caller transferred to extension # 66353  
Customer stated he was charged for recall J35. Writer informed customer research would need to be done on that.  
Writer contacted SM John inquiring if customer had been charged for the recall work that was performed. SM John stated he spoke with customer and informed customer he was not charged for any recall related work to his vehicle.  
Client called indicating that the tie rod of his truck broke back in July 2010. Tie rod broke while driver, truck swerve and went into the ditch. Fortunately both himself and his wife were not injured and would appear that there was no damage to the truck. The tie rod was repaired on 07/13/2010 at Hatch brother Chrysler. Cost for repair was \$889.97 plus alignment of \$67.48 plus towing of \$171.00 = \$1,128.45. Client indicates that they have several friends with dodge ram trucks and have had the H46 recall done with no further problems. Customer has asked for some goodwill. Agent has advised client that he is outside the warranty mileage.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 928-828-6859 at 6:05  
Customer was not available.  
Left a message indicating another attempt would be made.  
Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.  
Writer will follow up 08/13/10.  
SA John indicates that the repairs were completed at the dealer.  
Original owner OOW by 19800 miles there is not a service contract there are 4 vehicles in history and household 3 new 1 used.  
Writer reviewed above information based on customer loyalty Chrysler will reimburse 100 % minus a 445.00 copay for the repair of vehicle only.  
Chrysler will not reimburse anything for alignment or towing costs to customer. Customer states that feels his vehicle should have been included in the recall for tie rod. Writer told customer that recalls are vehicle identification number specific and that if in future there is a recall on his vehicle for tie rods Chrysler will then reimburse 100% of cost to failed components. Customer states feels is unfair but will accept offer.  
Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records.  
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number 19742382. Advised customer the goodwill offer is dependent upon verification of all documents requested.  
Writer reassigning to 86Y.  
POSTMARK DATE: 081610; DATE RECEIVED: 081910

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19742925</b>
<b>VIN</b>	3D7MX39A5	8G	<b>Open Date</b>	07/20/2010	<b>Built Date</b>	09/04/2007
<b>Model Year</b>	2008	<b>Body</b>	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	01/30/2008	<b>Mileage</b>	42,351	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PB7	PATRIOT BLUE PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	68134	HATCH BROTHERS INCORPORATED				
<b>Dealer Address</b>	1623 THATCHER BOULEVARD					
<b>Dealer City</b>	SAFFORD	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85546	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	PINEDALE AZ				<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	J35
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer states vehicle had front end replaced at 20,000 miles and now the connecting tie rod needs to be replaced again.  
Briefly summarize what the customer is expecting:  
Customer would like assistance with this repair.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? owner  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code?66561 Hatch  
Reassigned to 88F  
Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.  
\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
Customer has purchased 2 New chrysler vehicle s, and still owns 1. Vehicle is 6,351 miles OOW.  
No CSC on file.  
Writer contacted 68134, and spoke with SM John who states that the customer brought the vehicle in just recently, and they have diagnosed the issue to be a loose steering linkage. SM states that the customer is loyal to his dealership, and that they performed the H46 recall nearly 20,000 miles ago, and installed the upgraded steering linkage, and now the steering linkage is needing to have work done again.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ at 10:29

Writer attempted to contact the customer, but the dial tone quit, but nobody was on the other end.

Writer stated 'hello,' and there was no response. Call ended, and writer was unable to leave a message for the customer.

Writer will contact the customer as soon as SM John recontacts writer with the information that was requested from SM.

Customer called for TB618. Writer transferred him to 66367.

Writer contacted 68134, and spoke with SM John who states that he is currently waiting for his parts department to get him the information that has been requested, but as soon as he has the information he will be calling writer back.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Customer satisfaction.

According to the dealer, the warranty costs of the repair are as follows:

Parts - \$145.04

Labor - \$94.38

With the concurrence of the Service Manager, John

the customer will have a co-pay of \$100.00

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Travis at 800-992-1997 extension # 66367. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 71 68134 07/23/10 14:58 O 19742925

waiting on parts

\*Contact Date:08/05/2010

Warranty repair has been documented on Repair Order#58784

CAIR RETURNED FROM DEALER ON 8/05/2010 AT 05:27:955 R 19742925

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ at 2:40.

Writer contacted the customer to verify that the repairs had been completed, and were satisfactory. Customer states that the vehicle was repaired yesterday, but he has only been able to drive it minimally.

Customer states that if he has any further issues with the repairs then he will recontact the CAC.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19767601</b>
<b>VIN</b>	3D7KS28A4	8G [REDACTED]	<b>Open Date</b>	07/27/2010	<b>Built Date</b>	08/10/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	08/31/2007	<b>Mileage</b>	90,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PR4	FLAME RED CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45374	XIT CHRYSLER-DODGE-JEEP				
<b>Dealer Address</b>	HIGHWAY 54 EAST					
<b>Dealer City</b>	DALHART	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	79022	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	HARTLEY TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	

Customer called seeking recall information because his tie rod on the right side broke off. The only incomplete recall for this vehicle is the H34 recall. Agent read the customer notification letter to the customer because he inquired about what it was. Customer also stated that he wanted to file a complaint because the dealership (XIT) is slow at getting the work done because he believes it takes too long for the dealership to get approval for warranty work from Chrysler. Agent advised the customer to contact the dealership to have recall repair done for the H34 recall.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19778059</b>
<b>VIN</b>	3D7KS29A3	8G	<b>Open Date</b>	07/29/2010	<b>Built Date</b>	04/24/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	10/30/2008	<b>Mileage</b>	70,582	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	60159	PATTERSON CHRYSLER DODGE				
<b>Dealer Address</b>	1611 US HIGHWAY 259 N					
<b>Dealer City</b>	KILGORE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75662	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	RUSTON LA				<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Other - Default	tie rod
Dealer - By-Pass - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer stated they had a recall completed on the tie rods back in March. Customer stated the tie rod broke again while traveling on 07/21/2010 and the vehicle was repaired at dealer 60159.  
Briefly summarize what the customer is expecting:  
Customer stated the dealership (60312) she works for advised her to call for reimbursement of the repair she paid for that should have been covered under the original recall.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? Owner  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 60159  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
- Customer is original owner with 2 new, 1 used cdjr household vehicles owned.  
- Has SC: 3 YEARS / 100,000 MILES 100 DEDUCTIBLE.  
- OOW 3/36 by about 34,000 miles.  
Writer called dealer 60159 at 11:36 a.m. MST.  
Agent attempted to contact dealer Service Manager (Clint Lipsy), however, SM not available. Left message for a return call at extension 66366.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:40 a.m. MST.  
Customer states she works at dealer Brennan (60312), the recall was done in March at dealer 60312. Customer states she was out of town and had to have the tie-rod repaired at Patterson (60159). Customer also mentions that the front-end alignment is needed. Customer states Shelley Butler

was her SA at the dealership. Customer is seeking reimbursement for the tie rod and possible assistance for the front end alignment.

Writer advised customer that the SM has been left a message at Patterson and as soon as more information is obtained, she will be contacted.

Writer advised customer she would be reached 8/2-3 at the latest with an update.

Writer received voice message from SM Clint at Patterson. 19778059.

Requesting call back at 903-981-9100.

Writer called dealer 60159 at 4:24 p.m. MST.

Writer spoke to SM Clint. SM states when looking at vehicle history, it shows March 2009 the recall was performed at Brennan at 36,900 miles on the vehicle. SM states this was the H36 recall. SM states this vehicle only had the H36 recall applicable, H46 is not applicable. H36 explains that the steering linkage brackets needs to be inspected and the drag-link inner-tie rod. SM states the inner tie rod was replaced, but by looking at the recall, he cannot tell whether this was replaced before or not. SM states in the history, inspecting the dampener on the vehicle is what the H46 looks like, not the H36.

SM states dealer 60312 needs to be called to determine what part number, if any, was put in the vehicle in the past. Patterson replaced part # CHCBFAH362, should be the same thing as the inner draglink joint. It needs to be determined if Brennan performed the # H46 when they should have performed the # H36 recall. SM states the customer paid \$204.24 to fix this. SM states the steering wheel might need to be realigned, but not the whole vehicle. Steering wheel was straightened.

Writer called dealer 60312 at 3:00 p.m. MST.

Agent attempted to contact dealer Service Manager (Rusty), however, SM not available. Left message for a return call at extension 66366.

Writer needs to discuss the recall situation with him.

SM states that this was the same situation as the recall. Customer also had to have the vehicle towed into the dealer and was in a rental vehicle for the day. Writer is considering assistance based on loyalty. Writer will review and call customer.

Chrysler will reimburse the customer the cost of the rental vehicle and the recall repair, but not the towing of the vehicle. Reviewed with JT841.

Contact attempt, phone number dialed,

at 3:19 p.m. MST.

Customer paid about \$85 for the rental vehicle.

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Submitting to 86Y for further processing.

Writer closing cair check has been submitted and approved for repair work.

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Customer Assistance Inquiry Record (CAIR)#						19785121
VIN	3D7KS28A4	8G	Open Date	08/02/2010	Built Date	08/04/2008
Model Year	2008	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/29/2008	Mileage	127,000	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				
Dealer	56878	WORL THOMPSON MOTORS INC				
Dealer Address	510 CUMBERLAND					
Dealer City	CALDWELL	Dealer State	OH	Dealer Zip	43724	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CUMBERLAND OH				Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	
Product - Steering - Linkage - Defective - Default	
Recall - J35: - Advise Owner/Incomplete Recall	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer states the tie rod end at the pitman arm seperated and broke.  
Briefly summarize what the customer is expecting:  
Customer wants an engineer to look at the problem.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer states he had the recall performed on this vehicle in 2009.  
Customer states the recall part broke and almost caused an accident.  
Customer pulled out of a driveway and the joint broke.  
Informed customer of open J35 recall.  
\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Briefly summarize what the customer is expecting:  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is C  
Preferred Afternoon/Evening call back number is C  
Who has possession of the vehicle? (Owner)  
Has the vehicle been diagnosed by a CDJ dealer? (Yes)  
If a CDJ dealer has diagnosed, what is the dealer name or code? Worl Thompson  
Reassigned to 88F  
Customer states he talked to the dealer and is concerned about peoples safety. Customer feels that an engineer should come and look at the vehicle so people do not get injured.  
\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 10:23 a.m. eastern time. Customer picked up and hung up.  
Writer called back.

Customer was not available.  
Left a message with brand and text numbers, indicating another attempt would be made 8/4/10.  
Customer called to speak with case manager. Customer would like to be contacted back at [REDACTED]. Customer states something is cracked in his steering and he was almost in an accident. Customer was irate.  
Customer calls requesting to speak with KG364  
Customer/Caller transferred to extension # 66356  
Customer called to speak to case manager KG364. Writer transferred customer to extension 66356.

\*\*\*\*\*

Customer called again regarding the pinion arm and he sts that the part is not heavy enough to handle the steering - wants an engineer to inspect the parts - if can call the customer -  
Writer called customer at [REDACTED] on 8/4/10 at 7:42 p.m. eastern time. Writer left brand and text numbers. Writer advised that another attempt will be made 8/5/10.  
Dealer called to speak with CM,writer transferred.  
Voicemail received at 9:44 a.m. eastern time, 8/5/10. Dean stating that is calling in regards to customer. SM stating this is an emergency.  
Writer called dealer to speak with SM, Dean.  
SM states that they did the recall repair again but the recall part has a crack in it as well. Writer advised that the case will be sent over as an unresolved concern and that SM should contact the DM so he can escalate the issue higher if necessary.

Writer called customer at [REDACTED] on 8/5/10 at 1:19 p.m. eastern time. Writer left message stating the case is being sent over to the dealer so they can escalate it up to the DM. Writer left brand and text numbers for return call if required.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.  
The unresolved concern is recall repair part.  
Agent called dealer and spoke to Dean, informed that CAIR was being sent. Please update this CAIR with resolution. Please have district manager note the case.

#####  
REASSIGNED TO BC/DLR 42 56878 08/05/10 13:22 O 19785121  
Customer called to speak with case manager. Customer would like to be called back.

Customer states that he looked at the recalled part under a magnifying glass he found cracks. He allegedly took the part to a welder who told him that the cracks were because of heat. Customer states that he has taken and shown the part to hundreds of people he meets from across the country and all of them allegedly say that they know nothing about the part but it looks like it is defective. Customer states that he wants the part looked at by Chrysler engineers and if it is a common problem with that part, it would potentially save people s lives.

Writer transferred customer to KG364 extension # 66356  
DM talked to SM Dean. Customer used an aftermarket part and repaired himse lf. DM would like the part returned for Inspection.  
Customer called in to speak with case manager. transfered to CAC.  
Customer stated he has not heard from CM. Writer advised customer that a note would be taken to CM for a call back as soon as possible. Customer stated the best number to reach him on is [REDACTED].

Writer called customer at [REDACTED] on 8/11/10 at 12:22 p.m. eastern time. Writer left message advising that the case has been turned over the dealer and they will be the best source of information at this time.  
Writer advised that the part may need to be inspected and as that cannot happen over the phone the dealer and the DM will be handling the issue at this point.

Customer called to speak to case manager KG364.  
Writer tried to transfer customer to extension #66356 but will not go threw as 'extension number not valid'.  
Transferred customer to Philip at the CAC.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

The writer spoke with the Service Manager (SM) (Dean), the part has been sent to Chrysler engineers.

2nd attempt made to contact customer on 8/13/10 at 12:32 PM MT.

Left message indicating that Chrysler is reviewing the failed components and a recall may never come out of it, but contact the NHTSA if the customer has anymore concerns.

8-24-10 DLR is waiting to hear from engineering. RM1280

8-26-10 DLR is still waiting for a response. RM1280 \_

8-27-10 No response RM1280

8-30-10 SM Dean is going to send both tie rod ends to RM1280. \_

9-3-10 Still waiting for parts. RM1280

9-8-10 Contacted Dean to have parts shipped today. Still waiting. RM1280

9-10-10 Parts were shipped to HQ on 9-8-10. RM1280

9-17-10 Received parts, gave to GPJ1 to send to production. RM1280

9-21-10 Waiting on response from GPJ1 / Production. RM1280

9-22-10 After reading the recall procedure completely, It clearly states Caution: Failure to center/align the drag link inner and outer joint caps over the joint ball studs before tightening the drag link adjuster sleeve clamps could cause joint failure' Advised SM to review with tech for future repairs. RM1280.

Writer called customer at [REDACTED] on 9/22/10 at 4:00 p.m. eastern time.

Writer left message with brand and text numbers. Writer advised the case was returned and wanted to go over case before closing. Writer advised a follow up call will be made 9/23/10

2nd attempt made to contact customer at [REDACTED] on 9/23/10 at 2:36 p.m. eastern time.

Customer states that he took the part that was given to him by the dealer and cut away the rubber and there are two cracks in the part. Writer advised customer of lines 118-122. Customer states it would not be workmanship as the part was new and not installed. Writer thanked customer for his feedback and concern. Writer advised that Ram will be able to handle the issue internally and that although we thank him for his offer to speak to an engineer it is not necessary. Writer advised that his concerns will be documented and available for anyone in the company to see and the phone call is being recorded. Customer understands that his assistance with research and resolution is not necessary and can be handled internally by Chrysler.

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19788305</b>
<b>VIN</b>	3D7KS28A3	8G	<b>Open Date</b>	08/02/2010	<b>Built Date</b>	11/12/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	12/08/2007	<b>Mileage</b>	58,954	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PB7	PATRIOT BLUE PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	65062	PALMEN MOTORS INC				
<b>Dealer Address</b>	5431-75TH STREET					
<b>Dealer City</b>	KENOSHA	<b>Dealer State</b>	WI	<b>Dealer Zip</b>	53142	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	KANSASVILLE WI				<b>Country</b>	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer states vehicle had a recall on front end and had everything replaced now a year later one of the tie rod ends snapped.  
Briefly summarize what the customer is expecting:  
Customer wants to be reimbursed for this repair.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #j35or this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.  
customer call back is .  
Briefly summarize why the customer is contacting Chrysler:Customer is calling to find out why no one has called him back.  
Briefly summarize what the customer is expecting:To talk to the case manager  
Customer states the best contact number is  
Customer has been reimbursed. closing call

Customer Assistance Inquiry Record (CAIR)#						19796121	
VIN	3D7KS28D7	8G	Open Date	08/04/2010	Built Date	08/08/2008	
Model Year	2008	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB				
In Service Dt	10/11/2008	Mileage	82,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	43138	ALL AMERICAN CHRY-JEEP-DODGE OF					
Dealer Address	4310 SHERWOOD WAY						
Dealer City	SAN ANGELO			Dealer State	TX	Dealer Zip	76901
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	SAN ANGELO TX					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	.
Corporate - Property Damage - Default - Default - Default	
Corporate - Recall - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Driver	
Recall - H36: - Advise Owner/Incomplete Recall	
Recall - H36: - Reoccurrence or Related Problem	
Recall - J10: - Advise Owner/Incomplete Recall	

Customer sts that the control arm broke while driving his 08 Dodge Ram and vehicle ended up in the ditch - advised customer that his case will be sent to the investigation dept and will be contacted within 2-3 business days - customer alleges that the vehicle has defected parts and the reason for the breakage - verified address and phone # - reassigning to 82S  
needs proper reason codes \_  
Please check reason codes and reassign to jss15. Thanks.  
H36 43138 OPEN STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET SAFETY  
CNA Match Date: 2009-09 2009-02  
J10 43138 OPEN WIPER MOTOR SAFETY  
CNA Match Date: 2010-02 2009-08  
\*\*\*\*\*  
08.18.10  
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)  
VEHICLE LOCATED AT: RESIDENCE  
MR BRANDON WIMPEE  
3 PRINCETON LN  
SAN ANGELO TX 76904  
Per OGC Matrix, reassigned to 82T. MG17  
8/18/10 ASSIGN TO TNT16.  
CAIR NUMBER 19796121 REQUEST EAA INSPECTION 08-18-2010 11:18  
CAIR NUMBER 19796121 E-MAIL SENT TO EAA 08-18-2010 11:18  
CCRG Open Date: 08/18/2010 10:26:08





Customer Assistance Inquiry Record (CAIR)#						19800602	
VIN	3D7MX49A3	8G	Open Date	08/05/2010	Built Date	08/31/2007	
Model Year	2008	Body	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB			
In Service Dt	10/31/2008	Mileage	125,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DBB						
Dealer	68246	VALLEY CHRYSLER PLYMOUTH DODGE			JEEP EAGLE		
Dealer Address	3115 E MAIN						
Dealer City	RUSSELLVILLE			Dealer State	AR	Dealer Zip	72802
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	ATKINS AR					Country	UNITED STATES

Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Front	
Recall - J35: - Advise Owner/Incomplete Recall	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer states he is having trouble with the front tie rod end/ball joints came off when driving. Customer states he took the vehicle to an IRF a bout a month or so ago and was informed that Ram has revised the design and the tie rods and ball joints will need to be replaced with them so to contact Ram. Customer states he has not yet and now today two ball joints in the front have broken.

Briefly summarize what the customer is expecting:

Customer states he would like to know if there is really a revision and if he may have assistance for the repairs.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Writer referred customer to IRF where repair was previously done to see if there is warranty for the parts or work. Customer understood.

Customer calls seeking recall information. Advised the customer of incomplete recall J35 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19812582</b>
<b>VIN</b>	3D7KS28A1	8G [REDACTED]	<b>Open Date</b>	08/09/2010	<b>Built Date</b>	11/21/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	10/25/2008	<b>Mileage</b>	49,906	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	08704	CORWIN CHRYSLER DODGE				
<b>Dealer Address</b>	301 SOUTH 38TH					
<b>Dealer City</b>	FARGO	<b>Dealer State</b>	ND	<b>Dealer Zip</b>	58107	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	SIOUX FALLS SD [REDACTED]				<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Other - Default	
--	--

Customer wants Chrysler to pay for steering linkage which is broke. SA \_  
and AM agreed that vehicle is construction vehicle and with present  
mileage this repair should be customer pay. \_

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19818064</b>
<b>VIN</b>	3D7KS29L4	9G	<b>Open Date</b>	08/10/2010	<b>Built Date</b>	01/23/2009
<b>Model Year</b>	2009	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	02/25/2009	<b>Mileage</b>	13,363	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	43064	WINDWARD DODGE-CHRY-PLYM-JEEP				
<b>Dealer Address</b>	46-177 KAHUHIPA ST					
<b>Dealer City</b>	KANEOHE	<b>Dealer State</b>	HI	<b>Dealer Zip</b>	96744	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	HANOLULU HI				<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	
Product - Steering - Unknown - Defective - Default	
Recall - H46: - Advise Owner/Incomplete Recall	
Recall - J35: - Seeks Alternative Transportation	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer says his steering linkage broke

Briefly summarize what the customer is expecting:

Customer expects a rental car while his vehicle is in for service.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer is calling about a problem with the recall. Customer says his vehicle steering arm broke while driving and he was on the freeway.

Customer says he is complaining about the customer service at the dealer.

Customer says the dealer did not seem organized or care about him.

Customer expects Chrysler to pay for the rental car because of his poor service from the dealer. Customer says the dealer would not provide any rental car help. Customer wants a complaint filed against the SM.

Customer says he has owned 2 other Chrysler products and his family has always owned Chrysler products. Customer says the vehicle is at the dealer now. Writer informed the customer of the recall for H46 and J35.

Writer informed the customer the call would be referred to a special case management team.

Customer was advised that due to the nature of their rental request

a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is 808-551-1566 cell anytime

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Reassigned to 88R

Customer address is

[REDACTED]  
 [REDACTED]  
 Hanolulu, HI [REDACTED]

\*\*\*\*\*CASE MANAGER TEAM\*\*\*\*\*

Customer called in for status, advised case with case manager now , next step will be when CM contacts customer.

-----  
DEALER UPDATE - Dealer was contacted today at 3:50 PM EST.  
Jerry is the SM. Edison is the SA assigned to this customer.  
Writer spoke with Jerry-SM. Vehicle came in for recall work H46 and J35.  
Parts on order. SM is anticipating having recall repair completed early next week.

-----  
Customer is seeking rental assistance while recall repairs are completed.  
Writer contacted Service Manager, Jerry at 43064 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized six days of rental per guidelines in Warranty Bulletin D-04-26.  
This consumer is the second owner of this vehicle, no CSC, purchase history (3), low mileage, no signs of abuse or neglect, warranty repair, As a one time goodwill gesture, Chrysler will offer this consumer six days of car rental assistance @ \$35.00 per day. Dates approved: 08/11/10 through 08/16/10.

#####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Nahum at 800-992-1997 extension #66080. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.  
#####  
PA has been entered in GWA.

-----  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 808-551-1566 at 4:14 PM EST.  
Advised customer that rental assistance has been authorized as a one time goodwill gesture and referred hIM to contact the dealer directly in order for them to fulfill request. Owner happy and satisfied with assistance.  
REASSIGNED TO BC/DLR 71 43064 08/11/10 16:17 O 19818064

-----  
DEALER UPDATE - Dealer was contacted today at 2:38 PM EST.  
Writer contacted the dealership to see if the technicians have had the opportunity to finalize the repairs on the vehicle. Writer spoke with Jerry (SM) and he indicated the repairs will be completed today. Advised rental assistance was covered until 08/16/10. SM indicated the dealership will take care of the further rental expenses as of this date. Writer thanked SM for the information and will continue checking with the dealership tomorrow.  
\*Contact Date:08/18/2010  
DCX goodwill repair is documented on Repair Order#462973  
Request was reviewed with DM.  
CAIR RETURNED FROM DEALER ON 8/18/2010 AT 03:45:964 R 19818064  
CLOSED LOOP UPDATE - no need for additional follow-up.  
Edison is SA from Windward Dodge. Edison says the rental fee is not allowing them to submit the bill. Writer informed Edison the rental was authorized for 6 days. Edison says the customer used 7 days. Writer informed Edison the 6 says is the decision and that will stand.  
Edison called in regarding the pre authorization information.  
Writer provided the information.

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Customer Assistance Inquiry Record (CAIR)#						19819189
VIN	3D7KS28A7	8G	Open Date	08/10/2010	Built Date	07/17/2007
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	09/05/2007	Mileage	108,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	43940	ALL STAR DODGE INC				
Dealer Address	2590 RANGE PARK DRIVE					
Dealer City	DENHAM SPRINGS			Dealer State	LA	Dealer Zip 70726
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LIVINGSTON LA				Country	UNITED STATES

Product - Steering - Unknown - Defective - Default	complete steering failure.
Corporate - Rental Vehicle - Default - Default - Default	

Customer claims yesterday the steering went out while driving with no accident, took to dealer to repair, complains the vehicle has been a problem, requesting a rental.

Writer advised customer of open recalls.

Requesting CCAC reiterate the recalls to the dealer to make sure he is not charged.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred call back number is [REDACTED]

Reassigned to 88R

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

-out of warranty by 72,000 miles

-no SC

-only CDJ vehicle

Writer contacted dealer at 5:07 pm ET. Writer spoke with James(SM). SM stated that the sway arm broke. SM stated that the vehicle can not be steered. SM stated that the repairs are not covered. SM stated that the customer has not approved repairs. SM stated that there is no loyalty to the dealer. SM stated that they are completing the recalls. SM stated that at this point it looks as if the sway bar assembly needs to be replaced. SM stated that he would not recommend rental assistance.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 5:24 pm ET.

Customer was not available.

Left a message indicating another attempt would be made.

Writer is declining customer request. Writer is declining customer request the vehicle is 72,000 miles oow, there was no SC purchased to protect him as well has this is his only CDJ vehicle. Based off of these facts, Chrysler will not participate in rental assistance.

\*\*\*\* ALTERNATE TRANSPORTATION HAS BEEN DECLINED \*\*\*\*

Chrysler will not participate in rental

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer calls requesting to speak with DC768

Customer/Caller transferred to extension # 66345

Customer calls requesting to speak with DC768

Customer/Caller transferred to extension # 66345

Customer is requesting to speak with DC768. Writer informed customer of decision. Customer states that it is unacceptable and would like to speak with a supervisor. Writer informed customer that a supervisor will call within the next hour and a half.

Writer contacted customer at 3:43 pm ET. Writer informed customer that Chrysler will not participate in rental assistance. Writer informed customer that Chrysler will not participate in rental assistance because the vehicle is 72,000 miles oow. Customer interrupted. Customer stated that the vehicle has not ran right since the vehicle was purchased.

Customer stated that the decision is unacceptable. Customer stated that the vehicle is in the shop for recall repairs. Writer informed customer that when I spoke with the SM he indicated that the issue he is having with the vehicle is not related to the recall. Writer informed customer that for the H46 recall, the dealer would have to inspect the vehicle to determine if the vehicle has the original style steering linkage, if so no repairs need to be made. Writer informed customer that the dealer stated that his vehicle is not affected by the recall because he has the original style steering linkage. Writer informed customer that Chrysler will not participate in rental assistance. Customer stated that he will be contacting some lawyers.

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19846279</b>
<b>VIN</b>	3D7KS28AX	8G [REDACTED]	<b>Open Date</b>	08/18/2010	<b>Built Date</b>	11/22/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	01/09/2008	<b>Mileage</b>	83,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	25034	DISMAN DODGE				
<b>Dealer Address</b>	EAST 7700 SPRAGUE AVENUE					
<b>Dealer City</b>	SPOKANE	<b>Dealer State</b>	WA	<b>Dealer Zip</b>	99212	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	SPOKANE WA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Other - Default	
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Customer states that he was traveling and the steering linkage broke.

Customer states that the vehicle is currently at dealer 25034 who states that the vehicle doesn't fall under recall H46. Customer is seeking goodwill assistance.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 25034

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

Second owner OOW by 47000 miles there is not a service contract. There are 2 vehicles in history and household both used.

Recall H46 states that the recall only needs to be performed if certain steering repairs were made previous to recall notice. The only repairs completed before the recall was ECM.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 2:45.

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer will follow up 08/20/10.

Customer called in requesting to speak with someone regarding their case.

Contact number for customer is [REDACTED]. Writer gave call-back note to floor support.

Customer requesting to speak with their Case Manager.

Writer tried extension 66127 and went to voice mail.

(Red) Call-back note completed and delivered to floor support for distribution to Case Manager.



SA Scott 25034 indicates that the right front tie rod end needs to be replaced on the vehicle. SA Scott indicates that the updated components that would be the steering linkage, pitman arm, tie rod if was recalled.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Writer gave customer lines 16-18 and information that received from dealer 25034. Writer told customer that Chrysler will not assist with repairs customer is second owner the recall does not apply to vehicle. Customer explained to customer that vehicle is 47000 miles outside of warranty. Customer states that is safety issue with vehicle and that someone could have been killed when the tie rod broke and that 83000 miles is not that many miles. Customer states that should not have to repair a tie rod. Writer explained that customer is second owner and there is no way to know how the vehicle was previously maintained. Writer told customer that would document concern.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer alleges he was told by the dodge mechanic that the arm on the truck is to light so the customer needs to buy the whole kit. Customer alleges this is going to cost him twice as much. Customer doesn't understand why they need to replace the whole kit and not just the arm. Writer is sending back up to 88f. Customer wants to find a dodge part that is just the arm or help covering the other half of the bill because he has to get the whole kit.

Customer also said he was given the decline in a message and he wants to talk to the CM before the case is handled.

Customer calls requesting to speak with AT802

Customer/Caller transferred to extension # 66127

Customer wanting to know the update on the case thats open, tried calling the cm did not answer, fill slip explained customer that will be called back within one business day.

SA Scott 25034 indicates that the steering linkage has been updated and that when replace the tie rod then the linkage needs to be replaced as well. SA Scott indicated that the dealer has provided the option of an aftermarket part to customer and that received authorization to complete repairs from customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 1:01.

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer will follow up 08/24/10 to provide customer with information from dealer.

Decision remains un-changed vehicle is 47000 miles out of warranty customer is second owner Chrysler will not participate with repairs.

Contact attempt, phone number dialed, [REDACTED] at 2:24.

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer follow up 08/26/10.

customer called to follow up on case, transferred to CM- AT802.

Writer informed customer that the decision remains unchanged and lines 66-70 writer gave customer information to send in written complaint.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						19901414
<b>VIN</b>	3D7MX39L6	9G	<b>Open Date</b>	09/03/2010	<b>Built Date</b>	11/06/2008
<b>Model Year</b>	2009	<b>Body</b>	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	06/01/2009	<b>Mileage</b>	24,399	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	BYERS CO				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2010-09-01  
 Road Side File Created 09-03-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 E 40TH AVENUE 350 S HAVANA ST  
 BLAKE STREET  
 DENVER AURORA  
 CO USA CO  
 CALLER COMMENTS BROKEN TIE ROD ON FRONT WHEELS TR  
 DEALER CODE : 60420 COLORADO CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#						19901417
VIN	3D7MX39L6	9G	Open Date	09/03/2010	Built Date	11/06/2008
Model Year	2009	Body	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
In Service Dt	06/01/2009	Mileage	24,399	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	BYERS CO				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2010-09-01  
 Road Side File Created 09-03-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 E 40TH AVENUE 350 S HAVANA ST  
 BLAKE STREET  
 DENVER AURORA  
 CO USA CO  
 CALLER COMMENTS BROKEN TIE ROD ON FRONT WHEELS TR  
 DEALER CODE : 60420 COLORADO CHRYSLER JEEP

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19901428</b>
<b>VIN</b>	3D7MX39L6	9G	<b>Open Date</b>	09/03/2010	<b>Built Date</b>	11/06/2008
<b>Model Year</b>	2009	<b>Body</b>	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	06/01/2009	<b>Mileage</b>	24,399	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	BYERS CO				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2010-09-01  
 Road Side File Created 09-03-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 BLAKE STREET  
 DENVER AURORA  
 CO USA CO  
 CALLER COMMENTS BROKEN TIE ROD ON FRONT WHEELS TR  
 DEALER CODE : 45452 CHERRY CREEK DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19916380</b>
<b>VIN</b>	3D7KS29A3	8G [REDACTED]	<b>Open Date</b>	09/08/2010	<b>Built Date</b>	04/24/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	10/30/2008	<b>Mileage</b>	0	<b>Dealer Zone</b>		
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	RUSTON LA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	tie rod repair Reimbursement
Corporate - Reimbursement - Default - Default - Default	tie rod repair reimbursement

POSTMARK DATE: 081310; DATE RECEIVED: 081610

Previous Agent Promise

\*\*\*\*\*

Customer submitted documents for request for reimbursement for repair to the (Tie rod/ Drag link) on their vehicle, (on line 63-69 and 80-81 in CAIR 19778059) reimbursement in the amount of (\$291.78).

Customer s proof of payment is: Called dealership for confirmation of payment by mastercard

Date of repair:07/21/10

Labor \$157.50

Parts \$43.18

Misc Charge:\$79.58 (rental vehicle)

Tax \$11.52

Total \$291.78

Writer is submitting check for approval in the amount of \$291.78.

Approved

Customer Assistance Inquiry Record (CAIR)#						19918013	
VIN	3D7KS26D2	8G	Open Date	09/09/2010	Built Date	01/29/2008	
Model Year	2008	Body	DH7H62		DODGE RAM SLT 4X4 2500 REG. CAB		
In Service Dt	04/21/2008	Mileage	52,000	Dealer Zone	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	68665	FRANKLIN SUSSEX AUTO MALL INC					
Dealer Address	ROUTE 23						
Dealer City	SUSSEX	Dealer State	NJ	Dealer Zip	07461		
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	HAMBURG NJ				Country	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted the dealership in regards to tow event.
Product - Unknown - Unknown - No Start - Default	Replaced tie rod.
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	missing number.
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-09-07

Road Side File Created 09-09-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

PELLETOWN ROAD

FRANKFORD SUSSEX

NJ USA NJ

CALLER\_COMMENTS 01-FRONT END/ANN VEH TO ARLENE T

DEALER CODE : 68665 FRANKLIN SUSSEX AUTO MALL INC

CSR contacted the dealership on 09/14/10. Service was busy. Will try again later.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Who did you speak with at the dealer and what is their dealer code?68665

Service Advisor: Roger.

Is the vehicle at the dealer now? no.

When did it arrive at the dealer? sept 8th.

What is the current mileage? 52 378.

If known, what is the reason for the tow? front end broken.

Have the repairs been completed?yes.

If yes, when were they completed?sept 9th.

If no, what is the estimated repair date?na

Are there any parts that need to be ordered? yes.

If yes, what are the part & order # s? tie rod.

Rental provided? no.

If yes, how many days? (either by the dealer or USCAC)n/a.

CSR searched on 411.com for contact number. None was provided. Cair was closed due to tow event was resolved/ no contact information.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19920117</b>	
<b>VIN</b>	3D7KS28LX	9G	<b>Open Date</b>	09/09/2010	<b>Built Date</b>	12/18/2008	
<b>Model Year</b>	2009	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	02/27/2009	<b>Mileage</b>	37,391	<b>Dealer Zone</b>	32	NEW YORK	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PB7	PATRIOT BLUE PEARL COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION					
<b>Dealer</b>	60198	TROIANO CHRYSLER JEEP DODGE					
<b>Dealer Address</b>	435 S MAIN ST						
<b>Dealer City</b>	COLCHESTER			<b>Dealer State</b>	CT	<b>Dealer Zip</b>	06415
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NEW CARLISLE OH					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Customer is seeking reimbursement
Recall - J35: - Advise Owner/Incomplete Recall	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer states that his dealer Tarino dodge told him to call Chrysler for assistance for the drivers side outer tie rod end broke the bolts in two. Customer states that it had something to do with the steering linkage recall that the dealer completed in 2009.  
Briefly summarize what the customer is expecting:  
Customer wants assistance with repair.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Writer informed of open recall of the reprogramming of the ecm but the customer states he will not have it done.  
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is (cell)  
Preferred Afternoon/Evening call back number is (Work)  
Who has possession of the vehicle? Owner  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? tarinos dodge  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
- Customer is original owner with no previous Chryslers owned.  
- No SC.  
- OOW 3/36 by about 1,391 miles.  
- H46 Recall is for MOPAR Steering Linkage.  
There is no 'Tarino Dodge' in the customer s area/zip code or in dealer search.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 9:35 a.m. MST.  
Customer replaced the driver s side outer-tie rod part already on his own. Customer states he went to the dealership before, but was advised nothing could be done because he was OOW.



Customer went to dealer 60198 and spoke to their SM about this. No official R/O is open on this, but SM should be familiar with this. Writer will be calling 60198 to verify the information. Customer has been advised that if this is a manufacturing defect, Chrysler will consider reimbursing him the cost of the part (\$106 + Tax). Customer understands. Writer called dealer 60198 at 9:50 a.m. MST.

Writer spoke to SM Andy. SM states he has never seen a tie rod break like this before. SM states normally it is just because it is loose, but the actual thread part of the tie rod sheared off clean. SM cannot see how the customer could have caused or prevented this issue. SM believes customer deserves compensation.

Contact attempt, phone number dialed, [REDACTED] at 9:54 a.m. MST.

As a one-time goodwill gesture, Chrysler will reimburse the customer the cost of the tie-rod part. Customer bought this part at dealer 60198 for about \$106 + Tax.

Advised customer to submit original repair order & proof of payment to:

Chrysler CAC

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Submitting to 86Y for further processing.

Writer closed CAIR awaiting documents, previous agent promise of \$106.00+tax.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19935880</b>
<b>VIN</b>	3D7KS28A9	8G	<b>Open Date</b>	09/14/2010	<b>Built Date</b>	03/26/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	09/06/2008	<b>Mileage</b>	44,000	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	44378	LANDMARK DODGE INC				
<b>Dealer Address</b>	1900 S NOLAND RD					
<b>Dealer City</b>	INDEPENDENCE			<b>Dealer State</b>	MO	<b>Dealer Zip</b> 64055
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	72
	KANSAS CITY MO				<b>Country</b>	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Steering Wheel / Column - Worn - Default	
Product - Suspension - Tie Rods / Drag Link - Bent - Unknown	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Customer called because of the problem he had with the tie rods/drag link of his vehicle. Customer had recall work STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET completed in April of 2009 at 11678 miles. Now at 44,000 miles the tie rods have broke customer feels that the recall was not completed properly because the driver side broke bending the drag link and puncturing the tire. Customer also states the steering column is now loose because of this problem and needs to be replaced. Agent Advised customer that due to the nature of his case a case manager will need to review it further. Customer would like reimbursement for repairs and coverage for the repairs needed. Customer can be reached at the number in COIN. Customer would like to deal with Landmark Dodge. Agent is forwarding to 88F.

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

Follow up for OS533

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 12:06 pm.

This number listed in COIN is not a working number. Next agent please get a working number from the customer.

Customer called back with correct contact number  
Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Customer called requesting CM, states he called Tuesday and was told if he didn't get a call back to contact us again. Writer transferred customer to CM group.

Customer states he believes the issue with the vehicle are related to recall H36 which was performed in 2009. Customer states he has already purchased one outer tie rod and installed it himself, but there is still

another tie rod and other parts that need to be replaced and he is seeking assistance, per the terms of the recall. Customer states that he has not yet had the vehicle diagnosed at a dealership because she was told to wait for a CM to call him and tell him what to do. Agent tried OS533 ext twice, but it went straight to VM. Agent advised that a message will be delivered that either his CM or another CM that works with her to request a call back.

Agent consulted with DA690 regarding the customer and was advised that a call back will be made shortly.

Writer left a voice mail message informing customer that the vehicle would need to be diagnosed by a CDJ dealer to determine the root cause of failure in parts and for Chrysler to become more involved. Writer advised that no promises or commitments for assistance can be made until a diagnosis is completed. Writer informed that if he feels that his repairs in the past were due to a recall, to submit a request in writer including the original repair order and proof of payment to

Chrysler Recall Assistance Center

P. O. Box 21-8007

Auburn Hills, MI 48321-8007

Writer provided contact information if a call back is necessary.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Customer states that the dealership said they would take care of the repair but when the tie rod broke the vehicle came down on something and bent the part and the dealership is not willing to fix that part. Writer advised customer would look into this and see what we can do.

Agent attempted to contact dealer Service Manager Ed, however, SM not available. Left message for a return call at extension 66301.

Customer/Caller transferred to extension # 75417

Agent attempted to contact dealer Service Manager Ed, however, SM not available. Left message for a return call at extension 66301.

Customer states that the dealership did replaced the parts that was in question has been fixed by the dealership. Customer also states the he had fixed other items he feels that was caused by the recall. Writer advised customer of line 42-47. Customer understands. Customer states the dealership was suppose to mail him paper work on the vehicle. Writer advised customer he would want to contact the dealership and remind them of that. Customer understands.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						19944428
VIN	3D7MX39A4	8G	Open Date	09/15/2010	Built Date	05/20/2008
Model Year	2008	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB		
In Service Dt	09/10/2008	Mileage	61,651	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	LETTER
Address					Home Phone	
	WASHINGTON UT				Country	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Other - Front-Driver	Customer states the front driver ball joint has failed twice
Product - Steering - Unknown - Grabs or Pulls - Default	Customer states the steering is loose
Corporate - Excessive Contacts - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer states his steering wheel is still loose.

Briefly summarize what the customer is expecting:

Customer is asking Chrysler intervene because the dealership allegedly does not acknowledge the problem

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer states he could have been hurt. Customer states over a year ago he was pulling out of the parking lot and the steering broke and after he looked underneath the vehicle and found the driver side ball joint was broken. Customer states after the vehicle was repaired a lot of noise came from the front end. Customer states several dealers would not acknowledge this. Customer states the same ball joint failed again and the dealer repaired it for \$259.00. Customer states the vehicle still makes the same grinding clunking noise and there is a lot play in the steering. Customer states the dealer just told him this is normal.

Customer states he s worried about the safety of his family.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is Cell:

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Cust

Has the vehicle been diagnosed by a CDJ dealer? no

If a CDJ dealer has diagnosed, what is the dealer name or code? 45467 Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 3:48 pm EST.

Customer states that the ball joint on the left side has broke twice.

Customer states that he has went to 3 different dealership for this problem and no dealership has been able to diagnose the problem. Writer advised customer to take his vehicle to the dealership and have the dealership or him give writer a call back when the vehicle is there. Writer advised customer that Chrysler is also willing to reimburse him for the cost of the previous repair since it is an unresolved issue. Total reimbursement is \$259.00.

Advised customer to submit original repair order & proof of payment to:

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

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

CUSTOMER CONTACT - Attempt made to contact customer on 9/22 at 2:21 pm EST. Left message indicating another attempt will be made. Customer was provided with agent s name and Brand number.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Customer called in seeking ZA23. Agent transferred to case management 800-763-8422.

POSTMARK DATE: 091610; DATE RECEIVED: 092010

Received documents requested in lines 41 to 45. Paper clipped documents to CAIR 19944428

Text message received from customer indicating they are available by telephone.

CUSTOMER CONTACT - Customer states that he has been calling dealer 45467 to get an appointment for the repairs to be completed but the dealership is not returning his calls.

DEALER CONTACT - Writer spoke to Tom who states that he is going to call the customer to schedule an appointment to get him in for the repairs.

CUSTOMER CONTACT - Attempt made to contact customer on 9/29 at 2:09 pm EST. Left message indicating another attempt will be made. Customer was provided with agent s name and Brand number.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

2nd attempt made to contact customer on 10/4 at 6:03 pm EST.

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Customer sent in invoice for a tie rod that broke on vehicle not upper ball joint repair. Writer attempting to contact customer to confirm that in order for request for reimbursement to be made customer must send in documentation for upper ball joints repair for that repair to be reimbursed. Writer attempting to contact customer at [REDACTED] 11:45 am EST. Writer left message for customer to contact 1800-853-1403 ext 8008158 and to reference CAIR 19944428. Writer advised customer we are open Monday through Friday 8am-8pm EST.

Writer attempting to contact customer [REDACTED] at 11:28 AM EST.

Writer left message with customer to contact Chrysler Customer Assistance at 1800-853-1403 ext 8008158 and to reference CAIR 19944428. Writer also informed customer that our hours of operation are 8 AM- 8 PM Monday to Friday and 9 AM - 5 PM Saturday.

Writer spoke with customer and customer three way called the chrysler dealership with writer on the phone and customer left message for service advisor to contact Mr. Perkins as soon as possible. Customer then called writer back again and stated customer thought it was a ball joint but it was a tie rod instead. Writer informed customer to have service advisor contact writer to verify the part replaced is the one customer is calling into regarding concern for replacing three times now.

Writer attempting to contact customer to see if customer spoke with dealership yet or not. Writer contacting customer at [REDACTED] at 4:22 PM EST. Writer spoke with customer and customer asked me to contact service advisor at [REDACTED] at 4:24 pm EST. Writer attempting to contact service advisor Tom. Writer spoke with service advisor and service advisor states that it was tie rod that was replaced for the customer and not the ball joint.

\*\*\*\*\*

#### Previous Agent Promise

\*\*\*\*\*

Customer submitted documents for request for reimbursement for repair to the (Tie Rod) on their vehicle, (on line 29-36 in CAIR 19944428) reimbursement in the amount of (\$259.00).

Date of repair: 9/08/2010

Labor \$ 132.45

Parts \$ 104.00

Tax \$15.26

Misc. Charges \$7.67

Total \$259.38

Writer is submitting check for approval in the amount of \$259.00.

Approved.

---

Customer Assistance Inquiry Record (CAIR)#						19955744	
VIN	3D73Y4CL8	AG [REDACTED]	Open Date	09/18/2010	Built Date	05/20/2010	
Model Year	2010	Body	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	06/30/2010	Mileage	9,600	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45171	RAINBOW CHRYSLER DODGE JEEP LLC					
Dealer Address	301 RIVERHIGHLANDS BLVD.						
Dealer City	COVINGTON			Dealer State	LA	Dealer Zip	70433
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	MARRERO LA [REDACTED]					Country	UNITED STATES

Product - Emissions - Unknown - Other - Default	ECM
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Driver	Steering rod ball joints.
Dealer - By-Pass - Default - Default - Default	
Recall - K17: - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he has had problems with the ECM a few times. Customer states he was driving down the road and the Steering rod ball joints fell off and went through the vehicle. Customer does not feel safe in the vehicle. Customer states he wants Chrysler to buy back the vehicle. Briefly summarize what the customer is expecting: Customer is seeking Chrysler to buy back the vehicle.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Dealer #45171

Is this a request for Lemon Law, buy-back or replacement? buy-back

Reassigned to 88L

Reassigned to I2R for follow-up.

Customer called asking if CM was going to call. Writer advised should have a call by the end of the day.

\*\*\*Latonya S. is handling the CAIR. If the customer calls, please direct them to 888-542-7239 x 520. Thank you.\*\*\*

9/21 Called Ray Brandt and spoke with Will (Advisor) who stated the vehicle was seen once for a Check Engine Light. They replaced the Fuel and Air Filter and advised him that the vehicle had been overfilled with oil and vehicle was throwing the code P2450 EGR. The customer stated he did not have time to leave the vehicle but was advised that concern may or may not affect the performance of the vehicle in the future and the vehicle needed to be inspected.

Called Rainbow and spoke with Mike (Advisor) and he advised that the vehicle is currently being serviced. It was towed in on 9/18, they found that the outer tire rod appears to have snapped at the stud and went

through the tire and damaged the wheel. The steering linkage is bent and the left side trailer arm is bent. They are currently waiting on a tire to come in; all other parts were received today. The customer is currently in a rental that is being covered by his extended service contract.

He stated the customer stated he was making a U-turn on Hwy 22 and heard a noise. Mike stated he inspected the vehicle and there was not impact damage and he has never seen anything like this before. The vehicle should be completed and returned to the customer by end of the week if the tire is received.

Spoke with the customer on 9/21 and he advised that he s only had the vehicle for 2 months and it is a very expensive truck. He stated he spent \$64,000 on the vehicle including the extended service contract. This is the first Dodge truck that he has owned and he heard a lot of good things about it and it was voted 2010 Truck of the Year. He stated he drives the vehicle a lot which is evident because he already has 9600 miles on the vehicle. He stated he crosses a bridge that goes over a body of water that is 12-15 feet. He stated the initial concern with the vehicle was experienced the very first day right when he was driving off the lot, he noticed that the vehicle had a steering problem and pulled to the right. He turned around and took the vehicle back and they advised him to bring the vehicle back the next day but he had to work so they scheduled an appointment for that Saturday. On Saturday the vehicle was kept for 4-5 hours while he waited and he was advised that it was intolerant of dealer specs. The customer stated he disagreed but took the vehicle back but returned later that week because the concern was irritating him. They advised him that they could not see the vehicle now so he took it to 41067 and advised them of the concern. He stated they adjusted front end on the truck dealer wanted to charge the customer for the repair but then agreed to do the work after seeing the initially dealership did not submit a warranty claim; still the concern exist.

He stated last week he had the oil changed at a dealer in Mississippi and had driven the vehicle for couple of days when the ECM light came on. He took the vehicle to dealer and they advised him that oil was too full and removed some of the oil. They also stated that there was an ECM electrically problem but did not have time to address that concern on this visit. The customer stated he advised them again that the front end concern still existed. Then Saturday while on Hwy 121 one of his workers was driving the vehicle and made a U-turn, they stated the steering wheel let go and snapped back and then they heard an explosion. The steering folded into the tire and ripped everything loose.

He stated he works in construction and is a Foreman and uses this truck, if it were a broke, hose, radiator, radio or tire problem he wouldn t be concern about a small breakage. However, the tire rod broke and the vehicle is no longer reliable. He stated he has never seen a tire rod break and took a lot of pictures showing the concern. He stated the tire rod on the vehicle looks like it might be strong enough for a light duty truck but not one that weighs 10,000 pounds. He stated he does not feel safe driving or allowing anyone to drive the vehicle. He stated it was never abused, strictly driven on the highway and he has 5 witnesses that work for his company that saw the incident occur by simply making a U-turn. He stated his company is now saying the vehicle is dangerous and they will not accept liability for anything that occurs in the vehicle. He stated he is willing to fight Chrysler in court regarding this concern if they are not will buy this vehicle back.

He stated he thinks that he paid a fair price for the vehicle and is very capable of making the payments, the total issue is the vehicle is not safe and he wants the vehicle to be bought back. He stated once the repairs have been completed he will return the rental he is in and then will get a truck rental on his own and Chrysler can either pick up the bill for the rental now or they will later in the lawsuit.

I advised him that I will forward his request and asked that he allow 3-5 business days for a response, the customer stated okay.

Called and e-mailed the DM (SMH6), waiting on a response. LS  
9/23 E-mail received from the DM:

In a mtg in FL with Brandt s srv mgr. Might not be able to do much till Monday.

Called the customer and advised him that the DM is currently away at a



time. The customer stated okay and advised that his job is questioning the reliability of the vehicle and advised him that he may have to up his liability because the vehicle is used for work and his company pays him an allowance for using the truck but are now concerned about bodily injury and property damage and may not allow the vehicle back on the jobsite. He stated they may request something in writing explaining why the concern was experienced to release them from future liability.

He stated he went to the dealership on yesterday to get a tool out the truck and was advised that they found a spray of oil with metal mixed in on the wheel and side of frame that is believed to be a hub bearing that may have seized up and caused the tire rod to fail; follow-up set for 9/27. LS

9/27 E-mailed the DM (SMH6) and requested that he contact me once he s had the opportunity to review everything. Follow-up set for 9/29. LS

Customer called to speak with the CM. Writer advised that it is Latonya and provided the phone number on line 19. Writer transferred for further assistance

9/29 E-mailed the DM (SMH6) to inquire if the CAIR has been reviewed and asked for feedback; follow-up set for later today. LS

9/29 Called the DM (SMH6) and left a message requesting a callback regarding the CAIR.

Called [REDACTED] to check the status of the vehicle and spoke with Mike (Advisor) and he advised that the vehicle was picked up on 9/24.

Called the customer and advised that I have not heard from the DM as of yet but I will continue to follow-up with him regarding his request.

He stated that he has experienced another concern with the vehicle since getting it back. A squeaking noise is heard coming from the wheel area when backing up. He stated it sounds like a brake caliper hanging up. He also stated they are unable to align the vehicle because it is maxed out and within Chrysler s specification. He stated in one week the new tire tread it being eaten away on the inside of the tire (excessive wear). I advised him that the concerns would be relayed. LS

9/30 Second attempt to contact the DM via phone; left a message requesting a callback; sent an e-mail as well. LS

10/1 Third attempt to contact the customer via phone; left a message requesting a callback; sent an e-mail as well. LS

10/1 CORRECTION: Third attempt to contact the DM (SMH6) via phone; left a message requesting a callback and sent an e-mail as well.

Follow-up set for 10/4. LS

10/4 Spoke with the DM (SMH6) and he advised that he will review the CAIR today and get back with me. Follow-up set for 10/5.

10/4 Spoke with the DM (SMH6) and he advised that repair history has been reviewed and the customers request for a repurchase has been declined. In regards to the current concern with the vehicle not being aligned, he stated the vehicle can be taken back to Rainbow to have the concern addressed but concern be caused by overloading the truck.

I called the customer to advise his request to have the vehicle repurchased has been declined and it was suggested that the vehicle be taken to back to Rainbow regarding the alignment concern, left a message requesting a callback. Follow-up set for 10/5. LS

10/5 Received a message from the customer, called him back and left a message. LS

10/5 Spoke with the customer and advised him that his request to have the vehicle repurchased has been declined and it was suggested that the vehicle be taken back to Rainbow regarding the alignment concern. The customer stated okay and advised that he will proceed with his attorney and thanked me for my assistance. LS

10/8 Received a message from the customer stating he took his truck in regarding the front end concern that is causing the tires to wear but was advised by Rainbow that they don t have the machine needed to correct the concern.

Called Rainbow but the dealer wasn t open yet, follow-up set for later today. LS

10/8 Called Rainbow and spoke with Mike (Advisor) and stated the front tires are choppy but he is unsure of what is causing that concern because the vehicle has been aligned twice, one there and another time at Ray Brandt. He stated he advised the customer that their alignment machine is

customer to contact him back about mid week to see if everything has been set up. LS

10/8 Called the customer back and left a message. LS

10/11 Spoke with the customer and he advised that he will be taking the vehicle to Rainbow on 10/13 or 10/14 regarding the alignment concern. He stated the new tire that was just replaced is showing wear down to marker on the tire and other front tire if even more worn than that. He stated he is requesting once the alignment concern is corrected that Chrysler pay to replace both tires and reimburse him the cost of the rental that was covered by the extended warranty. He stated he feels as though he paid for the rental because he paid \$2,000 for the extended warrant and wants that money back.

He stated the vehicle has 12,000 miles on it and he already needs replace tires and in previous vehicles he drove 50-60,000 miles before having to replace the tires. He stated the vehicle has been seen 4 times for the concern and this next visit will be five. He stated he is going to rent a billboard for \$850 right in front of Ray Brandt and advertise that the 60 Day Guarantee is a lie and he advised that there are 55-60 Foreman s that work with him and they each have to replace their trucks every 2-3 years and he has been advising them all not to buy Dodge because of this experience. He also stated that he is looking into filing Lemon Law and knows that he has a year to do so.

I advised the customer that I will forward his request to the DM (regarding the replacement tires) and he asked that the DM call or e-mail as well.

Follow-up set for 10/14; e-mailed the DM to advise. LS

10/11/10 Case reopened to further assist customer with repairs. cM

10/13 E-mail received from the DM:

If the reason for the alignment issue is warrantable no problem. If the sublet alignment shop or the owner is the source then I doubt Chrysler will pay. LS

10/14 I called Rainbow and spoke with Mike (Advisor) and he stated they have not received the alignment machine. He stated it may not be received until later next week.

I called the customer to advise and he inquired about his the replacement tires. I informed him that if the concern is found to warrantable then the DM (SMH6) has not problem replacing those tires. The customer stated okay and then asked why Mike hasn't called him and why I was still contacting him. I advised him that I am still involved in the process because of his current concern with the vehicle; why he has heard from Mike I can not answer. The customer then stated he is also experiencing a concern with the steering. He stated it is hard to steer the vehicle like the brakes are on and he use to get 16-17 highway mpg and now he gets 15 highway mpg and asked that it be noted. Follow-up set for 10/21. LS

10/19 The customer called and left a message requesting a callback. I spoke with the customer and he stated he spoke with Mike at Rainbow and was advised that they will not replace the tire unless concern is found. The customer became extremely upset and stated that is not right there has been an issue with the vehicle since it was purchased and now he has two tires that are wearing fast. I advised the customer that the DM stated he has no problem replacing BOTH tires IF the concern is found to warrantable. The customer continued to go off about how bad he is being treated and how he will never purchase another Chrysler product even if that means he has to walk. The customer demanded that I contact the DM back regarding his request for new tires and I advised him again that the DM stated he has no problem replacing BOTH tires IF the concern is found to warrantable. The customer stated okay and said that he will take the vehicle to Rainbow when the machine is up. LS

10/22 I called the customer back and left a message inquiring if an appointment has been scheduled. Follow-up set for 10/26. LS

10/25 I called Rainbow to inquire if their alignment machine has been received and setup, spoke with Amanda (Advisor) and she stated yes. I called the customer to advise that the machine has been received and an appointment needs to be scheduled; he stated okay and again inquired about Chrysler replacing the tires. I informed him that Chrysler has no problem replacing BOTH tires IF the concern is found to warrantable. I called Mike (Advisor) at Rainbow to advise and he stated okay. Follow-up

10/28 I spoke with the customer briefly and he advised that the vehicle is currently being serviced and requested to contact me back. Follow-up set for 11/1. LS

11/1 I called Rainbow and spoke with Mike (Advisor) who stated the customer has been taken care of. They double checked the alignment and everything was okay. They replaced the six tires on the vehicle because they were wearing funky.

I called the customer and he advised that he met with the DM (SMH6) and he was a nice guys and the dealership has done a great job of getting him taken care of. He stated he will watch the tires for wear and contact me back if like concerns are shown. LS

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19989051</b>	
<b>VIN</b>	3D6WG48A6	8G	<b>Open Date</b>	09/28/2010	<b>Built Date</b>	08/16/2007	
<b>Model Year</b>	2008	<b>Body</b>	DC3L43	DODGE RAM 4X2 3500 QUAD CAB CHASSIS			
<b>In Service Dt</b>	04/18/2008	<b>Mileage</b>	95,738	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					
<b>Dealer</b>	45160	LANDERS DODGE CHRYSLER JEEP					
<b>Dealer Address</b>	2701 BENTON RD						
<b>Dealer City</b>	BOSSIER CITY			<b>Dealer State</b>	LA	<b>Dealer Zip</b>	71111
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KARNACK TX					<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Defective - Default	
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Teresa from Roadside assistance transferred customer to agent. Customer stated that the Tire rods were broken. Customer states that the cost of the repair is approx \$800. Customer is looking for goodwill assistance. Customer mileage is 95738. Customer spoke with Patty Taylor at the Patterson Dodge dealership. Phone number is [REDACTED]

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:  
customer stated that the tire rods are broken and want some financial help

Briefly summarize what the customer is expecting:  
customer is looking for good will

\*\*\*\*End structured narrative T2 - Beginning Narrative

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:00PM. Called customer. The only number for the customer has been disconnected. Next agent please document correct number for customer.

CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED] at 1:46 PM. Called dealership and spoke to Eddie SA. who stated the customers name is Elizabeth Prothro and her number is [REDACTED]. SA stated that the vehicle came in and the suspension was broken. SA stated that Jason at the dealership is the person that worked on it and would have more information about the vehicle. Writer left message for a return call from Jason.

CONTACT UPDATE - Contact attempt, p hone number dialed, 9034075863 at 2:14 PM. Mr. Prothro stated the tie rod end broke on his vehicle while he was driving down the road. Customer stated the truck is used as a welding work truck. Customer stated that he was told that his service contract covered every single component on his vehicle. Writer informed customer that his service contract covers 800+ components and the tie rod ends are not covered. Writer informed customer he would receive a call back after the SA from the dealership calls with more information.

SM Patti called in to speak with the CM. SA was unsure what information the CM needed. Writer transferred the caller to the CMs VM.

CONTACT UPDATE - Dealership called and spoke to Patti SW. SW stated the tie rod broke due to a manufacturer defect. SW states the tie rod did not show any signs of abuse, misuse or neglect. SW states that she thinks the customer should be helped out with the reimbursement. Customer does have 100K mile service contract as well. Writer informed SW that we would reimburse the customer for half of the repairs.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

CONTACT UPDATE - Contact attempt, phone number dialed,

[REDACTED] at 4:32 PM

Customer was not available.

Left a message indicating another attempt would be made.

2nd attempt made to contact customer on 10/05/10 at 12:56 PM

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

CONTACT UPDATE - Contact attempt, phone number dialed,

[REDACTED] at 12:02 PM. Called customer and informed that we would

reimburse \$500.00. Customer was seemed very angry. Writer explained to customer's wife how to receive reimbursement. Writer explained that if they did not like the offer they did not have to take it but they have 30 days to accept or decline and mail the necessary information in.

\*\*\*\*Writer will reimburse \$500.00\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20000688</b>
<b>VIN</b>	3D7MX48A4	8G [REDACTED]	<b>Open Date</b>	10/01/2010	<b>Built Date</b>	04/30/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	07/22/2008	<b>Mileage</b>	89,424	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	60182	LITHIA CHRYSLER JEEP DODGE OF	OMAHA			
<b>Dealer Address</b>	5402 L STREET					
<b>Dealer City</b>	OMAHA	<b>Dealer State</b>	NE	<b>Dealer Zip</b>	68117	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	LAND O LAKES FL [REDACTED]				<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Other - Default	
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:  
 Caller states the tie rod end broke off at the wheel while driving.

Briefly summarize what the customer is expecting:  
 Caller would like Chrysler to tow in the vehicle and repair it.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Writer informed caller this was considered a wear and tear item. Writer provided information for the closest dealer where caller was traveling:  
 Brennan Dodge  
 Ruston, LA  
 318-251-9874

Customer Assistance Inquiry Record (CAIR)#						20010930	
VIN	3D7KS29D6	8G	Open Date	10/05/2010	Built Date	06/04/2008	
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	07/22/2008	Mileage	32,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	42795	BURTIS MOTOR COMPANY INC					
Dealer Address	601 W KANSAS						
Dealer City	GARDEN CITY	Dealer State	KS	Dealer Zip	67846		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	SYRACUSE KS				Country	UNITED STATES	

Recall - J10: - Advise Owner/Incomplete Recall	Recall J10
Product - Suspension - Tie Rods / Drag Link - Broken - Front	driver side front tie rod broke
Corporate - Warranty Coverage - Default - Default - Default	information

Briefly summarize why the customer is contacting Chrysler:Customer stated he wanted information on his warranty.

Briefly summarize what the customer is expecting:Customer wanted warranty information.

Briefly summarize why the customer is contacting Chrysler:Customer stated he wanted information on his warranty.

Briefly summarize what the customer is expecting:Customer wanted warranty information.

Customer calls seeking recall information. Advised the customer of incomplete recall ?recall J10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Writer found The Lifetime Powertrain Limited Warranty is eligible to the first retail customer only and is not transferable.

Writer found BASIC 36 Months or 36,000 Miles 0 July 22, 2011 10 Months or 4,000 Miles

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer also wants to know if his front driver side tie rod is covered under warranty, and if he has towing and what percentage of towing, he stated he lives 50 miles from nearest authorized dealer.

Writer explained he is still under the 3/36 towing should be covered, and tie rod too as long as manufacture defect.

Writer found dealer Burtis Motor Company

50.75 miles away

601 w kansas

garden city, KS 67846





Customer Assistance Inquiry Record (CAIR)#						20011472	
VIN	3D7KS29D6	8G	Open Date	10/05/2010	Built Date	06/04/2008	
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	07/22/2008	Mileage	33,879	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	42795	BURTIS MOTOR COMPANY INC					
Dealer Address	601 W KANSAS						
Dealer City	GARDEN CITY			Dealer State	KS	Dealer Zip	67846
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	SYRACUSE KS					Country	UNITED STATES

Recall - J10: - Advise Owner/Incomplete Recall	Recall J10
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is cell, Preferred Afternoon/Evening call back number is cell,

Reassigned to 88R

Writer transferred call to CSC Telesales for presales questions.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Writer advised customer Lifetime Powertrain applies to first owner only.

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 3:23 PM EST.

Writer called the customer to discuss request for alternate transportation. Customer is not available. Writer left a voicemail.

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CONTACT UPDATE - 2nd. Contact attempt, phone number dialed, at 4:00 PM EST.

Writer spoke with Mrs. Carol Lynam. Tie rods busted on the vehicle and the unit is being towed to 42795 Burtis Motor Company. Owner states she has only had this vehicle for two week and is seeking alternate transportation. Owner lives 50 miles away from the dealer. Vehicle is being towed in to the dealership at the present time. Owner has been talking to July/Susan @ the service department. transferred call to 875417

Customer calls seeking recall information. Advised the customer of

incomplete recall ?recall J10for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer calls requesting to speak with NS705

Customer/Caller transferred to extension # 66080

Customer calls requesting to speak with NS705. The Customer/Caller would like a call back as soon as possible.

Writer informed the Customer/Caller that the Case Manager is unavailable.

Writer informed the customer that she will receive a call back today.

-----  
Writer called the dealer and spoke with July-SA. The dealer is booked with work and will not be able to inspect this unit until next Tuesday. The vehicle was towed in on Tuesday 10/05/10 with 33879 miles. Vehicle is still under basic warranty.

-----  
CONTACT UPDATE - 2nd Contact attempt, phone number dialed, [REDACTED] at 2:24 PM EST.

Advised customer that since the diagnosis has still not occurred, rental will not be authorized. Advised July-SA@ 42795 will be in contact with writer as soon as the diagnosis is performed Advised owner that she is in dire need of alternate transportation, she can go ahead and rent a vehicle for the weekend and if eligible, she can apply for reimbursement. Customer is concerned about renting a vehicle out-of-pocket and not get reimbursed. Owner is being patient and will wait for diagnosis to be completed early next week.

-----  
Writer called the dealer and spoke with July-SA. Mike is the SM. Diagnosis was completed yesterday. Dealer is replacing the broken all joints and tie rods on this vehicle. Vehicle has not been there before. Parts on order and expected by Friday. If the parts arrive on Friday the repair should be completed before the end of business on that day.

CONTACT UPDATE - 3rd Contact attempt, phone number dialed, [REDACTED] at 11:25 AM EST.

Writer spoke with Mr. Lynam in regards to her request. Mrs. Lynam has not rented a vehicle yet. Mrs. Lynam indicated that she has been waiting for writer to call her back with decision. Advised that the diagnosis is completed and the repairs are expected to be completed by Friday. Owner complains the dealer has not contacted her with update information.

Advised owner that if she is still in need of alternate transportation we can look into reimbursement. Owner live about 50 miles away from the dealership. Owner is not interested and disconnected the call.

Customer requested to speak with NS705.

Writer informed the customer that the agent is not available but a note will be made to contact them back as soon as possible.

Customer wants to be contacted at home.

-----  
Writer called the dealership and spoke with July-SA. July indicated the repairs on the vehicle were completed today. The dealer did not receive the parts until yesterday. The dealer did not provide the customer with alternate transportation. The customer is picking up the vehicle today.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20028423	
VIN	3D7MX38A1	8G	Open Date	10/10/2010	Built Date	03/17/2008	
Model Year	2008	Body	D18L41	DODGE RAM ST 4X4 3500 QUAD CAB			
In Service Dt	10/08/2008	Mileage	14,330	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	67860	GRAND JUNCTION CHY-JEEP-DOD INC					
Dealer Address	2578 HWY 6 & 50						
Dealer City	GRAND JUNCTION			Dealer State	CO	Dealer Zip	81505
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	GLADE PARK CO					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
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Roadside Assistance Contacted - DATE : 2010-10-08  
 Road Side File Created 10-10-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 LAURADALE DRIVE  
 GRAND JUNCTION GRAND JUNCTION  
 CO USA CO  
 CALLER\_COMMENTS QUAD CAB, BROKEN TIE ROD TOW\_COMM  
 DEALER CODE : 67860 GRAND JUNCTION CHY-JEEP-DOD INC

Customer Assistance Inquiry Record (CAIR)#						20030057	
VIN	3D7KS26L5	9G	Open Date	10/11/2010	Built Date	02/18/2009	
Model Year	2009	Body	DH7H62	DODGE RAM SLT 4X4 2500 REG. CAB			
In Service Dt	12/31/2009	Mileage	40,000	Dealer Zone	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC					
Dealer Address	2695 EAST MAIN STREET						
Dealer City	PLAINFIELD			Dealer State	IN	Dealer Zip	46168
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	CLARKSVILLE TN					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Tie rod broke completely broke in half
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer stated he was out of town and his tie rod end completely broke in half. The vehicle was only going about 2 miles an hour while he was pulling into a parking spot and it just snapped. He is very concerns this is a manufacturer defect. Customer feels that this should not happen on a vehicle let a lone at such little miles. Also it happened while he was out of town in Indiana and he is at a dealership now.

Briefly summarize what the customer is expecting:

Customer expects good will assistance with the repair

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is cell Preferred Afternoon/Evening call back number is cell

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? unsure

call was disconnected before I could get the dealer he was at.

Reassigned to 88F

Customers phone lost signal and he was disconnected He needs a call back today because he s on a job that requires him to deliver and if he can t get the delivery there, they will charge him \$15.00 per day.

Customer called back & stated he has found the part, and wanted to know if he should have the dealer replace it and bill Chrysler. Writer told customer that we would try to have CM call back within next few hours, but at latest, he would be contacted tomorrow by COB. Customer stated he would have us deal with his attorney if he does get fined. Writer again explained to customer that we would see if we could get his situation escalated as soon as possible.

Customer called to speak with his CM, agent # RC939. Writer tried to contact the CM and was unable to reach her. Customer asked to be called back as soon as possible.

Original owner

OOW by mileage (4,000 miles)

Only vehicle and no CSC.

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
[REDACTED] at 12:00

Customer states that he has had problems with the front end before and wants to be reimbursed for work loss and the repair.

Case Manager states that work loss is a no, but reimbursement for a one time goodwill offer will be granted.

DEALER CONTACT

SA Mike states the front tie rod on the left side was replaced, for a total \$234.76

Agent will reimburse for the parts and labor only.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Writer is waiting to receive documents.

Writer is still waiting for documentation

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2010-11-05 @ 10:57

Customer was advised that due to the nature of their contact documents have been requested

electronically and a call back will take place within one business day by COB their time once the documents have been received.

Preferred call back number is [REDACTED]

Reassigned to 88y

Writer has been instructed to close the loop as the customer has not provided documentation within the requested period of time.

CLOSED LOOP UPDATE

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Customer Assistance Inquiry Record (CAIR)#						20033897	
VIN	3D7KS26T5	9G	Open Date	10/12/2010	Built Date	08/22/2008	
Model Year	2009	Body	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	11/13/2008	Mileage	73,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	60204	DALLIN MOTORS					
Dealer Address	823 E CEDAR ST						
Dealer City	RAWLINS			Dealer State	WY	Dealer Zip	82301
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	RIVERTON WY					Country	UNITED STATES
<div>Product - Fuel System - Linkage - Other - Default</div> <div>steering linkage</div>							

Briefly summarize why the customer is contacting Chrysler:

Fleet agreement with Fremont a lot of trucks. Steering linkage  
9G505109.

Customer stated the steering linkage broke, 12,000 miles on recall H36  
STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET SAFETY 02/09/2009  
03/30/2009 COMPLETE

Customer had vehicle towed to dealer 60204.

Customer stated this vehicle was traveling on the freeway when the  
steering linkage broke, and he has a fleet of 10 trucks, he wants to know  
if he should ground the other 9 vehicles because he is afraid they will  
have the same problem, or should he let the other vehicles continued  
driving until this happens to them and they could have an accident.  
Customer also seeking financial assistance.

Writer explained we can send this file for this vehicle over to senior  
case manager for review, but as for the other vehicles he has, this would  
be his decision.

Customer was advised that due to the nature of their contact a call back  
is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is xxx-xxx-xxxx

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Who has possession of the vehicle? (Owner/Dealer/IRF)dealer

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)no

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Writer explained this vehicle can go to senior case manager for review,  
but as far as his other vehicles, Chrysler cannot tell him what to do.

Customer insists supervisor contact him 3078400080, writer explained  
again whether his drivers should continue driving his vehicles or not is  
his decision.

\*\*\*\*\*Supervisor Call Back\*\*\*\*\*

CUSTOMER CONTACT: Writer called customer at Phone# at 11:51  
AM MST.

Customer states his drivers was backing out of a parking stall and heard

a big pop and then he lost steering. Customer is concerned because he has a fleet of vehicles and he is worried he might have the same problems.

Writer look up Vin# s 5G [REDACTED] 6G [REDACTED] 6G [REDACTED] 6G [REDACTED] 6G [REDACTED] 7G [REDACTED] and 7G [REDACTED]. Writer advised recall information on all vehicles. Customer is concerned that the problem with the vehicle was not related to the recall H36 and H46. Customer states the dealer advised the ball joint broke. The recall is for the steering linkage and dampener bracket. Customer wants to know if CAC will assist in goodwill. Writer advised it can be considered but to call the Fleet Hotline: (800) 999-3533. Customer understands and will call. Writer advised if the recalls are performed and the dealer advises the vehicle is safe to drive CAC will advise the same. Customer understands and thanked writer for the help.

Writer will have CM close the case.

Based on line 47 writer closing case.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer called looking to speak with CM as he called Fleet Hotline and was told to go back to Recall center. Customer is upset, transferred to CM line. Gave customer previous CM s name.

Customer states he wants all ten of his Ram trucks inspected to see if the pitman arm ball stud is cracked. Customer states he wants the repair completed at no cost to him.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

\*\*\*\*\*Supervisor Call Back\*\*\*\*\*

CUSTOMER CONTACT: Writer called customer at Phone# [REDACTED] at 10:09 AM MST.

Customer was not available.

Left a message indicating another attempt would be made.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20060902</b>	
<b>VIN</b>	3D7KS28L1	9G [REDACTED]	<b>Open Date</b>	10/20/2010	<b>Built Date</b>	12/04/2008	
<b>Model Year</b>	2009	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	09/16/2009	<b>Mileage</b>	25,000	<b>Dealer Zone</b>	51	CHICAGO	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	45323	STEW HANSEN DODGE CITY JEEP					
<b>Dealer Address</b>	12103 HICKMAN RD						
<b>Dealer City</b>	URBANDALE			<b>Dealer State</b>	IA	<b>Dealer Zip</b>	50323
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	URBANDALE IA [REDACTED]					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2010-10-18  
 Road Side File Created 10-20-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 210 S 41ST ST 12103 HICKMAN RD  
 MILLS CIVIC PARKWAY  
 WEST DES MOINES URBANDALE  
 IA USA IA  
 CALLER COMMENTS TIE ROD BROKE ON DRIVERS FRONT TI  
 DEALER CODE : 45323 STEW HANSEN DODGE CITY JEEP



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20092977</b>	
<b>VIN</b>	3D7KS28L6	9G	<b>Open Date</b>	10/29/2010	<b>Built Date</b>	08/30/2008	
<b>Model Year</b>	2009	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	07/19/2009	<b>Mileage</b>	26,000	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	68141	BILLION DODGE-CHRYSLER JEEP					
<b>Dealer Address</b>	1 AUTO PLAZA DR						
<b>Dealer City</b>	BOZEMAN			<b>Dealer State</b>	MT	<b>Dealer Zip</b>	59715
<b>Owner</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	BIG SKY MT					<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
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Roadside Assistance Contacted - DATE : 2010-10-27  
 Road Side File Created 10-29-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 80675 B GALLATIN ROAD 1 S AUTO PLAZA DR  
 \*\*\*\*\*  
 BOZEMAN BOZEMAN  
 MT USA MT  
 CALLER\_COMMENTS BROKEN TIE ROD - GREG AT DEALER 1  
 DEALER CODE : 68141 BILLION DODGE-CHRYSLER JEEP  
 Cair closed due to duplication. Refer to Cair #20093042.  
 \*\*\*\*\*End of Narrative\*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20102265</b>	
<b>VIN</b>	3D3MX49A9	8G	<b>Open Date</b>	11/01/2010	<b>Built Date</b>	03/03/2008	
<b>Model Year</b>	2008	<b>Body</b>	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	04/30/2008	<b>Mileage</b>	77,000	<b>Dealer Zone</b>	51	CHICAGO	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	66792	JIM BAIER INC					
<b>Dealer Address</b>	HWY 61 WEST						
<b>Dealer City</b>	FORT MADISON			<b>Dealer State</b>	IA	<b>Dealer Zip</b>	52627
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KEOKUK IA					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Recall - J35: - Advise Owner/Incomplete Recall	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
customer was driving and taking a turn pulling into parking lot when the tie rod broke. Customer stated that he knows he is OoW but feels that it should have lasted alot longer than the 77000 miles.  
Briefly summarize what the customer is expecting:  
Customer already had the repair done on the vehicle and is seeking reimbursement assistance.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is 7-4 pm  
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx  
Who has possession of the vehicle? dealer  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 66792  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
Writer contacted 66792, and spoke with SM Randy who alleges that the vehicle had been towed in with a broken tie rod. SM states that they have no way of knowing how or where the vehicle was being driven when the tie rod had broke. SM alleges that the vehicle is used as a work truck. SM does not have the price that the customer had paid for the repair. 1 new, 2 used vehicle s purchased in household.  
OOW by 41,000 miles.  
No CSC on file.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 1:39.  
Writer contacted the customer to advise him that after reviewing the current case file, with the vehicle being OOW by 41,000 miles Chrysler would be unable to assist by reimbursing for the tie rod repair, but

writer did advise the customer that writer would like to provide the customer with a Essential Care CSC that merits 4 oil changes over the course of 1 year. Customer then states that he feels that 77,000 miles is still premature for a tie rod to fail, but that he is satisfied to receive the oil changes.

2nd attempt made to contact customer on 11/05/2010 at 10:38.

Writer left VM advising the customer that the oil change CSC had been added to the vehicle information. Writer also advised in the VM that if the customer has any further questions to recontact the CCAC, and writer provided the CM Group phone number of 800-763-8422.

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20108645</b>
<b>VIN</b>	3D7MX48L4	9G [REDACTED]	<b>Open Date</b>	11/03/2010	<b>Built Date</b>	03/05/2009
<b>Model Year</b>	2009	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	09/23/2009	<b>Mileage</b>	66,384	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	45369	COWBOY CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	1355 HIGHWAY 96 S					
<b>Dealer City</b>	SILSBEE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77656	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	BUNA TX [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Unknown - Other - Unknown	tie rod end broke
--	-------------------

oow. 50% parts and labor. no rental. slb

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20113893</b>	
<b>VIN</b>	3D7UT2CL8	AG [REDACTED]	<b>Open Date</b>	11/04/2010	<b>Built Date</b>	01/21/2010	
<b>Model Year</b>	2010	<b>Body</b>	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
<b>In Service Dt</b>	02/26/2010	<b>Mileage</b>	10,815	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	66508	HAGANS D-C-P MOTORS INC					
<b>Dealer Address</b>	401 BUILDERS LANE						
<b>Dealer City</b>	MORRILTON			<b>Dealer State</b>	AR	<b>Dealer Zip</b>	72110
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	CONWAY AR [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Arbitration - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

\*\*\*\*\*BINDING ARBITRATION - CASE # 63105024AR\*\*\*\*\*

Owner files for Arbitration due to multiple issues with the ABS light on, 4X4 service light and the tie rod that broke.

\*

Spoke with dealer service manager who states vehicle was in 11/1/10 for tie rod end that broke. It damaged the tire & wheel. Dealer ordered a new tire and wheel. The vehicle was picked up yesterday 11/2/10. States vehicle was in a few times for ABS light that was on. The dealer resolved that problem.

\*Called dealer service manager who states dealer is waiting to get the wheel and tire in. No other problems.

\*Hearing date 12/1/10

Faxed Statement to NCDS. DEFENDING

Received Decision statement and owner was AWARDED vehicle replacement. OK to close the case. TJK7

Customer Assistance Inquiry Record (CAIR)#						20122160	
VIN	3D7KS28LX	9G	Open Date	11/08/2010	Built Date	12/18/2008	
Model Year	2009	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	02/27/2009	Mileage	37,391	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	43877	E-TOWN DODGE					
Dealer Address	2005 SOUTH MARKET STREET						
Dealer City	ELIZABETHTOWN			Dealer State	PA	Dealer Zip	17022
Owner						Contact Type	LETTER
Address						Home Phone	
	NEW CARLISLE OH					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Customer is seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	Customer is seeking reimbursement for broken tie rod.

POSTMARK DATE: 101310; DATE RECEIVED: 101810

Previous Agent Promise

\*\*\*\*\*

Customer submitted documents for request for reimbursement for repair to the (driver side front tie rod) on their vehicle, (on line 46-48 in CAIR 19920117) reimbursement in the amount of (\$110.24).

Customer's proof of payment is: VISA

Date of repair: 9/2/2010

Labor \$0.00

Parts \$104.00

Tax \$6.24

Misc. Charges \$0.00

Total \$110.24

Writer is submitting check for approval in the amount of \$110.24

Writer contacted customer to inquire which address he would like his reimbursement sent to, as the address on file and the return address on his envelope are two different address and states. Customer requested that it be sent to the address on his envelope 18 Ruby Rd. Marlborough CT 06447 as he is in CT for business for awhile. Customer wishes to keep the OH address we have on file as his main address.

Approved

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20129855</b>
<b>VIN</b>	3D7KS19D6 8G [REDACTED]	<b>Open Date</b>	11/10/2010	<b>Built Date</b>	03/13/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH6H81	DODGE RAM SXT 4X4 1500 MEGA CAB		
<b>In Service Dt</b>	08/27/2008	<b>Mileage</b>	34,400	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	57088	DODGE TOWN INC				
<b>Dealer Address</b>	1120 EAST OMAHA STREET					
<b>Dealer City</b>	RAPID CITY		<b>Dealer State</b>	SD	<b>Dealer Zip</b>	57701
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	FLINT MI [REDACTED]				<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default						

Roadside Assistance Contacted - DATE : 2010-11-08  
 Road Side File Created 11-10-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 14598 TIFFANY COURT 1120 EAST OMAHA STREET  
 ALKAN /LOWER SPRING CREEK RD  
 HERMOSA RAPID CITY  
 SD USA SD  
 CALLER COMMENTS 01-MEGA CAB-BROKEN FRONT TIE ROD  
 DEALER CODE : 57088 DODGE TOWN INC

Customer Assistance Inquiry Record (CAIR)#						20137411	
VIN	3D7MX38L7	9G	Open Date	11/12/2010	Built Date	02/17/2009	
Model Year	2009	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/27/2009	Mileage	31,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE					
Dealer Address	523 WEST MAIN STREET						
Dealer City	AMERICAN FORK			Dealer State	UT	Dealer Zip	84003
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	EAGLE MOUNTAIN UT					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2010-11-10  
 Road Side File Created 11-12-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 900 W STATE ROAD 523 WEST MAIN STREET  
 DRIVEWAY  
 AMERICAN FORK AMERICAN FORK  
 UT USA UT  
 CALLER COMMENTS PIECE OF STEERING LINKAGE BROKE/4  
 DEALER CODE : 68009 DOUG SMITH CHRYSLER JEEP DODGE



Customer Assistance Inquiry Record (CAIR)#						20137420	
VIN	3D7KS29L1	9G	Open Date	11/12/2010	Built Date	10/28/2008	
Model Year	2009	Body	DH7P81 DODGE RAM LARAMIE 4X4 2500 MEGA CAB				
In Service Dt	07/06/2009	Mileage	22,792	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	26676	LARRY H MILLER BOUNTIFUL CHRYSLER			JEEP DODGE		
Dealer Address	2929 SOUTH MAIN STREET						
Dealer City	BOUNTIFUL			Dealer State	UT	Dealer Zip	84010
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	FARMINGTON UT					Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CRS contacted dealer regarding tow event
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	CRS unable to contact customer
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Outer tie rod end broke
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-11-10

Road Side File Created 11-12-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

2126 SOUTH 3200 WEST 755 N 500 W

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SALT LAKE CITY WEST BOUNTIFUL

UT USA UT

CALLER\_COMMENTS MEGA CAB TOW\_COMMENTS VENDOR\_CO

DEALER CODE : 26676 LARRY H MILLER BOUNTIFUL CHRYSLER

\*\*\*\*\*PCCP OUTBOUND DEALER CONTACT\*\*\*\*\*

CRS contacted Dealer LARRY H MILLER BOUNTIFUL CHRYSLER 801-693-2200.

CRS spoke with: Jim, SA

Was the vehicle towed to your dealer? Yes

When did it arrive at the dealer? 11/10/10 after hours

Is the vehicle still there: No

What is the current mileage? 22,729

If known, what is the reason for the tow? Outer left tire rod end broke

What was the diagnosis? Tire rod end broke

What repairs were required? replace the tire rod end, and realigned.

In your opinion is the condition caused by a defect; normal wear and tear or by another factor? Hitting curb

Have recalls/RRT's been completed? N/A

Have the repairs been completed? Yes

Is yes, when were they completed: Yes

Is this covered under warranty? No, advised by DM not to cover

Is there a cost associated with this repair? How much? No. Dealer did this internally

No charge to customer

Has this information been passed on to the customer? Vehicle has been picked up.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

\*\*\*\*\*PCCP OUTBOUND CUSTOMER CONTACT\*\*\*\*\*

CRS 1st attempt to contact [REDACTED] 12:07 pm ET.

CRS left voice mail advising Chrysler proactive team is following up on the recent tow event. CRS left contact number, hours of operation and CAIR number. CRS will make a 2nd attempt on 11/15/10.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

\*\*\*\*\*PCCP OUTBOUND CUSTOMER CONTACT\*\*\*\*\*

CRS 2nd attempt to contact Christian Walton at 801-258-1648 2:25 pm ET.

CRS left voice mail advising Chrysler proactive team is following up on the recent tow event. CRS left contact number, hours of operation and CAIR number. CRS will make a final attempt on 11/17/10.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

\*\*\*\*\*PCCP OUTBOUND CUSTOMER CONTACT\*\*\*\*\*

CRS final attempt to contact [REDACTED] 4:37 pm ET.

CRS left voice mail advising this is Chrysler's final attempt to contact the customer to follow up on the recent tow event. CRS provided contact information and hours of operation if the customer has any questions, comments or concerns they would like to address.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20143144</b>
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<b>VIN</b>	3D73Y4HL5	AG [REDACTED]	<b>Open Date</b>	11/13/2010	<b>Built Date</b>	02/08/2010
<b>Model Year</b>	2010	<b>Body</b>	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	03/04/2010	<b>Mileage</b>	18,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	44264	SPARTANBURG CHRYSLER DODGE JEEP	INC
<b>Dealer Address</b>	1035 NORTH CHURCH ST EXT		
<b>Dealer City</b>	SPARTANBURG	<b>Dealer State</b>	SC
		<b>Dealer Zip</b>	29303

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	INMAN SC [REDACTED]	<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	aftermarket lift kit
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Recall - K17: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2010-11-11

Road Side File Created 11-13-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

EAGLE STREET

INMAN SPARTANBURG

SC USA SC

CALLER\_COMMENTS 01-DUELY DEISAL FULL TON TRUCK ME

DEALER CODE : 44264 SPARTANBURG CHRYSLER DODGE JEEP

Contacting SPARTANBURG CHRYSLER DODGE JEEP @ 864-580-2400 code 44264 - to

follow up on the roadside event for Harry Foster s 2010 Laramie - spoke

with Kim SA

Who did you speak with at the dealer and what is their dealer code? 44264

Is the vehicle at the dealer now? yes

When did it arrive at the dealer? 11/15/10

What is the current mileage? 19278 mls

If known, what is the reason for the tow? left frt tie rod broke -

aftermarket lift - tractor trailer tires on vehicle

Have the repairs been completed? yes

If yes, when were they completed? 11/15/10 - customer picking up vehicle

later today

Are there any parts that need to be ordered? yes

If yes, what are the part & order # s? tie rod end

Rental provided? No

Recalls open - will be done this afternoon

Csr sts: I will follow up with the customer - thank you for your time

\*\*\*\*\* End of Narrative \*\*\*\*\*

1st attempt to contact Mr [REDACTED] - to follow up on the tow event and repairs done on 2010 Laramie -

Customer sts: I have had several dodge products that I purchased from

this dlrshp - we put a lift kit on the vehicle - and we told them that we were putting one on it - but they never once said that it would void the warranty - and with all the money I have spent over the years - they could have said something and not come up with reasons why we caused the tie rod to break - and I will never go back to SPARTANBURG CHRYSLER DODGE JEEP

Csr sts: I understand your frustration with not being told about voiding your warranty - and we always suggest our customers call the dlrshp before putting any after market product on their vehicle for this reason - chrysler does honor their warranties but there are situations where our hands are tied - however I can locate another dlrshp in your area

Customer sts: I know where there is one just up the road from me - so I will be going there from now on -

Csr sts: On behalf of Chrysler - we do appreciate your loyalty to Dodge and if you are in need of assistance pls call customer assistance - and thank you for your time today -

\*\*\*\*\* End of Narrative \*\*\*\*\*

Advised customer of open recall K17

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Customer Assistance Inquiry Record (CAIR)#						20144340	
VIN	3D7MX38A2	8G	Open Date	11/15/2010	Built Date	04/07/2008	
Model Year	2008	Body	D18L41	DODGE RAM ST 4X4 3500 QUAD CAB			
In Service Dt	01/24/2009	Mileage	13,054	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	66012	COAST AUTO CENTER INC					
Dealer Address	530 CHETCO AVE						
Dealer City	BROOKINGS			Dealer State	OR	Dealer Zip	97415
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	BROOKINGS OR					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	inner tie rod end
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-11-13

Road Side File Created 11-15-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

W 9TH STREET

CRESCENT CITY BROOKINGS

CA USA OR

CALLER\_COMMENTS BROKEN TYE ROD TOW\_COMMENTS VEND

DEALER CODE : 66012 COAST AUTO CENTER INC

Contacting COAST AUTO CENTER INC @ 541-469-5321 code 66012 to follow up

on the tow event and repair done on Mr Millers 2008 dodge ram - spoke

with Kenny SA

Who did you speak with at the dealer and what is their dealer code? Kenny

SA

Is the vehicle at the dealer now? yes

When did it arrive at the dealer? 11/13/10

What is the current mileage? 13054 mls

If known, what is the reason for the tow? inner tie rod end - broke off / lost steering

Have the repairs been completed? no

If yes, when were they completed? no

If no, what is the estimated repair date? 11/17/10

Are there any parts that need to be ordered? yes

If yes, what are the part & order # s? - inner tie rod end - as per recall

Rental provided? No

Csr sts: I will call back on the 17th to check status of repair - thanks for your time

\*\*\*\*\*End of Narrative \*\*\*\*\*

Contacting COAST AUTO CENTER INC @ 541-469-5321 - to follow up on the repairs for Mr Miller - spoke with Kenny SA -

Csr sts: calling to see how things are going with Mr [REDACTED] repairs

Kenny SA sts: national back order on steering gear - could be a month before we get it -

Csr sts: that doesn't look good for Mr [REDACTED] - will he get a rental for the time out of his vehicle

Kenny sts: that is a long time to put a customer in a rental

Csr sts: after 7 - 10 days it is considered a part delay - if you talk with your SM he may be able to get the okay from the DM to cover a rental

-

Kenny sts: I will talk with Carl and see what options we have - 3

Csr sts: and I will call you tomorrow to see what you were able to find out - thanks Kenny

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting COAST AUTO CENTER INC @ 541-469-5321 - to follow up on the repairs done on 2008 Dodge Ram - spoke with Travis

Csr sts: just calling to follow up on the repairs for Mr [REDACTED] Ram

Travis sts: we are not done yet - we did find a steering gear from another dlrshp so we are will be able to get this vehicle repaired by the latest monday afternoon -

Csr sts: that is great to hear - I know the last time I spoke with Jason - there was atleast a month delay - I will call back on monday to check one last question - have the recalls been done -

Travis sts: yes they have -

Csr sts: okay great - have a good one

\*\*\*\*\* end of narrative \*\*\*\*\*

1st attempt to contact Mr [REDACTED] -

Csr sts: calling to follow up on the tow event and repairs done on your 2008 - has everything been done to your satisfaction -

Customer sts: I haven't picked up the vehicle yet but I know that they have completed it -

Csr sts: I will give you my number so if you need to contact regarding the repairs you will have my # ( gave customer contact info ) anything else today

Customer sts: No that is all - thanks for calling

Csr sts: you are welcome thank you for being a Dodge owner and for your time today

\*\*\*\*\* End of Narrative \*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20144356</b>
<b>VIN</b>	3D7KS28AX	8G	<b>Open Date</b>	11/15/2010	<b>Built Date</b>	06/05/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	11/06/2008	<b>Mileage</b>	42,016	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	24294	DAVIS-MOORE AUTOMOTIVE INC				
<b>Dealer Address</b>	6215 E KELLOGG DR					
<b>Dealer City</b>	WICHITA			<b>Dealer State</b>	KS	<b>Dealer Zip</b> 67218
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	WICHITA KS				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2010-11-13  
Road Side File Created 11-15-10 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN  
N TERRACE DRIVE  
WICHITA WICHITA  
KS USA KS  
CALLER\_COMMENTS 2ND FRONT END FELL/BROKEN TIE ROD  
DEALER CODE : 24294 DAVIS-MOORE AUTOMOTIVE INC  
Contacting DAVIS-MOORE AUTOMOTIVE INC @ 316-618-2000 code - to follow up  
on the tow event and repairs done on Mrs MCMURTER s 2008 Dodge Ram -  
spoke with Todd Sa  
Who did you speak with at the dealer and what is their dealer code? 24294  
Is the vehicle at the dealer now? yes  
When did it arrive at the dealer? 11/13/10  
What is the current mileage? 42016 mls  
If known, what is the reason for the tow? inner tie rod -  
Have the repairs been completed? no  
If no, what is the estimated repair date? 11/16/10  
Are there any parts that need to be ordered? no  
Rental provided? yes -  
If yes, how many days? 1 day  
Was this a warranty repair or customer pay? done under SC  
Csr sts: I will check back tomorrow to see if the repair has been  
completed - thank you for your time  
\*\*\*\*\* End of Narrative \*\*\*\*\*

Customer Assistance Inquiry Record (CAIR)#						20146357	
VIN	3D7MX48L4	9G	Open Date	11/15/2010	Built Date	03/05/2009	
Model Year	2009	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	09/23/2009	Mileage	1	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45369	COWBOY CHRYSLER DODGE JEEP					
Dealer Address	1355 HIGHWAY 96 S						
Dealer City	SILSBEE			Dealer State	TX	Dealer Zip	77656
Owner						Contact Type	TELEPHONE
Address						Home Phone	96
	BUNA TX					Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Body Shop Management	Dealer lies to customers/Dishonest
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Why is the customer calling Chrysler? Overhead said Vehicle need service. Dealer advised @ 67000 miles the EGR system and the crank shaft system needed to be cleaned. Customer felt the price was very high in comparison the a dealer down the road who charged half the cost. Customer went ahead and had the repair but when he asked the dealer to look at his old EGR valve the dealer advised that they put the part back on the truck and still charged him 200.00 dollars more than the other dealer.

What is the customers expectation? To file a complaint. Customer also complains of the Left driver side tie rod end broke and customer feels the the dealer may have not been greasing the parts.



Customer Assistance Inquiry Record (CAIR)#						20151875	
VIN	3D7KS28A9	8G	Open Date	11/16/2010	Built Date	03/14/2008	
Model Year	2008	Body	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	01/19/2009	Mileage	62,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44377	HENSON MOTOR CO INC					
Dealer Address	105 SOUTH MAY						
Dealer City	MADISONVILLE			Dealer State	TX	Dealer Zip	77864
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	TEAGUE TX					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	2nd time they have broken
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer is calling in on his tie rods breaking again.

Briefly summarize what the customer is expecting:

Customer is seeking for this problem to be resolved.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer is very upset that his hubs and tie rods keep breaking and very concern if that if he was going fast like 70 mph, what would have happen to him, and what would dodge do about that. Customer feels his vehicle is not safe and has had to many problems in the last six months.

Customer is seeking for this to be resolve for his vehicle can be safe and will out any more problems.

Writer advised customer that I would have a case manager look into this and call him back.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 44377

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

at 5:25 PM MST. Customer states current problems with vehicle is tie rod ends, bearings, ujoints and driveshaft. Customer states dealer agreed to fix and he doesn t feel safe driving vehicle. CM informed customer would contact dealer and follow up with him tomorrow. Customer agreed.

DEALER CONTACT - CM spoke to SM Mike Ferguson, who states he replaced left outer tie rod on customers vehicle yesterday. SM states this repair had just been done 6-8 months ago so he claimed Mopar warranty. SM states as far as the bearings, ujoints and driveshaft, the customer didn t want

to pay to have it diagnosed. SM states the customer has the vehicle. SM states customer is seeking trade assistance but he has yet to talk to their rep in that regard.

CONTACT UPDATE - CM contacted customer who was unavailable. CM left message for returned call at 800.763.8422 with case number indicating another attempt will be made on 11/22/10.

Customer calls requesting to speak with AS1499

Customer/Caller transferred to extension # 66124

CONTACT UPDATE - Customer called in asked whats going to be done about his vehicle. CM explained to customer lines 30-34. Customer states he already had bearings, ujoins and driveshaft fixed so 'why have it diagnosed'. CM explained that that information was not understood in our conversation on 11/17. CM explained the tie rod was covered under Mopar warranty. Customer states he wants to trade vehicle in as he doesn't owe on the vehicle but dealer only wants to give him \$24k. CM explained that the negotiation of trade in terms for his vehicle would need to be worked out with the dealership. Customer asked if something happens with his vehicle again can he use the reference number and call back and is Dodge going to fix it. CM explained to customer that every concern with his vehicle thus far has been fully documented and if further issues occur he can call back. Customer said ok and hung up.

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20166524</b>
<b>VIN</b>	3D7MX48L4	9G	<b>Open Date</b>	11/22/2010	<b>Built Date</b>	03/24/2009
<b>Model Year</b>	2009	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	06/10/2009	<b>Mileage</b>	20,895	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	24002	SKYLAND CHRY-JEEP				
<b>Dealer Address</b>	255 SMOKY PARK HIGHWAY					
<b>Dealer City</b>	ASHEVILLE			<b>Dealer State</b>	NC	<b>Dealer Zip</b> 28806
<b>Owner</b>	SMITH, MARIO E				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	PO BOX 15				<b>Home Phone</b>	531
	LEICESTER NC 28748-0015				<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer needs rental for trip this week
Product - Unknown - Unknown - Stalling - Default	Customer states steering and tires wobbling
Corporate - Excessive Contacts - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states while driving on 11-21-10 the truck lost its steering and the front wheels began to wobble. They pulled off of the freeway and had to get towing. Also there were too many passengers so they had to get more transportation for the other passengers to get home. They are planning a trip to Florida on 11-24 and the truck will not be repaired in time. This repair is a recall but they had not yet been notified.

Briefly summarize what the customer is expecting: Customer would like transportation until the truck is fixed.

Customer can be reached at 828-545-0530 Viviana

Mario 828-545-0531

Dealer is #24002

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 828-545-0530 at 11:51 AM EST. Writer spoke with Viviana Smith, Mrs. Smith would like writer to speak with her husband directly about the situation. Owner confirmed the vehicle is currently at 24003.

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Writer attempted to speak with Mario Smith @ 11:57 AM EST, 828-545-0531, however, he was not available. Writer left a voicemail.

Customer called in to speak with their case manager. Writer transferred the customer to the case manager line 800-763-8422.

Customer called in to speak with the CM. Writer informed he is not available.

Customer seeking rental and reimbursement. Customer is not happy with this vehicle at all. Writer expressed empathy and informed that the CM will be notified.

Customer requests CM contact. Agent offers to transfer to CM team; \_ customer declines. Customer states that issue needs to be resolved today. Agent advises customer that information will be documented and customer

Customer Assistance Inquiry Record (CAIR)#						20150109	
VIN	3D7KS28A7	8G	Open Date	11/16/2010	Built Date	08/04/2008	
Model Year	2008	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB				
In Service Dt	02/28/2009	Mileage	40,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45369	COWBOY CHRYSLER DODGE JEEP					
Dealer Address	1355 HIGHWAY 96 S						
Dealer City	SILSBEE			Dealer State	TX	Dealer Zip	77656
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BRYAN TX					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	
Product - Steering - Linkage - Defective - Default	
Recall - H36: - Reoccurrence or Related Problem	

Customer called in inquiring about open recalls on their vehicle. The agent advised customer that there are no outstanding recalls that need to be completed on their vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall  
The linkage to the tierod broke.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer believes that the H36 STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET is recurring. Agent suggested to mail in the receipts to be considerate for a possible goodwill reimbursement.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

request to contact as soon as available. \_

-----

CONTACT UPDATE - 2nd. Contact attempt, phone number dialed, [REDACTED] at 3:12 PM EST.

Owner complains the tie rod end snapped off the vehicle and he almost crashed. Owner is seeking for a mechanical explanation as to why this happened on his vehicle. Owner is upset and feels this problem may be recall related. Owner states he has done research online and has found information that suggests this problem is common. Advised owner there are no outstanding recalls on his vehicle and advised that information found in the internet cannot be taken into consideration for assistance.

Advised to discuss the point of failure directly with the techs at the dealer. Advised writer will consult his request with the SM and will call him back with a final decision.

-----

Writer spoke with Kyle-SM. Driver s side tie rod broke and needs replacement. Hub and spindle issue. Internal failure. No signs of abuse or neglect. 20895 miles. Repair is in progress, parts on order and expected tomorrow. SM-Kyle indicates the repair maybe completed by Wednesday at the latest.

SM-Kyle indicates that rental will not be provided to this customer due to the fact that Mrs. Smith was given a rental vehicle previously and caused some damages to the unit. For this reason, the dealer will no longer provide the customer with alternate transportation.

Customer s wife called, they are upset because no one has called them back to update the status of the case. Call was transferred to the case management office for further assistance.

-----

Writer called dealer and spoke to SA-Kyle. Kyle stated that they have already repaired the vehicle, and the customer took delivery of it on Tuesday, 11/23/10.

CLOSED LOOP UPDATE - no need for additional follow-up.

---

Customer Assistance Inquiry Record (CAIR)#						20171229	
VIN	3D7MX48A6	8G	Open Date	11/23/2010	Built Date	03/26/2008	
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/27/2008	Mileage	35,009	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	26212	LANDERS CHRYSLER DODGE JEEP					
Dealer Address	7800 ALCOA RD						
Dealer City	BENTON	Dealer State	AR	Dealer Zip	72015		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WHITE HALL AR				Country	UNITED STATES	

Corporate - Maintenance Requirements - Default - Default - Default	alignment
Dealer - Service/Body Shop - Transaction - Other - Default	unsatisfactory repair
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	

Customer states that vehicle s tie rods broke at 31000 miles, just a short time after replacing tires. Customer states that vehicle was repaired at Dealer 26212. Customer states that has driven 4000 miles; tires are wearing unevenly and steering is terrible. Customer states that, as per dealer, customer will have to pay for an alignment before further diagnosis can be completed.

Customer seeks: Coverage of alignment because during the original repair this was not completed.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred call back number is

Alternate number is

Who has possession of the vehicle? (Owner/Dealer/IRF) dealer

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes

If a CDJ dealer has diagnosed, what is the dealer name or code?26212

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

3rd owner, no SC, in warranty by time and miles, 1 previous used CJD vehicle owned.

Writer contacted the dealer and spoke with SA Ted. SA states the customer has only been to the dealership 1 time and that was on 9/9/10. SA states they completed the 2 recalls, neither included the tie rods nor did it require and alignment. Customer was not been in since. He was at 32,738 miles.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 2:30 pm MST.

Writer got VM for the customer.

\*\*\*\*NEXT AGENT please verify where the customer had the repair for tie rods completed dealer 26212 has not done that work.\*\*\*\*

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Chrysler will not participate in the repair.

Alignments are maintenance and the responsibility of the customer.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer called seeking information on his case file.

Customer states he is going to the dealership and hung up on agent.

2nd attempt made to contact customer on 11/26/10 at 3:53 pm MST.

Writer contacted the customer and got Vm. Writer will follow up again 11/29/10 to give decline.

3rd attempt made to contact customer on 11/30/10 at 10:50 am MST.

Writer dialed [REDACTED] number was disconnected. Writer tried

501-912-1961 and got VM. Writer will follow up again to give decline.

Customer called to speak to case manger about their open case. Agent confirmed the open case then transferred to case manger team line for further assistance.

Customer returning case manager s call.

Correction to phone number [REDACTED] cell phone , or [REDACTED], customer wants call back.

4th attempt made to contact customer on 12/1/10 at 4:44 pm MST.

Writer contacted the customer and got VM. Writer will contact customer again to give decline. VM box was full and writer was unable to leave a message.

customer states wants to speak with DQ15

customer states best phone # to [REDACTED]

customer states please have DQ15 call customer back asap

customer states wants to speak with DQ15

customer states best phone # to [REDACTED]

customer states please have DQ15 call customer back asap

5th attempt made to contact customer on 12/2/10 at 5:10 pm MST.

Writer contacted the customer and he states he had the alignment done the dealership paid for half of it for him. Customer states that he did not know that there was an issue until after he had the recall completed and then part snapped and his vehicle rolled into a stump. Customer states that he had just put new tires on his vehicle and he did not get an alignment. Customer states e believes this is Dodges fault and is upset that we will not pay for it. Writer advised him in speaking with the dealership the recall did not require alignments. Customer was upset. CLOSED LOOP UPDATE - no need for additional follow-up.

---

Customer Assistance Inquiry Record (CAIR)#						20171815					
VIN	3D7MX48A6	8G	Open Date	11/23/2010	Built Date	10/01/2007					
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB							
In Service Dt	12/18/2008	Mileage	62,000	Dealer Zone	63	DALLAS					
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US					
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT									
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE									
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION									
Dealer	60293	LONE STAR CHRYSLER DODGE JEEP									
Dealer Address	131 INDUSTRIAL DR E										
Dealer City	SULPHUR SPRINGS			Dealer State	TX	Dealer Zip	75482				
Owner						Contact Type	LETTER				
Address						Home Phone					
	SULPHUR SPRINGS TX					Country	UNITED STATES				
<table border="1"> <tr> <td>Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver</td> <td>Tire rod</td> </tr> <tr> <td>Corporate - Reimbursement - Default - Default - Default</td> <td></td> </tr> </table>								Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Tire rod	Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Tire rod										
Corporate - Reimbursement - Default - Default - Default											

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Briefly summarize what the customer is expecting:  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer states that the tire rode has broken again on the same side.  
Customer also states that the wheel will turn in and lock up.  
Customer alledges that this is the second time since june 15th that this issue has happened.  
Customer would like this issue resolved as soon as possible customer needs this vehicle for business.  
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is  
Preferred Afternoon/Evening call back number is  
Who has possession of the vehicle? Dealership  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code?60293  
Reassigned to 88F  
OOW by miles, 4 CDJ household, no SC  
\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
at 11:13.  
Writer spoke to customer regarding tie rod problems on vehicle, Customer states this issue has happened before, Writer advised customer as a one time good will gesture Chrysler will assist with reimbursement of tie rod in the amount \$347.00. Writer advised customer to send documentation  
Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records.  
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number



(CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer was contacted on 11/24/10 and was advised to send in documentation for reimbursement. If documentation is not received by 12/03/10 writer will follow up with customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:32 PM.

Customer confirmed that the documents have been mailed out to Chrysler customer assistance.

POSTMARK DATE: 113010; DATE RECEIVED: 120310

Writer has paper clipped documents

Previous Agent Promise

\*\*\*\*\*

Customer submitted documents for request for reimbursement for repair to the (Tie rods) on their vehicle, (on line 26 in CAIR 20171815) reimbursement in the amount of (\$347.00).

Customer s proof of payment is: called dealership at 903-885-2600 and spoke to David who confirmed payment

Date of repair:11/23/2010

Labor \$85.00

Parts \$114.00

Tax \$10.18

Misc. Charges \$9.35

Sublet \$144.95

Total \$363.48

Writer is submitting check for approval in the amount of \$347.00.

Client provided current mailing address

Called client at 4:46 [REDACTED] and informed of reimbursement approved

---

Customer Assistance Inquiry Record (CAIR)#						20178233
<b>VIN</b>	3D7MX48L7	9G	<b>Open Date</b>	11/25/2010	<b>Built Date</b>	04/24/2009
<b>Model Year</b>	2009	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	10/08/2009	<b>Mileage</b>	33,140	<b>Dealer Zone</b>		
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	ARTESIA NM				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
---	--

Roadside Assistance Contacted - DATE : 2010-11-23  
 Road Side File Created 11-25-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 N 26TH STREET 919 S 1ST ST  
 W MAIN STREET  
 ARTESIA ARTISIA  
 NM USA NM  
 CALLER COMMENTS TIE ROD BROKE OFF - CHEVRON - DOO  
 DEALER CODE : FEENY CHRYSLER-JEEP-DODGE OF  
 No need to follow up as per Bob Hanna s direction. Cair closed.  
 \*\*\*\*\*End of Narrative\*\*\*\*\*

Customer Assistance Inquiry Record (CAIR)#						20199207	
VIN	3D7KS29A4	8G	Open Date	12/03/2010	Built Date	07/24/2007	
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	11/28/2007	Mileage	89,654	Dealer Zone	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44856	HOOPESTON STAR CHRYSLER INC					
Dealer Address	900 WEST ORANGE STREET						
Dealer City	HOOPESTON			Dealer State	IL	Dealer Zip	60942
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	FOWLER IN					Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	CSR successfully contacted customer regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-12-01  
 Road Side File Created 12-03-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 N STOKES STREET 900 WEST ORANGE STREET  
 W NORTH STREET  
 BOSWELL HOOPESTON  
 IN USA IL  
 CALLER\_COMMENTS MEGA CAB - BROKEN TIE ROD END -  
 DEALER CODE : 44856 HOOPESTON STAR CHRYSLER INC  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer: 44856, Service Advisor: Gayle  
 Is the vehicle at the dealer now?  
 yes  
 When did it arrive at the dealer?  
 December 1, 2010  
 What is the current mileage?  
 89,652 miles  
 If known, what is the reason for the tow?  
 outer tie road break, steering linkage bent  
 Have the repairs been completed?  
 no  
 If yes, when were they completed?  
 If no, what is the estimated repair date?  
 Friday, December 10, 2010  
 Are there any parts that need to ordered?  
 yes  
 If yes, what are the part & order # s?

5086674AB ball joint.

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

CSR successfully contacted the customer on the first try. He has been very pleased with the service regarding this event both towing and the service received at the dealership. Cair closed.

\*\*\*\*\*End of Narrative\*\*\*\*\*

---

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20203961</b>
<b>VIN</b>	3D73Y3CLX	AG [REDACTED]	<b>Open Date</b>	12/06/2010	<b>Built Date</b>	01/22/2010
<b>Model Year</b>	2010	<b>Body</b>	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB		
<b>In Service Dt</b>	06/24/2010	<b>Mileage</b>	20,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	59853	KILLEBREW INC				
<b>Dealer Address</b>	2108 HOUSTON HIGHWAY					
<b>Dealer City</b>	VICTORIA	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77901	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	BEEVILLE TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
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Customer called in the driver side tie rod end broke in the driveway as he was pulling out to go on a trip to Texas. The tie rod end snapped , tie rod dropped to the ground. He would like something to be done. Best number contact to at is [REDACTED]

\*\*\*\*\* CASE MANAGER TEAM - District 88O \*\*\*\*\*

Per vehicle history, customer owns 2 Chrysler vehicles purchased new. No SC.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:20 AM MST.

Writer spoke with customer. Customer stated that he was getting ready for a trip to Texas. Customer stated that the day before he left he was making sure that his vehicle was properly lubricated and he did not see any damage to the vehicle. Customer stated that when he went to leave the tie rod end broke on his vehicle. Customer stated that he contacted roadside assistance and they towed his vehicle to dealership 59853. Customer stated that the tow truck could not get his vehicle on the flat bed truck because the customer has several trees in his front yard. Customer stated that the tow truck driver put his vehicle on a hydraulic lift and moved the vehicle down the driveway so that they could get it on the flat bed for towing. Customer stated that when the vehicle got to the dealership the dealership informed him that there was damage caused and his repairs may not be covered. Customer stated that it was explained to them that the tow truck may have caused damage. Customer stated that he spoke with the GM Pam at the dealership. Customer stated that the dealership told the customer that the repairs would be covered. Writer stated that a call would be made to the dealership to find out what is happening with the vehicle.

Dealer contact - Writer spoke with SM Dave. SM stated that the dealership is going to eat the cost of the repairs for the tie rod end. SM stated that he could not send in the parts under the warranty because there is obvious damage done to the vehicle. SM stated that the customer is saying that the tow truck driver must have caused the damage, but the SM doesn't

think that is entirely true. SM stated that the vehicle should be ready today.

Customer contact - number dialed [REDACTED] Customer was not available. Writer left message wanting to follow up with the customer after the repairs were done on his vehicle. Writer stated that another attempt would be made to contact him.

Customer states that the repairs were completed about a week ago. Agent attempted to verify if customer had worked with Dave at the dealer. Call ended.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20212674	
VIN	3D7UT2CL5	AG [REDACTED]	Open Date	12/08/2010	Built Date	01/08/2010	
Model Year	2010	Body	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	04/03/2010	Mileage	15,000	Dealer Zone	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	42344	GURNEE DODGE INC					
Dealer Address	7255 GRAND AVE						
Dealer City	GURNEE	Dealer State	IL	Dealer Zip	60031		
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	WINTHROP HARBOR IL [REDACTED]				Country	UNITED STATES	
Product - Suspension - Tie Rods / Drag Link - Improper Installation/Missing - Front							
						failure of tie rod	

Customer calling in to get issue sorted out. Tie rod failed yesterday while pulling into work. Customer is upset by this and is seeking to have the entire front end replaced in the vehicle. Customer says she does not offroad in vehicle and takes care of the vehicle. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is 8 [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 42344 Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District 88P \*\*\*\*\*

Household Vehicles: 5

Original Owner: 5

Service Contract: 1

Vehicle in warranty

Customer called back to see if there was any updates on her case yet. Customer states that she does not feel safe and wanted to know if they can just replace both sides at the same time. Customer states that the vehicle is still at the dealership and she is not sure if they are done fixing it yet.

Writer did advise her that Chrysler usually has a policy of 'if it is not broke they don't fix it', however that would be a decision the SM and CM would be looking at and making if they felt it is necessary.

Writer advised the customer that her CM should be calling her back by end of business (8PM EST) today 12/09/10.

Writer did attempt to transfer customer to extension 66392 but got the CM voicemail. Sent a note to the CM.

\*\*\*\*\* DEALER CONTACT \*\*\*\*\*

Phone number dialed [REDACTED] at 9:45 EST

Writer spoke with service director Todd states that the left front tie rod came off, and popped the tire. SD states that he authorized the

repair of both tie rods, and a new front tire. SD states that they are currently fixing the vehicle.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] 0 at 9:50 EST Writer informed customer of update. Customer is pleased. Writer will follow up on repairs tomorrow 12/10

CONTACT UPDATE phone number dialed, [REDACTED] at 4:44 EST. Writer calling to follow up on repair. Customer currently unavailable, writer left message with call back number and CAIR.

2nd attempt made to contact customer on 12/11 at 1:38 EST

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer stated that she picked up vehicle, and everything seems to be working fine, writer advised customer that information would be documented in the case.

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Customer Assistance Inquiry Record (CAIR)#						20219537	
VIN	3D7MX48LX	9G	Open Date	12/10/2010	Built Date	03/13/2009	
Model Year	2009	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	08/15/2009	Mileage	23,585	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45368	TOMBALL DODGE INC					
Dealer Address	23777 SH 249						
Dealer City	TOMBALL	Dealer State	TX	Dealer Zip	77375		
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	TOMBALL TX					Country	UNITED STATES

Product - Air Conditioning / Heater - Blower Motor - Other - Default	Voltage goes up & down on the blower motor.
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Wheels and Tires - Tires - Excessive Tire Wear - Front	

Roadside Assistance Contacted - DATE : 2010-12-08

Road Side File Created 12-10-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

GESSNER DRIVE

HOUSTON TOMBALL

TX USA TX

CALLER\_COMMENTS IN WALGREENS PKG LOT / STUD BROKE

DEALER CODE : 45368 TOMBALL DODGE CHRYSLER JEEP

No need to follow up as per Bob Hanna s direction. Cair closed.

\*\*\*\*\*End of Narrative\*\*\*\*\*

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is C

Preferred Afternoon/Evening call back number is C

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?45368

Reassigned to 88I

Tie Rods Broke on his vehicle and he suggested that we add his VIN to the recall list. He had the repair done but he stated that when he got the vehicle back the tires wore out excessively. He took it back to the dealership & he found out that the tires were misaligned so the dealership got put new tires on for him and realigned the tires but

they are wanting to charge him \$100.00. He does not feel that he should have to pay out of his pocket for a workmanship issue & the dealership will not release his vehicle back to him until they get their money. He is also having a issue with his heater blower motor and is seeking goodwill assistance for the repair.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 5:39PM MST.

Spoke with Mr. [REDACTED] was informed of update and will follow up with on 12/21/2010.

Writer spoke to the customer who does not know why the dealership will not cover the blower motor under the warranty, writer informed the customer that information will be gathered from the dealership and he will receive a call back. Writer spoke to the customer relations director Linda at the dealership who stated that she spoke to the customer this morning and is trying to figure out why he was told the blower motor wouldn't be covered, Linda will call back on Monday because the SA that gave him that information is out until 1/10/11. Writer informed the customer that he will receive a call with an update on 1/10/11.

Linda Warnagee SM requested to speak with BS650 Writer transferred Linda called back stating that when the customer brought the vehicle in the dealership was unable to duplicate the customer's concern with the blower motor and that is why it was not replaced. Writer will inform the customer that if the blower motor problem returns outside of the warranty period goodwill assistance will be considered.

Writer informed the customer of the reason why the blower motor wasn't replaced. The customer understands that if an authorized dealership is able to diagnose a problem with the blower motor it will be covered under the warranty until it expires at that point he should call in so goodwill assistance can be considered.

CLOSED LOOP UPDATE - no need for additional follow-up.

EM837 please close this case.

---

Customer Assistance Inquiry Record (CAIR)#						20227594	
VIN	3D7MX49A1	8G	Open Date	12/13/2010	Built Date	05/21/2008	
Model Year	2008	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	07/10/2008	Mileage	69,930	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45107	DODGE CITY OF MCKINNEY					
Dealer Address	700 S CENTRAL EXPY						
Dealer City	MCKINNEY	Dealer State	TX	Dealer Zip	75070		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	MCKINNEY TX				Country	UNITED STATES	

Corporate - Excessive Contacts - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Briefly summarize why the customer is contacting Chrysler:  
 Customer has a broke tie rod

Briefly summarize what the customer is expecting:  
 Caller is seeking possible assistance/goodwill for the repairs.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by a Case Manager.

Contact information:  
 Primary call back number is  
 Secondary call back number is  
 Who has possession of the vehicle? Dealership  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? McKinney  
 Dodge  
 Reassigned to 88F

Notes  
 Customer feels that his vehicle has a major problem and needs repair. The customer states that the front tie rod is broken and feels that this should have never happen and that Chrysler should be responsible to cover the repair cost of this repair. Customer is seeking assistance from Chrysler in the option of Goodwill.

\*\*\*\*\* CASE MANAGER TEAM - District 88U \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, and/or 4 at 11:38pm.  
 Customer was not available.  
 Left a message indicating another attempt would be made.  
 Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.  
 Customer has active added care plus service contract with \$100 deductible, purchased 5 new and 1 used Chrysler vehicles, out of warranty by 30,000 miles, 3rd owner.

\*\*\*\*\*

Writer spoke to the customers father in law Dean Barnhart which stated that the customer needs to be contacted for the details of the request.

Bryan SA at dealer states that the vehicle is not there and there is no open RO. Dealer states that this was a buyback vehicle.

Customer called to speak with the case manager, writer transferred caller to the case manager team.

Customer requesting to speak with their Case Manager. Writer transferred to 88U.

Customer stated the vehicle is at dealer 44763. Writer informed customer that dealer is no longer an authorized CDRJ dealer. Writer informed customer case manager KL330 will be notified.

Customer calls to speak with case manager. Advised case manager is not available. Customer provided cell phone number for direct contact at 469-396-9064 cell.

2nd attempt made to contact customer on 12/15/10 at 1:02pm.

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Customer requested case manager. Case manager not available, customer will leave a voice message.

Customer requested to speak with CM. Agent transferred customer to general CM line 1-800-763-8422.

Customer requesting to speak with their Case Manager. Writer transferred customer to 88U.

Customer stated the vehicle has already been diagnosed and is at dealer 45107. Writer informed customer the case manager will be informed of the updated case. Customer is also requesting a return call from case manager.

Customer is looking to speak with case manager, agent transferred.

Vehicle owner called requesting status of case, transferred to case management.

Customer states wants to speak with CM or anyone who can answer questions about case.

Customer states would really like to get this resolved has been waiting since Monday.

Writer explained that CM was not available but will have another CM speak with customer.

Customer states tie rod on driver side bolt broke off .

Feels this should be covered by Dodge. Wants answer from Dodges has bought many Dodges in the past.

writer transfered to 88u

Writer advised customer the Case Manager (CM) needs to additional research and will call customer later.

3rd attempt made to contact customer on 12/16/10 at 1:11pm.

Left detailed message for a return call if required.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer needs to speak with customer to determine exactly what he is seeking before a decision can be made. When writer calls customer, he does not answer.

Writer sent to 88U and Travis took case.

Customer calls requesting to speak with KL330.

Customer/Caller transferred to extension # 66310.

4th attempt made to contact customer on 12/17/10 at 2:19pm.

Customer states that he is a very loyal CDJ customer and has been in contact with the dealer about the tie rod issue. Customer states that dealer # 45107 has diagnosed the vehicle and feels like this is a defect.

Customer states that this is a safety issue and feels like Chrysler should be responsible for the cost of this repair.

Customer is seeking good will assistance on the cost of the repairs minus his co-pay.

Don SM at dealer states that the vehicle is under warranty until July 2011 due to it being a buy-back. SM at dealer states that they will contact the customer to get the repair completed and inform him that this is a buy-back vehicle.

Writer informed dealer that the case will be sent over to be documented

to determine satisfaction.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is tie rod repair under warranty.

Agent called dealer and spoke to Don SM informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 63 45107 12/17/10 16:35 O 20227594

\*Contact Date:12/20/2010

Service Manager at the dealership has updated the Cair# 20227594

An appointment has been set with the customer.

\*Contact Date:12/21/2010

Warranty repair has been documented on Repair Order#235842

CAIR RETURNED FROM DEALER ON 12/21/2010 AT 12:09:795 R 20227594

Agent attempted to contact dealer Service Manager (SM), however, SM not available.

Melinda WA at dealer states that the repair is completed, customer satisfied, no further follow up needed.

Writer confirmed that RO # 235842 was completed at dealer # 45107 on 12/21/2010 at 69,922 miles.

CONTACT UPDATE - Contact attempt

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20229359
VIN	3D7KS29A9	8G	Open Date	12/14/2010	Built Date	02/15/2008
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
In Service Dt	09/08/2008	Mileage	67,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	45020	BLUEBONNET CHRY-DODGE				
Dealer Address	547 S SEGUIN					
Dealer City	NEW BRAUNFELS			Dealer State	TX	Dealer Zip 78130
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	EAGLE PASS TX				Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	6
Product - Suspension - Shock Absorbers / Struts - Broken - Front	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Briefly summarize why the customer is contacting Chrysler: Caller stated he has not heard from anyone about the repairs for the shocks. Caller stated the tie rod is broken on the same side as where the shock is broken.

Briefly summarize what the customer is expecting: Caller is seeking possible assistance/goodwill for the repairs.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by a Case Manager.

Contact information:

Primary call back number is

Secondary call back number is xxxxxxxxxx

Who has possession of the vehicle? OWNER

Has the vehicle been diagnosed by a CDJ dealer? YES

If a CDJ dealer has diagnosed, what is the dealer name or code? 45020

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District 88O \*\*\*\*\*

Per vehicle history, customer has owned 2 Chrysler vehicles, 1 new 1 used, currently owns 1 used and is the 2nd owner. No SC. Vehicle OOW by mileage.

Dealer contact - Writer contacted dealership and left message for SM Kevin to call back with information on this vehicle. Writer is seeking diagnosis information, as well as if the SM is willing to assist the customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 830-752-7124 at 8:35 AM MST.

Customer was not available.

Left a message indicating another attempt would be made.

Customer calls requesting to speak with CJ285

Customer/Caller warm transferred to extension # 66134

Writer received a call back from customer. Customer stated that he purchased his vehicle from dealership 45020. Customer stated that there was a problem with the shocks of the vehicle before he purchased it. Customer stated that the dealership told him that they would help with the repairs to the shocks. Customer stated that he lives 250 miles away from the dealership, so someone from the dealership was supposed to come to him. Customer stated that his tie rod then broke and a few days ago he received a call from the dealership saying that they would not be able to help with the issue because the tie rod broke while the customer was driving in a field. Customer stated that this is not true. Customer stated that the dealership has not seen the vehicle. Writer stated that a call was made to the SM at the dealership. Writer stated that as soon as more information is gathered from the dealership then a call back would be made to the customer.

Customer calls requesting to speak with CJ285. The Customer/Caller would like a call back as soon as possible.

Writer informed the Customer that he will need to contact the SM and he will receive a call back today.

Writer informed the Caller that the CM is unavailable.

Customer wanted to speak to the CM.

Customer calls requesting to speak with CJ285

Customer/Caller transferred to extension # 66134

MR [REDACTED] requesting to speak with their Case Manager. Caller chose to leave a VM. Transferred to CM.

Dealer contact - Writer contacted dealership and spoke with SA Colby. SA stated that he did know a little about what was going on with the vehicle. SA stated that the customer just purchased the vehicle and it was out side of its warranty. SA stated that there was no mention of the shocks at the time of purchase and with the tie rod the customer sent in pictures of the vehicle sitting in a field. SA stated that it appeared that the vehicle was used off road. SA stated that he knows that this vehicle was being looked at by the salesman and the GM. SA stated that he would gather further information from the salesman and the GM on the vehicle and will call the CM back. SA stated that at this time it doesn't appear like any assistance is warranted because it is oow.

Customer contact - number dialed [REDACTED] Writer attempted to call the customer twice but the connection was bad and had a lot of static.

Customer requested to speak with CM Writer transferred

Writer received a call from customer. Writer stated that at this time we are waiting for further information to come from the dealership. Writer stated that we were informed that the GM of the dealership was involved with this issue. Writer stated that the SA was going to contact the salesman and the GM and then will call CM back with the information. Writer stated that once the GM gets involved then we do have to stick behind the GM decision on whether or not we can assist. Customer understood.

Dealer contact - Writer contacted dealership and spoke with SA Colby. SA stated that the report he received back from the GM was that the customer purchased the vehicle out side of warranty. SA stated that it was not in the deal of the purchase of the vehicle to have the shocks repaired. SA stated that based on the information the GM has declined any assistance with the repairs on the customers vehicle. Writer stated that a call to the customer would be made with the information.

Customer contact - number dialed [REDACTED] Writer spoke with the customer. Writer informed the customer that the GM has reviewed this case and has declined any assistance for the repairs. Customer purchased the vehicle out side of warranty and he declined to purchase any SC for the vehicle. GM stated that it was not in the sales agreement that the shocks would be fixed and the tie rod appeared to have broken while the vehicle was off road.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer calls requesting to speak with ?CJ285 ?

Customer/Caller transferred to extension # 66134

Writer received a call back from the customer. Customer asked for a

Customer also asked to obtain the sticker that goes on the inside of the drivers door. Writer stated that further research is needed to and then a call back would be made.

Customer contact - Writer spoke with the customer. Writer advised the customer that if he is seeking a letter from Chrysler about the decline then he would need to request that information in writing. Writer also advised that with the sticker, because it has the VIN listed on it, CAC would only be able to obtain the current model year stickers. Customer stated that he has been speaking with an attorney regarding this and he will follow up with his attorney. Writer advised that if the attorney is seeking information then it would need to go through the legal department.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20234451	
VIN	3D6WG48LX	9G	Open Date	12/15/2010	Built Date	11/14/2008	
Model Year	2009	Body	DC3L43	DODGE RAM 4X2 3500 QUAD CAB CHASSIS			
In Service Dt	04/07/2010	Mileage	47,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	P12	BRIGHT RED					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					
Dealer	60201	SPRING CHRYSLER JEEP DODGE, INC.					
Dealer Address	21027 I H 45						
Dealer City	SPRING	Dealer State	TX	Dealer Zip	77388		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	HUMBLE TX				Country	UNITED STATES	

Product - Wheels and Tires - Front Wheel Bearings - Other - Front-Pass	Customer called in and stated that the Hub assembly is broken
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called in and stated that the front passenger hub assembly on his vehicle broke when he was pulling out of a parking lot. Customer stated that he had this issue not to long ago and his insurance company paid for the repairs. Customer stated that the dealership (Spring Dodge) would not cover the repairs under warranty this time so he has taken the vehicle to Eastex Collision Center.(281-987-1500). Customer stated that this issue has to do with the lower controll arm of the vehicle.

Briefly summarize what the customer is expecting:

Customer wants Chrysler to find out what is going on with his vehicle and why this issue keeps reoccurring. Customer would like Chrysler to assist with the repairs to the vehicle and to make sure this does not happen again.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? IRF

)

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 60201

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District ?88u? \*\*\*\*\*

2 vehicles in history, both new, OOW by time/ 11K miles, no SC

\*\*\*Writer contacted dealer 60201 and spoke to Ken who states vehicle has not been to this dealer since it was sold as fleet vehicle. Writer will contact customer to find out which dealer customer has been working with.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer states this vehicle is a wrecker and the drivers side hub assembly broke and was repaired in November and yesterday the opposite tie rod broke. Customer understands vehicle is OOW by mileage but feels that these parts should not have failed and that there is a flaw in the cast metal parts.

Customer has never had full diagnosis at dealership because repair is not covered by warranty. Customer spoke to SM Mike Tabor on 11/5/10 who gave customer the option to have repair at dealership (\$6000) or IRF because it is OOW. (IRF ordered parts from dealer- 45180)

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

\*\*\*Writer contacted SA Mike Tabor who states he is willing to diagnosis problem but customer needs to bring vehicle to dealership tomorrow for further assistance. Estimate of cost of diagnosis is about \$85. SM Ken Murray is not aware of current concern. Writer will contact customer and refer him to dealership.

2nd attempt made to contact customer [REDACTED]

Customer was informed that dealership is willing to work with him about current concern. Customer states repair is almost finished at IRF so there is no need for repair at dealership. Writer suggested that customer take old parts from both repairs to dealer for review. Dealer may have suggestions on what needs to be done about customer's parts and concern that both repairs were due to metal failure.

\*\*Writer contacted dealer and spoke to SA Mike who states customer has not yet been to dealership with parts.

3rd attempt made to contact customer [REDACTED] explained that dealership is willing to evaluate parts. Customer states he has an appointment 12/21, repair has been completed at IRF.

4th attempt made to contact customer [REDACTED] customer will not be available until after 12/27.

4th attempt made to contact customer [REDACTED] Customer is out of the office until 12/28. Writer explained follow up will be 1/3/11 because writer will be out of the office until then. Left message customer may leave message, gave contact number and CAIR.

\*\*\*Writer contacted dealer and spoke to Julie who states there are no appointments or notations for this customer or vehicle.

6th attempt made to contact customer [REDACTED] Customer not in office yet, requested call back. Customer has contact number and CAIR.

7th attempt made to contact customer [REDACTED] Customer still not available, writer will wait for customer to call back.

8th attempt made to contact customer [REDACTED] Customer not available. Writer needs to find out if customer has followed up with dealer

9th attempt made to contact customer [REDACTED] Customer not available for several hours.

10th attempt made to contact customer [REDACTED] Customer states he is taking vehicle to dealer tomorrow 1/7 for evaluation. Writer will follow up with dealer at that time.

\*\*\*Writer left message for SM Ken Murray for further information on review of parts.

11th attempt made to contact customer [REDACTED] Customer not available. Writer left message that case will be closed, secretary ask writer to call 1/10.

12th attempt made to contact customer [REDACTED]. Customer still has not taken parts to dealer for evaluation. No verification of repair completed at IRF. Writer informed secretary that case will be put on hold until customer/dealer calls back with further information.

Writer transferred Michael from dealership to Case Manager.

\*\*\*Writer received callback from Michael who states parts have been broken, sheared off. but cause unknown. SA Michael states if vehicle had been repaired previously and paid from insurance claim it is likely there might have been other factors involved.

As a courtesy the dealership inspected suspension and other hub and there is no indication of metal failure. All parts within specification, hub

evaluation.

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Customer Assistance Inquiry Record (CAIR)#						20237609	
VIN	3D7UT2CL4	AG	Open Date	12/16/2010	Built Date	01/18/2010	
Model Year	2010	Body	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	03/09/2010	Mileage	19,834	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	26325	MUSSON-PATOUT AUTOMOTIVE GROUP INC					
Dealer Address	1200 E MAIN ST						
Dealer City	NEW IBERIA			Dealer State	LA	Dealer Zip	70560
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	NEW IBERIA LA					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Customer states his tie rod is broken again customer needs to speak with roadside assistance, writer transferred caller to roadside. Customer understood.

Customer Assistance Inquiry Record (CAIR)#						20237689	
VIN	3D7UT2HL6	AG	Open Date	12/17/2010	Built Date	04/14/2010	
Model Year	2010	Body	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	05/14/2010	Mileage	17,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44454	ALLEN SAMUELS DODGE INC					
Dealer Address	1515 SOUTH LOOP WEST						
Dealer City	HOUSTON			Dealer State	TX	Dealer Zip	77054
Owner						Contact Type	E-MAIL
Address						Home Phone	
	BEAUMONT TX					Country	UNITED STATES
Corporate - Complaint Contact - Default - Default - Default				2010 Ram recurring issue not resolved			
Dealer - By-Pass - Default - Default - Default							

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

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.

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

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.

\*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*

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.

\*\*\*\*\*END OF CAC EMAIL\*\*\*\*\*

Reassigned to 88F with recurring issue not resolved.

\*\*\*\*\* CASE MANAGER TEAM - District V \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
[REDACTED] at 1057am EST.

Customer states this is the second time the tie rods has broke the first time it broke at the pitmin arm and second time at the tire side.

Agent attempted to contact dealer Service Manager Eric, SM states that the customer had and aftermarket lift to the vehicle was done wrong. SM had an employee from 4 wheel parts, an IRF that specializes in lifts look at the vehicle and they agreed the lift was done wrong. SM states they are going to put a new tie rod on the vehicle.

CM called the customer, Customer states he wants a RAM technician to come out and look at the vehicle. CM told the customer that is something he would need to talk to the SM about.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is tie rods braking 2 time.

Agent called dealer and spoke to Eric, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 63 44454 12/17/10 11:21 O 20237689

\*Contact Date:12/20/2010

Service Director at the dealership has closed the Cair# 20237689

Repair is not covered by warranty and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 12/20/2010 AT 12:15:517 R 20237689

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Customer Assistance Inquiry Record (CAIR)#						20241663	
VIN	3D7KS28A9	8G	Open Date	12/17/2010	Built Date	03/26/2008	
Model Year	2008	Body	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	09/06/2008	Mileage	42,587	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44378	LANDMARK DODGE INC					
Dealer Address	1900 S NOLAND RD						
Dealer City	INDEPENDENCE			Dealer State	MO	Dealer Zip	64055
Owner					Contact Type	LETTER	
Address					Home Phone		
	KANSAS CITY MO				Country	UNITED STATES	

Recall - H36: - Reimbursement	Bent tie rods/drag links
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

POSTMARK DATE: 120410; DATE RECEIVED: 120710  
 Writer contacted Gladstone phone number dialed 816-455-3500 at 10:06 AM.  
 Writer spoke with Rob (parts manager) who states invoice was for tie rod and POP was credit card.  
 Writer contacted Mike s Truck phone number dialed at 10:15 AM. Writer spoke with Mike (owner) who states invoice was paid.  
 Customer submitted request for reimbursement for recall H36 steering drag link/tie rods.  
 Customer s proof of payment is: Credit Card (Dealership) Cash (IRF)  
 Recall applies to customer s vehicle: Yes  
 Date of repair 09/20/10  
 Labor \$0.00  
 Parts \$114.40  
 Tax \$8.41  
 Misc. Charges \$275.70 (Tire)  
 Total \$398.51  
 Writer is submitting check for approval in the amount of \$398.51.  
 Writer contacted customer phone number dialed at 10:29 PM.  
 Writer stated check being submitted for approval, also verified correct mailing address with customer.  
 approved

Customer Assistance Inquiry Record (CAIR)#						20245492	
VIN	3D7MX48L0	9G	Open Date	12/20/2010	Built Date	11/28/2008	
Model Year	2009	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/11/2009	Mileage	11,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	65382	INGRAM PARK C-P-J-E					
Dealer Address	7000 N W LOOP 410						
Dealer City	SAN ANTONIO			Dealer State	TX	Dealer Zip	78238
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	LAREDO TX					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2010-12-18  
 Road Side File Created 12-20-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 BANDERA ROAD 7000 N W LOOP 410  
 PRUE ROAD  
 SAN ANTONIO SAN ANTONIO  
 TX USA TX  
 CALLER\_COMMENTS 01-TIE ROD BROKEN, LEFT SIDE--HD  
 DEALER CODE : 65382 INGRAM PARK CHRYSLER JEEP DODGE



Customer Assistance Inquiry Record (CAIR)#						20246809	
VIN	3D7UT2CL4	AG	Open Date	12/20/2010	Built Date	06/07/2010	
Model Year	2010	Body	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	07/31/2010	Mileage	10,500	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	68562	CECIL ATKISSON MOTORS INC					
Dealer Address	2630 E MAIN						
Dealer City	UVALDE			Dealer State	TX	Dealer Zip	78801
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BEAUMONT TX					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	broken
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer called in on a broken tie rod bolt.  
Briefly summarize what the customer is expecting:  
Customer is seeking reimbursement.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer called in on a broken tie rod bolt. Customer stated he was out in no where land, and had to leave the vehicle and go get the part and fix it. Customer is seeking this to be warranty and would like to be reimburse on this.  
Writer advised the customer that I would have a case manager look into this and call him back.  
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is cell Preferred Afternoon/Evening call back number is xxx-xxx-xxxx  
Who has possession of the vehicle? Owner  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 68515  
Reassigned to 88a  
\* \* \* \* \* CASE MANAGER TEAM - District ? 0 ? \* \* \* \* \*  
OOV The vehicle is still under the warranty.  
No SC  
Original Owner  
2 original owner and 1 used vehicle under the ownership.  
\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*  
on 2010-12-21 @ 10:12  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 409-781-9719 at 7:50 am MST. Writer called the customer who said that he was traveling and heard a noise on the front end. He said that he stopped in the middle of the road and found that the tire came out and the tie rod bolt was broken. He said that he fixed the vehicle temporarily until to get the closest town. The next morning, customer bought the part and

installed by himself. Customer was informed that Chrysler will reimburse for the full cost of the part. Customer was advised to send the order repair and proof of payment via e-mail. Writer sent the link to customer s e-mail address.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

Customer sent a letter requesting reimburse for the TIE ROD KIT that was installed by himself and the cost of the part was \$112.58. Writer received the original repair order and proof of payment. Per case# 20246809 , customer will be reimbursed the full cost of the part per lines 34-35. The following repair information listed below:

Part: \$ 104.00

Sales Tax: \$8.58

Grand Total: \$112.58

Writer is submitting the reimbursement request for approval. Writer verified the mailing address with the Vehicle Owner information and it matched

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Customer Assistance Inquiry Record (CAIR)#						20252953
VIN	3D73Y4CL4	AG	Open Date	12/22/2010	Built Date	01/12/2010
Model Year	2010	Body	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB		
In Service Dt	05/20/2010	Mileage	12,683	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PDA	LIGHT GRAYSTONE PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	MEEKER CO				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	CSR unsuccessful contacting customer due to unavailability
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-12-20  
 Road Side File Created 12-22-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 GLEN BENCH ROAD 270 E MAIN ST  
 STATE HIGHWAY 45  
 VERNAL VERNAL  
 UT USA UT  
 CALLER\_COMMENTS DUAL TIRES IN REAR --TIRE ROD & B  
 DEALER CODE : 45417 DOWNTOWN DODGE CHRYSLER JEEP, INC.  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 dealer: 45417, service advisor: Dave  
 Is the vehicle at the dealer now?  
 no  
 When did it arrive at the dealer?  
 December 20, 2010  
 What is the current mileage?  
 12683 miles  
 If known, what is the reason for the tow?  
 driver side tie rod broken  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 December 20, 2010  
 If no, what is the estimated repair date?  
 Are there any parts that need to ordered?  
 If yes, what are the part & order # s?  
 Rental provided?  
 If yes, how many days? (either by the dealer or USCAC)  
 Dealer provided the following customer contact information.  
 \*\*\*\*End structured narrative T2 - PCCP  
 Repair of tie rod completed within 3 hours.  
 \*\*\*\*\*End of Narrative\*\*\*\*\*  
 CSR: first attempt to contact customer. Spoke to family member. Will try again on December 28, 2010.

\*\*\*\*\*End of Narrative\*\*\*\*\*

CSR: second attempt to contact customer. Will try again on December 29, 2010.

\*\*\*\*\*End of Narrative\*\*\*\*\*

CSR: third and final attempt to contact customer. Cair closed due to customer unavailability.

\*\*\*\*\*End of Narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20259277</b>
<b>VIN</b>	3D7KS28L3	9G	<b>Open Date</b>	12/24/2010	<b>Built Date</b>	10/13/2008
<b>Model Year</b>	2009	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	10/19/2009	<b>Mileage</b>	14,529	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	43401	LUCAS-SMITH DODGE				
<b>Dealer Address</b>	1600 PARKWAY WEST					
<b>Dealer City</b>	FESTUS	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	63028	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	DITTMER MO				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-12-22  
 Road Side File Created 12-24-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 6477 EIME ROAD 1600 PARKWAY WEST  
 DITTMER CATAWISSA  
 DITTMER FESTUS  
 MO USA MO  
 CALLER COMMENTS SOMETHING WRONG WITH SUSPENSION T  
 DEALER CODE : 43401 LUCAS-SMITH CHRYSLER CENTERE  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer: 43401 Service Advisor: Darryl  
 Is the vehicle at the dealer now?  
 no  
 When did it arrive at the dealer?  
 December 22  
 What is the current mileage?  
 14529  
 If known, what is the reason for the tow?  
 part broken off on steering system  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 December 22  
 If no, what is the estimated repair date?  
 Are there any parts that need to ordered?  
 no  
 If yes, what are the part & order # s?  
 Rental provided?  
 no  
 If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

Service advisor mentioned that they replaced the inner drag link which attaches to the steering column which fixed the vehicle.

\*\*\*\*\*End of Narrative\*\*\*\*\*

CSR: first attempt to contact customer. Left message on machine. Will try again on January 10, 2011.

\*\*\*\*\*End of Narrative\*\*\*\*\*

CSR: second and final attempt to contact customer. Left message on machine. Car closed.

\*\*\*\*\*End of Narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20260015</b>
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<b>VIN</b>	3D7KS28A6 8G [REDACTED]	<b>Open Date</b>	12/24/2010	<b>Built Date</b>	03/15/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB	
<b>In Service Dt</b>	09/05/2008	<b>Mileage</b>	44,344	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT			
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			

<b>Dealer</b>	42604	DAVE SMITH MOTORS			
<b>Dealer Address</b>	210 NORTH DIVISION				
<b>Dealer City</b>	KELLOGG	<b>Dealer State</b>	ID	<b>Dealer Zip</b>	83837

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	HAYDEN LAKE ID [REDACTED]	<b>Country</b>	UNITED STATES

Product - Steering - Unknown - Other - Default	Tie Rod end Broke again
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Excessive Contacts - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer Has broken the tie rod on his vehicle again.  
Briefly summarize what the customer is expecting:  
Customer would like reimbursement for towing as he can no longer get the part to fix it and the new upgrade part will not fit on the tie rods.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer has previously had top replace the tie rods on this truck and now they have broken again. The customer has been informed that it is a know problem and there is an upgrade for the tie rods. The customer is broken down on a logging trail and can not drive the truck in to the dealership and can not get the old part to do a partial fix as it is discontinued for the new upgrade which will not fit on his current tie rods. The customer is going to need to tow vehicle and would like Chrysler help with towing expenses as it isn t his fault the parts are not available anymore and it was a know problem. The customer is also requesting Goodwill assistance to not have to pay for any of the repair or parts as again this was a known problem and so should not cost him to have it fixed and upgraded.  
Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? Dealer  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 42604  
Reassigned to 88I  
Customer states the dealer has not diagnosed the vehicle. Customer state he wants to speak with his CM or a supervisor. Writer advised customer that a CM or a supervisor will call with in one to two hours.  
\*\*\*\*\*Supervisor Call\*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, direct transfer to writer at 9:17 AM MT.

Customer calls requesting to speak with HB236

Customer/Caller transferred to extension # 66153

Writer spoke to customer who stated that his vehicle has not been taken to a dealership yet because he does not want to pay for a tow truck.

Writer apologized about situation and informed that due to vehicle being out of warranty he will need to pay for towing and Chrysler can consider reimbursement after diagnoses. Writer also informed customer of goodwill process and recommended that he stay in contact with case manager to see what sort of assistance can be offered. No commitments for goodwill have been offered at this time.

CUSTOMER CONTACT:

Agent spoke to customer and he says that the dealership towing company came to get the vehicle and the vehicle is at the dealership now. Agent inform the customer that agent will document the information and CM will contact the customer once they are available.

Agent spoke to the customer, he stated that his vehicle has been diagnosed and is at the dealership. He stated that this is the 2nd time this tie rod has gone out, and that the service writer told him that the whole front end needs to be replaced, and he wants to know why. Agent advised that the dealer s have the authorized service tech s, and that I would not know the reason why, though I can call the dealer and find out why and let him know. He stated that the dealer had already told him that the parts needed for repair come with the whole package for the front end, and he feels that this is not necessary. Agent advised that I will find out from the dealer.

Agent called the dealer, and spoke to SA Craig. He stated that the outer front left tie rod is broken. He stated that there has been no abuse, neglect, and the vehicle is well maintained and in good shape. He stated that the part needed does not come separate, and that the package for the front end is heavy duty parts.

Customer calls requesting to speak with HB236

Customer/Caller transferred to extension # 66387

Customer called in seeking for an update on their case.

Customer did not have any information to present.

\* \* \* \* \* CASE MANAGER TEAM - District ? O ? \* \* \* \* \*

Agent called the customer and advised him that the SA Craig had stated that the part needed does not come separate. He stated that he was called by SA Craig yesterday and had been told that he now can get the part separate. Agent called the dealer and spoke to SA Craig, and he stated that the customer already has the upgraded front end, and SA was able to order tie rod separate. Agent called back the customer and advised him of this. The customer stated when he called dealer 42604 and told him of his tie rod being broken and was advised that he needs the whole front end linkage system, that he called dealer 25034, and they told him that he could get the part separate. He towed his vehicle to dealer 42604, and when his vehicle was diagnosed it was determined that he already had the upgraded system, so they ordered the tie rod. He stated that now he will have to tow it there again. Agent asked the customer what his expectations from Chrysler are, and he stated that he would like to get assistance financially for the part, as well as the tow fees. Agent advised that I will research goodwill assistance for this repair, but I cannot reimburse for the tow fees. Agent advised that should always get a diagnosis from the dealer before calling to get a part, to make sure that it is diagnosed correctly. The customer stated that he was out in the woods and he was losing reception and would call back later.

Customer is calling to speak with CM HB236.

However CM is not available to take customers call at this time. Agent went to transfer customer to leave voice message and call disconnected.

Customer called back and requested to speak with CM agent transferred to CM Line

Customer called and is going to pick up his vehicle today and he states that he guesses that he is going to pay full price. Customer is extremely frustrated and would appreciate a call form agent HB236.

Agent called the dealer and spoke to SA Craig. He stated that the customer paid for repairs and came and picked it up already, and customer



\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

Enter the Date when the repairs were completed.

What is the total cost of the Parts to be reimbursed?

149.40

What is the total cost of the Labor to be reimbursed?

53.00

What is the total Tax to be reimbursed?

What is the total amount being reimbursed?

202.40

\*\*\*\*End structured narrative T2 - eReimbursement

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Customer Assistance Inquiry Record (CAIR)#						20262072
VIN	3D7MX48A8	8G	Open Date	12/27/2010	Built Date	03/11/2008
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
In Service Dt	12/23/2008	Mileage	30,000	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	LETTER
Address					Home Phone	
	SPARKS OK				Country	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer wants reimbursed for cost due to recall H36
Recall - H36: - Reimbursement	Customer wants reimbursed for cost due to recall H36

POSTMARK DATE: 121510; DATE RECEIVED: 122010

RECALL H36 Steering Drag Link

\*\*\*\*\*

Customer submitted request for reimbursement for recall H36 for steering drag link.

Customer s proof of payment is:Credit card/Cash

Recall applies to customer s vehicle:Yes

Date of repair 07/06/2010

Labor \$140.00

Parts \$55.86

Tax \$26.05 tax from part and labor combined

Misc. Charges \$102.00

Total \$323.91

Writer is submitting check for approval in the amount of \$323.91.

Writer will contact the IRF after 10:00 am EST @1-800-256-0329 to confirm repair work done date and method of payment.

Writer contacted the IRF Acord transportation @10:17 Am EST@405-258-2067

wirter got this number through www.411.com, spoke to someone who advise the writer to contact back on Monday January 3, 2011 and speak to Junior.

Writer contacted the IRF @10:22 am est @ spoke to Junior

,Junior verified the work on the invoice and that the customer paid by cash.

Writer attempted to contact the customer @10:28 and 10:47 am est to verify the correct mailing address,writer received no answer,therefore the check is waiting ,not yet submitted until the writer receives the address verification.

Writer attempted a 2nd time to contact the customer ,customer was unavailable,therefore writer verified that the address on all documents are the same as on file in COIN so writer submitted the check for approval in the amount of \$323.91.

Mileage is unknown at this time.

Please attempt to contact customer. If not successful in contacting customer please submit form letter. re-submit check after address has been verified. Check has been deleted.

Reassign back to BB940 when complete.

Called customer on Feb 15/11 at 1:03pm at phone number left voicemail message regarding reimbursement amount, also advised check is being sent to address on file, as it does match the invoices.

Writer called customer on Feb. 16, 2011 at phone # at 6:04

P.M. EST. No answer. Writer left message for customer to return call at 877-656-4311, ext 4718221. Writer cannot proceed with reimbursement until clarification with customer about repair that was done and what he is seeking for reimbursement.

Customer returned call and stated to writer that it was recall related. Customer stated his vehicle broke down on side of road. Customer called Chrysler dealership about what happened and the dealership offered to call Roadside Assistance to have vehicle towed in but they could not work on it for a couple of days. Customer stated that he needed his vehicle, he could not go without it for a couple of days. Customer had vehicle towed to The Acord Companies for repair which was for a drag link, recall H36.

Writer reviewed to customer the Recall H36 notice. Customer stated that is why he sent in the picture of what it did to tie rod end. Customer could not drive vehicle. Writer asked customer how many miles on vehicle and customer states 31000 miles. Writer stated to customer that should have been still covered under warranty. Customer again stated to customer it was an emergency situation to have vehicle towed and repaired as soon as possible as he could not be without a vehicle. Customer submitted for reimbursement as stated in lines 2-30. Due to circumstances beyond the customer's control, writer will go forward and reimburse the customer the cost of repair, being \$323.91.

Writer will do reimbursement as a goodwill to customer due to above mentioned circumstances explained by customer.

Approved!

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20263821</b>	
<b>VIN</b>	3D7KS26D4	8G	<b>Open Date</b>	12/27/2010	<b>Built Date</b>	04/01/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
<b>In Service Dt</b>	07/09/2008	<b>Mileage</b>	69,778	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	45241	NEW CENTURY DODGE CHRYSLER JEEP			INC		
<b>Dealer Address</b>	807 BAPTISTE DR						
<b>Dealer City</b>	PAOLA			<b>Dealer State</b>	KS	<b>Dealer Zip</b>	66071
<b>Owner</b>	UNKNOWN, UNKNOWN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LOUISBURG KS					<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Accident - Default	accident
Product - Steering - Linkage - Other - Default	customer states lost steering control and hit bridge
Corporate - Property Damage - Default - Default - Default	

Dealer 45241 contacted AM regarding a failed steering link on customer's vehicle. Customer states vehicle lost steering control while driving and veered off road and struck the side of a bridge. Dealer has found vehicle has an open recall for steering (H36) for drag link. This part is broken and may be the cause of the accident. Damage to wheel and axle housing (bent). Dealer is requesting Chrysler cover as consequential damage. Dealer advised there were no injuries that he is aware of. AM informed Jeff Cutshaw (SM) to hold off on repairs as special investigations may want to inspect vehicle first. Jeff advised he had replaced some of the steering components and wheel, however the axle has not been removed yet. AM forwarding to special investigations. sfw2

\*\*\*\*\*

VEHICLE IS LOCATED AT:  
NEW CENTURY DODGE CHRYSLER JEEP CJDT  
807 BAPTISTE DR PAOLA KS 66071 913-294-5306

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

12.30.10 One Open Recall:

\_H36 STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET SAFETY  
\_2/9/2009 INCOMPLETE USA

12.30.10 Assigned to TNT16. MJK

CAIR NUMBER 20263821 REQUEST EAA INSPECTION 12-30-2010 15:22

CAIR NUMBER 20263821 E-MAIL SENT TO EAA 12-30-2010 15:22

CCRG Open Date: 12/30/2010 08:09:48

Letter Sent: Acknowledgement 01/03/2011 13:38:04

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/04/11 AT 10:16:15 20263821

Letter Sent: Denial 01/04/2011

Customer Assistance Inquiry Record (CAIR)#						20265187	
VIN	3D7MX46L6	9G	Open Date	12/28/2010	Built Date	10/13/2008	
Model Year	2009	Body	D18H62	DODGE RAM SLT 4X4 3500 REG CAB			
In Service Dt	11/03/2009	Mileage	44,117	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45144	WRIGHT CHRYSLER DODGE JEEP					
Dealer Address	1858 TENAHA ST						
Dealer City	CENTER	Dealer State	TX	Dealer Zip	75935		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	GARY TX				Country	UNITED STATES	

Product - Frame - Bumper System - Bent - Unknown	alignment/not warrantable
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer states his front driver tie rod broke and they replaced the rod under warranty but needs alignment.  
Briefly summarize what the customer is expecting:  
Customer would like Chrysler to pay for the alignment because the tie rod was defective.

\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is  
Preferred Afternoon/Evening call back number is  
Who has possession of the vehicle? Dealer  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code?  
Reassigned to 88F  
\* \* \* \* CASE MANAGER TEAM - District V \* \* \* \* \*  
Vehicle is OOW of 3/36 by 4126 miles, in by time.  
1 new.  
1 used.  
5/100 MaxCare SC.  
Customer calling to speak with their Case Manager, call transferred.  
Customer calling to speak with BB908. Not available. Left note for CM.  
SM Dwain stated that he will accept a PA for the alignment.  
SM Dwain will call back with the cost due to the alignment has to be sublet.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
Agent informed customer that the alignment will be covered this time, but normally alignment is a maintenance item.  
Customer stated that he is concerned because the dealer told him it is common for the tie rods to break on the passenger side and they are

surprised that the driver side broke.

Agent informed customer that if it was a common problem Chrysler would generate a recall on the tie rod.

As a one-time goodwill gesture, Chrysler/Dealer will Alignment.

Customer will be responsible for a co-pay in the amount of \$76.13.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66360 or you may email us at T2email@chrysler.com

#####

#

REASSIGNED TO BC/DLR 63 45144 12/30/10 17:54 O 20265187

\*Contact Date:12/31/2010

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 12/31/2010 AT 10:10:405 R 20265187

Agent is closing case due to the vehicle has been returned to the customer.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20265366	
VIN	3D7MX38L6	9G	Open Date	12/28/2010	Built Date	12/15/2008	
Model Year	2009	Body	D18P41	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	01/26/2009	Mileage	17,341	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	23309	DARCARS CHRYSLER JEEP DODGE OF NEW			CARROLLTON		
Dealer Address	8100 ANNAPOLIS ROAD						
Dealer City	NEW CARROLLTON			Dealer State	MD	Dealer Zip	20784
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	UNIVERSITY PARK MD					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer inquired about receiving a rental.
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer inquired that tie rod end broke.

Why is the customer contacting Chrysler? Customer states that tie rod broke while having a 30 foot trailer with 3,000 pounds attached. His vehicle is currently at the dealership, but they assisted that they will not have the parts to fix his vehicle till 12/30/2010.

What are the customer s expectations? The customer is expecting a rental vehicle untill his get fixed. I tried to receive a call back number for the customer. He assisted that he did not have a phone. He states that he has a throw away phone without a contact number.

Writer advised customer about the recall. Customer stated that he did not want the recall completed.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Reassigned to 88R

Customer stated that he backed his trailer into his driveway and his tie rod end broke. Customer stated that he towed his vehicle to a CDJ dealership. Customer stated that the parts will not come in until Friday 12/31. Customer stated that his vehicle is going to be down and needs a vehicle. Customer alleges that he does not have a phone to be contacted on and has to call from somebody else s phone. Writer transferred the call to extension #66001.

\*\*\*\*\* CASE MANAGER TEAM - District Q/Rental \*\*\*\*\*

CONTACT UPDATE - 1st Contact made, agent answered a call from the customer who informed me that he is in a rental and would like Chrysler to cover the cost for him while he is waiting on a part. Agent informed him that I will call the dealer and see what can be done about expediting the part, the get back to him. Agent called the dealer and spoke with Carroll in parts who informed me that part # s 68038055AC and 68038054AC were on order. Agent checked and found that the local depots due have these parts in stock and ready to ship. Agent asked the dealer to upgrade



these orders to VOR in order to get the parts ASAP. Agent called the customer back and informed him that we will expedite the parts and also as a goodwill gesture reimburse him for his rental.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

██████████ on 2010-12-28 @ 12:18

Agent received a voicemail from the customer and attempted to call him back but his line is busy.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

Customer Document Reviewed.

Agent called customer and left him a message informing him that he should be receiving a check for the rental in seven to ten business days.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20265957</b>
<b>VIN</b>	3D7UT2CL6	AG [REDACTED]	<b>Open Date</b>	12/28/2010	<b>Built Date</b>	01/20/2010
<b>Model Year</b>	2010	<b>Body</b>	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB		
<b>In Service Dt</b>	06/07/2010	<b>Mileage</b>	6,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	60134	REEDMAN TOLL AUTO WORLD				
<b>Dealer Address</b>	1700 E LINCOLN HWY					
<b>Dealer City</b>	LANGHORNE			<b>Dealer State</b>	PA	<b>Dealer Zip</b> 19047
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	LEVITTOWN PA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	customer states front tire rods busted
Corporate - Excessive Contacts - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
customer states that his front tie rods just snapped dealer is telling him it s not covered by warranty  
Briefly summarize what the customer is expecting:  
Customer would like this problem fixed vehicle only has 6000 miles on it.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer didn t have vin # because vehicle is at dealer. Writer couldn t locate customers info  
Vehicle is at the Reedman Toll Auto World dealership now which is 3.09 miles away.  
Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? Dealer 60134  
Has the vehicle been diagnosed by a CDJ dealer? yes  
If a CDJ dealer has diagnosed, what is the dealer name or code?  
Reassigned to 88F  
\* \* \* \* \* CASE MANAGER TEAM - District ? 88U ? \* \* \* \* \*  
Writer left VM message for (SA) Pete to return call at 800-992-1997 extension#66346.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer spoke with customer who stated that he was pulling out of a parking spot when the front tie rod just snapped. Customer alleges that the dealership is claiming he hit something and will not cover it under warranty. Customer stated that he has never took his vehicle off road or hit anything and is very upset that this has happened and the dealership is stating that it will cost over \$600.00 to repair.  
Vehicle is a 2010 Dodge Ram 2500

Customer also stated that they do not have the part needed for the repair but they have an upgraded steering kit they can put on the vehicle. Customer wants to know why there is an UPGRADE to this kit if there is not a problem with the steering gear.

Customer working with (SA) [REDACTED] extension# 510  
Customer calls requesting to speak with LY63-Customer/Caller transferred to extension # 66346

CONTACT UPDATE - Customer requested to be called on 1/4 at any time with an update.

Customer is calling to speak with case manager. Writer dialed ext. 66346 and case manager was not available. Customer stated the he was suppose to get a call back today and no one has called him. Writer informed customer that the call back is scheduled to be today but it has not done yet. Customer understood. Customer is requesting for case manager to please call him back. Writer informed customer that the case will be updated and forward to the case manager to call back.

Writer left VM message for (SA) Tim to return call at 800-992-1997 extension#66346.

Writer left VM message for (SM) Pete to return call at 800-992-1997 extension#66346.

Writer recieved VM message for (SA) Tim Odonnell.

Writer left detailed VM message for (SM) Peteto return call at 800-992-1997 extension#66346. Writer also included E-mail address for updates T2email@chrysler.com.

Writer will send unresolved concern to dealership for final resolution.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is tie rods snapped.

Please update this CAIR with resolution.

#####

Writer spoke with (SA) Tim who staed the vehicle has been repaired and is gone. (SA) stated the customer paid for the repair. The (SD) and the Parts Manager inspected the vehicle and did determine the vehicle had hit something which caused the damage to the vehicle s tie rods. (SA) verified the repair was not covered under warranty.

Customer called in and requested to speak to case manager LY63 . Writer tried to get a hold of case manager at extension 66346 but was unsuccessful, however was able to get case manager TO128 to speak to customer.

Customer stated he was towed to dealer from parking lot. Customer stated there was nothing around for him to hit. Customer stated he was in 4 wheel drive. Customer stated the dealer he purchased vehicle from would have covered under warranty, but dealer that did the repair put the claim is as damaged. Customer stated the reason the vehicle was towed to repairing dealer is due to it being the closest dealer. Writer informed customer the case will be documented and case manager will be advised to contact customer when available.

\*\*\*\*\*EXECUTIVE REFERRAL STAFF\*\*\*\*\*

No further contact needed. Please refer to CAIR # 20303307 for handling.

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Customer Assistance Inquiry Record (CAIR)#						20268092	
VIN	3D7MX46L6	9G	Open Date	12/29/2010	Built Date	10/13/2008	
Model Year	2009	Body	D18H62	DODGE RAM SLT 4X4 3500 REG CAB			
In Service Dt	11/03/2009	Mileage	42,069	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45144	WRIGHT CHRYSLER DODGE JEEP					
Dealer Address	1858 TENAHA ST						
Dealer City	CENTER	Dealer State	TX	Dealer Zip	75935		
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	GARY TX				Country	UNITED STATES	
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2010-12-27  
 Road Side File Created 12-29-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 4458 FM-10 1858 TENAHA ST  
 FM-2260  
 GARY CENTER  
 TX USA TX  
 CALLER\_COMMENTS BROKEN TIE ROD, DRIVER FRONT TIRE  
 DEALER CODE : 45144 WRIGHT CHRYSLER DODGE JEEP

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20268337</b>
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<b>VIN</b>	3D7UT2CL6	AG [REDACTED]	<b>Open Date</b>	12/29/2010	<b>Built Date</b>	01/20/2010
<b>Model Year</b>	2010	<b>Body</b>	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB		
<b>In Service Dt</b>	06/07/2010	<b>Mileage</b>	6,239	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	60134	REEDMAN TOLL AUTO WORLD				
<b>Dealer Address</b>	1700 E LINCOLN HWY					
<b>Dealer City</b>	LANGHORNE	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	19047	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	LEVITTOWN PA [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-12-27  
 Road Side File Created 12-29-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 WISTAR ROAD 1700 E LINCOLN HWY  
 NEW FALLS ROAD  
 LEVITTOWN LANGHORNE  
 PA USA PA  
 CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS  
 DEALER CODE : 60134 REEDMAN TOLL AUTO WORLD  
 Customer called to talk to the CM.  
 Agent transferred the customer to the CM Department.  
 Cair closed due to customer contacting Chrysler regarding broken tie rods  
 for his vehicle. Please refer to Cair #20265957 for this event.  
 \*\*\*\*\*End of Narrative\*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20268351</b>	
<b>VIN</b>	3D7UT2CL2	AG [REDACTED]	<b>Open Date</b>	12/29/2010	<b>Built Date</b>	11/06/2009	
<b>Model Year</b>	2010	<b>Body</b>	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
<b>In Service Dt</b>	02/01/2010	<b>Mileage</b>	23,516	<b>Dealer Zone</b>	35	WASHINGTON	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PDA	LIGHT GRAYSTONE PEARL COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION					
<b>Dealer</b>	42958	SCRANTON DODGE CHRYSLER JEEP					
<b>Dealer Address</b>	1146 WYOMING AVE						
<b>Dealer City</b>	SCRANTON	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	18509		
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	LENHARTSVILLE PA [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	CSR contacted customer regarding tow event
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-12-27

Road Side File Created 12-29-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]  
UNION STREET

TAYLOR SCRANTON

PA USA PA

CALLER\_COMMENTS LEFT FRONT TIE ROD OR BALL JOINT

DEALER CODE : 42958 SCRANTON DODGE CHRYSLER JEEP

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Dealer: 42948 Service Advisor: Barb

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

December 27

What is the current mileage?

23516

If known, what is the reason for the tow?

left front tie rod broken

Have the repairs been completed?

yes

If yes, when were they completed?

January 5

If no, what is the estimated repair date?

Are there any parts that need to ordered?

If yes, what are the part & order # s?

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

Dealer provided the following customer contact information.

\*\*\*\*End structured narrative T2 - PCCP

CSR successfully contacted customer on first attempt. Customer was satisfied with services received. Case closed.

\*\*\*\*\*End of Narrative\*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20269150
VIN	3D7KS28A3	8G	Open Date	12/29/2010	Built Date	04/04/2008
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	02/06/2009	Mileage	19,887	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	LETTER
Address					Home Phone	
	GRIDLEY CA				Country	UNITED STATES
Corporate - Reimbursement - Default - Default - Default				Steering Drag Link		
Recall - H36: - Reimbursement				Steering Drag Link		

POSTMARK DATE: 121810; DATE RECEIVED: 122210  
 RECALL H36 Steering Drag Link Inner Joint & Damper Bracket

\*\*\*\*\*

Customer submitted request for reimbursement for recall H43 for Steering Drag Link Inner Joint & Damper Bracket

Customer's proof of payment is:

Recall applies to customer's vehicle: 2008 Dodge Ram

Date of repair 11/26/10

Labor \$86.25

Parts \$350.00

Tax \$21.00

Misc. Charges \$540.00 Towing Charge

Total \$997.25

Writer is submitting check for approval in the amount of \$997.25

Writer called Mr. [REDACTED] on 12/29/10 @ 3:25 pm writer spoke with him and he was very upset, when the steering mechanism broke he lost 100% of the steering. There was a very bad snow storm and it was very icy. Mr. [REDACTED] and his friend were scared for their life.

Vehicle could not be driven, he call Orofino Body Shop to get his vehicle towed, because the weather was so bad it took awhile to get the vehicle towed. Writer called Orofino body shop and spoke with Mitch the owner and asked why the towing fee was so expensive, Mitch said that the Mr. [REDACTED] lives way up in the mountains, weather was very bad. Mitch had a driver go out and get the vehicle it took him 4 1/2 hours to get the vehicle, and they towed it about 38 miles. Mitch said because it was after hours the customer was charged time overtime rates which is \$120.00 per hour. Mitch confirmed that Mr. Brezell paid invoice in full. Writer

called Tires Les Schwab 208-476-5589 on 12/29/10 @ 3:50 pm and spoke with Gary the service manager who confirmed payment in full. Mr. [REDACTED] was very upset that he did not receive the recall notice in the mail, writer informed him that the recall has been in effect since 02/09/09 and he said he bought the vehicle 02/06/09 and told writer that maybe because the vehicle had changed ownership around the time of the recall, that it got lost in the paperwork, or was sent to the previous owner.

Writer will issue a check for approval in the amount of \$997.25 approved



Customer Assistance Inquiry Record (CAIR)#						20274842
VIN	3D7KS29L2	9G	Open Date	12/30/2010	Built Date	09/03/2008
Model Year	2009	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
In Service Dt	02/13/2009	Mileage	37,000	Dealer Zone	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	68128	JAMES O'NEAL CHRYSLER PLYMOUTH	DODGE JEEP EAGLE			
Dealer Address	1634 HIGHWAY 27 NORTH					
Dealer City	BREMEN	Dealer State	GA	Dealer Zip	30110	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PEACHTREE CITY GA				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	
Recall - H36: - Reoccurrence or Related Problem	

Customer has been involved in an accident in regards to recall H36 work that was already completed. Tire rod end broke off and lost all steering. Dealer tells customer that he had to of hit something when he did not. Customer is requesting cost assistance for the repairs. Best contact number for [REDACTED]

[REDACTED] CASE MANAGER TEAM - District 88P \* \* \* \* \*

Writer spoke to the customer who stated that he was in his driveway and the tie rod end completely sheered off.

He stated that the SM was rude. The customer has sold the vehicle and bought a competetor brand. Customer wants to know if we will assist with repairs as part of his selling contract he needs to pay to get the vehicle fixed.Writer will follow up on 1/3/2011.

CONTACT UPDATE -

Decline for assistance approved by JB1549. Due to no continuation of loyalty from the customer. Repairs have been completed, therefore a thorough investigation by special investigations would not be possible.

CUSTOMER CONTACT Writer called for the customer. Left a message. Customer calls requesting to speak with TT359

Customer/Caller transferred to extension # 66374

Customer states he really needs to speak with the case manager today. Customer states the dealer is stating the dealer is screaming at him to remove his vehicle from their lot and pay \$1420.00 as the repair has been completed. Customer states he should not have to pay on something that has already been a nationwide recall. Customer states he doesn t want to get an attorney involved. Writer advised the case manager is currently unavailable but a note will be passed to have someone call him as soon as possible. Customer stated a case manager needs to contact the dealership and make a decision.

Attempt made to contact customer. Left message.

\* \* \* \* GOODWILL ASSISTANCE HAS BEEN DECLINED \* \* \* \*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

CUSTOMER CONTACT Attempt made to contact customer. Left message.  
Writer spoke to the customer and advised them of the decline. Writer  
advised the customer that I have to stand behind what the dealer has told  
me.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20277064
VIN	3D7KS29A0	8G	Open Date	12/31/2010	Built Date	04/18/2008
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
In Service Dt	05/23/2008	Mileage	68,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	67387	RALPH SELLERS CHRYSLER DODGE JEEP				
Dealer Address	14215 N AIRLINE HWY					
Dealer City	GONZALES			Dealer State	LA	Dealer Zip 70737
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SORRENTO LA				Country	UNITED STATES

Corporate - Consequential Expenses - Default - Default - Default	Tire rod must be replaced
Product - Suspension - Tie Rods / Drag Link - Worn - Front	customer seeks financial assistance

Customer called in stating that the tire rod on her 2008 Dodge Ram has become defective again and is seeking financial assistance. Customer states that she has been plagued with issues in regards to her vehicle, she s noted that she s had the 02 sensors replaced numerous times and feels this is unacceptable. Escalating to 88F.

Customer is calling back about her case. Writer informed customer that the case was just open and the case manager will get back with her with in one business day. Customer understood.

Customer husband calling back regarding the case. Customer stated that some one needs to get this matter resolve today it is life threatening.

Writer transfer to ext. 66153.

\*\*\*\*\*Supervisor Call\*\*\*\*\*

1st Contact attempt, direct transfer to writer at 8:17 AM MT.

Writer spoke to customer who stated that he just had his tie rods replaced in 4/10 and they now broke again. Customer feels very unsafe driving this vehicle and needs to leave on vacation on Monday. Customer would like a resolution today. Customer is out of 12/12 warranty by 9,000 miles. Writer placed customer on hold to contact dealer 67387 but service department was unavailable. Writer will try on 12/31. Customer contact #

Customer s third one he would have had replaced at this time he believes this is a real safety issue.

DEALER CONTACT - Writer contacted dealer 67387 and spoke to SA Jerry who stated that the ball separated on the lower tie rod causing it to break. Jerry states that this is a manufacturing defect and would accept a PA for repairs. Jerry stated that warranty cost for Parts: \$86.66 Labor: \$75.06

-

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$86.66

Labor = \$75.06

With the concurrence of the Service Manager, Jerry,  
the customer will have a co-pay of \$50.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint  
goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional  
assistance with this PA, you may contact Ricci at 800-992-1997

extension # 66153. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

-  
Writer spoke to customer who stated that he had to pay for towing for  
both repairs and feels that he should be reimbursed for them. Writer  
apologized about situation and informed that only current tow bill can be  
reimbursed. Customer paid a total of \$65.

\*\*\*\*\*Reimbursement amount \$65\*\*\*\*\*

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request,  
including their name, address, phone number, VIN, & reference number  
(CAIR). Advised customer the goodwill offer is dependent upon  
verification of all documents requested.

REASSIGNED TO BC/DLR 63 67387 12/31/10 11:10 O 20277064

\*Contact Date:12/31/2010

Dealer 67387 has updated the mileage to 61580.

Gen Service Mgr at the dealership has updated the Cair# 20277064

Parts have been ordered.

\*Contact Date:12/31/2010

Dealer 67387 has updated the mileage to 61580.

Gen Service Mgr at the dealership has updated the Cair# 20277064

Parts have been ordered.

\*Contact Date:12/31/2010

Dealer 67387 has updated the mileage to 61580.

Gen Service Mgr at the dealership has updated the Cair# 20277064

Parts have been ordered.

\*Contact Date:01/05/2011

Dealer 67387 has updated the mileage to 61580.

Warranty repair has been documented on Repair Order#182692

CAIR RETURNED FROM DEALER ON 1/05/2011 AT 03:57:296 R 20277064

\*\*\*\*\*Reimbursement amount \$65\*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
412-526-5528 at 11:20am EST. Customer was not available. Left message  
with writer s name, phone number as well as extension. If customer does  
not contact writer another attempt will be made.

\*\*\* NEXT AGENT \*\*\*

Please ask customer if they have mailed in reimbursement documents. Thank  
you.

Agent checked for documentation. No documents attached yet. Agent will  
continue to follow up with CAIR.

Agent checked for documentation. No documents attached yet. Agent will  
continue to follow up with CAIR. When customer contacts writer will  
advise that CAIR has been closed until reimbursement documentation is  
attached.

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Customer Assistance Inquiry Record (CAIR)#						20283158	
VIN	3D7KS26A4	8G	Open Date	01/03/2011	Built Date	08/13/2007	
Model Year	2008	Body	DH7H62	DODGE RAM SLT 4X4 2500 REG. CAB			
In Service Dt	01/30/2008	Mileage	85,000	Dealer Zone	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	66090	BRILEYA'S CHRYSLER-JEEP INC					
Dealer Address	ROUTE 7 NORTH R R 1						
Dealer City	RUTLAND			Dealer State	VT	Dealer Zip	05701
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	LUDLOW VT 05					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Tie rod snapped
--	-----------------

Briefly summarize why the customer is contacting Chrysler: Customer alleges that she has just had to replace the tie rod and all of the steering linkage. Customer states that she has made numerous repairs to this vehicle. Customer claims that steering linkage was already replaced once before due to a recall. Customer also states that she just replaced the throughout bearing one month ago. Customer claims that this is her work vehicle.

Briefly summarize what the customer is expecting: Customer is seeking some kind of reimbursement or compensation for all of the repairs she has had to make.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is 802-289-1790

Preferred Afternoon/Evening call back number is 802-289-1790

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 26513

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District ? 88N ? \*\*\*\*\*

-Customer is original owner and this is only CDJR vehicle

-Vehicle is out of manufacturers basic 3/36 warranty by 49000 miles

-no CSC

Agent notes customer did have CSC that was cancelled for non payment.

Agent attempted to contact dealer Service Manager Steven, however, SM not available. Left message for a return call at extension 66151.

Agent also left email address. Agent is requesting diagnostic information and whether SM thinks reimbursement of repairs is warranted.

\*\*\*\*\*SM email received\*\*\*\*\*

Vehicle has not been there since June, 2010. It is currently not here, nor have we heard from ms. Please advise.

Thanks,

Steven Silvestri  
Service Manager

Miller Chrysler,Jeep,Dodge

\*\*\*\*\*SM email ended\*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
802-289-1790. Left message.

Unable to reach customer by telephone, left message with text  
information.

2nd attempt made to contact customer. Phone was busy

3rd attempt made to contact customer. Left message.

Unable to reach customer by telephone, left message with text  
information.

Agent needs to know which dealership customer is working with as dealer  
26513 has not seen vehicle since June of 2010.

calling to speak with their Case Manager. Caller chose  
to leave a VM. Call transferred.

Agent called customer and she verified dealership and stated she has an  
appointment there on Monday 1/17/11

Agent called dealership and spoke with Brett SM. SM states the customer  
came in stating that she thinks the recall was done wrong. (H46). SM  
states they inspected the vehicle and the recall was done correctly .

There was a clamp in the wrong position so they moved the clamp. SM  
states customer does all her own work on the vehicle .

2nd attempt made to contact customer. no message could be left as  
customer's mailbox was full..

3rd attempt made to contact customer. Left message.

Unable to reach customer by telephone, left message with text  
information.

Customer called for CM and returning call.

Writer transferred to x66151.

Agent got a voicemail from customer and she states the vehicle is working  
right now but she wants compensation for the previous repairs she has  
done on her vehicle.

Because of the mileage on the vehicle and the fact that the repairs were  
not done at a dealership CAC will not be assisting financially in the  
repairs.

Decline authorised by CF303

Agent called customer and she states that she believes that the damage to  
the tie rod end she replaced was due to the dealership putting the clamps  
in the wrong position in the first place.

Agent advised customer that we at Ram require our dealerships to take  
responsibility for their mistakes. Customer states she will contact the  
dealership and seek compensation from them.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage. The issue is  
also a workmanship issue.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20284996</b>	
<b>VIN</b>	3D73Y3CL4	AG [REDACTED]	<b>Open Date</b>	01/04/2011	<b>Built Date</b>	10/29/2009	
<b>Model Year</b>	2010	<b>Body</b>	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB			
<b>In Service Dt</b>	01/14/2010	<b>Mileage</b>	29,800	<b>Dealer Zone</b>	32	NEW YORK	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	66428	MACDONALD MOTORS					
<b>Dealer Address</b>	ROUTE 302						
<b>Dealer City</b>	BRIDGTON			<b>Dealer State</b>	ME	<b>Dealer Zip</b>	04009
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED] 157
	DENMARK ME [REDACTED]					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	
--	--

Customer states that he is having problems with the drag link sheered on his vehicle. Customer was unable to steer at all, and lost control. Customer is concerned that this is a problem with these vehicles and would like chrysler to be aware of the problem. Customer would like to have something investigated by chrysler. Customer is not looking for anything from chrysler just to let us know because it is such a new vehicle. [REDACTED] can be contacted anytime at [REDACTED]

\*\*\*\*\* CASE MANAGER TEAM - District 880 \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer states that he is feeling unsafe in his vehicle as this is the second time in a short period of time this has happened and wants assistance getting the vehicle fixed. Customer states he is working with dealer 66428. Writer advised he would contact the dealer and send the case over to them for review. Writer will follow up with customer after getting more information regarding repairs.

##### DIRECT-TO-DEALER #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is drag link sheered  
 Agent called dealer and spoke to Dave, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 32 66428 01/05/11 13:58 O 20284996

cair reviwed by the area manager, has been in contact with dave(SM) at Macdonalds. Vehicle to be repaired at no charge. \_

Writer left a message for customer regarding his repair and requesting a callback.

SM Dave states that drag link and tie rods are completed but after the repair was completed the ball joints were loose, and dreating a banging noise. SM has ordered the parts and is waiting for customer to set an appointment. Writer advised he will contact the customer to encourage an

appointment,

Writer contacted the customer inquired about repair. Customer stated dealer was great and that repair was made. Customer was concerned about recall to draglink and writer advised that Chrysler appreciates customers calling in to have issues logged as it is one of the ways we compile info to make sure our vehicles are safe. Customer will be making an appointment for balljoints soon.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20288840
VIN	3D6WH46A8	8G	Open Date	01/05/2011	Built Date	12/05/2007
Model Year	2008	Body	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS		
In Service Dt	01/16/2008	Mileage	24,297	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
Dealer	68953	BARNES-BAKER AUTOMOTIVE GROUP INC				
Dealer Address	1406 OKLAHOMA AVENUE					
Dealer City	TRENTON	Dealer State	MO	Dealer Zip	64683	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	PINEVILLE MO				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	CSR unable to contact customer (incorrect number)
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-01-03  
Road Side File Created 01-05-11 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
59275 SHELBY ROAD 1406 OKLAHOMA AVENUE  
\*\*\*\*\*

MILAN TRENTON  
MO USA MO  
CALLER\_COMMENTS BROKEN ROD,THE FRONT RIGHT TIRE I  
DEALER CODE : 68953 BARNES-BAKER AUTOMOTIVE GROUP INC  
1. Who did you speak with at the dealer and what is their dealer code?  
Dealer: 68953 Service Advisor: Mary  
2. Is the vehicle at the dealer now?  
no  
3. When did it arrive at the dealer?  
January 4  
4. What is the current mileage?  
24297  
5. If known, what is the reason for the tow?  
steering linkage broken  
6. Have the repairs been completed?  
yes  
7. If yes, when were they completed?  
January 7  
8. If no, what is the estimated repair date? n/a  
9. Was this a warranty job or a customer pay?  
warranty repair  
10. Are there any parts that need to be ordered?

yes

11. If yes, what are the part and order # s?

steering rod and link kit

12. Rental provided?no

\*\*\*\*\*End of Narrative\*\*\*\*\*

CSR unable to contact customer due to incorrect number. Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20289033	
VIN	3D73Y3CL4	AG [REDACTED]	Open Date	01/05/2011	Built Date	10/29/2009	
Model Year	2010	Body	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	01/14/2010	Mileage	30,000	Dealer Zone	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	66428	MACDONALD MOTORS					
Dealer Address	ROUTE 302						
Dealer City	BRIDGTON			Dealer State	ME	Dealer Zip	04009
Owner	[REDACTED]					Contact Type	ROADSIDE
Address	[REDACTED]					Home Phone	
	DENMARK ME [REDACTED]					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2011-01-03  
 Road Side File Created 01-05-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 SOUTH PARIS BRIDGTON  
 ME USA ME  
 CALLER\_COMMENTS BROKEN TIE ROD DS -- OXFORD HILLS  
 DEALER CODE : 66428 MACDONALD MOTORS

Customer Assistance Inquiry Record (CAIR)#						20290520	
VIN	3D73Y3CL4	A	Open Date	01/05/2011	Built Date	10/29/2009	
Model Year	2010	Body	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	01/14/2010	Mileage	28,000	Dealer Zone	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	66428	MACDONALD MOTORS					
Dealer Address	ROUTE 302						
Dealer City	BRIDGTON			Dealer State	ME	Dealer Zip	04009
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	DENMARK ME					Country	UNITED STATES

Product - Steering - Linkage - Defective - Default	Customer inquired about tie rod.
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer inquired about tie rod being defective.  
Briefly summarize what the customer is expecting:  
Customer states that tie rod is defective. He states that it is broke.  
Customer lost steering while driving.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer advised a call back is required and will take place  
within one business day by COB their time  
Preferred Morning/Midday call back number is  
Preferred Afternoon/Evening call back number is  
Who has possession of the vehicle? (Dealer)  
Has the vehicle been diagnosed by a CDJ dealer? (Yes)  
If a CDJ dealer has diagnosed, what is the dealer name or code? 66428  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM - District ?88n? \*\*\*\*\*  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
Left message.  
Text received from customer indicating they are available.  
2nd attempt made to contact customer. Left message.  
Unable to reach customer by telephone, left message with text  
information.  
3rd attempt made to contact customer. Left message.  
Unable to reach customer by telephone, left message with text  
information.  
Writer spoke with Dave SA, and he said the vehicle was towed in, vehicle  
is repaired, except for a wheel and tire. Customer is driving vehicle,  
but needs to come back in to have wheel and tire mounted. He said  
customer saw a recall, and called Chrysler to see if it was covered under  
the recall. Dave said repairs will be covered under customer s warranty.  
4th attempt made to contact customer.  
Customer said he called because there is a safety recall out on the 4500  
and 5500, and he is having the same problem with the 3500, for the tie

rods. He said he feels it is a safety concern, and he just wanted it documented, in case it happens again, but he hopes it doesn't happen to someone else. He said he is impressed with the service and support. Writer assured him, his information is taken seriously, and documented. He thanked writer for calling, and needs no other assistance at this time.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20292836	
VIN	3D7MX38L2	9G	Open Date	01/05/2011	Built Date	11/11/2008	
Model Year	2009	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	12/12/2008	Mileage	41,057	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44709	MAGNUSSEN'S AUBURN CHRYSLER JEEP			DODGE		
Dealer Address	1901 GRASS VALLEY HWY						
Dealer City	AUBURN			Dealer State	CA	Dealer Zip	95603
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	TAHOE CITY CA					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Damage to vehicle.
Corporate - Reimbursement - Default - Default - Default	seeking assistance with repairs.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	tie rod sheered in half, causing inability to control vehicle
Corporate - Property Damage - Default - Default - Default	

Customer called in regarding recall information. Customer states that tie rod sheered in half while operating under normal driving conditions. Customer reports that nobody was hurt but was unable to control vehicle. Vehicle was towed to dealership to have vehicle repaired under warranty but dealership would not complete repair because vehicle is just over warranty by mileage. Customer understands that this is a common issue and has read about potential recall on NHTSA website. NHTSA recall information specifies this issue exactly. Customer is loyal Dodge owner that owns 4 new vehicles. Customer is expecting CJD to pay for repair. Customer advised a call back is required and will take place within one business day by COB their time. Preferred Morning/Midday call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED]. Who has possession of the vehicle? (Owner/Dealer/IRF) Dealership. Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No. Reassigned to 88F.

\*\*\*\*\* CASE MANAGER TEAM - District 88N \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 530-308-2530 Left message.

Unable to reach customer by telephone, left message with text information.

Writer is trying to find out which dealer the vehicle is currently at. Sherrie Smith from dealership Dave smith motors 83837 selling dealership, calling on behalf of customer. Advised vehicle is at Magnus in Auburn CA 44709- wishes to speak to cm , transfered to case management department.

Customer calls requesting to speak with LD357  
Customer/Caller transferred to extension # 66021  
Sherry customer relations manager called in regarding the case  
information

\*\*\*\*\*

Customer requested to speak with his CM. Writer transferred customer to  
the CM department (800-763-8422) for further assistance

\*\*\*\*\*

Agent attempted to contact dealer Service Manager Vic Corona, however,  
SM not available. Left message for a return call at extension 66021  
Customer called for the CM. Writer tried the CM s extension and got voice  
mail. Writer transferred customer to voice mail at their request.  
Agent attempted to contact dealer Customer Service Relations Sherry,  
however,  
CSR not available. Left message for a return call at extension 66021  
2nd attempt made to contact customer. Left message.  
Unable to reach customer by telephone, left message with text  
information.

Warranty administrator walled in to talk to the cm on if they should  
offer the customer anything and writer transferred to cm for assistance  
Warranty Administrator Korbi states that the vehicle is currently at  
41,430 miles. WA states that tie rod front end sheered off in the front  
causing steering linkage is damage and front driver s side wheel damaged.  
WA states that they feel that this should be sent to Special  
Investigations department instead of 88F for further review.

1. Who is calling and what is their contact information? TJ Johnson  
Owner.

Preferred: [REDACTED]

2. What happened? Customer states that last Tuesday on 12-28-10, customer  
was driving the vehicle during a snow storm. Customer states that he  
heard a rubbing noise coming from the truck, customer states that he got  
off an exit to view the vehicle and made left hand turn and the tire  
popped off and the tie rod sheered off and went into the wheel area and  
suspension, the tie rod punched through the wheel. The vehicle was towed  
to dealer 44709 and is there currently.

3. What is the current location of the vehicle?

MAGNUSSEN S AUBURN CHRYSLER JEEP  
1901 GRASS VALLEY HWY AUBURN CA 95603 530-885-2900

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

1/7/11 ASSIGN TO TNT16.

CAIR NUMBER 20292836 REQUEST EAA INSPECTION 01-07-2011 14:09

CAIR NUMBER 20292836 E-MAIL SENT TO EAA 01-07-2011 14:09

CCRG Open Date: 01/07/2011 09:26:27

Letter Sent: Acknowledgement 01/10/2011 08:52:30

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/11/11 AT 04:19:01 20292836

Customer calls for an update on his case. Writer informed customer that  
after the acknowledgment letter was sent the case was closed with CAC.  
Customer states there has been no resolution. Writer referred customer to  
contact JSS15 for further details on his case. Customer states he has  
been trying to contact JSS15 but has been unsuccessful. Writer referred  
customer to try to contact MG17 at [REDACTED] 4 if JSS15 is not  
available.

Customer called. Incorrectly dialed the number. Customer terminated the  
call.

Customer called in to get an update on case. Writer was unable to provide  
customer with any further information that has already been given.

Customer stated that he needs to be contacted back.

1/19/11 RETURNING TO SENDER. ALL CAIRS MUST BE FORWARDED THROUGH 82S/SI.

\*\*\*\*\*

Owner seeking update-530 308 2530.

Per OGC Matrix, reassigned to 82T.

1/20/11 UPDATED CCRG FILE. TNT16/LSE6

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20301413</b>	
<b>VIN</b>	3D7UT2HL7	AG [REDACTED]	<b>Open Date</b>	01/08/2011	<b>Built Date</b>	01/14/2010	
<b>Model Year</b>	2010	<b>Body</b>	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
<b>In Service Dt</b>	05/14/2010	<b>Mileage</b>	21,432	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	45298	BLAKE FULENWIDER CHRYSLER DODGE			JEEP, LTD		
<b>Dealer Address</b>	110 N ACCESS RD # IH-20						
<b>Dealer City</b>	CLYDE			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	79510
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	CLYDE TX [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-01-06  
Road Side File Created 01-08-11 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

\*\*\*\*\*  
CLYDE CLYDE  
TX USA TX  
CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS  
DEALER CODE : 45298 BLAKE FULENWIDER CHRYSLER DODGE  
\*\*\*\*Begin structured narrative T2 - PCCP  
Who did you speak with at the dealer and what is their dealer code?  
Dealer: 45298 Service Advisor: Nolan  
Is the vehicle at the dealer now?  
no  
When did it arrive at the dealer?  
January 6  
What is the current mileage?  
21432  
If known, what is the reason for the tow?  
left tie rod came apart, no steering  
Have the repairs been completed?  
yes  
If yes, when were they completed?  
January 18  
If no, what is the estimated repair date?  
n/a  
Are there any parts that need to ordered?  
yes  
If yes, what are the part & order # s?  
tie rod assembly  
Rental provided?



no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

n/a

\*\*\*\*End structured narrative T2 - PCCP

Warranty repair.

\*\*\*\*\*end of repair\*\*\*\*\*

Customer was satisfied with towing service however he was annoyed that his car had a serious part failure when the vehicle was new. Customer states that if he had been going fast on the freeway he would not be here today. CSR apologised to the customer for any inconvenience. Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20302026	
VIN	3D6WH48A7	8G	Open Date	01/08/2011	Built Date	07/18/2007	
Model Year	2008	Body	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	02/08/2008	Mileage	60,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	45145	QUALITY DODGE					
Dealer Address	1141 N MAIN ST						
Dealer City	TOOELE	Dealer State	UT	Dealer Zip	84074		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	SOUTH JORDAN UT				Country	UNITED STATES	

Product - Steering - Linkage - Other - Default	Tie rod snapped causing steering to fail,
Corporate - Recall - Default - Default - Default	

Customer called in stating he had the replaced steering linkage as per a recall and customer was going down the road the other night and customer states the tie rod end in the front suspension broke and customer was driving and steering wheel stopped functioning. Customer states that he is lucky that customer was driving only 35 MPH because if customer was going faster customer feels he could have died. Customer states there is a potential recall for roughly 164 000 vehicles for a recall starting February 1 2011 that sounds just like what happened to customers vehicle now. Customer is seeking assistance for the repair.

\*\*\*\*\*

Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? (Owner)  
Has the vehicle been diagnosed by a CDJ dealer? (No) (Customer needs to get a tow truck to get it to dealership).  
If a CDJ dealer has diagnosed, what is the dealer name or code?  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM - District 88U \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:03 am EST. Left message. Unable to reach customer by telephone, left message with text information.  
Text received from customer indicating they are available.  
Customer returning CM s call. Transferred to CM line.  
Customer calls to speak with their Case Manager.  
Writer received call from customer asking for their Case Manager. Case Manager was not available. Writer advised I will inform their CM of their call.  
CUSTOMER CONTACT - Customer states that he has been to the dealership 3 times for the steering linkage. Customer states that the dealership that

has done the repairs has seen the vehicle multiple times for multiple repairs. Customer feels that the vehicle problems is due to a related recall issue. Writer advised customer that he would need to tow the truck to a dealership and writer would be willing to reimburse for towing. Writer advised customer that Chrysler is willing to assist as long as the failure isn't due to abuse or neglect. Customer understood and will call back when the vehicle is at the dealership.

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Customer Assistance Inquiry Record (CAIR)#						20303307	
VIN	3D7UT2CL6	AG	Open Date	01/10/2011	Built Date	01/20/2010	
Model Year	2010	Body	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	06/07/2010	Mileage	6,239	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	60134	REEDMAN TOLL AUTO WORLD					
Dealer Address	1700 E LINCOLN HWY						
Dealer City	LANGHORNE	Dealer State	PA	Dealer Zip	19047		
Owner					Contact Type	LETTER	
Address					Home Phone		
	LEVITTOWN PA				Country	UNITED STATES	
Referral - Executive Referrals - Other - Default - Default				Social Media			
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass				left front tie rod broken			

\*\*\*\*\*EXECUTIVE REFERRAL STAFF\*\*\*\*\*

Contacted customer and stated we have received his information and that we will review it and get back in touch with him in the next 2-3 business days to go over it with him. Customer stated he is going back to the dealership today because they did a recall on his vehicle and now he has no high speeds.

POSTMARK DATE: 011011; DATE RECEIVED: 011011

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Owner seeking goodwill reimbursement for tie rod replacement that at 6239 miles was replaced (customer pay). See linked file 20265957. The (SD) and the Parts Manager inspected the vehicle and did determine the vehicle had hit something which caused the damage to the vehicle s tie rods. (SA) verified the repair was not covered under warranty.

Agent contacted owner and offered reimbursement for part only as goodwill. Customer paid 637.50, parts and labor for two tie rods, and upgraded steering kit. Agent provided direct line and fax for proof of payment and workorder. He went to an independent for a new alignment. Owner states that all this occurred in a parking lot.

No physical damage on vehicle.

Owner stated that SM was not aware of customers concern and will review it for assistance before having CCAC review. Owner will contacted agent soon thereafter.

Owner contacted agent and advised that dealer had infact reimbursed owner in full as goodwill. No further action required.

Customer Assistance Inquiry Record (CAIR)#						20311464	
VIN	3D7KS28A9	8G	Open Date	01/12/2011	Built Date	06/24/2008	
Model Year	2008	Body	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	11/17/2008	Mileage	50,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45286	LITHIA DODGE OF CORPUS CHRISTI					
Dealer Address	4313 S STAPLES ST						
Dealer City	CORPUS CHRISTI			Dealer State	TX	Dealer Zip	78411
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	CORPUS CHRISTI TX					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2011-01-10  
 Road Side File Created 01-12-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 CR-401 4313 S STAPLES ST  
 US-181 N  
 BEEVILLE CORPUS CHRISTI  
 TX USA TX  
 CALLER\_COMMENTS TIE ROD BROKEN / DEISEL / PLS CAL  
 DEALER CODE : 45286 LITHIA CHRYSLER JEEP DODGE OF  
 Cair closed as vehicle owner is a business.  
 \*\*\*\*\*End of Narrative\*\*\*\*\*

Customer Assistance Inquiry Record (CAIR)#						20324350	
VIN	3D7KS28L7	9G	Open Date	01/15/2011	Built Date	12/10/2008	
Model Year	2009	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/20/2009	Mileage	23,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	60082	VISTA JEEP CHRYSLER DODGE OF			SILVERTHORNE		
Dealer Address	225 BUFFALO MOUNTAIN DRIVE						
Dealer City	SILVERTHORNE			Dealer State	CO	Dealer Zip	80498
Owner					Contact Type	LETTER	
Address					Home Phone		
	EDWARDS CO				Country	UNITED STATES	

Corporate - Reimbursement - Default - Default - Default	Previous Agent Promise 88 Goodwill for Wheel Alignment
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Tie rod broke.
Corporate - Warranty Coverage - Default - Default - Default	Tie rod inquiry.

Customer states that the tie rod broke when he was plowing snow with his vehicle. Vehicle came with towing package according to customer. Customer states that he had to drive 50 miles away to Vista Chrysler in Silverthorn to get a part so he could move vehicle out of the middle of the street. Part cost about \$121.00.

Call was ended when writer was looking into warranty coverage per customer's request.

Customer states that he moved his vehicle only about 7-8 miles away from where it broke down.

Briefly summarize why the customer is contacting Chrysler: Customer using his vehicle for snow plowing and yesterday was driving and the tie rod broke, customer ran to dealer 60082 and picked up another tie rod.

Customer put tie rod into vehicle so he could finish his job.

Briefly summarize what the customer is expecting: Customer would like Chrysler to assist with reimbursement for tie rod and to assist with re-aligning vehicle because it's still under warranty.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Customer called to speak with AR1032. Writer explained that we are unable to transfer because she would be on another call. Customer hung up

\*\*\*\*\* CASE MANAGER TEAM - District ? V ? \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer contacted customer and spoke about the issue with the vehicle customer states that he wants to know if he can be reimbursed customer is covered under warranty and also the vehicle needs an alignment on the vehicle writer informed customer to get the alignment done on the vehicle and send in the receipt information writer will be happy to reimburse writer. customer understood and thanked writer.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

██████████ on 2011-01-17 @ 17:29

Customer states that he does not know if he will have the ability to scan in the information so in the email to send the Chrysler address so he can mail it writer understood and thanked customer.

#####TIER 2 AGENT#####

Previous Agent Promise Line 30-35, 100% of Alignment cost

Customer was contacted on 01/18/11 and was advised to send in documentation for reimbursement.

1st Attempt: If documentation is not received by 01/25/11 writer will follow up with customer.

2nd Attempt: If documentation is not received by 02/01/11 Writer will follow up with customer.

3rd Attempt: If the documents are not received by 02/08/11 notify customer and close Cair.

The customer dealer Rachel from dealer 44067 called for the address for CAC to send documents by mail.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ @ 1:28 pm 01/25/11

Customer answered. Customer stated that reimbursement documents have not been sent in.

Customer is out of the country and want the link sent to him 01/31/11

If customer does not contact writer a 2nd

attempt will be made 02/01/11

Email c ██████████ ON 01/31/11

#####AGENT VERIFIED ADDRESS#####

Customer was out of the country and asked agent to

Email customer the link on 01/31/11

crown350@aol.com

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

██████████ on 2011-01-31 @ 12:02

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

d ██████████ on 2011-02-07 @ 12:55

Close cair awaiting documents.

Customer called stating that he will be mailing in his information to the Chrysler Customer Assistance Center, P. O. Box 21-8004, Auburn Hills, MI 48321-8004. Customer states that he was not able to use the link. Agent advised customer to make a copy of documents for their own records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer that the reimbursement is dependent upon verification of all documents requested.

Customer stated that he has a charge account where he had the alignment at Big O IRF and therefore it will not show as being paid.

POSTMARK DATE: 021411; DATE RECEIVED: 021611

Writer reopened CAIR and reassigned to CD830 for review.

Previous Agent Promise Line 30-35, 100% of Alignment cost and part.

Agent to call IRF and customer after 11:00 am est 02/21/11

Writer to call for POP. 02/21/11 @ 11:36 am ██████████

Name of IRF: Big O Tires

Customer name: Mountain Maintenance

Invoice: 58857

Date:01/17/11

Agent called and spoke to Patricia and said that it was charged because it is a business.

\*\*\*\*\*

Previous Agent Promise

\*\*\*\*\*

Customer submitted documents for request for reimbursement for repair to the (Tie Rod) on their vehicle, (on line 30-35 in CAIR 20324350) reimbursement in the amount of (\$131.14).

Customer s proof of payment is: Visa Auth Code: 457638

Date of repair:01/14/11

Mileage:

Labor \$

Parts \$121.68 Tie Rods

Tax \$9.46

Misc. Charges \$

Total \$131.14

\*\*\*\*\*

Previous Agent Promise

\*\*\*\*\*

Customer submitted documents for request for reimbursement for repair to the (Alignment) on their vehicle, (on line 30-35 in CAIR 20324350) reimbursement in the amount of (\$66.65).

Customer s proof of payment is: Charge for company per Patricia 02/21/11

Date of repair:01/17/11

Mileage: 23,568

Labor \$ 69.99 Alignment

Parts \$

Tax \$.15

Misc. Charges \$-6.99

Misc. Charges: 3.50 shop supplies

Total \$ 66.65

Writer is submitting check for approval in the amount of \$197.79

Agent to call customer to give check details.

02/21/11 @ 11:10 am [REDACTED]

Customer was available.

Agent gave check details.

Customer was very happy.

Agent verified address again.

Customer had no further concerns.

Check Approved

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20327291</b>
<b>VIN</b>	3D7MX48A9	8G [REDACTED]	<b>Open Date</b>	01/17/2011	<b>Built Date</b>	03/25/2008
<b>Model Year</b>	2008	<b>Body</b>	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
<b>In Service Dt</b>	12/15/2008	<b>Mileage</b>	58,470	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DBB					
<b>Dealer</b>	61512	HERRNSTEIN CHRYSLER INC				
<b>Dealer Address</b>	133 MARIETTA ROAD					
<b>Dealer City</b>	CHILLICOTHE	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	45601	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	MC ARTHUR OH 4 [REDACTED]				<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Improper Installation/Missing - Default	parts not OEM
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Excessive Contacts - Default - Default - Default	

Caller states that his wife was driving and the tie rod end separated from the steering linkage, IRF found that several steering linkage parts on the right hand side appeared to be used parts and the tie rod end and steering damper were bent. Dealer said they have no knowledge of anything ever being repaired or damaged on the vehicle. Caller would like someone to come and look at the vehicle and the parts that were taken off.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 61512

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District T - \*\*\*\*\*

Customer has owned seven vehicles- five original ownership, including this one & currently owns four. Vehicle is out of warranty (oow) by just 20,000 miles; customer has no service contracts with this vehicle-previous or current.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Customer had a friend down the road take care of the repairs. IRF friend maintains that there was damage to the vehicle and non-OEM parts, some with yellow paint and some initials on it, that wouldn't normally be there on a brand new vehicle. Customer stated that dealer 61512 bought vehicle from Kentucky and brought it in for customer. Customer states ?and Chrysler records in VIN show? that he bought it new, and if there are parts put on that were not new, then he wants some satisfaction. Customer was told that he will want to get the Dealer

involved, because this is a sales dispute issue, and Chrysler cannot get involved there, but the dealer could get the District Manager involved if necessary, to have parts & vehicle inspected.

Customer was also advised that since he is such a loyal customer with Chrysler and the dealership, Chrysler would like to assist in the repair of his vehicle. Customer was sent link for e-reimbursement document request, and was advised that the link would be good for seven days, but if he needed more time, he could call back to request it, and writer would re-send the link again.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-01-18 @ 12:22

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-01-19 @ 14:33

Customer is a little upset that he has not received the link from Chrysler as promised. Agent apologized and corrected the e-mail address of customer and advised him that the link may only be opened once and only lasts for one week.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-01-24 @ 13:39

Customer states she is trying to upload the documents to the link that was sent to her but the link says duplicate copies are not allowed.

Writer states another link was sent to ubracing319@yahoo.com to see if this time it will work for her.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

Eric assistant service manager called to say that there is a BS on the driver front hub in white paint marker, it looks like a chrysler inspection, also found a OL with a blue pen and everything looks good and is inclined to give the vehicle back to the customer unless case manager is seeking something else. Writer transferred caller to the case manager team.

Eric from the dealership called and states there are faint initials on the driver's side hub. Caller would like to know what the next steps are including how he will be paid for this and if there is anything further the customer needs to do.

Eric from the dealership called to speak with the CM. Agent told customer that he would be transferred to the general CM line 1-800-763-8422.

Customer calls requesting to speak with KH494

Customer/Caller transferred to extension # 66216

Eric S.M. called in seeking for a decision.

Eric from dealership stated there is no indication the vehicle has been in an accident before, yet the initials are something similar to what he has seen from other vehicles inspected by Chrysler. Writer and dealer have no speculation on how or why the markings are there. Writer will reimburse customer for the parts and repair of vehicle & also do a post-auth for the dealership for their time inspecting vehicle at Chrysler's request.

Parts reimbursement: \$266.43

Labor reimbursement: \$600.00

SubTotal \$866.43

Customer co-pay \$120.00

Total Reimbursement \$766.43

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on ?describe the reason why this goodwill is being offered?. According to the dealer, the warranty costs of the diagnosis are as follows:

Labor = \$51.18

Amount Pre-authorized (PA) = \$55.00

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact kh494 at 800-763-8422

You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

Writer called customer to discuss reimbursement, and to get information

was made. Customer was not available; writer left message saying he will call back today or customer may call back; case and return phone numbers left.

REASSIGNED TO BC/DLR 42 61512 01/26/11 11:52 O 20327291

Writer called customer, phone# [REDACTED] Writer told customer he would have to pay the IRF first, and send us a copy of the invoice for reimbursement once he has paid, and he would be responsible for paying the IRF. Customer stated he would go take care of paying the IRF and get the new invoice sent to Chrysler.

\*\*Correction to line 80; total reimbursement with co-pay by customer will be \$746.43\*\*

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-01-26 @ 13:21

IRF calling in wanting to know what exactly is needed. Writer advised him that we need an invoice of costs and how it was paid. IRF understood.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

Customer Document Reviewed.

Customer called and requested to speak with there CM. Agent told customer that he would be transferred to the general CM line 1-800-763-8422.

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler to get information on check and to let cm know that noise is coming from the front end.

Briefly summarize what the customer is expecting: Customer is expecting Chrysler to continue to assist customer with the noise that is coming from the front end.

Writer confirmed check for reimbursement was approved 1/31, and customer should receive check in approximately 7-10 business days.

Writer called customer, phone# [REDACTED] Customer was informed about the status of the reimbursement check. Customer mentioned the noise from the front end, and he didn't think it was. Customer was under the impression that dealer# 61512 was to inspect vehicle for any possible or potential problems, but writer informed customer that they were just looking at the front end for the steering linkage was, to confirm there were no after market parts installed. Customer was told that if there was a new noise that he did not expect to be part of the original repair, he may want to take it to the local dealer and have them diagnose the problem, but it would be at his expense, with no guarantee of assistance from Chrysler, since the vehicle was out of warranty.

Customer was told the case would be closed today, and if there were any new issues, he could call and open a new case.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20327665	
VIN	3D7MX48D8	8G	Open Date	01/17/2011	Built Date	06/24/2008	
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	09/03/2008	Mileage	44,638	Dealer Zone	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	67484	RICE CHRY-PLYM-DODGE INC					
Dealer Address	3033 ALCOA HIGHWAY						
Dealer City	ALCOA	Dealer State	TN	Dealer Zip	37701		
Owner					Contact Type	LETTER	
Address					Home Phone		
	HARRIMAN TN				Country	UNITED STATES	

Product - Steering - Unknown - Other - Default	Left tie rod
Corporate - Recall - Default - Default - Default	recall inquiry

The customer states that the left tie rod on the vehicle has broke . The customer had the recall repaired in 2009 .

The customer is looking for cost assistance for the repair. The customer can be contacted at [REDACTED]

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Mr CLARK states that the left tie rod is broken. He does not know what dealer he will be going to.

Was repaired in 2009 by another owner.

Briefly summarize what the customer is expecting: Goodwill for some or the entire repair.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Caller was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred call back number is: 8 [REDACTED]

The Owner has possession of the vehicle.

The vehicle has not been diagnosed by a CDJ dealer.

Writer gave no promises or quotes.

No Goodwill requested or offered.

Gave CAIR Number

\*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*

CONTACT UPDATE WITH CUSTOMER at 9:44 EST.

Writer spoke with husband Richard who states that the tie rod end sheared off

in a parking lot when turning.

Customer states he is concerned for his safety and that the vehicle is dangerous.

Writer advised customer out of warranty by miles, and that before Dodge would

consider any type of goodwill assistance, customer must take vehicle into dealership for proper diagnosis.

Customer stated he will make appointment then contact Case Manager when he drops off vehicle.

CONTACT UPDATE WITH DEALERSHIP at 11:00a.m. EST

Writer spoke with Service Manager Eric who stated the customer bought the parts at another Dodge Dealership, and they were unwilling to assist customer.

Service Manager advised customer before his dealership would consider any type of goodwill assistance could be considered customer must make appointment for proper diagnosis.

Customer calls to speak with their Case Manager.

SM Mark said the outer tie rod end broke. He saw no evidence of abuse or neglect, no modifications. He said the customer wants reimbursement for the part. Mark said the warranty cost of the installation and alignment.

\$64.71. Writer told customer the information would be passed to the CM.

Called customer at: [REDACTED], customer reported that he had the vehicle towed home because there was no response from the dealer.

Customer input tie rod himself and carried the broken tie rod to the dealer for inspection. Customer asserts that he input a Mopar part, he paid \$382.38 for the tie rod. Customer fears that the other tie rod may break too, and needs dealer look into the vehicle to determine if there is any risk associated with the tie rod failing. Customer was informed that writer or TF262 will contact the dealer to verify information on the repairs that had been done and any other necessary information as needed to make a decision for reimbursement and further assistance.

Writer spoke with customer Mr. [REDACTED] who states he took vehicle into RICE CHRYSLER JEEP DODGE and had tie rod inspected by Service Manager Mark. He saw no evidence of abuse or neglect.

Writer advised customer cannot do goodwill for repairs, and reimbursement.

Writer will confirm with dealership then contact customer at end of business today.

Writer spoke with Assistant Service Manager Gary who confirmed that Service Manager Mark Neil is out of office today.

Assistant Service Manager is acting in behalf of SM.

Writer confirmed that tie rod was inspected, no abuse by customer, part was genuine Mopar part and receipt for part was 382.38.

Family vehicle history: 19/8 new.

Writer advised customer of the following:

Reimbursement approved for amount of 382.38 for Mopar Part.

To request reimbursement for a non-recall related expense, send your original documentation (repair order and original proof of payment) to the following address for review:

Chrysler Customer Care

P. O. Box 21-8004

Auburn Hills, MI 48321-8004

For vehicle-related concerns, include the following information (where applicable) so we can respond to your issue promptly:

Name

Address

Vehicle owner name (if different)

Vehicle owner address (if different)

Day and evening phone numbers

Vehicle Identification Number (VIN)

Current vehicle mileage and mileage at time issue began

Name of dealership where vehicle was purchased / serviced

Date of purchase / service

Description of the concern

The requested action

Repair order and original proof of payment \*

\*Note: Original receipts from the repair facility are needed for reimbursement. If original receipts are not available, contact the service provider and request a duplicate original. Copies are generally not acceptable. Do, however, make a copy for your records.

After your letter is reviewed, we will contact you by phone with a prompt response.

Note: Please allow up to 60 days for processing.

CLOSED LOOP UPDATE - no need for additional follow-up.

POSTMARK DATE: 020411; DATE RECEIVED: 020711

After review of Cair, and documents received. Customer did not wait for joint goodwill decesion with dealership for repair. Customer paid upfront for the repair in the amount of 145.16, which will be customer copay. Customer seeks reimbursement for Left tie rod. reimbursement approved for amount of 382.38 approved by KN147.

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Customer Assistance Inquiry Record (CAIR)#						20336623	
VIN	3D7KS29L8	9G	Open Date	01/19/2011	Built Date	12/08/2008	
Model Year	2009	Body	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	02/28/2009	Mileage	35,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44821	SMITH SOUTH PLAINS DODGE CHRYSLER			& JEEP		
Dealer Address	HIGHWAY 114 EAST						
Dealer City	LEVELLAND			Dealer State	TX	Dealer Zip	79336
Owner					Contact Type	LETTER	
Address					Home Phone		
	OCEAN CITY MD				Country	UNITED STATES	
Referral - Executive Referrals - Other - Default - Default						Social Media	
Product - Suspension - Tie Rods / Drag Link - Broken - Front							

\*\*\*\*\*EXECUTIVE REFERRAL STAFF\*\*\*\*\*

Contacted customer and left a voicemail stating that we have received his information about his vehicle and that we will review it and get back in touch with him in the next 2-3 business days to go over it with him.

POSTMARK DATE: 011911; DATE RECEIVED: 011911

Owner sends social media contact with concerns of tie rod breaking at 35000 miles. Vehicle is still under manufactures warranty. Agent contacted owner for follow up. Owner states that had to pay for the repair because he has oversized tires on vehicle. Dealer considering vehicle to be modified.

Owner states that this is the first tie rod that has failed.

Customer Assistance Inquiry Record (CAIR)#						20343593	
VIN	3D7KS28A9	8G	Open Date	01/21/2011	Built Date	11/13/2007	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/19/2008	Mileage	98,700	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	67860	GRAND JUNCTION CHY-JEEP-DOD INC					
Dealer Address	2578 HWY 6 & 50						
Dealer City	GRAND JUNCTION			Dealer State	CO	Dealer Zip	81505
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	GYPSUM CO					Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Front end shaking and tie rods broke while driving.
Product - Steering - Steering Wheel / Column - Vibration - Default	

Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? Owner  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code?  
Reassigned to 88F  
Customer stated his truck was shaking and tie rods broke on 1/20/11.  
Customer had it towed home. Contact info #970-390-1138 .  
\*\*\*\*\* CASE MANAGER TEAM - District ? V ? \*\*\*\*\*  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
[REDACTED]  
Writer contacted customer and spoke about the issue with the vehicle.  
Customer states that he believes that his tie rods are broken on his vehicle. Writer understood and states that customer has a service contract on the vehicle and asked customer if he could put him on hold while he looked into seeing if it was covered. Writer contacted Service Contract and was informed that it was not covered writer understood and informed customer. Writer told customer that he needs to take his vehicle to the dealer and get the vehicle diagnosed and to give writer a call back once he has done so.  
Paul from Dealership calling to speak with case manager.  
Service advisor Paul from dealer code 67860 stated that per diagnosis vehicle needs a tie rod end update kit because tie rod end is broken and the warranty price on parts comes to \$432.18 and labor comes to \$113.82 .  
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty costs of the repair are as follows:  
Parts = \$432.18  
Labor = \$113.82



Total = \$546.00  
Co-pay = \$200.00  
Amount Pre-authorized (PA) = \$350.00  
##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact James at 800-763-8422  
You may also contact us by email at:  
T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.  
#####  
REASSIGNED TO BC/DLR 74 67860 01/25/11 19:03 O 20343593  
\*Contact Date:01/26/2011  
Service Manager at the dealership has updated the Cair# 20343593  
The vehicle has been diagnosed.  
Customer called and wanted to know what the status is on his case. Writer shows that the case is assigned to the dealership. A note was sent to JW848.  
SA Paul from 67860 called wishing to speak to CM. Agent transferred customer to CM Team.  
SA Paul calling in wanting a status update writer advised Paul of lines 27-34. Paul understood.  
Rvwd w/Dlr, waiting on parts, if arrives today, repairs will be completed, if not, it will be next week. EAB  
Msg to SM for parts update.EAB  
\*Contact Date:02/01/2011  
Warranty repair has been documented on Repair Order#72266  
CAIR RETURNED FROM DEALER ON 2/01/2011 AT 06:51:870 R 20343593  
CLOSED LOOP UPDATE - no need for additional follow-up.  
Dealership called in with different amount for labor needs an additional \$8.13= \$121.95. Writer approved for an additional \$15.00 dollars. CLOSED LOOP UPDATE- no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20346335</b>
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<b>VIN</b>	3D7UT2CL7	AG [REDACTED]	<b>Open Date</b>	01/22/2011	<b>Built Date</b>	01/12/2010
<b>Model Year</b>	2010	<b>Body</b>	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
<b>In Service Dt</b>	02/25/2010	<b>Mileage</b>	29,000	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	68480	CENTRAL MAINE CHRY DODGE JEEP				
<b>Dealer Address</b>	300 KENNEDY MEMORIAL DRIVE					
<b>Dealer City</b>	WATERVILLE	<b>Dealer State</b>	ME	<b>Dealer Zip</b>	04901	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	LIBERTY ME [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Recall - K33: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2011-01-20  
 Road Side File Created 01-22-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 51 TOWER ROAD 300 KENNEDY MEMORIAL DRIVE  
 BOYNTON ROAD  
 LIBERTY WATERVILLE  
 ME USA ME  
 CALLER\_COMMENTS DRIVERSIDE FRONT TIRE CAME OFF//Q  
 DEALER CODE : 68480 CENTRAL MAINE CHRY DODGE JEEP  
 Contacting CENTRAL MAINE CHRY DODGE JEEP @ 207-872-9211 - to gather info  
 on the tow event and repairs done on 2010 Ram under Cleaves - spoke with  
 John SA  
 Who did you speak with at the dealer and what is their dealer code? 68480  
 code  
 Is the vehicle at the dealer now? no  
 When did it arrive at the dealer? 1/20/2011  
 What is the current mileage? 35846 mls  
 If known, what is the reason for the tow? left outer tie rod end broke  
 Have the repairs been completed? yes  
 If yes, when were they completed? 1/20/2011  
 Are there any parts that need to be ordered? no  
 Rental provided? no  
 Warranty or customer pay? warranty repair  
 Csr sts: thank you for your time - will contact customer  
 \*\*\*\*\* end of narrative \*\*\*\*\*  
 1st attempt to contact Mr [REDACTED] - to f/u on the tow  
 event and the repairs done on the 2010 Ram - customer unavailable - left  
 message with contact info / office hrs - will try again 2/2/2011  
 \*\*\*\*\* End of Narrative \*\*\*\*\*  
 Final attempt to contact Mr [REDACTED] -

Csr sts: wanting to find out if you were satisfied with the repairs done on your Ram

Customer sts: yes very satisfied - the only thing is that they forgot to tighten the bolts for the exhaust and so I had to stop at my local dlrshp to have them tighten them -

Csr sts: I do apologize that you have had this inconvenience - was the driver prompt

Customer sts: I actually drove the truck in so no tow -

Csr sts: did you let the dlrshp know that they didn t tighten the bolts -

Customer sts: no I didn t

Csr sts: I will contact the dlrshp and let them know - thank you for being a Ram owner

\*\*\*\*\* End of Narrative \*\*\*\*\*

Contacting CENTRAL MAINE CHRY DODGE JEEP @ 207-872-9211 - to let service dept know that customer had to have the bolts tightened after the tie rod repair - spoke with Service writer and let know of customer issue - closing cair

\*\*\*\*\* End of Narrative \*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20346425</b>
<b>VIN</b>	3D7KS28L0	9G	<b>Open Date</b>	01/22/2011	<b>Built Date</b>	10/28/2008
<b>Model Year</b>	2009	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	11/21/2009	<b>Mileage</b>	9,849	<b>Dealer Zone</b>		
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	ST GEORGE UT				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-01-20

Road Side File Created 01-22-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

ST GEORGE ST GEORGE

UT USA UT

CALLER\_COMMENTS BROCKEN TIE ROD/ 4 DR 6FT BED DES

DEALER CODE : TROIANO CHRYSLER JEEP DODGE

1st attempt to contact Mr - to f/u on the tow event -  
customer unavailable - left partial message - will try again 2/2/2011

\*\*\*\*\* End of Narrative \*\*\*\*\*

Final attempt to contact Mr -

Csr sts: we see that there was a roadside event and that your vehicle  
needed a tie rod repair - was everything done to your satisfaction -

Customer sts: yes it was -

Csr sts: what dlrshp was it towed to -

Customer sts: Steven Wade Dodge - was where they towed the truck -

Csr sts: I am glad that they were able to take care of the tie rods for

you - and for being a Ram owner -

\*\*\*\*\* End of Narrative \*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20346486</b>
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<b>VIN</b>	3D7KS28L2	9G [REDACTED]	<b>Open Date</b>	01/22/2011	<b>Built Date</b>	11/10/2008
<b>Model Year</b>	2009	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	09/30/2009	<b>Mileage</b>	16,069	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	44860	BLUE RIBBON CHRY-DODGE-JEEP INC				
<b>Dealer Address</b>	1703 SO KERR BLVD					
<b>Dealer City</b>	SALLISAW			<b>Dealer State</b>	OK	<b>Dealer Zip</b> 74955
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	MULDROW OK [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-01-20

Road Side File Created 01-22-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

MULDROW SALLISAW

OK USA OK

CALLER\_COMMENTS FRONT SWAY BAR BROKE - AND TIRES

DEALER CODE : 44860 BLUE RIBBON CHRY-DODGE-JEEP INC

Contacting BLUE RIBBON CHRY-DODGE-JEEP INC @ 918-775-5700 - to gather

info on the tow event and repair on 09 Ram under Strick - spoke with Ron

SA

Who did you speak with at the dealer and what is their dealer code? 44860

code

Is the vehicle at the dealer now? no

When did it arrive at the dealer? 1/20/2011

What is the current mileage? 16069 mls

If known, what is the reason for the tow? broken tie rod

Have the repairs been completed?yes

If yes, when were they completed? 1/25/2011

Are there any parts that need to be ordered? yes

If yes, what are the part & order # s? tie rods

Loaner or Rental provided? Loaner

Warranty or customer pay? Loaner

Csr sts: thank you for your time - will f/u with the customer

\*\*\*\*\* End of Narrative \*\*\*\*\*

1st attempt to contact Mr [REDACTED] - to f/u on the tow event

and repairs done on your 09 Ram -

Csr sts: wanting to find out if your satisfied with the repairs done on

your Ram

Customer sts: yes - everything was fine

Csr sts: were you happy with the tow

Customer sts: yes it was fine too

Csr sts: I am glad to hear it - thank you for being a Ram owner and for your time today

\*\*\*\*\* End of Narrative \*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20346497
VIN	3D73Y4CL6	AG [REDACTED]	Open Date	01/22/2011	Built Date	12/15/2009
Model Year	2010	Body	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB		
In Service Dt	01/12/2010	Mileage	44,700	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	PILOT POINT TX [REDACTED]				Country	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-01-20

Road Side File Created 01-22-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

DENTON DENTON

TX USA TX

CALLER\_COMMENTS DULLY, 4 DOOR, STEERING ROD BROKE

DEALER CODE : 45454 CLASSIC DODGE CHRYSLER JEEP

Contacting CLASSIC DODGE CHRYSLER JEEP @ 940-498-9800 - to gather info on the tow event and repairs done on 2010 Ram under Cashion - spoke with Bobby SA

Who did you speak with at the dealer and what is their dealer code? 45454 code

Is the vehicle at the dealer now? no

When did it arrive at the dealer? 1/20/2011

What is the current mileage? 4472 mls

If known, what is the reason for the tow? broken tie rod - replaced tie rods

Have the repairs been completed? yes

If yes, when were they completed? 1/22/2011

Are there any parts that need to be ordered? no

Rental provided? no

Warranty or customer pay? warranty repair

Bobby sts: this is the 2nd time this customer has had this happen

Csr sts: I have heard of alot of customers with this concern - I thank you for your help - will f/u with the customer -

\*\*\*\*\* End of Narrative \*\*\*\*\*

1st attempt to contact Mr [REDACTED] - to f/u on the tow event and repairs done on 2010 Ram -

Csr sts: wanted to find out if you were satisfied with the repairs done -

Customer sts: yes - the dlrshp took good care of us -

Csr sts: was the tow driver prompt -

Customer sts: the time stated was 1 hr and they did come within that time

Csr sts: I do apologize that you have had this inconvenience - I

understand that this is the 2nd time that it has happen - dlrshp is happy

to take care of your concerns - if you need to future assistance - pls

contact Ram customer assistance -

\*\*\*\*\* End of Narrative \*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20347624	
VIN	3D7TT2CT4	AG [REDACTED]	Open Date	01/23/2011	Built Date	01/06/2010	
Model Year	2010	Body	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	09/21/2010	Mileage	4,400	Dealer Zone	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	45200	COLONIAL DODGE CHRYSLER JEEP					
Dealer Address	24 COOLIDGE ST						
Dealer City	HUDSON	Dealer State	MA	Dealer Zip	01749		
Owner	[REDACTED]				Contact Type	ROADSIDE	
Address	[REDACTED]				Home Phone		
	MARLBOROUGH MA [REDACTED]				Country	UNITED STATES	

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	CSR contacted customer regarding tow event
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-01-21

Road Side File Created 01-23-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

MARLBOROUGH HUDSON

MA USA MA

CALLER\_COMMENTS RAM 2500 TOW\_COMMENTS VENDOR\_COM

DEALER CODE : 45200 COLONIAL DODGE CHRYSLER JEEP

1. Who did you speak with at the dealer and what is their dealer code?

Dealer: 45200 Service Advisor: Greg

2. Is the vehicle at the dealer now?

no

3. When did it arrive at the dealer?

January 21

4. What is the current mileage?

4455

5. If known, what is the reason for the tow?

tie rod end broken

6. Have the repairs been completed?

yes

7. If yes, when were they completed?

January ?

8. If no, what is the estimated repair date?

9. Was this a warranty job or a customer pay?

Customer Pay repair

\*\*\*\*\*End of Narrative\*\*\*\*\*

Customer satisfied with towing service however he is not happy with the

service department at the dealership because they won't cover the repairs to his truck under the warranty. Please refer to Cair #20373196. Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20348532	
VIN	3D7KS29A7	8G	Open Date	01/24/2011	Built Date	03/18/2008	
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	10/23/2008	Mileage	6	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	44106	KONA AUTO CENTER INC					
Dealer Address	76-6353 KUAKINI HIGHWAY						
Dealer City	KAILUA-KONA			Dealer State	HI	Dealer Zip	96740
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	KEALAKEKUA HI					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2011-01-22  
 Road Side File Created 01-24-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 KAILUA KONA KAILUA-KONA  
 HI USA HI  
 CALLER\_COMMENTS BROKEN TIE ROD TOW\_COMMENTS VEND  
 DEALER CODE : 44106 KONA AUTO CENTER INC

Customer Assistance Inquiry Record (CAIR)#						20349116
VIN	3D7TT2CT4	AG [REDACTED]	Open Date	01/24/2011	Built Date	01/06/2010
Model Year	2010	Body	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	09/21/2010	Mileage	4,000	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	45200	COLONIAL DODGE CHRYSLER JEEP				
Dealer Address	24 COOLIDGE ST					
Dealer City	HUDSON	Dealer State	MA	Dealer Zip	01749	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MARLBOROUGH MA [REDACTED]				Country	UNITED STATES

Recall - K17: - Advise Owner/Incomplete Recall	Open recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke.
Product - Steering - Linkage - Bent - Default	customer states that he had hes plow on hes truck when tie rod snapped

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
customer states that he had hes plow on hes truck when tie rod snapped but was not plowing at that time  
Briefly summarize what the customer is expecting:  
seeking reinbursement  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED] cell  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? Owner  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 42905  
Reassigned to 88F  
seeking reimbursement customer has 4000 miles on truck  
customer states that where he bought the vehicle from has the part and is going to see if it can be covered under warranty and see if they can reimburse him for the repair cost of \$400  
\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Briefly summarize what the customer is expecting:  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
\*\*\*\*\* CASE MANAGER TEAM - District V \*\*\*\*\*  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
Writer spoke with customer to discuss the problem with this vehicle.  
Customer alleges that the dealer informed him that he hit something with the vehicle which caused this part to break so the repair will not be

covered under warranty and charged him \$400.00 to replace the tie rod end. Writer explained that the case manager LD339 will need to gather more information before making any decision. Writer informed customer stating that the CM LD339 will follow up on Thursday, Jan. 27th, 2011 to discuss the current issues with this vehicle. Writer provided callback number of 1-800-763-8422 with CAIR number for reference.

Writer called dealer 45200 and requested to speak with Service Manager, Bob O Neill. Bob states that the customer brought the vehicle in the dealer. The evidence showing on the part as being sheared off on the tie rod after using the vehicle to plow a road. Bob states that the customer paid to have the repair done. Bob states that he suggested that the customer contact the Service Manager of his selling dealer and show him that part that Bob gave to him and see if it would be covered. Bob states the customer is alleging that nothing hit the vehicle. According to SM, Bob there is no way that something could have not caused damage to the tie rod to cause the kind of damage it had.

\*\*\*\* WARRANTY COVERAGE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair due to vehicle damage/abuse which contributed to the failure of the tie rod. Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Writer called customer at [REDACTED]. Writer informed the customer of the fact that the information informed through dealer has made it that we can assist with reimbursement. Customer states that he is going to contact someone at his Dodge forums online and speak with him about what happened with the vehicle.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20350576
VIN	3D7KS29A7	8G	Open Date	01/24/2011	Built Date	03/18/2008
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
In Service Dt	10/23/2008	Mileage	22,201	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				
Dealer	44106	KONA AUTO CENTER INC				
Dealer Address	76-6353 KUAKINI HIGHWAY					
Dealer City	KAILUA-KONA	Dealer State	HI	Dealer Zip	96740	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	KEALAKEKUA HI				Country	UNITED STATES

Product - Steering - Steering Wheel / Column - Defective - Default	The customers steering is broke.
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
The customer is calling because about 6 months ago there steering broke the tyrod end off, and he had it fixed, and now it hs broke again.  
Briefly summarize what the customer is expecting:  
The customer is seeking assistance with repair, customer has less then 30000miles on it, and was told that he was getting a updated steering kit that would fix the problem.

\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is  
Preferred Afternoon/Evening call back number is  
Who has possession of the vehicle? (Owner/  
Has the vehicle been diagnosed by a CDJ dealer? (Yes/  
If a CDJ dealer has diagnosed, what is the dealer name or code?Kona Auto 44106  
Reassigned to 88F  
tas inspected photos of vehicle. Vehicle has 305/65R17 tires and aftermark et rims on it. Steering linkage photos show damage to backing plate, like i t impacted something. Photos sent to office for attachement to cAIR,  
\*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
Left message.  
Agent transferred customer over to c m line upon request.  
Customer missed CM s call and was making a return call. Writer was unable to contact CM. Writer informed customer that his case would be updated regarding his call. Customer understood.  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/25/11 AT 14:14:03 20350576  
DEALER CONTACT - phone number dialed,  
Writer requesting to speak with the Service Manager. SM was unavailable.  
Writer left a detailed message with the SM.  
Jef SM called to speak with DC841. Caller was warm transferred to ext#

66240.

Call transferred from DG629.

Writer recieved a call from SM Jeff. Jeff stated that it looks like the steering linkage has broken again. Jeff stated that it looks like it was not due to neglect. Jeff stated that he is going to e-mail his DM regarding this case. Jeff would like for the writer to follow up with him tomorrow.

DEALER CONTACT - phone number dialed, [REDACTED]

Writer requesting to speak with SM Jeff. SM Jeff was unavailable. CM left detailed message with the SM.

DEALER CONTACT - phone number dialed, [REDACTED]

Writer requesting to speak with SM Jeff. Jeff stated that they they replaced the steering assembly, and that they shouldn t have any more problems. The hotline that the Service Manager called told him that when alignments are done, it usually fixes the problem. Writer informed Jeff that the customer will be contacted regarding the repair.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.

Writer called customer at [REDACTED] Customer stated his vehicle is fixed and everything is working good.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

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Customer Assistance Inquiry Record (CAIR)#						20362145	
VIN	3D7KS28A3	8G	Open Date	01/27/2011	Built Date	08/10/2007	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/30/2007	Mileage	55,953	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44644	KEN GARFF WEST VALLEY CHRYSLER			JEEP DODGE		
Dealer Address	4175 W 3500 SOUTH						
Dealer City	WEST VALLEY CITY			Dealer State	UT	Dealer Zip	84120
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	SALT LAKE CITY UT					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Briefly summarize what the customer is expecting:  
\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer called in regarding their vehicle; customer is experiencing an issue with the vehicle s tie rod broke off.  
Customer is seeking for assistance on the front end.  
Writer advised to the customer that their concerns and information and has been documented and their case will be escalated for possible goodwill assistance. No guarantees were made to the customer.  
Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is  
Preferred Afternoon/Evening call back number is  
Who has possession of the vehicle? Owner  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code?44644  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
The writer called dealer 44644 and spoke with the Service Manager (SM) (Randy), the SM stated that the dealership was all ready trying to move this case into goodwill. The writer has asked that the SM pr  
The writer called the customer and the customer stated the Service Advisor (SA) (Ray) is over this case.  
The SM and the Shop Forman (SF) (Jerry) are providing the writer with the parts and labor breakdown.  
The SM contacted the writer and provided the writer with the parts and labor breakdown.  
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer retention. According to the dealer, the warranty



costs of the repair are as follows:

Parts: \$92.60

Labor: \$60.90

Total: \$153.50

Co-pay: \$25.00

Amount Pre-authorized (PA) = \$128.50

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact [REDACTED]

You may also contact us by email at:

T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 74 44644 01/28/11 13:07 O 20362145

reviewed with Service Manager

\*Contact Date:02/04/2011

DCX goodwill repair is documented on Repair Order#16964

CAIR RETURNED FROM DEALER ON 2/04/2011 AT 12:40:912 R 20362145

The writer was informed this number is the wrong number: [REDACTED]

The writer dialed this number [REDACTED] This voice mail was not under the customer s name.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20370076	
VIN	3D7KS28AX	8G	Open Date	01/30/2011	Built Date	11/05/2007	
Model Year	2008	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB				
In Service Dt	11/27/2007	Mileage	53,000	Dealer Zone	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	43956	DAVE MARSTON MOTORS INC					
Dealer Address	9594 HWY 70 WEST						
Dealer City	MINOCQUA			Dealer State	WI	Dealer Zip	54548
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	PHELPS WI					Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer states recall caused tire damage.
Recall - H46: - Information Request	steering linkage broke on road 01/30/11
Corporate - Property Damage - Default - Default - Default	
Recall - J35: - Information Request	

Customer calls seeking recall information. Advised the customer of incomplete recall J35 & H46? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer was traveling on road and his steering linkage broke. Customer had damaged his left front tire had it towed to nearest Chrysler Dealership Dave Marston Motors 9594 hwy 70 west minocqua, WI 54548 phone #

Customer contact # is

Reassign to 88F.

\*\*\*\*\* CASE MANAGER TEAM - District 88N \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 4:41 pm MST.

Writer contacted the customer and informed him that the case will be forward to the SI group. Customer understood. Customer was advised to contact the dealership and inform them not to work on the vehicle.

1. Who is calling and what is their contact information? Matthew Ebert Preferred

2. What happened? Steering linkage broke and popped customers left front tire.

3. What is the current location of the vehicle? Dealer 43956  
DAVE MARSTON MOTORS INC  
9594 HWY 70 WEST MINOCQUA WI 54548 715-356-3242

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

Customer called seeking an update on the case, agent advised that the special investigations group is handling the CAIR at this time and until

their investigation is complete there will be no information to provide to him.

2.1.11 Two Open Recalls:

\_H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA \_

\_J35 REPROGRAM ECM - REGENERATION STRATEGY 04/16/2010 INCOMPLE

2.1.11 Assigned to TNT16. MJK

CAIR NUMBER 20370076 REQUEST EAA INSPECTION 02-01-2011 12:18

CAIR NUMBER 20370076 E-MAIL SENT TO EAA 02-01-2011 12:18

CCRG Open Date: 02/01/2011 09:51:53

Letter Sent: Acknowledgement 02/02/2011 14:08:23

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/08/11 AT 04:24:53 20370076

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Customer Assistance Inquiry Record (CAIR)#						20373196	
VIN	3D7TT2CT4	AG [REDACTED]	Open Date	01/31/2011	Built Date	01/06/2010	
Model Year	2010	Body	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	09/21/2010	Mileage	4,000	Dealer Zone	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	45200	COLONIAL DODGE CHRYSLER JEEP					
Dealer Address	24 COOLIDGE ST						
Dealer City	HUDSON	Dealer State	MA	Dealer Zip	01749		
Owner	[REDACTED]				Contact Type	LETTER	
Address	[REDACTED]				Home Phone	[REDACTED]	
	MARLBOROUGH MA [REDACTED]				Country	UNITED STATES	

Referral - Executive Referrals - Other - Default - Default	Social Media
Product - Suspension - Tie Rods / Drag Link - Broken - Front	foreign impact broke tie rod

\*\*\*\*\*EXECUTIVE REFERRAL STAFF\*\*\*\*\*

Customer states that they broke a tie-rod backing up and the dealers refused to repair it under warranty. Received customer information through a social media network. Customer states that there vehicle is repaired but not happy that they just bought the vehicle and that they had to pay for the toe-rod replacement. Customer states the dealer told them they hit something and customer states if they hit something there would be more damage to the vehicle. Customer believes it should have been covered under warranty and wants us to review it. Customer has vehicle in their possession. Writer told customer we will review and get back in touch in the next 2-3 business days to go over it with him.

POSTMARK DATE: 013111; DATE RECEIVED: 020111

Agent contacted customer and advised that despite dealers diagnosis, agent will reimburse owner the cost of the part as goodwill. Agent provided direct line and fax for follow up.

Owner states that he was plowing snow and his tie rod snapped.

PLEASE NOTE THAT OWNER ADMITS TO SNOW PLOWING WITHOUT A SNOW PLOW PREP GROUP ON VEHICLE.

Agent received proof of payment and workorder in the amount of 406.78.

Agent will reimburse PARTS and shop supplies for a total of \$134.33.

POSTMARK DATE: 020711; DATE RECEIVED: 020811

Customer Assistance Inquiry Record (CAIR)#						20375978	
VIN	3D73Y4CL6	AG	Open Date	02/01/2011	Built Date	12/15/2009	
Model Year	2010	Body	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	01/12/2010	Mileage	45,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
PILOT POINT TX					Country	UNITED STATES	

Recall - K33: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Product - Steering - Linkage - Other - Default	Customer complains of safety issue involving tie rods.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer commented on safety issue involving tie rods.

Briefly summarize what the customer is expecting:

Just wants to let Dodge know of potential safety issue.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Customer

called to say that he is concerned about driving his truck because he thinks there is a safety issue since his tie rod has broken twice.

Briefly summarize what the customer is expecting: Customer wants to make Dodge aware of a possible safety issue with the vehicle.

Customer said that the dealer handling the case has treated him right and he is very satisfied with them and loves the truck.

Customer is Chase Cushion and his father is the co-signer on the truck.

Advised the customer of incomplete recall ?K33? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)#						20378005	
VIN	3D6WH46L5	9G	Open Date	02/02/2011	Built Date	09/24/2008	
Model Year	2009	Body	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	04/17/2009	Mileage	16,063	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					
Dealer	65565	CHRYSLER CORNER INC					
Dealer Address	406 EAST PANCAKE BOULEVARD						
Dealer City	LIBERAL			Dealer State	KS	Dealer Zip	67901
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	LIBERAL KS					Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	CSR unable to contact customer due to blocked number
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-01-31

Road Side File Created 02-02-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

LIBERAL LIBERAL

KS USA KS

CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS

DEALER CODE : 65565 CHRYSLER CORNER INC

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Dealer: 65565 Service Advisor: Len

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

January 31

What is the current mileage?

16063

If known, what is the reason for the tow?

tie rod broken

Have the repairs been completed?

yes

If yes, when were they completed?

January 31

If no, what is the estimated repair date?

n/a

Are there any parts that need to ordered?

yes

If yes, what are the part & order # s?

steering kit

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

n/a

\*\*\*\*End structured narrative T2 - PCCP

CSR: first attempt to contact customer. Left message on machine. Will try again on February 11, 2011.

\*\*\*\*\*end of narrative\*\*\*\*\*

CSR unable to contact customer and leave message. Calls are now blocked.

Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20379222</b>
<b>VIN</b>	3D7KS26DX	8G	<b>Open Date</b>	02/02/2011	<b>Built Date</b>	07/17/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
<b>In Service Dt</b>	04/25/2008	<b>Mileage</b>	50,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PR4	FLAME RED CLEAR COAT				
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
<b>Dealer</b>	44010	MARTIN DODGE-JEEP-CHRYSLER				
<b>Dealer Address</b>	2209 SCOTTSVILLE RD					
<b>Dealer City</b>	BOWLING GREEN	<b>Dealer State</b>	KY	<b>Dealer Zip</b>	42104	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	GLASGOW KY				<b>Country</b>	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? IRF  
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)  
If a CDJ dealer has diagnosed, what is the dealer name or code?  
Customer states that he had a recall repaired for the tie rods. He states that his son was in a parking lot, and the tie rod, which was replaced, broke. His wife states that they would like the part repaired at no cost to them, or would be seeking full reimbursement.  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM - District 88U \*\*\*\*\*  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
Unable to reach customer by telephone, left message with text information.  
Customer has no service contract, purchased 3 new & 3 used Chrysler vehicles, out of warranty by 14,000 miles, 2nd owner.  
\*\*\*\*\*  
Customer states that this vehicle had a recall for this same issue that was completed in March or April 2010. Writer informed customer that the recall H46 was completed 6/19/09 as well as a steering dampener and pitman arm. Customer states that the tie rod fell off almost caused an accident when his son was driving the vehicle. Customer states that the diagnosis and repairs are being completed by and IRF. Customer states that the parts should arrive today and the repairs should be completed by 2/4/11. Writer informed customer that they need to determine if the dealer is getting the parts from a Chrysler dealer. Customer states that they will purchase a Ford next time. Customer states that the main reason for the call is for documentation purposes. Customer is seeking full good



will assistance or reimbursement on the cost of the repairs. Customer states that they can contact their attorney and pursue further assistance. Writer informed customer that Chrysler is willing to look into reimbursing on the cost of the parts, however labor performed at an IRF does not merit reimbursement. \* \* \*

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer states that she will only accept an offer to reimburse the entire repair or nothing.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20381491</b>
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<b>VIN</b>	3D7UT2CL5	AG [REDACTED]	<b>Open Date</b>	02/03/2011	<b>Built Date</b>	02/11/2010
<b>Model Year</b>	2010	<b>Body</b>	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB		
<b>In Service Dt</b>	06/24/2010	<b>Mileage</b>	12,124	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	44644	KEN GARFF WEST VALLEY CHRYSLER		JEEP DODGE		
<b>Dealer Address</b>	4175 W 3500 SOUTH					
<b>Dealer City</b>	WEST VALLEY CITY			<b>Dealer State</b>	UT	<b>Dealer Zip</b> 84120
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	BLUFFDALE UT [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-02-01

Road Side File Created 02-03-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

UT USA UT

CALLER\_COMMENTS VEH BLOCKING OVER 6 PARKED VEH, A

DEALER CODE : 44644 KEN GARFF WEST VALLEY CHRYSLER

Contacting KEN GARFF WEST VALLEY CHRYSLER @ 801-955-7448 - to gather info on the tow event and repairs done on 2010 Ram under [REDACTED] - spoke with Jim SA

Who did you speak with at the dealer and what is their dealer code? 44644 code

Is the vehicle at the dealer now? no

When did it arrive at the dealer? 2/1/2011

What is the current mileage? 12124 mls

If known, what is the reason for the tow? tie rod came apart - popping out of gear - replaced sway bar / tie rod end

Have the repairs been completed? yes

If yes, when were they completed? 2/6/2011

Are there any parts that need to be ordered? yes - tie rod / sway bar

Rental provided? yes

If yes, how many days? 4 days

Csr sts: thank you for your time - will f/u with the customer

\*\*\*\*\* End of Narrative \*\*\*\*\*

1st attempt to contact Mr [REDACTED] - to f/u on the tow event and repairs done on your 2010 Ram -

Csr sts: calling to f/u with Mr [REDACTED] on the repairs done on your Ram

Customer sts: he is not available -

Csr sts: can I leave my # in case he needs to contact me regarding the

tow or the repairs - [REDACTED] + ext  
Customer sts: I will let him know - thanks for calling  
Csr sts: thank you for your time - and for being a Ram owner -  
\*\*\*\*\* End of Narrative \*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20388454</b>
<b>VIN</b>	3D7KS29L3	9G	<b>Open Date</b>	02/05/2011	<b>Built Date</b>	10/27/2008
<b>Model Year</b>	2009	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	07/13/2009	<b>Mileage</b>	35,325	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	43767	DON DAVIS MOTOR CO INC				
<b>Dealer Address</b>	2000 N MECHANIC ST					
<b>Dealer City</b>	EL CAMPO			<b>Dealer State</b>	TX	<b>Dealer Zip</b> 77437
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	BLESSING TX				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	CSR unable to contact customer regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-02-03

Road Side File Created 02-05-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

BLESSING EL CAMPO

TX USA TX

CALLER COMMENTS FRONT TIE ROD - FOR WINCH SERVICE

DEALER CODE : 43767 DON DAVIS MOTOR CO INC

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Dealer: 43767 Service Advisor: Matt

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

February 4

What is the current mileage?

35325

If known, what is the reason for the tow?

front tie rod broke

Have the repairs been completed?

yes

If yes, when were they completed?

February 7

If no, what is the estimated repair date?

n/a

Are there any parts that need to ordered?

yes

If yes, what are the part & order # s?

tie rod

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

n/a

\*\*\*\*End structured narrative T2 - PCCP

Warranty repair.

\*\*\*\*\*end of narrative\*\*\*\*\*

CSR unable to contact customer due to incorrect number. Number dialled was [REDACTED] (number has been removed from customer record). Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20392344
VIN	3D7KS26DX	8G	Open Date	02/07/2011	Built Date	07/17/2007
Model Year	2008	Body	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
In Service Dt	04/25/2008	Mileage	55,000	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	66625	GILLIE HYDE DODGE-CHRYSLER-JEEP				
Dealer Address	610 HAPPY VALLEY RD					
Dealer City	GLASGOW	Dealer State	KY	Dealer Zip	42141	
Owner					Contact Type	LETTER
Address					Home Phone	
	GLASGOW KY				Country	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer states 2nd steering linkage broke.
Dealer - Service/Body Shop - Personnel - Other - Service Advisor	Customer states recall repair broke again.
Corporate - Reimbursement - Default - Default - Default	Customer states repair should have been covered by dealer who did recall.
Corporate - Complaint Contact - Default - Default - Default	Customer states steering linkage broke after recall repair.
Recall - H46: - Reoccurrence or Related Problem	Customer states steering linkage broke when son was driving.

Customer called in to state that he had recall work done on his vehicle and the same part broke again while his son was driving the vehicle. Customer states son was driving on the freeway, then into a hospital parking lot where linkage broke and driver had no control of the vehicle. Customer states this could have been deadly for his son if the linkage broke on the freeway. Customer states the dealer would not assist with the repair and the customer states he purchased the part from Chrysler and had an IRF install it. Customer states the repair only cost \$109 but would have cost Chrysler 109 million if an accident happened because of the steering linkage. Customer is seeking assistance for a repair customer feels should have been covered. Customer states dealer unwilling to assist. Customer states he called Customer Assistance but the male representative he spoke with was snooty to him and unwilling to help. Agent advised customer if he has future problems, Chrysler may not be willing to assist as repair was done at an IRF, however, he could request reimbursement for this repair.

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

POSTMARK DATE: 020811; DATE RECEIVED: 021011

Agent received letter requesting reimbursement for parts and labor. As per previous CAIR, customer has been denied labor reimbursement and wants all or nothing. Agent will submit form letter.

February 16, 2011

[REDACTED]  
[REDACTED]  
[REDACTED]  
Glasgow KY [REDACTED]

Reference #20392344

Dear Robert Smith:

We have received your letter and fully appreciate the concerns you have raised regarding your 2008 Dodge Ram. Since your letter does not contain any additional information that would cause us to change our previous decision, we must again respectfully decline your request.

Thank you for writing and allowing us the opportunity to review this matter with you.

Sincerely,

Candice

Customer Assistance Representative

Letter sent 2/22/11.

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Customer Assistance Inquiry Record (CAIR)#						20405525
VIN	3D73Y3CL8	AG	Open Date	02/10/2011	Built Date	11/12/2009
Model Year	2010	Body	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB		
In Service Dt	06/11/2010	Mileage	17,700	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				
Dealer	56846	MONTANA DODGE				
Dealer Address	2229 KING AVE W					
Dealer City	BILLINGS	Dealer State	MT	Dealer Zip	59107	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BILLINGS MT				Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Replacement
Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	

Customer stated when his son was driving the vehicle he went to pull out of the driveway and the tie rod broke. They were about to go on the highway and before they did the one wheel turned straight and the other turned right. The customer is now very concerned about driving this vehicle. He believes its a large safety issue.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? /Dealer

Has the vehicle been diagnosed by a CDJ dealer? (Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? Lithia Dodge Chrysler

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

1 total, 1 new, 1 current and no sc.

Writer reviewed CAIR with EG715 and agree with decline.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? dealer

Is this a request for Lemon Law, buy-back or replacement, replacement.

Reassigned to 88L

Customer states that he does not want to keep the vehicle, He states that its not safe and would like a replacement.

Customer actually has a 2010, no a 1999 vehicle. Customer traded in the vehicle for the 2010. there was a misunderstanding on VIN number, Correct



VIN now posted.

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Writer advised follow up 2/15

\*\*\*\*\* ATTENTION SERVICE DIRECTOR/MANAGER \*\*\*\*\*

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: The vehicle does not appear to qualify per the terms of protection.

Number of related repair attempts = 1

Number of days out of service = 1

Customer indicates the vehicle has been repaired and so far everything is fine. Writer advised customer of lines 36-47 and advised if any issues in the future to contact Chrysler again.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20405995</b>	
<b>VIN</b>	3D7UT2CL3	AG [REDACTED]	<b>Open Date</b>	02/11/2011	<b>Built Date</b>	11/20/2009	
<b>Model Year</b>	2010	<b>Body</b>	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
<b>In Service Dt</b>	04/24/2010	<b>Mileage</b>	28,711	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	26676	LARRY H MILLER BOUNTIFUL CHRYSLER			JEEP DODGE		
<b>Dealer Address</b>	2929 SOUTH MAIN STREET						
<b>Dealer City</b>	BOUNTIFUL			<b>Dealer State</b>	UT	<b>Dealer Zip</b>	84010
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	FARMINGTON UT [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	CSR contacted customer regarding tow event
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-02-09

Road Side File Created 02-11-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

PARK CITY WEST BOUNTIFUL

UT USA UT

CALLER\_COMMENTS 01 - TIE ROD BROKE, KEYS ARE UNDE

DEALER CODE : 26676 LARRY H MILLER BOUNTIFUL CHRYSLER

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Dealer: 26676 Service Advisor: Jim

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

February 9

What is the current mileage?

28711

If known, what is the reason for the tow?

steering problem

Have the repairs been completed?

yes

If yes, when were they completed?

February 9

If no, what is the estimated repair date?

n/a

Are there any parts that need to ordered?

yes

If yes, what are the part & order # s?

tie rod

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

n/a

\*\*\*\*End structured narrative T2 - PCCP

Warranty repair. Recalls #33, 34 were also fixed.

\*\*\*\*\*end of narrative\*\*\*\*\*

CSR: first attempt to contact customer. Left message on machine. Will try again on February 19, 2011.

\*\*\*\*\*end of narrative\*\*\*\*\*

Customer was satisfied with both the services received from the towing company and the dealership.

Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20409595</b>	
<b>VIN</b>	3D73Y3CL8	AG [REDACTED]	<b>Open Date</b>	02/12/2011	<b>Built Date</b>	11/12/2009	
<b>Model Year</b>	2010	<b>Body</b>	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
<b>In Service Dt</b>	06/11/2010	<b>Mileage</b>	17,798	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION					
<b>Dealer</b>	45099	LITHIA DODGE OF BILLINGS					
<b>Dealer Address</b>	2229 KING AVENUE WEST						
<b>Dealer City</b>	BILLINGS	<b>Dealer State</b>	MT	<b>Dealer Zip</b>	59102		
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	BILLINGS MT [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	CSR unable to contact customer due to incorrect number
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-02-10

Road Side File Created 02-12-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

BILLINGS BILLINGS

MT USA MT

CALLER\_COMMENTS 01) BY DEL TACO TOW\_COMMENTS VE

DEALER CODE : 45099 LITHIA CHRYSLER JEEP DODGE OF

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Dealer: 45099 Service Advisor: Tammi

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

February 10

What is the current mileage?

17799

If known, what is the reason for the tow?

tie rod end broken

Have the repairs been completed?

yes

If yes, when were they completed?

February 15

If no, what is the estimated repair date?

no

Are there any parts that need to ordered?

yes

If yes, what are the part & order # s?

left tie rod, wheel

Rental provided?

yes

If yes, how many days? (either by the dealer or USCAC)

5 days

Dealer provided the following customer contact information.

n/a

\*\*\*\*End structured narrative T2 - PCCP

Warranty repair.

\*\*\*\*\*end of narrative\*\*\*\*\*

CSR unable to contact customer due to incorrect number [REDACTED] has  
been removed from customer record). Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

---

Customer Assistance Inquiry Record (CAIR)#						20411046	
VIN	3D7KS28T6	9G	Open Date	02/13/2011	Built Date	09/10/2008	
Model Year	2009	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB				
In Service Dt	05/22/2009	Mileage	23,812	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	24064	YORK MOTORS INC					
Dealer Address	500 PRESCOTT LAKES PARKWAY						
Dealer City	PRESCOTT	Dealer State	AZ	Dealer Zip	86301		
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	PRESCOTT AZ				Country	UNITED STATES	

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	CSR contacted customer regarding tow event
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-02-11

Road Side File Created 02-13-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

PRESCOTT PRESCOTT

AZ USA AZ

CALLER\_COMMENTS TIE ROD TOW\_COMMENTS VENDOR\_COMM

DEALER CODE : 24064 YORK MOTORS INC

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Dealer: 24064 Service Advisor: Shauna

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

February 15

What is the current mileage?

23810

If known, what is the reason for the tow?

inner tie rod broke

Have the repairs been completed?

yes

If yes, when were they completed?

February 16

If no, what is the estimated repair date?

n/a

Are there any parts that need to ordered?

yes

If yes, what are the part & order # s?

inner tie rod and package

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

n/a

\*\*\*\*End structured narrative T2 - PCCP

Customer was happy with the towing service as well as the service received from the dealership however he was disappointed that a tie rod failed on the vehicle.

\*\*\*\*\*end of narrative\*\*\*\*\*

Warranty repair.

\*\*\*\*\*end of narrative\*\*\*\*\*

Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

---

Customer Assistance Inquiry Record (CAIR)#						20411637
VIN	3D7MX39L2	9G	Open Date	02/14/2011	Built Date	09/02/2008
Model Year	2009	Body	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
In Service Dt	10/06/2009	Mileage	42,166	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	HOBBS NM				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	CSR unable to contact customer due to disconnected number
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-02-12

Road Side File Created 02-14-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

HOBBS HOBBS  
 NM USA NM  
 CALLER COMMENTS MEGA CAB, DIESEL, TIRE ROD SNAPPE  
 DEALER CODE : 60370 TATE BRANCH DODGE CHRYSLER JEEP  
 \*\*\*\*Begin structured narrative T2 - PCCP  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer: 60370 Service Advisor: Jeff  
 Is the vehicle at the dealer now?  
 no  
 When did it arrive at the dealer?  
 February 14  
 What is the current mileage?  
 42166  
 If known, what is the reason for the tow?  
 tie rod end broken, left front wheel damaged  
 Have the repairs been completed?  
 yes  
 If yes, when were they completed?  
 February 22  
 If no, what is the estimated repair date?  
 n/a  
 Are there any parts that need to ordered?  
 yes  
 If yes, what are the part & order # s?  
 steering link stabilizer  
 Rental provided?  
 no  
 If yes, how many days? (either by the dealer or USCAC)  
 n/a  
 Dealer provided the following customer contact information.  
 n/a



\*\*\*\*End structured narrative T2 - PCCP

Warranty repair.

\*\*\*\*\*end of narrative\*\*\*\*\*

CSR unable to contact customer due to disconnected number [REDACTED]

Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20413016
VIN	3D7KS29A6	8G	Open Date	02/14/2011	Built Date	06/25/2008
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
In Service Dt	09/06/2008	Mileage	65,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	AUSTIN AR				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Tie Rod bent and tire bent
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	
Recall - H36: - Information Request	

Feb 10, 2011- Customer states he was driving and all of a sudden he heard a pop sound and his steering linkage bolt connected to rod on the tire broke, left tire went sideways inside the wheel well and he went off the road. Customer is inquiring on part numbers for completed recall H36 to verify they are the new parts.

Customer states this is the same issue pertaining to recall H36 for Steering drag link inner joint and damper bracket.

Agent advised customer to verify part numbers with dealership and call back the recall line and let us know if they will cover the repair again or if he would like Chrysler s assistance with repair.

\*\*\*\*\*

Customer called and stated that recall was completed but not repaired. Customer identified that recall was not completed and SM lied to customers face. SM stated recall was performed but customer identified part was still the old and broken tie rod. Customer had almost crashed vehicle. Customer wants to submit complaint against dealership.

Dealership is Frank Fletcher Dodge Chrysler Jeep.

Customer would like to be called back by case manager.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner.

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes.

If a CDJ dealer has diagnosed, what is the dealer name or code? Frank Fletcher Dodge Chrysler Jeep

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

total 1, 1 used and no sc.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

left message.

Customer calls to speak with their Case Manager.

1. Who is calling and what is their contact information? Mr. Backus

Preferred

Customer Mother

2. What happened? Customer states that the bolt came out of the steering dampener after the dealership worked on the vehicle. Customer states that he just wrecked his vehicle because of this bolt coming out of the steering dampener. Customer states that the tow truck is now on its way. Customer also states that this is the 2nd time in a week that he has almost been killed because of the steering dampener in this vehicle.

3. What is the current location of the vehicle?

Dealer # 60370

TATE BRANCH DODGE CHRYSLER JEEP

575-392-4641

4123 N LOVINGTON HWY

HOBBS, NM 88240

Customer called in looking speak with case manager transferred to case management line to speak with CM KM674.

Customer Jeannie Bachus calls to speak with their Case Manager KM674.

Writer tried to reach the case manager not realizing this is an SI.

Writer advised the customer that the case manager was not available.

Customer insisted on speaking to some one now. Writer checked with floor support IL502 and was advised to fill out a supervisor call back form.

Customer said the the best number to reach her back at was [REDACTED]

Customer called to speak with CM, Writer transferred to case management line.

Writer verified through floor support MM1448 would be making the call.

Customer was informed there would be a call back today. Call back number verified with the customer.

Customer called in looking to speak with CM MM1448 transferred called to case management line.

Customer called in requesting to speak with their case manager because another incident occurred today. Customer stated that she has been waiting on a call back all day long and she has yet to receive one.

Writer informed customer the case has been referred to our legal department for further review. Writer informed customer that we don't have any information at this time to provide to her but assured she would get a call back today. (Writer reconfirming information from lines 58-60) Customer requested to know what hours are we open. Writer informed customer our hours are from 8 AM to 8 PM EST.

\*\*\*\*\*

VEHICLE IS LOCATED AT:

TATE BRANCH DODGE CHRYSLER JEEP

575-392-4641

4123 N LOVINGTON HWY

HOBBS, NM 88240

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

2.18.11 Two Open Recalls:

J10 WIPER MOTOR SAFETY 08/10/2009 INCOMPLETE USA \_

J35 REPROGRAM ECM - REGENERATION STRATEGY 04/16/2010 INCOMPLETE

2.18.11 Assigned to TNT16. MJK

CAIR NUMBER 20413016 REQUEST EAA INSPECTION 02-18-2011 11:57

CAIR NUMBER 20413016 E-MAIL SENT TO EAA 02-18-2011 11:57

Customer calling to speak with their Case Manager, call transferred.

Customer stated that she was told yesterday that someone would call her back within a couple of hours. Customer stated she wants to speak to someone now. Writer advised customer that she can expect a call back within 2-5 days. Writer provided customer with the special investigations direct phone number.

The AnswerCONNECT article that was referenced to provide the answer to the

customer was #18819.

CCRG Open Date: 02/18/2011 08:18:24

Letter Sent: Acknowledgement 02/21/2011 08:56:18

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/22/11 AT 17:10:59 20413016

Customer calls to speak with their Case Manager.

Transferred to their Case Manager at 1-800-763-8422.

Mr. backus was calling to find out what the status of his case. He wanted to know if SN584 was still the CM or if his case has been sent to the legal department. Writer informed the customer that his case has been escalated to the legal department and explained to him that we have no

currently working his case. Writer told the customer that his case will be noted that he has called on the status so MJK32 will see he inquired. Customer understood.

---

Customer Assistance Inquiry Record (CAIR)#						20420579	
VIN	3D73Y3CLX	AG	Open Date	02/16/2011	Built Date	12/04/2009	
Model Year	2010	Body	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	01/25/2010	Mileage	11,826	Dealer Zone	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	51927	RIEDMAN MOTORS CO INC					
Dealer Address	610 GRAND AVENUE						
Dealer City	CONNERSVILLE			Dealer State	IN	Dealer Zip	47331
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	CONNERSVILLE IN					Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Product - Drivability - Unknown - No Start - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Caller states his vehicle will not start.

Briefly summarize what the customer is expecting:

Caller would like a rental vehicle.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Caller states last week his vehicle s tie rod fell off and the dealer was able to arrange for a rental vehicle for him. Caller states today the vehicle will not start and the dealer has indicated he cannot approve a rental. Caller is upset a new vehicle has broken down twice in two weeks and is seeking rental assistance so he will be able to get to work.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Reassigned to 88R

\*\*\*\*\* CASE MANAGER TEAM - District Q Rental \*\*\*\*\*

Second owner. No service contracts. With in warranty.

Writer contacted dealer 51927, spoke with SM Pat just got towed in, they would have a full diagnostic later this afternoon; writer would follow up.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer contacted customer, advised him that we contacted SM Pat they would have a full diagnostic later this afternoon, with out this information we can not provide him rental assistance, writer would follow up with dealership and customer later today.

Writer contacted dealer 51927, service department was busy, no voicemail

option, writer would follow up.

Writer contacted dealer 51927, spoke with SM Pat had in the shop, have not been able to duplicate the concern, but as of now they are still looking to find the point of failure.

the dealer has told teh custoemr that detroit has said they would pay for rental and now they will not pay for the one he had last week and now it is in the shop again and the dealer can not get a rental for the customer till the dealer knows what is happening with teh vehicle and the customer is not happy as about this as it is a new vehicle and has abotu 11,000 miles on it and cant get to and from work and needs a vehicle and his fixed

Customer called in to talk to the cm about the vehicle and writer was reviewing the case and when writer got back customer was gone  
Writer contacted customer, advised him that we contacted dealership and they do not have a full diagnostic; customer states when he went to dealership last week while his vehicle was there, they would not give him a loaner vehicle, Chrysler did authorize rental but they he was told it would not covered, customer states he needs a rental or loaner vehicle, writer advised customer that we would need a full diagnostic before we can look into rental. Writer advised customer that he does not have a service contracts that could have covered rental while his vehicle is at dealership for repairs. Customer states he has paid thousand of dollars for this vehicle and is not going to spend more because his vehicle is under warranty. Writer advised customer that no matter what the situation is we would need a diagnosis first, customer requested a supervisor.

\*\*\*\*\* SUPERVISOR \*\*\*\*\*

Writer contacted the customer at [REDACTED] and he stated that last week he was having an issue with the vehicle and the dealer did not get paid for the rental. Customer stated that now his vehicle broke down again and does not have a way to get back to work. Writer apologized and informed the customer that we do want to look into assistance with rental but a full diagnosis is needed. Customer stated that he is not satisfied and feels that Ram is not doing to correct thing to promote customer service. Customer stated that he has two other vehicles from different manufacturers and that they always provide him with a rental and feel that Ram is not standing behind the product. Writer informed the customer that his feedback was documented and that his case manager will be in contact with him and the dealer.

Agent attempted to contact dealer Service Manager Pat, however, SM not available. Left message for a return call at extension 66049

Writer contacted dealer 51927, spoke with SM Pat, possibly tomorrow they would have more information, SM states they are extremely busy, got a diesel that he needs to do injectors and liberty diesel, absolutely backed up, has to get those vehicles ready before he could touch customer s vehicle; SM states he could recommend for customer to tow vehicle to 45202 or 44766 they are a few miles away for their dealership, they might have the time to look at customer vehicle le before they could, writer advised SM we could talk to customer to see what he thinks, but he would have to tow vehicle at his own expense and we could look in to reimbursement.

Writer contacted customer [REDACTED] advise him that we contacted SM Pat, they would not have the time to look at his vehicle, until they finish work on other two vehicles that been at dealership for a week or two, but SM Pat recommended that he could tow his vehicle to other dealership that would have the free time to work on his vehicle; writer advised customer that if he decides to do that we can not pay for towing it would have to be out of pocket but we could look into reimbursement. Customer states he would contact dealer 45202 and 44766 to get details or if they can take a look at his vehicle. Writer provided customer with contact information.

Writer contacted customer [REDACTED] not available, left message indicating we are following up to find out if he decided to tow vehicle to another dealership.

2nd attempt made to contact customer. Left message.

Writer contacted dealer 51927, spoke with Pat states customer towed vehicle last Thursday and believes it was taken to 44766.

Agent attempted to contact dealer 44766 Service Manager Mike, however, SM not available. Left message for a return call at extension 66049

for further assistance.

Writer received call from SM Mike, they got vehicle last Friday, wiring issue, nothing related to transmission.

Customer called in stating that all of the issues have been resolved and he has no further need for assistance from the CAC. Writer informed the customer that this information would be forwarded to his Case Manager.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20421024
VIN	3D7KS28L6	9G	Open Date	02/16/2011	Built Date	11/10/2008
Model Year	2009	Body	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
In Service Dt	03/07/2009	Mileage	42,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
GLENCOE OK					Country	UNITED STATES

Recall - J35: - Advise Owner/Incomplete Recall	REPROGRAM ECM - REGENERATION STRATEGY
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Tie rod fell off.
Corporate - Complaint Contact - Default - Default - Default	

Customer states while backing out of his driveway his vehicle experienced some damage under front end of the vehicle on the front driver s side.Customer is not quite sure but it might be tie rods the customer was transferred through to the case management team for further assistance. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is Preferred Afternoon/Evening call back number is Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District 88T \*\*\*\*\*

Left message and advised will call back in the morning.

Owner history:

Purchased 2

New: 0

Used: 2 2nd owner

Current: 1

Household: 2

SC: None

Prior Goodwill: none

Out of 3/36 warranty by: 6000 miles.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

\*\*\*\*\* CASE MANAGER TEAM - District 88T \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Stabalizer bar fell off, vehicle has a trailer hooked up to it and it can t driven or steered. Customer is 15 miles outside of Stillwater.

Customer cannot move car and will need to have it towed or someone to come out to his place.

Writer advised customer that she would do some checking on the best way to proceed and contact him tomorrow.



Customer states he would like writer to contact dealer and see if they have a way to tow in his vehicle without messing up anything else. Writer called to speak with SM, Wayne and asked his advised on getting the vehicle to him. SM stated he would need a flat bed tow truck and the customer would need to find a way to disconnect the trailer and move it so the tow truck can get into the driveway to get the car on the flat bed. SM, Wayne said there was a local Towing company that had a flat bed, it is GNM a [REDACTED] SM, Wayne also said it would be find it customer needed to contact him for anymore advise on getting his vehicle in to him to have it diagnosed.

Writer called customer and had to leave a message stating a call back later today or tomorrow.

Customer ordered part and it is \$54 and he is having someone come out tomorrow to do the repair because there is no way he have the trailer taken off and moved. Customer is concerned, he doesn t want to drive a vehicle where he could be driving down the road and another rod break. Customer states is makes hard to not be able to get his vehicle taken care of by Chrysler because it is stranded at his house. Customer also states it would be \$200 - \$500 dollars to tow it and he can t afford that. Customer states he is going to check out new Trucks, but not a Chrysler product. Writer advised she didn t know what any other car maker would be able to do with this type of problem. Customer agreed. Writer advised she would see what if anything we can do about the cost and call him back tomorrow.

Writer called customer back to check on the status of the repair work. It was completed by a IRF at his home. Since we were not able to assist customer, writer offered customer SC for 2 years (EC28N).

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Customer Assistance Inquiry Record (CAIR)#						20421295	
VIN	3D7MX38L6	9G	Open Date	02/16/2011	Built Date	12/15/2008	
Model Year	2009	Body	D18P41	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	01/26/2009	Mileage	18,000	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	23309	DARCARS CHRYSLER JEEP DODGE OF NEW			CARROLLTON		
Dealer Address	8100 ANNAPOLIS ROAD						
Dealer City	NEW CARROLLTON			Dealer State	MD	Dealer Zip	20784
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	UNIVERSITY PARK MD				Country	UNITED STATES	

Corporate - Warranty Coverage - Default - Default - Default	Agent notates that the Manual Transmission clutch parts are not covered
Recall - J35: - Advise Owner/Incomplete Recall	Customer states he does not want to complete repair
Product - Transmission / Transaxle - Manual Trans / Transaxle - Jumps Out of Gear/Park - Default	clutch has failed due to bolts loose on flywheel
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Lost Customer - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that IRF has diagnosed concern with clutch slipping to improper assembly. Customer states that pressure plate bolts were backing out of the flywheel, which caused the clutch to wear.

Briefly summarize what the customer is expecting: Customer requests reimbursement for labor performed at IRF.

Writer notified customer that were he to have notified Chrysler prior to completing work, writer would have submitted concern in a different manner, to SI. Customer demanded to be transferred to case management line. Writer obliged.

Customer advised a call back is required and will take place within one business day by COB their time.

Customer states they do not have a call-back number

Who has possession of the vehicle? IRF

Has the vehicle been diagnosed by a CDJ dealer? No

Reassigned to 88F

Advised the customer of incomplete recall J35for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Additionally, writer advised customer that warrantable concerns that cause consequential damage are covered by warranty, typically 100%.

Customer was transferred to case management department to speak to his case manager. Writer advised customer that currently case is not assigned

to a case manager and that it does take 1 day for a manager to be assigned and to get a call back. Customer became very rude and insisted on speaking to a case manager because he was told he would be able to speak to one and also wanted to provide information on where his vehicle was diagnosed and how much he paid so a decision would be made for him to get reimbursed. Writer tried to explain process to customer and that a decision is not made immediately. Customer became abusive and unprofessional and demanded a case manager. Writer requested for additional information that he needed to be added to the case file. Customer advised that vehicle was diagnosed at irf Auto Works and there phone number is 3015950900 and he has bin working with George and Doug there. Customer said he will call back tomorrow because he does not have a contact number.

\* \* \* \* \* CASE MANAGER TEAM - District 88N \* \* \* \* \*

Still in warranty

No SC

1st owner, previous 5, current 1

Customer requesting to speak to Case Manager. CM not available. Customer demanded to speak to a CM. Customer will not provide phone #, customer states that he has no phone #. Customer transferred to 66196.

CONTACT UPDATE - 1st Contact attempt. Customer calls in stating that the tie rod end fell out of the vehicle when they were on the highway. He also states that the clutch was slipping. He tried to explain this to a dealership in Florida. Customer states that he was informed that the clutch is a 12/12 item. He states that the bolts that hold the pressure plate on the flywheel were becoming loose and backing out, and he found out this information from his mechanic. Customer states that his main concern is that he has a plymouth racecar enclosed in a trailer that he tows, and he doesn t want to tow this racecar in an unsafe truck. He states that his plymouth is around \$20,000. He states that Auto Works repaired his vehicle. The whole situation happened because of the loose bolts, which were not tightened correctly by the factory. Customer is seeking to purchase another truck in 2012. He is extremely frustrated with the whole ordeal, and is seeking reimbursement. Customer was informed that the IRF would be contacted for further information regarding the repair. Customer also states that he supplied the parts. He states that the parts are not Mopar. He is seeking reimbursement regarding this equivalent to Mopar parts. Customer wants this taken care of, he will never purchase another Dodge again. Customer was provided with Case Managers name.

Customer called in to speak with MW636. Writer informed customer that we need to contact the IRF concerning the situation. Customer states the he understands but a contact has not been made yet. Customer stated he would not get off the line until his case manager is available. Writer transferred customer through to MW636.

Agent took call from customer and he states that he went to dealership called Bob Brannon. Agent cannot find that dealership . Customer states that dealership looked at his vehicle and told him that the clutch is only warrantied for 12/12 so customer took vehicle to an IRF to have repair done. Customer states that during the repair the IRF determined that the pressure plate bolts were not tightened correctly from the factory and came loose and caused the damage. Customer states the mechanic replaced the MOPAR parts with aftermarket parts. Customer paid \$1143 for parts and \$585.45 for labor.

Agent advised that research needed to be done and a reimbursement request can take 5-10 business days to make a decision. Customer became belligerent and was questioning why it would take so long. Agent advised that there was a protocol to follow . Customer wanted to know when he could call Agent back . Agent advised 1pm MST on monday 2/21. Agent advised she might not have an answer for the customer at that point. Agent needs to know which dealership Customer took vehicle to. Agent cannot find a Bob Brannon dealership in the system.

Customer states that he is suppose to speak with CM at 1PM. Customer states that CM is suppose to provide him with information.

Customer stated that he is waiting on an answer.

Customer stated that he is sick of being lied to already and he wants to be reimbursed for the repair and the labor.

Customer stated that the parts were bought from the South Bend clutch,

a clutch.

Agent went over case with MW636 and let her know what the customer expects.

Customer will call in Tuesday between 11:00 and 1:00

Customer is going to be declined for assistance, however Agent was going to call dealership. Customer took vehicle to first. Agent needs name of that dealership as there is no dealership named Brannon.

Decline is because customer chose to take vehicle to IRF to get repairs done and had parts replaced with aftermarket parts.

Writer received call from customer asking for case manager. Customer refused to verify any information other than his last name. Writer advised customer I cannot transfer him or continue the call if he will not verify his information. Customer became vulgar, disconnected call. Customer called in requesting to speak to EC713 to discuss the disposition of the case.

Agent pulled up case and informed customer that agent shows MW636 as the case manager.

Customer states that he needed to speak to her manager.

Agent placed customer on hold to see what agent could do.

Agent informed customer that agent can have a manager contact him back within 1-2 hours. Customer states that he does not have a contact number although he is using a friend's office phone to contact us.

Customer states that he has not worked through a CDJR dealership and that dealer 23309 only told the customer that the clutch is not a covered item.

Customer stated that he is tired of being false information as to when he can call in to reach case manager. Customer says that he has called in the 3 times he was told to call in and could not reach anyone.

Customer stated that agent could not assist and stated that he needed to speak to a manager at this point. Customer reiterated this several times throughout the call. Agent placed customer back on hold.

Agent set up transfer with SW531 and completed transfer.

Supervisor SW531 took call from AA882.

5 new prev vehicles in house hold,

Customer states that since last Thursday 02/10/2011 someone was going to call to verify the work that was done at the IRF.

Customer states that again he was told to call back today for a decision.

Customer states that the IRF George is available from 7-6 PM and has been waiting for a call back and has not heard yet.

Customer states that he made a decision to take his vehicle into a repair shop who had the most experience and was told by George that who ever worked on the vehicle previously that they did not tighten the flywheel bolts and causing the clutch to slip and go out.

Customer states that MW636 has not handled this situation in a professional manner.

Customer contacted George and asked to see if Chrysler has called him yet and no one has contacted him yet.

Customer states that the defect came from the manufacture and no way that the clutch should be worn out and was not attached right to begin with.

Customer states that the technicians get paid \$80 per hour and the dealer charges \$300.00 per hour and is not happy with the charges estimated.

Customer states that had this vehicle fallen apart on the road with a trailer towing his race car and a couple of kids that there would have been a law suit.

Customer states that she paid \$1143 for parts and \$585.45 for labor.

Customer states that he paid for parts that had to be shipped special order to him for \$100.00.

Agent asked the customer what his expectations are at this time.

Customer would like Ram to step up and pay for the clutch part for not being installed properly from the manufacturer and almost losing his life.

Customer states that it was going to come apart.

Agent notes and confirms with MC1118 that the customer is declined for reimbursement.

Customer states that he knows that a certified technician from Chrysler was there ASE certified and all is certified and are qualified.

Customer states that he will take it to arbitration and to court and this

Agent offered the customer a lube, oil and filter package for his problems.

Customer states that the Chrysler does not use the best oil and is declining because he does it himself.

Customer states that the dealer refused to test the vehicle under load and would not be able to duplicate the issue and therefore the dealer refused service.

Customer states that the dealership told him that he would not be covered under warranty and would need to pay to have this done.

Customer states that he did not have a choice on where to go to get the vehicle fixed.

Customer states that after he has talked to so many people that Chrysler should reconsider their decision.

\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*

Informed customer that Chrysler will not participate in the reimbursement due to

vehicle modification installed on vehicle at an IRF.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer is seeking to talk to my supervisor.

Agent informed the customer that ZB37 is another supervisor.

Agent verified that the customer does not have a call back number.

Customer states that he would like ZB37 to write to him and tell him why Chrysler is not responsible for reimbursement and is sticking it to him.

Customer states that he has purchased vehicles with Chrysler 40 plus years and will never buy another vehicle again and will be changing his other vehicles to something else.

Agent spoke with SW531 and case can be closed.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20426355	
VIN	3D73Y4CL0	AG [REDACTED]	Open Date	02/17/2011	Built Date	03/16/2010	
Model Year	2010	Body	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	06/25/2010	Mileage	23,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	60196	MAC HAIK DODGE CHRYSLER JEEP					
Dealer Address	5255 S IH 35						
Dealer City	GEORGETOWN			Dealer State	TX	Dealer Zip	78626
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	LIBERTY HILL TX [REDACTED]				Country	UNITED STATES	

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement of towing fee after tie-rods broke
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer seeking to have tie-rods covered under warranty
Recall - K33: - Advise Owner/Incomplete Recall	Customer stated she had it taken care of
Recall - K34: - Advise Owner/Incomplete Recall	Customer stated that it has been taken care of

Dealer has had vehicle since the 02/15/2011, yet has yet to be looked at or serviced. Customer is upset that her vehicle has been in the shop constantly for front end repairs, already including two sets of ball joints, a differential housing, etc.

Customer states she was driving barely 5 mph out of a parking lot, when the vehicle shuddered and made a 'boom' sound. It was then determined that the issue was two broke tie-rods. Customer then had to pay \$225 for the towing service - for the delivery of the vehicle to the current dealership.

Now, customer has yet to be serviced, and would like to have the tie-rods on her vehicle covered under warranty, and the towing cost be reimbursed. Agent informed the customer that suspension components aren't covered under the vehicle's warranty, but since the vehicle has experienced so many problems up until now, and since the vehicle is still fully warrantied, that this case would be escalated.

Customer's Mailing address: [REDACTED]

Reassigned to 88F.

\*\*\*\*\* CASE MANAGER TEAM - District T\*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]  
2nd attempt made to contact customer at [REDACTED]. Left message. Customer called in requesting to speak with their Case Manager (CM). Customer stated that she needs to know how quickly she can get the towing bill reimbursed. CM was not available. Customer inquired as to how long reimbursement generally takes. Writer informed the customer that if reimbursement is approved it can be processed via mail or

e-reimbursement. Writer explained the e-reimbursement process and customer stated that this would be an option for her should she be approved. Customer is seeking to have this taken care of as quickly as possible so she provided her email address to be forwarded to her CM. e-mail: [REDACTED]

Customer is requesting a call back. Call back note was completed and submitted to floor support for distribution.

Customer also stated that her inquiries about warranting the control arms have been answered by the dealership and now she is only seeking reimbursement.

Writer attempted to advise the customer of incomplete recall ?K33 & K34? for this vehicle. Customer stated that the recalls had been taken care of.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-02-22 @ 18:49

Called customer and left a message that a link has been provided in her email for her to send in the documents/proof of payment for towing.

Documents will be reviewed a decision for reimbursement will be made.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

3rd attempt made to contact customer at [REDACTED] to obtain more information on why the vehicle was towed to 2 dealerships, and storage fees. Left message.

Called Liberty Hill towing and spoke to Jimmy, he stated that they towed the vehicle from the accident spot to the towing company yard, and transported customer to her house, then towed the vehicle to the Dodge dealer. He confirmed the total cost of the service as: \$222.80. As a one time goodwill offer, customer will e reimbursed the costs of towing.

What has the customer requested?

If this is a Recall or Extended Warranty, enter the campaign number.warranty

If this is for a previously made goodwill decision, what is that CAIR

#?No

Enter the Mileage at the time of the repair. 23000

Enter the Date when the repairs were completed.

What is the total cost of the Parts to be reimbursed?

What is the total cost of the Labor to be reimbursed?

What is the total tax to be reimbursed?

What is the total amount being reimbursed?\$222.80

Called customer at: [REDACTED], provided information that the check has been approved and it should take regular mailing time to be delivered.

Writer educated customer that she should take advantage of the roadside/towing assistance as provided in the owner s manual.

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20433321</b>	
<b>VIN</b>	3D3KS29A2	8G [REDACTED]	<b>Open Date</b>	02/18/2011	<b>Built Date</b>	04/23/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
<b>In Service Dt</b>	09/18/2008	<b>Mileage</b>	20,971	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	44984	LITHIA DODGE OF SOUTH ANCHORAGE					
<b>Dealer Address</b>	9600 OLD SEWARD HIGHWAY						
<b>Dealer City</b>	ANCHORAGE			<b>Dealer State</b>	AK	<b>Dealer Zip</b>	99515
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	ANCHORAGE AK [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	broken tie rod
Product - Steering - Linkage - Other - Default	

The customer states that his vehicle is broken down and he believes that the left tie rod is the problem. The customer is seeking some rental assistance because he states he cannot be without a vehicle. The agent advised that a request for rental assistance can be made and a case manager will follow up within a couple of hours. The agent provided the case number.

\*\*\*\*\* CASE MANAGER TEAM - District Q/Rental \*\*\*\*\*

Customer is original owner, only vehicle, no SC, and under warranty.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

\*\*\*\*\* CASE MANAGER TEAM - District ? Rental Q ? \*\*\*\*\*

1 new vehicle

No SC

Customer states his vehicle is at dealership 44984. Writer advised customer that vehicle does need to be diagnosed before any type of rental can be determined.

Writer spoke to Service Advisor Tony Allen who states he has not looked at the vehicle yet but the steering linkage broke and he does not think this was the customer's fault. SA states he will call once the vehicle has been diagnosed.

Writer spoke to SM Tony who states steering linkage needs to be replaced and vehicle should be completed today.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Rental

Briefly summarize what the customer is expecting:

Rental

\*\*\*\*End structured narrative T2 - Beginning Narrative

Writer left a VM message with customer as to status of repairs.

2nd attempt at repair follow up. Left message.

CLOSED LOOP UPDATE - no need for additional follow-up.



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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20440725</b>	
<b>VIN</b>	3D7MX46AX	8G [REDACTED]	<b>Open Date</b>	02/21/2011	<b>Built Date</b>	11/13/2007	
<b>Model Year</b>	2008	<b>Body</b>	D18L62	DODGE RAM ST 4X4 3500 REG CAB			
<b>In Service Dt</b>	03/01/2008	<b>Mileage</b>	76,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DBB						
<b>Dealer</b>	68490	MACK GRUBBS MOTORS INC					
<b>Dealer Address</b>	1470 HWY 98 E						
<b>Dealer City</b>	COLUMBIA			<b>Dealer State</b>	MS	<b>Dealer Zip</b>	39429
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	WOODVILLE MS [REDACTED]					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front-Pass	broke on the weekend.
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Customer: CLIFFORD WHETSTONE  
 Customer called because the tie rod ends broke on the weekend.  
 Customer wanted to see if there was a recall.  
 Agent advised there is not a recall at this time for the tie rod ends.

Customer Assistance Inquiry Record (CAIR)#						20442259	
VIN	3D7TT2CT5	AG [REDACTED]	Open Date	02/22/2011	Built Date	11/14/2009	
Model Year	2010	Body	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	01/28/2010	Mileage	18,000	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	67298	LAUREL CHRYSLER JEEP, INC.					
Dealer Address	933 EISENHOWER BLVD						
Dealer City	JOHNSTOWN			Dealer State	PA	Dealer Zip	15904
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	JOHNSTOWN PA [REDACTED]					Country	UNITED STATES

Product - Steering - Linkage - Other - Default	tie rod broke in half.
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Customer states the upper tie rod end on the driver s side of the vehicle broke. Agent checked for coverage under warranty and service contract, not covered by either. Caller wants this repair covered as he feels this should not have happened with this low mileage.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 67298

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District P \*\*\*\*\*

Writer called and spoke with SA John who states that he is not sure where the agent, who informed the customer that the repair would not be covered, would not be covered. John states that the repair will be covered by his warranty.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:59 AM.

Writer called and spoke with customer and informed him of the information provided by the dealer. Customer understood and was concerned because he paid a lot of money for his service contract. Writer informed the customer that the repair would be covered.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20443014	
VIN	3D73Y3CL9	AG [REDACTED]	Open Date	02/22/2011	Built Date	01/07/2010	
Model Year	2010	Body	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	01/27/2010	Mileage	12,000	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	45104	ELK GROVE DODGE					
Dealer Address	8575 LAGUNA GROVE DRIVE						
Dealer City	ELK GROVE			Dealer State	CA	Dealer Zip	95758
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	ELK GROVE CA [REDACTED]				Country	UNITED STATES	

Corporate - E-Reimbursement - Default - Default - Default	Rental reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Tie rod snapped off
Product - Air Conditioning / Heater - Blower Motor - Foreign	fuel smell in the throught the heating system
Materl/Contamination - Default	
Corporate - Rental Vehicle - Default - Default - Default	rental request

The customer is seeking assistance for a rental due to the left tie rod snapped off. The vehicle is currently at the dealership.  
 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.  
 Preferred Morning/Midday call back number is [REDACTED] call first  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Reassigned to 88R  
 The customer stated that the smell of fuel is coming through the heating system. The customer stated that he has health issue that he has to pull over when the heating system is on.  
 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer  
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45104  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District O \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
 Customer stated that he was informed by the dealership the parts needed for his vehicle are on back order, customer also stated the fuel smell happens only when the heater is on, the vehicle goes into re-generation and he comes to a stop (light). The fumes are so bad he has become light headed and dizzy. Customer is concerned with this due to the fact he has a heart condition.  
 Writer called the dealer and parts stated the tie rod arrived yesterday and they already have the wheel.  
 \*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

on 2011-02-23 @ 15:47

Writer will research the fumes smell the customer is experiencing, customer stated he informed the dealer of the order and they told him 'that is the nature of the beast' and there is nothing that can be done. Writer will follow up with the customer on Friday regarding the fume smell. Writer also sent link to customer to assist with rental.

\*\*\*\* Customer Document Received \*\*\*\*

Customer calling back for case manager and wishes to see if Chrysler will take care of the rental. The main purpose is to speak with the case manager.

Customer calls requesting to speak with Denise  
Customer/Caller transferred to extension # 66089  
Customer Document Reviewed.

Left message informing customer the receipt and proof of payment were received.

Customer called for an update. Writer told them the reimbursement request was received and would be processed today. Writer told him per CM there would be no extension on the rental. He asked about the other issues with the truck. Writer told him the CM was still looking into them and would follow up when she could and a note would be sent to the CM to call back.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimburse for rental

If this is a Recall or Extended Warranty, enter the campaign number.

No

If this is for a previously made goodwill decision, what is that CAIR #?

No

Enter the Mileage at the time of the repair.

12,000

Enter the Date when the repairs were completed.

2/17/11-2/21/11

What is the total cost of the Parts to be reimbursed?

N/A

What is the total cost of the Labor to be reimbursed?

N/A

What is the total Tax to be reimbursed?

N/A

What is the total amount being reimbursed?

\$183.78

\*\*\*\*End structured narrative T2 - eReimbursement

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20447617</b>
<b>VIN</b>	3D6WH36A8	8G	<b>Open Date</b>	02/23/2011	<b>Built Date</b>	04/08/2008
<b>Model Year</b>	2008	<b>Body</b>	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS		
<b>In Service Dt</b>	08/21/2008	<b>Mileage</b>	56,681	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
<b>Dealer</b>	43497	JOHNNY ROBERTS MOTORS INC				
<b>Dealer Address</b>	1706 E BROADWAY					
<b>Dealer City</b>	ALTUS	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	73521	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	GOTEBO OK				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2011-02-21  
 Road Side File Created 02-23-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 MOUNTAIN PARK ALTUS  
 OK USA OK  
 CALLER\_COMMENTS 01-TIE ROD BROKE - 4 MILES WEST O  
 DEALER CODE : 43497 JOHNNY ROBERTS MOTORS INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20464236</b>	
<b>VIN</b>	3D7MX49LX	9G	<b>Open Date</b>	02/25/2011	<b>Built Date</b>	02/09/2009	
<b>Model Year</b>	2009	<b>Body</b>	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	05/29/2009	<b>Mileage</b>	55,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	43378	SALSBUURY'S DODGE CITY LLC					
<b>Dealer Address</b>	9550 AIRLINE HIGHWAY						
<b>Dealer City</b>	BATON ROUGE			<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70815
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BATON ROUGE LA					<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Referral - Other - Default - Default - Default	

Customer called in inquiring about open recalls on their vehicle. Advised the customer that there are no incomplete recalls, and they would be notified by mail in the event of any future recalls. Customer states the tire rod fell off.

Customer was advised to take the vehicle to a CDJ dealer for diagnostic. Customer states there is an upgraded part available and if the would be covered should a recall be issued. Writer advised customer this is something that is not guaranteed, though if a recall is released in the future, documentation will be sent to the Baton Rouge address.

Marshall calling inquiring on update on his case file.

Agent advised customer that thier case file is just a notation of him calling in questioning if there were any recalls on his vehicle. Agent read customer note on the file.

Customer stated he had a problem with the front end of his vehicle, that the steering system is weakly designed. Dealership had advised him that they now make a upgraded stronger steering package customers can purchase for thier vehicle.

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Customer was expecting this to be put onto his vehicle for free since he had a problem with his current front end. Agent advised customer if dealership is selling it as a upgrade steering package it would be something he would have to purchase and have installed on his vehicle. Customer wanted to file a complaint with the NHTSA since there was not a recall on his vehicle to have this upgraded steering package installed for free.

Agent provided customer with [www.nhtsa.gov](http://www.nhtsa.gov) website where he can see if there is any open investigations for his vehicle in this matter and be able to file his complaint with then.

Customer calling stating that he will call us every couple of weeks until

the tie rod ends become a recall, or we decide to help him. Customer stating that this vehicle is too new for a repair of this level. Customer irate that nothing has been done for this.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (no, part has been taken to dealer)

If a CDJ dealer has diagnosed, what is the dealer name or code? 43378

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District 88U \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Customer states that the tie rod broke on the driver side and he had to get the vehicle towed. Customer states that he went to the dealership to get the part and the dealership advised him that the tie rod is on back order and could take up to 5 weeks. Customer states that he purchased the part from somebody else to find out that the part has been superseded to a new stronger part. Customer wants Chrysler to have the superseded part installed in his vehicle. Writer advised customer that he would have to bring the vehicle to a dealership to have it diagnosed and if they do state that the part needs to be replaced then Chrysler would be willing to offer assistance. Customer understood and will contact writer back when the vehicle is at the dealership.

CUSTOMER CONTACT - Attempt made to contact customer on [REDACTED] Left message. Unable to reach customer by telephone, left message with text information.

2nd attempt made to contact customer on [REDACTED] Left message. Unable to reach customer by telephone, left message with text information.

CUSTOMER CONTACT - Customer states that the dealership is stating that the vehicle already has the superseded part for the vehicle. Writer advised customer that the case is time stamped or dated and if had any future concerns with the part he can call back.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20467827
VIN	3D7KS28A4	8G	Open Date	02/28/2011	Built Date	11/23/2007
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	02/17/2008	Mileage	95,000	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				
Dealer	42803	RAMEY CHRYSLER DODGE JEEP				
Dealer Address	27992 GOV. G. C. PEERY HWY.					
Dealer City	NORTH TAZEWELL			Dealer State	VA	Dealer Zip 24630
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GRUNDY VA				Country	UNITED STATES

Recall - H46: - Reoccurrence or Related Problem	Tirerods and other components separated while driving.
Recall - J35: - Other	

Briefly summarize why the customer is contacting Chrysler:  
 Customer is stating he had his steering linkage inspected by dealership 42803 just over a year ago. Dealership stated his steering linkage components were fine. Customer stated on Jan 15 2011 his tierods and other steering linkage components separated while he was driving causing a lot of damage to the steering system. Customer had to get vehicle fixed at an IRF.

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 Briefly summarize what the customer is expecting: Reimbursement for \$1305.25 for the cost of replacing the steering linkage assembly, and other costs associated with the repair due to damage done to the vehicle when parts broke.

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 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED] or [REDACTED]  
 Who has possession of the vehicle? Owner (Vehicle going to dealership 43949 tomorrow to have transmission seal replaced)  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District Q \*\*\*\*\*  
 Original owner. 1 new household. No service contracts.  
 OOW by time and mileage.  
 Writer contacted dealer 42803, spoke with SA Sammy, states vehicle was inspected and no repairs were necessary, SM Robin currently with a customer, writer left contact information.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.  
 Writer contacted customer [REDACTED] tie rods separated in the truck, caused damage on vehicle, states it caused \$1305 in damages, it was

checked by dealership more than a year ago. Customer states tie rods separated and failed; tie rods came loose, axle joints, ball joint and universal joints.

Customer states engine light has been on since vehicle had 12000 miles; they never could turn the light off, customer states dealership tried to Customer states he is going to dealership 43949 to have recall J350 to taken care of. Writer advised customer to fax his work order from IRF to [REDACTED] for review. Writer would follow up,

Robin SM called Caller requesting to speak with Case Manager.

Writer received call from SM Robin, advice her that customer was calling about an issue with tie rods separating, asked if this could have been related to recall H46, SM states is not related, vehicle when inspected did not have the u-bolts and was only a visual inspection, no repairs were needed. SM states tie rod ends commonly wear out, no relation at all to recall.

2nd attempt made to contact customer. Voicemail has not been set up.

Writer called [REDACTED] customer not available, left contact information.

Writer received call from customer, states he faxed information, as per information from IRF, tie rods separated, writer advised customer that as per information from IRF and the information we have of recall H46 and after speaking with SM at dealer 42803 ball joints separating are not related to recall H46. Customer states he feels that at 95000 this should not be happening.

Customer states that IRF installed steering kit because they were having many problems with steering. Writer advised customer that we are willing to reimburse him \$149 for the cost of right steering damper that was installed at IRF, customer declined offer and states she would contact his lawyer.

Writer closing case, customer did not accept writer offer for reimbursement.

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20475260</b>
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<b>VIN</b>	3D7KS28L0	9G [REDACTED]	<b>Open Date</b>	03/01/2011	<b>Built Date</b>	04/02/2009
<b>Model Year</b>	2009	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	07/29/2009	<b>Mileage</b>	51,198	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	26769	HALL CHRYSLER JEEP				
<b>Dealer Address</b>	3152 VIRGINIA BEACH BLVD					
<b>Dealer City</b>	VIRGINIA BEACH	<b>Dealer State</b>	VA	<b>Dealer Zip</b>	23452	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	VIRGINIA BEACH VA [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	Over 5 NICs
Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Front	front upper ball joints and front driver's side lower ball joints issue

Briefly summarize why the customer is contacting Chrysler: Customer states that 3 weeks ago the tie rod end on the driver s snapped in half and he had it repaired at an IRF. Customer states that last week he noticed a vibration. Customer took the vehicle to IRF to have the tires rotated and balanced. Customer states that the IRF noticed that both ball joints on upper and lower driver s side, and lower passenger side are gone.

Briefly summarize what the customer is expecting: Customer wants assistance from Chrysler in covering the cost of the repair. Customer states that the estimated repair cost is \$900.00 - \$1000.00. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by a Case Manager.

Contact information:

Primary call back number is [REDACTED]

Secondary call back number is [REDACTED]

Who has possession of the vehicle? OWNER

Has the vehicle been diagnosed by a CDJ dealer? YES

If a CDJ dealer has diagnosed, what is the dealer name or code? 26769

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - DISTRICT ? P ? \*\*\*\*\*

-Is the Original Owner

-Has 1 NEW CDJR vehicles

-Has 3 USED CDJR vehicles

-Has 0 active service contract

-Has 0 expired service contract

-Has 0 cancelled service contract

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

Writer contacted Dealer 26769, spoke with Service Advisor Olivia (SA) and

SA stated that the vehicle has not been in since June 17, 2010.

Writer left a message for the customer.

Lowell called to speak with their Case Manager. Customer is transferred to Case Management Team 1-800-763-8422

Agent verified customer information and updated COIN

The customer is calling requesting to speak with BU18. Writer verified BU18 is not available and transferred the customer to BU18 s voicemail. The customer called stating that he has been playing phone tag with his CM and would like to talk to her. The writer transferred the call to the case mangement line.

MR [REDACTED] requesting to speak with Case Manager. Returning BU18 call. Agent and VM not available. Call-back note completed and delivered to floor support for distribution to Case Manager.

Caller requested to speak to the case manager. Agent transferred caller to the case management department.

Customer called to speak with their Case Manager. Customer is transferred to Case Management Team 1-800-763-8422

Agent verified customer information and updated COIN

Caller requested to speak to the case manager. Customer states this is his 3rd attempt today to speak to case management. Agent transferred caller to the case management department.

Customer is frustrated that Case Manager has not contacted him since 3/1/2011. Customer calls to speak with their Case Manager. Writer advised customer that Case Manager is not available and offered voicemail.

Customer declined. Writer advised customer that a hand written note will be send to Case Manager advising them of customer call. No time frame given for call back. Customer understood.

customer states that the repairs have not been done yet, customer states that he is more than willing to get the vehicle into a dealership to be diagnosed if need be. writer was asked if there was anyone in on Saturday, writer informed customer that no there is no one here on Saturday. customer will have the diagnosis done at Hall dodge in Virginia Beach, VA. half the work has been done at Hall dodge and the other half has been done at Safford Dodge. Work will be more and likely done at Safford Dodge next week do to the customer traveling from one area to another during the week.

Customer calling to speak with case manager. Transferred to case management.

Customer calls to speak with their Case Manager.

Writer transferred to voice mail

Writer contacted the customer and customer stated that both front upper and lower ball joints need to be replaced. Customer states that the writer needs to speak with Service Advisor Jim (SA) about the customer vehicle.

Writer contacted Dealer ,spoke with Service Advisor Jim (SA) and SA stated that the vehicle has been modified with a suspension lift. SA stated that this is not a manufacturing defect, the component is a wearable item and it is normal for a ball joint s to go out around these miles. SA stated that the issue has been brought up to the SM and the SM has declined the customer. Jeff (SM) stated that the customer has a 4X4 vehicle and the vehicle is well out of warranty.

SM explained that the customer s vehicle has big tires, a suspension lift and the vehicle is out of warranty. SM stated that he feels that the customer should be responsible for the repairs of the vehicle.

Writer contacted the customer and writer explained that Service Advisor Jim (SA) stated that this is not a manufacturing defect, the component is a wearable item and it is normal for a ball joint s to go out around these miles.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by 15,198 mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20475868
VIN	3D7MX48L2	9G	Open Date	03/01/2011	Built Date	10/15/2008
Model Year	2009	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB		
In Service Dt	12/12/2008	Mileage	28,239	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner						
						(225) 315-6084
	MOREAUVILLE LA				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	a request for a rental vehicle
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Writer received call from customer seeking goodwill for tie rod end repair. Customer states tie rod end broke off. Customer requesting a rental vehicle.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is none

Reassigned to 88R

Customer was irate about timeframe, demands a rental be provided immediately. Writer advised customer can get a rental and request reimbursement or wait for the case manager to review his case. Customer disconnected call.

\*\*\*\*\* CASE MANAGER TEAM - District RW \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

The customer stated that he only needed a rental vehicle to get him home because he has another vehicle at home that he can use. The customer was very upset and stated that he had a \$50000 vehicle and he shouldn't be having this problem. Writer advised the customer that a call to the dealer would be made to see what could be done to get a vehicle for him for the day.

Writer contacted the dealership and spoke with the customer service manager Gay. Gay stated that she has found a vehicle at the dealership that the customer can use as a rental. The writer will be sending a PA over for one day of rental to the dealership to assist the customer.

Writer contacted the customer to let him know that Gay has found a vehicle that he can use for the evening. Writer advised the customer that he would need to have the vehicle back to the dealership tomorrow.

The customer stated that he understood and he would figure something out to get the vehicle back in time.

Customer seeking rental assistance because warranty work being done. Contacted Customer Service Manager, Gay at 45486 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Customer Service Manager concurrence, authorized 1 day of rental per guidelines in Warranty Bulletin D-04-26.

REASSIGNED TO BC/DLR 63 45486 03/01/11 13:19 O 20475868

\*Contact Date:03/15/2011

Warranty repair has been documented on Repair Order#264513

CAIR RETURNED FROM DEALER ON 3/15/2011 AT 07:31:377 R 20475868

Writer contacted the dealer and they stated that the customer returned the rental vehicle and that the customer s vehicle was repaired and returned to the customer.

Writer contacted the customer to check on the repairs and the customer stated that everything was working as it should.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20486350</b>	
<b>VIN</b>	3D7TT2CT5	AG [REDACTED]	<b>Open Date</b>	03/03/2011	<b>Built Date</b>	01/19/2010	
<b>Model Year</b>	2010	<b>Body</b>	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
<b>In Service Dt</b>	02/07/2010	<b>Mileage</b>	11,261	<b>Dealer Zone</b>	66	ORLANDO	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PBS	DEEP WATER BLUE PEARL COAT					
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	68487	BREVARD CHRY-PLYM-DODGE-JEEP					
<b>Dealer Address</b>	5600 SOUTH US 1						
<b>Dealer City</b>	TITUSVILLE			<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32780
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	MIMS FL [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	CSR unable to contact customer regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-03-01

Road Side File Created 03-03-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

MIMS TITUSVILLE

FL USA FL

CALLER\_COMMENTS GAS/SINGLEREAR /BROKEN OUTER LEFT

DEALER CODE : 68487 TITUSVILLE CHRYSLER JEEP DODGE

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Dealer: 68487 Service Advisor: Jay

Is the vehicle at the dealer now?

When did it arrive at the dealer?

March 1

What is the current mileage?

11261

If known, what is the reason for the tow?

left outer tie rod end broke

Have the repairs been completed?

yes

If yes, when were they completed?

March 3

If no, what is the estimated repair date?

n/a

Are there any parts that need to ordered?

yes

If yes, what are the part & order # s?

left front wheel, left tie rod end

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

n/a

\*\*\*\*End structured narrative T2 - PCCP

Warranty repair.

\*\*\*\*\*end of narrative\*\*\*\*\*

CSR: first attempt to contact customer regarding tow event. Left message on machine. Will try again on March 10, 2011.

\*\*\*\*\*end of narrative\*\*\*\*\*

CSR unable to contact customer. Left message on machine. Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20488283</b>	
<b>VIN</b>	3D7UT2CLX	AG [REDACTED]	<b>Open Date</b>	03/03/2011	<b>Built Date</b>	06/15/2010	
<b>Model Year</b>	2010	<b>Body</b>	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
<b>In Service Dt</b>	08/12/2010	<b>Mileage</b>	16,000	<b>Dealer Zone</b>	32	NEW YORK	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	60353	STEPHENS CHRYSLER JEEP DODGE OF			GREENWICH, LLC		
<b>Dealer Address</b>	2551 STATE ROUTE 40						
<b>Dealer City</b>	GREENWICH			<b>Dealer State</b>	NY	<b>Dealer Zip</b>	12834
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	WEST CHARLTON NY [REDACTED]					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	tie rod sheered in half.
Dealer - By-Pass - Default - Default - Default	

Customer called regarding two vehicles that have had the tie rod sheer in half. Almost caused accident. Customer would like recall information faxed directly to his fax number and a call back. Advised customer that issue is being investigated and he will receive a callback from a case manager. Customer states repairs were completed free of charge under warranty but is considering pulling whole fleet off the road until issue is dealt with.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner.

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes.

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Customers fax number is [REDACTED]

\*\*\*\*\* CASE MANAGER TEAM - District 88T \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Customer's voicemail was a Paul. Writer tried number twice and received the same voicemail. Left a detailed message. Did not fax recall information due to it having nothing to do with tie rods.

Customer called requesting to speak with Case Manager. Writer attempted to transfer the customer to SF372's extension # 66251, however, the line was busy. Writer advised the customer that a written note will be given to the case manager.

WRITER CONTACTED CUSTOMER at [REDACTED] Customer was unavailable.

Left a detailed message with Paul.

Customer called to speak with SF372, writer unable to reach party and transferred to voicemail.

\*\*\* INFORMATION PERTAINS TO CAIR #20495790. THIS IS NOT A VALID CAIR\*

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Customer Assistance Inquiry Record (CAIR)#						20492900	
VIN	3D7UT2CL5	AG [REDACTED]	Open Date	03/04/2011	Built Date	03/15/2010	
Model Year	2010	Body	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	04/27/2010	Mileage	24,600	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44067	CHRISTOPHER'S DODGE WORLD INC					
Dealer Address	16655 WEST COLFAX AVE						
Dealer City	GOLDEN	Dealer State	CO	Dealer Zip	80401		
Owner	[REDACTED]				Contact Type	ROADSIDE	
Address	[REDACTED]				Home Phone		
	WINTER PARK CO [REDACTED]				Country	UNITED STATES	

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	CSR contacted customer regarding tow event
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-03-02

Road Side File Created 03-04-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

TABERNASH GOLDEN

CO USA CO

CALLER\_COMMENTS @ FAIRWAYS @ BULL CREEK...OFF US

DEALER CODE : 44067 CHRISTOPHER S DODGE WORLD INC

1. Who did you speak with at the dealer and what is their dealer code?

Dealer: 44067 Service Advisor: Isaac

2. Is the vehicle at the dealer now?

3. When did it arrive at the dealer?

march 2

4. What is the current mileage?

24621

5. If known, what is the reason for the tow?

left tie rod broke

7. If yes, when were they completed?

March 3

9. Was this a warranty job or a customer pay?

Warranty repair

10. Are there any parts that need to be ordered?

tie rod end

\*\*\*\*\*End of Narrative\*\*\*\*\*

Customer was satisfied with the services received both from the towing company and the dealership. Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20498995
VIN	3D7KS28L3	9G	Open Date	03/06/2011	Built Date	02/09/2009
Model Year	2009	Body	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
In Service Dt	06/26/2009	Mileage	50,581	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	45388	WOLF'S JACKSON DODGE CHRYSLER				
Dealer Address	1330 SOUTH HWY 89					
Dealer City	JACKSON	Dealer State	WY	Dealer Zip	83001	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	JACKSON WY				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	checking recalls
Corporate - Complaint Contact - Default - Default - Default	steering linkage
Product - Steering - Linkage - Defective - Default	

Mr. [REDACTED] called in stating that hes had to replace the steering linkage on the vehicle twice in 30 days. Customers vehicle is currently sitting on the side of the road. Customer is seeking financial assistance. Customer advised a call back is required and will take place within one business day by COB their time. Preferred Morning/Midday call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED]. Who has possession of the vehicle? (Owner) Has the vehicle been diagnosed by a CDJ dealer? (No) If a CDJ dealer has diagnosed, what is the dealer name or code? n/a Reassigned to 88F dealership phonoe [REDACTED] Tony SM. Agent called the dealership and spoke with Tony SM and he stated that the customer picked up the vehicle on Friday. Customer stated that the u-joints were completetd on the front axle and the rear axle. Per Tony the customer has alot of history with the dealership \*\*\*\*\* CASE MANAGER TEAM - District ?88n ? \*\*\*\*\* CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED] customer stated that he is sitting on the side of the road and the vehicle looks like the bacll joints have failed. Customer was advised to get the vehicle to the dealership for them to take a look at the vehicle. Customer called looking to speak with Case Manager. Agent transferred to CM line. Customer called for CM, CM unavailable customer left with VM. Per Tony the customer is a really good customer of theirs. Customer has had two tie rods go out. Customer had just had the repair on the left tie rod 30 days ago. Customer had also purchased the tie rod separately because the tow truck

would not tow the vehicle to the dealership it was to far.

Tony stated that the current repair is 323.69 plus the alignment of \$89.95, (which we will not cover)

Agent is willing to assist the customer with the repair and the customer will have to pay for the alignment. Tony also mentioned to agent that the customer bought another tie rod from the dealership and it is the one that failed also, we will reimburse the customer for that also, in the amount of \$104.00

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. . According to the dealer, the warranty

costs of the repair are as follows:

Parts = 323.69 and labor

Total = 323.69

Co-pay = 89.95

Amount Pre-authorized (PA) = 235.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Maria at 800-763-8422

You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

Customer stated that he is very happy that we are going to assist with the repair,

Customer expressed his gratitude.

REASSIGNED TO BC/DLR 74 45388 03/08/11 18:56 O 20498995

\*Contact Date:03/10/2011

DCX goodwill repair is documented on Repair Order#14591

CAIR RETURNED FROM DEALER ON 3/10/2011 AT 01:58:572 R 20498995

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20499253</b>
<b>VIN</b>	3D7UT2CL8	AG [REDACTED]	<b>Open Date</b>	03/07/2011	<b>Built Date</b>	11/03/2009
<b>Model Year</b>	2010	<b>Body</b>	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB		
<b>In Service Dt</b>	12/05/2009	<b>Mileage</b>	16,191	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	ANCHORAGE AK [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	CSR contacted customer regarding tow event
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-03-05

Road Side File Created 03-07-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

NORFOLK NAVAL STATION NORFOLK

VA USA VA

CALLER\_COMMENTS EXT CAB / FRONT LEFT TIE ROD BROK

DEALER CODE : 45497 SOUTHERN DODGE CHRYSLER JEEP RAM

1. Who did you speak with at the dealer and what is their dealer code?

Dealer:45497 Service Advisor:Jeff

3. When did it arrive at the dealer?

March 5

4. What is the current mileage?

16192

5. If known, what is the reason for the tow?

left side tie rod broken

6. Have the repairs been completed?

7. If yes, when were they completed?

March 11

9. Was this a warranty job or a customer pay?

Warranty repair

10. Are there any parts that need to be ordered?

left tie rod

\*\*\*\*\* End of Narrative\*\*\*\*\*

Customer was satisfied with the service received from the towing company and the dealership. Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

Customer Assistance Inquiry Record (CAIR)#						20500040
VIN	3D7KS28D8	8G	Open Date	03/07/2011	Built Date	05/16/2008
Model Year	2008	Body	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
In Service Dt	09/18/2008	Mileage	40,000	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	60263	MANFREDI CHRYSLER JEEP & DODGE,		LLC		
Dealer Address	1239 HYLAN BLVD					
Dealer City	STATEN ISLAND			Dealer State	NY	Dealer Zip 10305
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BROOKLYN NY				Country	UNITED STATES

Recall - H36: - Reimbursement	seeking reimbursement for repair costs.
Product - Steering - Power Steering Pump / Bkts - Defective - Default	steering failed while vehicle was driving.
Dealer - By-Pass - Default - Default - Default	

Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? (Owner/Dealer/IRF) IRF.  
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No.  
If a CDJ dealer has diagnosed, what is the dealer name or code?  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM - District 88T \*\*\*\*\*  
OO, 1 vehicle, no sc, no dealer loyalty  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer was unavailable. Left a detailed message.  
Customer called to speak with SF362, writer put caller in touch with SF362.  
Writer updated owner information.  
CUSTOMER CONTACTED WRITER. Customer stated that the power steering didn't go out, something snapped and her husband lost all ability to steer and was fortunate to not get into an accident. Writer informed customer that for goodwill assistance to be considered, the vehicle would need to be towed to a dealer in order for the diagnosis to be done.  
Writer will follow up 3/8.  
Writer transferred customer to Case Manager Sherri at 66251.  
CUSTOMER CONTACTED WRITER and stated that the dealer told her they wouldn't be able to work on her vehicle for 45 days. Writer informed customer that the dealer would be contacted to see if there was anything that could be done sooner.  
Writer contacted dealer 60437 who stated that they are backed up until the end of the week and writer would need to call them then.  
Writer contacted dealer 60263 and spoke with Bob, Service Director who provided writer with towing service and stated that the customer s



vehicle could be diagnosed in a day or two.

WRITER CONTACTED CUSTOMER at [REDACTED] and informed customer of what the SD stated and to contact the towing service and Chrysler would pay the dealer for the towing and reminded customer that the diagnosis was her responsibility. Customer appreciated everything and writer agreed to follow up in a day or two.

Agent updated COIN.

Customer called requesting to speak to their Case Manager.

Customer was transferred to Case Management Team.

Customer called in requesting to speak to their case manager. Writer transferred the customer to the case manager s line. Writer notified the customer if the case manager wasn t available to leave a detailed message.

Customer calls to speak with their Case Manager.

Vehicle owner called requesting case manager, SF372 not available and customer request to be transferred to voicemail.

WRITER CONTACTED CUSTOMER at [REDACTED] Customer stated that this is the 2nd time in 40,000 that the tie rod broke. Customer stated that the first time, she took it to an IRF and had to pay for it because it is so difficult to find a Dodge dealer. Writer informed customer that the dealer would be contacted for the diagnosis.

WRITER CONTACTED DEALER and spoke with Bob SM who stated that the vehicle had been fixed under recall warranty and that the customer was aware.

WRITER CONTACTED CUSTOMER at 3 [REDACTED] and informed her that the vehicle was repaired and ready to be picked up. Writer informed customer that there would be a follow up call made tomorrow afternoon.

WRITER CONTACTED CUSTOMER at [REDACTED] Customer was not available. Left a detailed message.

2ND ATTEMPT TO CONTACT CUSTOMER at [REDACTED]. Customer was not available. Left a detailed message informing customer that the case would be closed.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20507818	
VIN	3D7KS28D2	8G	Open Date	03/08/2011	Built Date	08/01/2008	
Model Year	2008	Body	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	09/17/2008	Mileage	60,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	67494	NORMAN CHRYSLER JEEP DODGE					
Dealer Address	481 NORTH INTERSTATE DRIVE						
Dealer City	NORMAN	Dealer State	OK	Dealer Zip	73069		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	MOORE OK				Country	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Second time front end fell out
--	--------------------------------

best contact  
 Company cell.  
 Tie rods fell out from vehicle again.  
 8g  
 Estimated repair  
 Replacement kit \$1000.00.  
 SM states Different failure however customer feels doesn't matter if same or not, this would be the second time the front end has fallen out of vehicle in 2 years. (April 2010-March 2011.)  
 Vehicle was in shop for alignment and tires in November 2011. and everything was fine.  
 Vehicle currently at NORMAN CHRYSLER JEEP DODGE  
 How far out of warranty is the vehicle/repair by time and/or mileage?  
 26,000m OOW  
 Service contract (Chrysler or 3rd party) that would cover the repair? no  
 Original owner? (yes/no) If no, purchased when? yes  
 How many Chrysler vehicles has the customer owned including this vehicle?  
 Fleet  
 Is there any repair history related to the current concern? yes.  
 Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?  
 NORMAN CHRYSLER JEEP DODGE.  
 \*\*\*\*\* CASE MANAGER TEAM - District 88U \*\*\*\*\*  
 No ownership on vehicle. Coin Correction and line 18 indicate vehicle is a fleet vehicle.  
 The AnswerCONNECT article that was referenced to provide the answer to the customer was # 17818.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
 .  
 Writer verified that it is a fleet vehicle. Writer supplied customer with fleet number (800) 999-3533. Customer will need to open up a case with them to get assistance towards repair.  
 CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20512529</b>
<b>VIN</b>	3D7KS28A5	8G	<b>Open Date</b>	03/09/2011	<b>Built Date</b>	02/19/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	08/15/2008	<b>Mileage</b>	65,740	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	60198	TROIANO CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	435 S MAIN ST					
<b>Dealer City</b>	COLCHESTER			<b>Dealer State</b>	CT	<b>Dealer Zip</b> 06415
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	COLCHESTER CT				<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	CSR contacted customer regarding tow event
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	CSR contacted dealership regarding tow event
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-03-07

Road Side File Created 03-09-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

EAST HAMPTON COLCHESTER

CT USA CT

CALLER\_COMMENTS QUAD CAB, 6 BOX BED, DIESEL/STEE

DEALER CODE : 60198 TROIANO CHRYSLER JEEP DODGE

\*\*\*\*Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Dealer: 60198 Service Advisor: Melissa

Is the vehicle at the dealer now?

no

When did it arrive at the dealer?

March 8

What is the current mileage?

65740

If known, what is the reason for the tow?

drag link was broken

Have the repairs been completed?

n/a

If yes, when were they completed?

March 8

If no, what is the estimated repair date?

n/a

Are there any parts that need to ordered?

n/a

If yes, what are the part & order # s?

drag link (both) left side

Rental provided?

no

If yes, how many days? (either by the dealer or USCAC)

n/a

Dealer provided the following customer contact information.

n/a

\*\*\*\*End structured narrative T2 - PCCP

Customer was satisfied with both the service received from the towing company and the dealership.

Cair closed.

\*\*\*\*\*end of narrative\*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20513260</b>
<b>VIN</b>	3D7KS28A6	8G	<b>Open Date</b>	03/09/2011	<b>Built Date</b>	04/04/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	06/16/2008	<b>Mileage</b>	68,341	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	44394	TEMPE DODGE				
<b>Dealer Address</b>	7975 S AUTOPLEX LOOP RD					
<b>Dealer City</b>	TEMPE	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85284	
<b>Owner</b>					<b>Contact Type</b>	LETTER
<b>Address</b>					<b>Home Phone</b>	
	COOLIDGE AZ				<b>Country</b>	UNITED STATES
Dealer - Unknown - Unknown - Towing Required - Default						

Owner sends in copy of recall notice H36 and copy of receipt showing that Tempe Dodge Chrysler Jeep made the needed recall repairs to the vehicle. Receipt also shows where owner paid \$68.20 for the vehicle to be towed to the dealer due to the broken tie rod. Owner also included copy of Visa receipt as proof of payment. Work order also shows completion of Recall H36 on 2/3/11 at 68,341 miles.

Writer processed reimbursement to owner for the towing in the amount of \$68.20.

POSTMARK DATE: 030911; DATE RECEIVED: 030911

CHECK RETURNED BY POST OFFICE - NO MAIL RECEPTACLE. CUSTOMER S RETURN ADDRESS IN IMAGING SHOWS: P.O. BOX 180, VALLEY FARMS, AZ 85191. REMAILING CHECK TO THIS ADDRESS.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20514328</b>
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<b>VIN</b>	3D7MX49A5	8G [REDACTED]	<b>Open Date</b>	03/09/2011	<b>Built Date</b>	08/29/2007
<b>Model Year</b>	2008	<b>Body</b>	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
<b>In Service Dt</b>	10/08/2008	<b>Mileage</b>	20,591	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	59156	SOUTHLAND DODGE CHRYSLER JEEP, LLC				
<b>Dealer Address</b>	6161 WEST PARK AVENUE					
<b>Dealer City</b>	HOUMA	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70364	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	NEW IBERIA LA [REDACTED]	<b>Country</b>	UNITED STATES

Product - Steering - Manual Rack and Pinion - Defective - Default	Customer states they keep having to replace the tie rods on the truck
Corporate - E-Reimbursement - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer states that they keep replacing the heavy duty rod on the truck and would like some reassurance that it will quit happening.  
Briefly summarize what the customer is expecting:  
Customer is concerned that this has not been identified as a weakness on the truck and would like to discuss their options with a CM.  
\*\*\*\*End structured narrative T2 - Beginning Narrative  
Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Who has possession of the vehicle? Dealer  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 26325  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.  
Agent spoke with Robert SM of dealer 26325. Robert states the outer tie rod on the left side fractured and failed. Robert states this is the first rod of his knowledge on this truck. Robert states they did the alignment and made sure the part was installed correctly. Robert states the customer was camping and got the part from another CDJ dealer and installed it himself. Robert states he has the warranty claim for part and labor on his desk to submit to the business center and thinks the customer can be reimbursed for the part through his claim.  
Caller requesting to speak with Case Manager.  
Agent received message that the customer called.  
Agent called the customer at [REDACTED] Left 2nd message.  
Caller requesting to speak with Case Manager.

Agent attempted to contact Robert (SM), however, SM not available. Left message for a return call at extension 66125.

Agent received VM message from the customer.

Agent called the customer at [REDACTED] Left message.

Agent received message from Robert, SM that CCAC may work with reimbursement for tie rod.

Agent called the customer at [REDACTED] Customer states his tie rod receipt is not available. Customer states he is the father. Note that the tie rod should have been performed under warranty. Customer states the receipts are with Robert SM.

Agent asked about sending documents by mail or email. Customer states he will call when at his desk.

Agent spoke with the customer when he called. Customer states the parts were \$112.84 and \$80 labor on a Sunday at the IRF, 180 miles away from a Chrysler dealer.

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Agent approves 100% reimbursement for the tie rod work, \$192.84.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-03-16 @ 11:03

Agent spoke with the customer when he called. Customer states his daughter-in-law will respond to the link.

Agent received the daughter-in-law's VM.

Agent spoke with the customer when she called. Customer states the link was copied at home and sent at work and it did not go through.

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer was contacted on 03/17/11 and was advised to send in documentation for reimbursement. If documentation is not received by 03/24/11 writer will follow up with customer.

Caller requesting to speak with Case Manager. writer informed customer on line 74-75 will receive a call then if not received.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Writer left a detailed message for customer to call back and verify that documents have been mailed in to Chrysler Customer Assistance 877-656-4311 Ext. 4718229.

POSTMARK DATE: 031711; DATE RECEIVED: 032211

Image added.

Writer contacted parts department at Southland CDJ [REDACTED] to verify the payments. Writer spoke with Kirk. Kirk verified that the part was paid for in full by check. Writer explained that customer would like reimbursement of \$ 80.00 for labor work. Writer was transferred to service and spoke with Mike service advisor. Mike verified that no labor work was performed at the dealership.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Writer asked customer where the labor work was completed. Customer verified that it was done by a friend that towed the vehicle. Customer states it was to help them get out of a bind. Customer wants the labor amount and writer stated that Chrysler can not reimbursement for labor that was completed but a friend unless customer can provide some kind of receipt. Customer stated that there was no receipt available as it was paid cash. Customer wants to speak with some one in authority. Writer stated that a supervisor will contact customer back in the next few business days.



returning his request for a supervisor call back. Customer states he had a friend who helped him out because he was so far away from home. Supervisor advised that we have to have paperwork for the labour done an invoice from a certified technician. Customer states that vehicle was unsafe and his friend repaired it and that should be enough. Supervisor advised that policy and procedure s are put in place and we have to follow them, apologized for customer s inconvenience.

Customer submitted documents for request for reimbursement for repair to the tie rod on their 2008 Dodge Ram, (on line 56 in CAIR 20514328) reimbursement in the amount of (\$ 112.84).

Customer s proof of payment is: Dealership verification by Kirk(Paid by check)

Date of repair: 03/06/11

Parts \$ 104.00

Tax \$ 8.84

Total \$ 112.84

Writer is submitting check for approval in the amount of \$ 112.84.

Customer verified the mailing address in call 03/31/11 lines 90-99.

Address in Coin also matches the correct mailing address in customer s correspondence.

approved

Agent spoke with the customer when he called.

Agent explained the check is issued.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20518492
VIN	3D7KS28A3	8G	Open Date	03/09/2011	Built Date	07/24/2007
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	10/23/2008	Mileage	46,680	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	42490	JOHNSON DODGE-CHRYSLER-JEEP				
Dealer Address	481 ROUTE 46 & NAUGHTRIGHT ROAD					
Dealer City	BUDD LAKE	Dealer State	NJ	Dealer Zip	07828	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HACKETTSTOWN NJ				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer seeking goodwill assistance for new tie-rods
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Excessive Contacts - Default - Default - Default	

Customer called stating he drove his vehicle into the Johnson dealership for an issue of the vehicle performing poorly. Customer stated, whenever the vehicle hit a dip in the road, the front end when turning the wheel, would create a clunking noise.

Customer has been told after diagnosis, that the vehicle s front tie-rod ends are worn (one was snapped off, which customer doubts because the vehicle was driven into the dealership), and that the TIPM control arm was loose.

Customer has been quoted the estimate of \$895 to replace inner and outter tie-rod ends.

Customer is seeking goodwill assistance because he feels the vehicle should not be having front end issues, nor suspension issues at this low of mileage.

Customer Cell Phone #:

Reassigned to 88F.

\*\*\*\*\* CASE MANAGER TEAM - District 88T \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, Left message with case # and ext.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, Left message with case# and ext.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66290. Agent updated COIN.

Customer called requesting to speak to their Case Manager.

Customer was transferred to Case Management Team.

Customer calls to speak with their Case Manager.Call transferred to 8007638422

Caller requesting to speak with Case Manager.

Customer called and wanted to speak to CM in regards to case number. The

agent transferred the customer to 800-763-8422.

Customer returned call. He stated the vehicle is at the dealership and feels tie rods should not break at 46,000 miles. Writer advised him will follow up after speaking to dealership.

Writer contacted dealership and left message for Dennis to return call. Customer calls to speak with their Case Manager. Customer stated he would like a decision asap. Writer placed customer on hold and contacted Dennis with dealership who stated the customer is loyal to dealership. However, dealership has a strained relationship with customer. He stated he will not accept a PA but feel free to reimburse customer a percentage. customer spoke to customer and informed him of the decision.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction and will reimburse customer 50% of the charges for the repair.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$1100.00

Labor =

Total = 1100.00

Co-pay = 50%

This customer has been informed of this decision.

Customer's email address [REDACTED]

Writer informed customer to send proof of payment and work order for review and approval.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-03-11 @ 17:12

\*\*\*\*\* Customer Document Received \*\*\*\*\*

Writer reviewed documents.

What has the customer requested? Reimbursement for repairs.

If this is a Recall or Extended Warranty, enter the campaign number. No

If this is for a previously made goodwill decision, what is that CAIR #?

NA

Enter the Mileage at the time of the repair. 46,689

Enter the Date when the repairs were completed. 03/14/11

What is the total cost of the Parts to be reimbursed? \$294.65

What is the total cost of the Labor to be reimbursed? \$204.82

What is the total tax to be reimbursed? \$34.96

What is the total amount being reimbursed? \$534.43

Customer Document Reviewed.

Customer calls to speak with their Case Manager.

---

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20527022</b>
<b>VIN</b>	3D7KS28L3	9G	<b>Open Date</b>	03/11/2011	<b>Built Date</b>	12/04/2008
<b>Model Year</b>	2009	<b>Body</b>	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	06/04/2009	<b>Mileage</b>	36,661	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DEG	6-SPEED MANUAL G56 TRANSMISSION				
<b>Dealer</b>	45235	LITHIA CHRYSLER DODGE OF EUREKA				
<b>Dealer Address</b>	4320 BROADWAY ST					
<b>Dealer City</b>	EUREKA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95503	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	HONEYDEW CA				<b>Country</b>	UNITED STATES

Recall - J08: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Customer feels that it is a safety issue

Customer called Chrysler Customer Assistance to notify Chrysler that his tie rod snapped on his 2009 Ram 2500, customer stated that he was just driving down the mountain on his way to work when it happened. Customer expressed concern because it is not the first time that a tie rod has snapped on him, customer claims that he owned a 2005 Ram and the tie rod snapped on that vehicle twice. Customer stated that he spoke to the dealership and was informed that it was an issue with the RAM and customer also stated that he spoke with an IRF who also stated that they repaired at least 20 RAM vehicle with snapped tie rods on the drivers side. Customer states that for him it is a safety concern and that he does not want to see any lives lost because of this particular issue. Customer is requesting a call back at the number on file.

Agent advised the customer of incomplete recall ?recall #J080? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

\*\*\*\*\* CASE MANAGER TEAM - District O \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, Left message.

Dealer Contact:

Writer tried to contact dealer 45235, but the number just kept repeating the message no matter what button was pushed.

2nd attempt made to contact customer. Left message. Speak to Robert.

Writer spoke to . Customer is livid about the tie rod issue.

Customer wants writer to speak to dealers that are aware of issues with tie rods on Ram 2500 vehicles. Customer wants to know why there is not a recall on the right front tie rods. Writer advised customer that Ram does not issue recalls. Writer advised customer to call NHTSA at (888)

327-4236. Customer states that he will go to Lithia and discuss the issue with them. Customer states that he will have other dealers call to inform Ram of the issues these vehicles are having with the tie rods. Writer advised customer that Ram will contact the dealer concerning this issue.

Writer contacted [REDACTED] Dealer states that he would look into aftermarket parts that would be a better fix for the customer. Dealer states that he will call back with an update on 3/15/11.

Dealer contact-3/21/11.

Writer dialed [REDACTED]. Left message with Steve Matlock.

Caller requesting to speak with Case Manager.

Dealer contact-3/21/11

Writer dialed [REDACTED]. Left message for SM Nathan Barnwell.

Dealer contact-3/31/11.

Spoke to Nathan barnwell. Dealer states that the issue has been resolved and the case may be closed.

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Customer Assistance Inquiry Record (CAIR)#						20552456	
VIN	3D7KS26A1	8G [REDACTED]	Open Date	03/16/2011	Built Date	04/11/2008	
Model Year	2008	Body	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	09/27/2008	Mileage	62,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	67939	IRWIN AUTO COMPANY					
Dealer Address	3425 WILLIAMS						
Dealer City	WOODWARD			Dealer State	OK	Dealer Zip	73802
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	
	FOLLETT TX [REDACTED]					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	2nd time tie rod bolt broke
---	-----------------------------

Customer stated that the bolt on the tie rods broke and not because it was wearing out. Customer states he has had the same bolt replaced by himself at about 59000 miles. Customer stated that he almost had an accident when the bolt broke. Agent advised the caller that he will have to go to the dealership and have the vehicle diagnosed to find out why the tie rod bolts are breaking.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20561538</b>	
<b>VIN</b>	3D73Y4HL8	AG [REDACTED]	<b>Open Date</b>	03/18/2011	<b>Built Date</b>	04/19/2010	
<b>Model Year</b>	2010	<b>Body</b>	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	06/25/2010	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	44107	ACADIANA DODGE INCORPORATED					
<b>Dealer Address</b>	1700 SOUTHEAST EVANGELINE HIGHWAY						
<b>Dealer City</b>	LAFAYETTE	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70508		
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	LAFAYETTE LA [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-03-16

Road Side File Created 03-18-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

LA USA LA

CALLER\_COMMENTS DIESEL DUALLIE QUAD CAB, DOLLAR G

DEALER CODE : 44107 ACADIANA DODGE CHRYSLER JEEP

Dealer Contact- DL44107 Tony Service manager was not available. A detailed message was left, including contact information.

Dealer Contact- Spoke with Tony who states the vehicle broke left front outer tie rod, Repairs have been made. Tony requested why the call was being made. Tony was informed that it was just a way to be proactive in making sure that the customer needs are being taken care of. Tony states that it does take a lot of his time when he could be working on getting other things accomplished, and was a bit frustrated about the call.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Customer did not answer. A detailed message was left for the customer including contact information.

2nd attempt made to contact customer. Left message [REDACTED]

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20566870</b>	
<b>VIN</b>	3D7MX39A9	8G	<b>Open Date</b>	03/18/2011	<b>Built Date</b>	09/24/2007	
<b>Model Year</b>	2008	<b>Body</b>	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	03/01/2008	<b>Mileage</b>	70,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DBB						
<b>Dealer</b>	43231	RON TONKIN DODGE INC					
<b>Dealer Address</b>	19300 MCLOUGHLIN BLVD						
<b>Dealer City</b>	GLADSTONE			<b>Dealer State</b>	OR	<b>Dealer Zip</b>	97027
<b>Owner</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SANDY OR					<b>Country</b>	UNITED STATES

Recall - H34: - Advise Owner/Incomplete Recall	Agent advised of incomplete recall.
Recall - H46: - Advise Owner/Incomplete Recall	Agent advised of incomplete recall.
Recall - J35: - Advise Owner/Incomplete Recall	Agent advised of incomplete recall.
Dealer - Service/Body Shop - Personnel - Other - Service Advisor	Customer states his dealer is just not helpful at all.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Customer states the first tie rod broke when the ball popped out
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer states the second tie rod just broke.
Corporate - Excessive Contacts - Default - Default - Default	

Mr. [REDACTED] called to state he has had issues with the tie rods in his vehicle and his dealer #43594 has not been helpful at all. Customer states two tie rods have now broken. Customer states luckily, both times happened at slow speeds. Customer states if it happens on a road, people will be killed. Customer states he is worried about his safety and the safety of his employees. Customer states this is a work truck. Customer is seeking an explanation and reassurance that he can have tie rod ends on his vehicle that will not break. Customer is seeking help. Customer advised a call back is required and will take place within one business day by COB their time. Preferred call back number is [REDACTED]. Customer email address for case updates: N/A. Who has possession of the vehicle? Owner. Has the vehicle been diagnosed by a CDJ dealer? Yes. If a CDJ dealer has diagnosed, what is the dealer name or code? 43594. Reassigned to 88F. Ron Tonkin Dodge. 22.31 miles away. 19300 Mcloughlin Blvd. Gladstone, OR 97027-2641. 503-258-5800. Customer states he would prefer to deal with a new dealer - agent



provided Ron Tonkin Dodge.

\* \* \* \* \* CASE MANAGER TEAM - District U \* \* \* \* \*

\*\*\*\* OWNERSHIP INFORMATION \*\*\*\*

DCC VIN S OWNED: 4 CURRENTLY OWNS:

3

PURCHASED NEW

PURCHASED: 03/01/08

No service Contract

oow by time

\*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
503-939-8986 . Left message.

Customer calls to speak with their Case Manager.

Writer was going to send to VM but its not working, writer accidentally  
disconnected when trying to get customer back on the line.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Wayne. The vehicle has had 2 broken tie rod ends out in the woods and the  
customer is worried that the vehicle will have this failure again and  
kill all the employees that travel in the vehicle on a daily basis. Last  
repair was done late fall of 2010 for the tie rod ends. Customer took  
the vehicle in to Gresham Dodge and he feels that this dealer is not  
focused on diagnosing and repair the vehicle... Customer wants to go to  
another dealership. Writer advised the customer to follow up with another  
dealership that can diagnose any issues the vehicle may be having. RON  
TONKIN FIAT

503-258-5800. Customer will make an appointment and call writer back once  
the diagnosis is complete.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] . Left message [REDACTED]

Customer calls in, Dealer needs more information regarding the vehicle  
before they can make an appointment. Customer states that he would like  
to have the vehicle inspected for flaws with the tie rod ends. (For  
Safety) Service Manager / Kevin Dettwiller @ Ron Tonkin Dodge. Left  
message for a callback regarding their availability to do a diagnosis on  
the customers vehicle.

Agent was speaking to SM Kevin about agents case, and he asked about this  
case, agent just advised him that agent will have the case manager VJ73  
call him back.

Service Manager / Kevin Dettwiller @ Ron Tonkin Dodge 503-258-5800...  
left message for a callback

Service Manager / Kevin Dettwiller @ Ron Tonkin Dodge 503-258-5800.

Chris/ Service advisor was advised that the customer would be coming in  
for a second opinion.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Customer has not taken vehicle in for  
diagnosis. writer called dealer for the customer. Vehicle will be  
taken for a diagnosis

CONTACT UPDATE - 2nd Contact attempt, phone number dialed,

[REDACTED] left message

CONTACT UPDATE - 3rd Contact attempt, phone number dialed,

[REDACTED] . [REDACTED] customer states that he will call the dealer  
for an appointment and call writer back once he has a diagnosis

CONTACT UPDATE - 3rd Contact attempt, phone number dialed, [REDACTED] .

WAYNE STONE left message

CONTACT UPDATE - 2nd Contact attempt, phone number dialed, [REDACTED] .

[REDACTED] left message

5th attempt made to contact customer. Left message. [REDACTED]

[REDACTED] diagnosis is done, Dealer made the proper repairs, customer is  
happy with the repair

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20576851</b>	
<b>VIN</b>	3D7KS28TX	9G	<b>Open Date</b>	03/22/2011	<b>Built Date</b>	04/13/2009	
<b>Model Year</b>	2009	<b>Body</b>	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	05/22/2009	<b>Mileage</b>	22,000	<b>Dealer Zone</b>	66	ORLANDO	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PR4	FLAME RED CLEAR COAT					
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	67501	DEACON JONES CHRY-DODGE					
<b>Dealer Address</b>	1115 N BRIGHT LEAF BLVD						
<b>Dealer City</b>	SMITHFIELD			<b>Dealer State</b>	NC	<b>Dealer Zip</b>	27577
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	DUDLEY NC [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	
Corporate - Roadside Services - Warranty - Towing - Default	

Roadside Assistance Contacted - DATE : 2011-03-20  
Road Side File Created 03-22-11 FOR WARRANTY

[REDACTED]  
[REDACTED]  
GOLDSBORO SMITHFIELD  
NC USA NC  
CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS  
DEALER CODE : 67501 DEACON JONES CHRYSLER DODGE JEEP  
Service Manager calls to review vehicle concern. Service Manager advises  
writer that the vehicle has oversized wheels and tires on it. The vehicle  
is covered with mud and there is a chain hanging from the broken tie rod.  
The Tie rod is sheared in half. Service Manager will be declining  
assistance and informing the customer that this is not warranty.  
Customer states the left outer tie rod has failed. Customer called in  
inquiring about open recalls on their vehicle. Advised the customer that  
there are no incomplete recalls, and they would be notified by mail in  
the event of any future recalls.

Customer Assistance Inquiry Record (CAIR)#						20584262	
VIN	3D7MX39L7	9G	Open Date	03/22/2011	Built Date	12/04/2008	
Model Year	2009	Body	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB			
In Service Dt	07/20/2009	Mileage	23,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	VERNAL UT				Country	UNITED STATES	

Corporate - Warranty Coverage - Default - Default - Default	Customer to know about his warranty coverage
---	--

Provided customer with all his warranty information, advised customer that his vehicle is under warranty.  
 3/22/2011 customer was in 56189 seeking coverage for a BROKEN tie rod end and aftermarket wheel replacement for damage caused by the broken tie rod end. Declined warranty due to the end being broken, the end was full of grease and not defective. dpm5

Customer Assistance Inquiry Record (CAIR)#						20590512	
VIN	3D7MX48A1	8G	Open Date	03/23/2011	Built Date	08/27/2007	
Model Year	2008	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/29/2007	Mileage	495,171	Dealer Zone	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	67748	ED MURDOCK CHRYSLER PLYMOUTH DODGE					
Dealer Address	86 NORTH FAIRVIEW ROAD						
Dealer City	LAVONIA	Dealer State	GA	Dealer Zip	30553		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	LAWRENCEVILLE GA				Country	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer stated that the tie rods should be a recall item
Corporate - Recall - Default - Default - Default	tie rod stud

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer stated that two tie rod end snap off of his vehicle while the customer was driving. Customer stated that he took all of parts to dealership was told that it was mileage and spoke with a service rep who informed the customer that it was because of the mileage. Customer stated that he had to have them replaced twice and the second time he was turning out of a parking lot. Customer stated that the last time was 3 weeks ago and the first time was 200,000 miles ago. Customer states that he does not understand why it is happening. Customer stated that it did not happen with his 1995. Customer claims that he does not have oversize tires on his vehicle. Customer stated that the vehicle has two weak links in the one ton, the first is the front end and the second torque converter

Briefly summarize what the customer is expecting:

Customer would like a case manager to call him back and advise him if it has been a recurring problem

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place within one business day by COB their time

Preferred call back number is

Customer email address for case updates: XXXXX@XXXXX.com N/A

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) N/A

If a CDJ dealer has diagnosed, what is the dealer name or code? 67748

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District ? Y ? \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

. Writer informed customer that his CM will be in the office tomorrow.

Writer contacted customer today at 8:26 AM ET at phone#: [REDACTED]  
Customer was driving and not able to speak on the phone. Customer asked to be called back within 20 minutes. Writer informed customer that a call back would be made within 20-30 minutes.

Writer contacted customer today at 10:40 AM ET at phone#: [REDACTED]  
Customer states that this is the second time that the stud has snapped off on the tie rod. Customer states that he feels that the stud on the tie rod should never snap off. Customer states that the stud on the front end tie rods just snapped off while he was parked in the parking lot. Customer states that the first time he had it repaired was at Chrysler dealership code#: and that the second repair was completed at a Independent repair facility called Firestone and that the part was purchased from the dealership and that the dealership was not able to repair the vehicle as they did not have any technicians on Saturday and that is why the customer had the repair completed at Firestone. Customer states that he feels that the tie rod stud should last for the life of the vehicle and never have to be replaced. Customer states that if anyone needs to verify how well he maintains his vehicle that they can contact Gerry Hancock at Ed Murdock and he will confirm the vehicle is well maintained. Customer also states that the Parts Manager Wade alleges that the part for the tie rod and that he has never seen the stud snap off like it did. Customer states that he has a 1995 with 900000 miles on it and he has never had to replace the stud. Customer states that he feels that this is a safety concern and that it should be a recall. Customer would like to receive an email if this ever becomes a recall at email: [REDACTED]

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20613701	
VIN	3D7KS29T4	9G	Open Date	03/28/2011	Built Date	09/04/2008	
Model Year	2009	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	02/24/2009	Mileage	39,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE					
Dealer Address	26433 SOUTHWEST FREEWAY						
Dealer City	ROSENBERG			Dealer State	TX	Dealer Zip	77471
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	RICHMOND TX					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	tie rod repairs not covered under warranty
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Customer is having trouble with driver side tie rod repairs not covered under warranty. Customer states FINNEGAN CDJ 26756 advised customer an aftermarket leveling kit that was put on the vehicle has voided the warranty. Customer states two months ago the steering stabilizer was replaced under warranty at 26756. Customer is inquiring why the steering stabilizer would have been covered as that part is affected more than the tie rods by the leveling kit. Customer states she paid \$250 to \$500 for repairs and is inquiring if the repairs can be covered under warranty. What is the customer requesting from Chrysler? Customer has paid for repairs and is seeking cost assistance.

How far out of warranty is the vehicle/repair by time and/or mileage?  
3,000 miles oow

Service contract (Chrysler or 3rd party) that would cover the repair? Yes

Original owner? Yes

How many Chrysler vehicles has the customer owned including this vehicle?  
3

Agent updated COIN information. Agent provided customer with brand telephone number and CAIR number.

\*\*\*\*\*END OF CUSTOMER CONTACT\*\*\*\*\*

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred morning/midday call back number is

Customer e-mail address for case updates: NA

Who has possession of vehicle? (Owner/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ? (Yes/No) Yes

Service manager name? Customer cannot remember who she worked with.

If a CDJ has diagnosed, what is the dealer name or code? 26756

Reassigned to 88F

\*\*\*\*\*END OF RATIONALE FOR ESCALATION\*\*\*\*\*

\* \* \* CASE MANAGER TEAM - District 88U \* \* \* \* \*

Original owner - purchased 02/24/09

Vehicles: Total 3. Current 2. New -3 Used 0. Household 1.

Service Contract Pre owned added care, 4 yrs unlimited miles.

Factory warranty basic out by 3000 miles.

CONTACT UPDATE - Contacted customer at [REDACTED] message left.  
Contacted dealer at [REDACTED] Gloria Sanchez, Service Manager (SM),  
SM states that it was the Steering damper that was replaced previously on  
Nov 26th 2010.

This was done under warranty. This part had nothing to do with the  
leveling kit.

The tie rods are affected by the leveling kit, so they are not covered.

Status update provided via email to the following email address:

[REDACTED]  
I attempted to contact you at [REDACTED]. I m sorry I was not able to  
speak directly to you.

My contact information: 800 763-8422 ext 66070. I am here between 10:00  
am and 6:30 pm EDT, M-F.

End of Status Update

Customer calling back.

Writer discussed with the customer the information from the dealer.

Customer understands the reasons for the decline.

Writer offered an Essential Care Oil change package.

Customer accepted and has no further questions.

Status update provided via email to the following email address:

[REDACTED]  
I am following up with you, to let you know that the Service Contract for  
the oil changes is now active under you vehicle identification number.

End of Status Update

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20640373</b>	
<b>VIN</b>	3D73Y3HL3	AG [REDACTED]	<b>Open Date</b>	03/31/2011	<b>Built Date</b>	04/26/2010	
<b>Model Year</b>	2010	<b>Body</b>	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
<b>In Service Dt</b>	05/15/2010	<b>Mileage</b>	22,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	43570	KARL KLEMENT CHRYSLER-DODGE-JEEP					
<b>Dealer Address</b>	500 N HIGHWAY 287						
<b>Dealer City</b>	DECATUR			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76234
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	PROSPER TX [REDACTED]					<b>Country</b>	UNITED STATES

Recall - K33: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Recall - K34: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Stud at the tie rod end snapped

Clay calling inquiring if there was a tierod recall for his vehicle.  
Customer noticed a recall for the 4500 and 5500 models.  
Customers ball stud on the tierod had snapped.  
Agent advised customer of two incomplete recalls K33 and K34 that need to be completed, but no other recall for the tie-rod.  
Customer does have vehicle at dealership for repair.



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20649573</b>	
<b>VIN</b>	3D7UT2CL1	AG [REDACTED]	<b>Open Date</b>	04/04/2011	<b>Built Date</b>	11/10/2009	
<b>Model Year</b>	2010	<b>Body</b>	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
<b>In Service Dt</b>	12/18/2009	<b>Mileage</b>	31,879	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	45020	BLUEBONNET CHRY-DODGE					
<b>Dealer Address</b>	547 S SEGUIN						
<b>Dealer City</b>	NEW BRAUNFELS			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	78130
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	MISSION TX [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-04-02

Road Side File Created 04-04-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

CANYON LAKE NEW BRAUNFELS

TX USA TX

CALLER\_COMMENTS 03-SP REQUESTED GOA, THEIR TRUCK

DEALER CODE : 45020 BLUEBONNET CHRY-DODGE

\*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*

Who did you speak with at the dealer and what is their dealer code?

Dealer Code: 45020 Spoke to Brett, service advisor

Is the vehicle at the dealer now? No

When did it arrive at the dealer? 4/2/11

What is the current mileage? 31879

If known, what is the reason for the tow? tie rod end

Have the repairs been completed? Yes

If yes, when were they completed? N/A

If no, what is the estimated repair date? N/A

Are there any parts that need to be ordered? N/A

If yes, what are the part & order # s? N/A

Rental provided? No

If yes, how many days? (either by the dealer or USCAC) N/A

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

The customer was not available, left a detailed voice message as to the reason for the call along with the contact information and case number.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

CLOSING CAIR as 3 attempts have been made to reach the customer.

Customer Assistance Inquiry Record (CAIR)#						20651925	
VIN	3D7TT2CTX	AG [REDACTED]	Open Date	04/04/2011	Built Date	03/16/2010	
Model Year	2010	Body	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	04/19/2010	Mileage	30,600	Dealer Zone	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DBA						
Dealer	56904	SOUTH DADE DODGE					
Dealer Address	16501 SOUTH DIXIE HIGHWAY						
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33157		
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	HOMESTEAD FL [REDACTED]				Country	UNITED STATES	

Product - Steering - Linkage - Other - Default	driver side steering arm broke twice
Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Front-Driver	

Briefly summarize why the customer is contacting Chrysler: Called chrysler to find out the reason his steering arm has broke twice now in the same place.

Briefly summarize what the customer is expecting: Customer seeking why this does this and would like to have it fixed once and for all.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: bobby [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 56904

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District Y \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. The writer advised the customer that dealer 56904 will be contacted for further review. The customer states the last time this happened was at 18,000 miles. The customer would like an explanation on why this is happening.

Writer called to speak to SM Anita. Got VM. Tried SA Raul - got VM. Spoke to Paula (secretary) and she advised car is in and George is working on it.

George (SA) - Front suspension, inner tie rod snapped at the ball joint. Car has mud and he works in the field. Now they have the same thing. SA has been told this will not be covered under warranty. Sa claims the vehicle may be used roughly. Per Raul, the customer has been mudding. Raul said that he will go ahead and cover this under warranty and will fix this for the customer.

Writer called the customer, he drives on dirt roads, and there is no 4 wheel driving. He claims that the work is in the country, and he is

scared to drive the truck. there is something going on, per the customer, and he wants an explanation. He wanted to know if the dealership will call him. He feels the employees are not believable. he wanted an e-mail from me to show Ram had contacted him.

Status update provided via email to the following email address:

bobby [REDACTED]

Mr Shekels,

Per our conversation, the dealership, Dadeland Dodge will be working on your vehicle. Should you need to contact me, My name is Bruce, and I am with RAM. I can be reached at 1-800-763-8422 ext 66098.

Regards,

Bruce

End of Status Update

Writer called to see if his concern is being addressed. Writer asked for call back

Customer called back and was very irate. He claimed he was going to take this to a lawyer because this is his steering and could cost him or someone else their life and he feels that both the dealership and my self have been very lax about the situation. Writer apologized at his frustration, but customer was not interested in further conversation since I did not have any additional information on his problem.

CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20654372	
VIN	3D7KS28D9	8G	Open Date	04/04/2011	Built Date	11/13/2007	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/28/2008	Mileage	68,389	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	AMISSVILLE VA				Country	UNITED STATES	

Corporate - E-Reimbursement - Default - Default - Default	Customer is barely out of warranty
Product - Steering - Linkage - Improper Installation/Missing - Default	
Product - Steering - Linkage - Other - Default	

M has called in and is stating he just had to replace his steering linkage again. He stated 'it literally broke in half'. As well he advised agent the had gotten his steering linkage and front axles replaced under a year ago so does not think that he should be having to replace the steering linkage so quickly. He states he had only put on 12,716 miles on his new steering linkage before it broke. He stated the dealership didn't charge him for the parts but charged him labor for the repairs and thinks this is unfair. He states he would like Chrysler to reimburse him for the labor.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: N/A

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?60369

Reassigned to 88F

Status update provided via email to the following email address:

Hi my name is Casey. I am your case manager. I will be contacting you today to discuss your case. Your case number is 20654372.

If you need me before this time, my phone number is 800-763-8422 EXT 66282.

I will be in the office Monday through Friday 7:00am-3:30pm.

I can also be reached through a text line 801-859-2074.

I look forward to working with you to resolve your case and like to thank you for being a very valued Ram customer! Have a wonderful day!

End of Status Update

\*\*\*\*\* CASE MANAGER TEAM - District Y\*\*\*\*\*

writer contacted the dealership at and asked for the service manager Ray get further information on the repair. SM states that the vehicle is a slow plow vehicle and it is hard to determine if the vehicle was in and accident. SM states that is one of the reasons they assisted the customer. SM states that his service director Bill would know more on the vehicle and transferred the writer. Bill states that he did not know much about it and based on the notes it looked as if it was a good will

decision.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
Writer left message.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
Writer spoke with the customer and stated that we need to review his documents to consider reimbursements. Customer provided his email address and stated he would scan his documents in an hour.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-04-05 @ 12:33

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-04-05 @ 17:29

Writer contacted customer at 540-270-6488. Writer asked if he had received the link. Customer states he has not received the link. Writer resent the link and is awaiting for the attachments. Customer did receive the link this time and attached the needed documents and sent them back. Writer will refresh the screen to see if we have the documents.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

Writer contacted the customer at [REDACTED] Writer related the good news but made sure the customer was aware that this was only because he is just barely out of warranty. Customer understood and the writer generated the check.

Customer did not answer [REDACTED] writer did not leave a voicemail.

Writer tried [REDACTED] WRITER LEFT MESSAGE.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Document Reviewed.

What has the customer requested? Labor for a part that is barely out of warranty.

If this is a Recall or Extended Warranty, enter the campaign number.

If this is for a previously made goodwill decision, what is that CAIR #?

Enter the Mileage at the time of the repair. 68,389

Enter the Date when the repairs were completed. 03/26/11

What is the total cost of the Parts to be reimbursed? \$0.00

What is the total cost of the Labor to be reimbursed? \$357.32

What is the total tax to be reimbursed? \$35.00

What is the total amount being reimbursed? \$392.32

Check approved

Check approved

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20655733</b>	
<b>VIN</b>	3D7UT2CL1	AG [REDACTED]	<b>Open Date</b>	04/04/2011	<b>Built Date</b>	11/10/2009	
<b>Model Year</b>	2010	<b>Body</b>	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
<b>In Service Dt</b>	12/18/2009	<b>Mileage</b>	31,879	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	45056	HELFMAN DODGE INC					
<b>Dealer Address</b>	7720 KATY FREEWAY						
<b>Dealer City</b>	HOUSTON			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77024
<b>Owner</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	MISSION TX [REDACTED]					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	
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Mr [REDACTED] called in stating that his tie rod has completely broken off. He states he has heard this is a recall on other trucks and he thinks it should apply to his truck. He states he was driving in a parking lot backing up and the tie rod broke. He states he is going to get it fixed at his dealership but he heard that this part brakes even after being fixed and he would like Chrysler to build better parts or pay for some after market parts.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED] 2

Customer email address for case updates: XXXXX@XXXXX.com

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 36495

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District 88U \*\*\*\*\*

Original Owner, Business vehicle

New:1

Used:0

Household:1

Warranty:Vehicle is in warranty.

Service contract:Business link alternative transportation.

DEALER CONTACT-713-533-6100 writer called to speak to Service Manager Tim McClain about diagnosis information. Left Message.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], writer contacted customer regarding this concern. Left Message.

Will follow up on 04-06-11.

2nd attempt made to contact customer. 956-580-0222 Customer was unavailable but will be available later today.

Will follow up on 04-07-11

CUSTOMER CONTACT-[REDACTED] writer returned customers call because

voicemail was left. Customer states that he was on vacation and when he drove 300 miles and was backing up and the tie rods had broke. Customer was able to get the vehicle into the dealership to have the repair the vehicle. The rim was damaged but they are going to replace that issue. Customer was informed of recalls on other vehicles like his but the recall does not pertain to his vehicle at this time. Vehicle is currently in warranty but customer has lost confidence in the vehicle. Customer states he wants to let us know about this issue gave customer number to NHTSA

The AnswerCONNECT article that was referenced to provide the answer to the

customer was # 17887

CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20689544</b>
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<b>VIN</b>	3D3KS28L0 9G [REDACTED]	<b>Open Date</b>	04/10/2011	<b>Built Date</b>	04/13/2009
<b>Model Year</b>	2009	<b>Body</b>	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB	
<b>In Service Dt</b>	05/04/2009	<b>Mileage</b>	29,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			

<b>Dealer</b>	63881	MEADOWLAND OF CARMEL			
<b>Dealer Address</b>	1952 ROUTE 6				
<b>Dealer City</b>	CARMEL	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	10512

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	PAWLING NY [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	PCCP
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2011-04-08

Road Side File Created 04-10-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

NEW FAIRFIELD CARMEL

CT USA NY

CALLER\_COMMENTS GILS GULF/GUY INSIDE HAS KEYS TOW

DEALER CODE : 63881 MEADOWLAND OF CARMEL

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 845-225-8468

to dealership. Writer was told to speak with Anthony but he was with a customer and asked to contact back in about 20 minutes.

Dealer contact attempt - no answer in service.

DEALER CONTACT - Another attempt made to contact dealership. No answer in service.

Who did you speak with at the dealer and what is their dealer code? 63881

Danielle

Is the vehicle at the dealer now? no

When did it arrive at the dealer? 4/8

What is the current mileage? 26391

If known, what is the reason for the tow? Left side tire rod broke

Have the repairs been completed? yes

If yes, when were they completed? 4/8 same day repair

If no, what is the estimated repair date?

Are there any parts that need to be ordered?

If yes, what are the part & order # s?

Rental provided? no

If yes, how many days? (either by the dealer or USCAC)

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Left message.



2nd attempt made to contact customer at [REDACTED] Left message.  
3rd attempt made to contact customer at [REDACTED] Left message.  
CLOSING CAIR as 3 attempts have been made to reach the customer.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20689797</b>
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<b>VIN</b>	3D7KS29A5	8G [REDACTED]	<b>Open Date</b>	04/10/2011	<b>Built Date</b>	01/15/2008
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	09/26/2008	<b>Mileage</b>	28,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	67402	ACCIDENT GARAGE				
<b>Dealer Address</b>	113 SOUTH MAIN STREET					
<b>Dealer City</b>	ACCIDENT	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	21520	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	MT LAKE PARK MD [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	PCCP
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	PCCP
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-04-08

Road Side File Created 04-10-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

OAKLAND(GARRETT) ACCIDENT

MD USA MD

CALLER\_COMMENTS MEGA CAB//UNOS REST TOW\_COMMENTS

DEALER CODE : 67402 ACCIDENT GARAGE

Who did you speak with at the dealer and what is their dealer code? 67402

- Dwayne

Is the vehicle at the dealer now? yes

When did it arrive at the dealer? 4/8

What is the current mileage? 28181

If known, what is the reason for the tow? left front axle tie rod end

broke and steering linkage

Have the repairs been completed? no

If yes, when were they completed?

If no, what is the estimated repair date? 4/11

Are there any parts that need to be ordered?

If yes, what are the part & order # s?

Rental provided? no

If yes, how many days? (either by the dealer or USCAC)

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] . Writer spoke with Julie and just let her know what dealer

- SA - Dwayne had said. Writer also stated that a followup call would be made tomorrow to make sure all okay with repairs.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer was concerned it might be a future recall on the tie rods.

Writer stated that at the moment it isn't but she would receive

notification through the mail. Writer verified address.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20691129</b>	
<b>VIN</b>	3D7UT2CL0	BG [REDACTED]	<b>Open Date</b>	04/11/2011	<b>Built Date</b>	07/21/2010	
<b>Model Year</b>	2011	<b>Body</b>	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
<b>In Service Dt</b>	10/23/2010	<b>Mileage</b>	12,157	<b>Dealer Zone</b>	42	DETROIT	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	43664	KINGS DODGE CHRYSLER JEEP					
<b>Dealer Address</b>	4486 KINGSWATER DRIVE						
<b>Dealer City</b>	CINCINNATI	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	45249		
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	CINCINNATI OH [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Lemon Law - Default - Default - Default	requesting buyback
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Customer has their vehicle only at 12000 miles and the tie rod had broke. Customer is seeking chrysler buyback the vehicle. customer states he will never feel safe in this vehicle again and good thing he was not on the interstate when this happened. Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is N/A

Customer email address: [REDACTED]

Who has possession of the vehicle? Dealership

Is this a request for Lemon Law, buy-back or replacement? Buy-Back

Reassigned to 88L

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

\*\*\*\*\* ATTENTION SERVICE DIRECTOR/MANAGER \*\*\*\*\*

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

#### RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify per terms of protection.

Number of related repair attempts = 0

Number of days out of service = 0

Writer called the customer and informed of the information above.

Customer states that he is NOT happy with the vehicle. Writer informed that the case will be reviewed by our assistance center.

\*\*\*\*\* CASE MANAGER TEAM - District V \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] The customer was given the information on lines 18-21. the customer said he does not feel safe in the vehicle and wants is taken back. The customer is now wanting a supervisor. Agent told the customer is will be 1-2 hours for a call back.

Agent also told the customer that he was going to be closing the case do to the vehicle is cover by warranty to cover the repairs.

CLOSED LOOP UPDATE - no need for additional follow-up.

\*\*\*\*\* SUPERVISOR \*\*\*\*\*

Writer contacted the customer at [REDACTED] and he stated that tie rods do not fail. Customer stated that he does not feel that the vehicle is safe and that he would like to be replaced because of liability. Writer apologized and informed the customer that his vehicle does not qualify for lemon law that we can not repair the vehicle. Customer stated that he would like to get rid of the vehicle. Writer informed the customer that he can work with the dealer.

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Customer Assistance Inquiry Record (CAIR)#						20696163	
VIN	3D7MX49A8	8G	Open Date	04/12/2011	Built Date	03/18/2008	
Model Year	2008	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	12/15/2008	Mileage	98,000	Dealer Zone	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PJT	DK. KHAKI PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	68181	QUALITY CHRYSLER DODGE JEEP INC					
Dealer Address	187 BENJAMIN H HILL DRIVE W						
Dealer City	FITZGERALD	Dealer State	GA	Dealer Zip	31750		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	MOULTRIE GA				Country	UNITED STATES	

Corporate - CNA Change - Default - Default - Default	Updated address and phone number
Corporate - Complaint Contact - Default - Default - Default	Upset tie rods keep breaking

Customer called in about his Front end and the tie rod keeps breaking for the 4th time first time the issue happened the vehicle was only at 35000 miles. Customer states that the tie rods do not get worn they just get to a certain point and snap. Dealership stated he needed to get the upgrade kit to fix the issue and the customer did since then it has snapped twice and never fixed the issue. Customer states that he is not to worried about get reimburse he said it would be nice but what he was really hoping was that chrysler could just get to the bottom of it and fix the real issue that is causing them to snap see easy. Customer feels that this is a big safety issue and really wants it taken care of.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred call back number is

Preferred call back time is:ANY TIME

Who has possession of the vehicle? (Owner/Dealer/IRF)OWNER

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Not this time but he called the dealer  
original owner : YES

If a CDJ dealer has diagnosed, what is the dealer name or code? 68181

Reassigned to 88F\*\*\*\*\*

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

CONTACT UPDATE - Writer spoke with customer he has replaced the front end, tie rods ends 3 times. Customer stated they keep breaking. Customer has had it replaced at 35,000 miles again at about 70,000 miles and at 80,000 miles. Customer stated he is backing a trailer up. Stated he would contact me back.

Writer spoke with customer saying this is a design flaw. When customer put his tie rods on he purchased a kit that came with everything the first time. Customer is saying this is a dangerous situation. When customer broke down the other day he cannot go anywhere. He had to get his truck towed and have someone pick him up, so he can get his vehicle

to the dealership to have it repaired. Customer is saying it is the angle it is at. He backs up in 4 wheel drive. Customer wants Chrysler to know about this. Customer is saying it is the angle and design putting tie rod in a bind. Customer went to get new tie rods. The tie rods are not worn out they just snap. Customer is saying it is not the material it is made from, but the way it is designed. Customer purchased a vehicle for his son who is in college and he does not want his son to experience what he has had happen to him. Customer is not asking for anything, but wants Chrysler to do know that there is a issue with his front end tie rods. Customer said it is the stem that goes into the socket angle and way it is designed. When customer is backing up his truck with ease and the tie rods break on him. Customer wants Chrysler to know so that something can be done. Stated to customer I would note his concerns and let him know Chrysler will read through the notes and know of his concerns. Customer understood.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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Customer Assistance Inquiry Record (CAIR)#						20696265	
VIN	3D7KS28L6	9G	Open Date	04/12/2011	Built Date	04/13/2009	
Model Year	2009	Body	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	09/26/2009	Mileage	37,000	Dealer Zone	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	44692	RICK KEFFER DOD-CHY-PLY-JEEP					
Dealer Address	464037 E STATE ROAD 200						
Dealer City	YULEE			Dealer State	FL	Dealer Zip	32097
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	LARGO FL					Country	UNITED STATES
Corporate - Recall - Default - Default - Default						Recall Information	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass							

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is  
 Preferred Afternoon/Evening call back number is  
 Customer email address for case updates  
 Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer  
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 44692  
 Customer is requesting help for repairs to the tire rod system. Customer stated the cost would be around \$400-\$500.00 and knows he is outside of warranty.

Reassigned to 88F

Customer called in and stated that h has done research and feel this is similar to recall K39 and would like this noted in his file.

Status update provided via email to the following email address:  
 mlsims10@gmail.com

My name is Pam. I will be handling the case regarding your 2009 Dodge Ram. I will be calling you today by 4:00 pm ET to discuss case #20696265. I m in the office between 8:00 am ET and 4:00 pm ET, and can be reached at 800-763-8422 ext 66288. I look forward to speaking with you. Thank you. Pam

End of Status Update

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

Brand Loyalty: 3 Household 2 New 1 Used 1 Current

Service Contract: Essential Care

Customer is original owner

CONTACT UPDATE - 1st Contact attempt, phone number dialed

Left message on voice mail for call back to CM.

Customer states that tie rod snapped off. Customer states he has been doing a lot of research on internet concerning this issue, and feels that with this being a known issue, it should be covered by Chrysler. Writer advised customer will contact dealer for additional information, and follow up with him for amount of assistance that can be offered.



Called dealership to speak to SM, left message for SM Larry on voice mail.

SM left message on voice mail for CM to call back to discuss case for tie rod ends at direct number [REDACTED]

Called to speak to SM, no answer, left message on voice mail for call back to CM to discuss case.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Service Manager Brian states that the vehicle was last week, customer did the alignment on the vehicle, they replace the tie rod end because it broke. The tie rod was broke off at the nut and they have never seen this happen. \$223.63 total \$110.00 part \$99.00 labor

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-04-21 @ 11:48

Called customer to advise of the \$100 deductible, will be reimbursing \$332.63. Customer is currently working out of town, will go to local dealership to have documents scanned and sent to CM.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

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Customer Assistance Inquiry Record (CAIR)#						20708102	
VIN	3D7KS28T1	9G	Open Date	04/15/2011	Built Date	09/11/2008	
Model Year	2009	Body	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	02/28/2009	Mileage	25,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	68939	LITHIA CHRYLER JEEP DODGE OF			POCATELLO		
Dealer Address	2929 POLE LINE RD						
Dealer City	POCATELLO			Dealer State	ID	Dealer Zip	83201
Owner	[REDACTED]					Contact Type	ROADSIDE
Address	[REDACTED]					Home Phone	
	FORT HALL ID [REDACTED]					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2011-04-13  
 Road Side File Created 04-15-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 POCATELLO POCATELLO  
 ID USA ID  
 CALLER COMMENTS 01- TIE ROD BROKEN. @ 20TH CENTUR  
 DEALER CODE : 68939 LITHIA CHRYLER JEEP DODGE OF  
 CLOSING CAIR as this is a fleet vehicle for a school district.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20711483</b>
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<b>VIN</b>	3D7UT2CL8	AG [REDACTED]	<b>Open Date</b>	04/16/2011	<b>Built Date</b>	04/19/2010
<b>Model Year</b>	2010	<b>Body</b>	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB		
<b>In Service Dt</b>	06/11/2010	<b>Mileage</b>	14,885	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	66162	TATE CHRYSLER FREDERICK				
<b>Dealer Address</b>	5629 BUCKEYSTOWN PIKE					
<b>Dealer City</b>	FREDERICK	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	21701	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	LEESBURG VA [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	PCCP
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2011-04-14

Road Side File Created 04-16-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

ROCKVILLE FREDERICK

MD USA MD

CALLER\_COMMENTS 01 MIDDLE OF INTERSECTION STEER N

DEALER CODE : 66162 TATE CHRYSLER JEEP DODGE FREDERICK

CONTACT UPDATE - 1st Contact attempt to dealership, phone number dialed,

[REDACTED]

Who did you speak with at the dealer and what is their dealer code?66162

- Joe - SA

Is the vehicle at the dealer now? yes

When did it arrive at the dealer? 4/14

What is the current mileage? 14885

If known, what is the reason for the tow? Broke tie rod end

Have the repairs been completed? tie rod was repaired but customer wasn't happy with tracking. Joe is doing an alignment with an outside company because their alignment machine broke.

If yes, when were they completed?

If no, what is the estimated repair date? 4/19

Are there any parts that need to be ordered?

If yes, what are the part & order #s?

Rental provided? yes

If yes, how many days? (either by the dealer or USCAC) 4 days

Writer setting call back for 4/20.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Phone was picked up and then hung up.

Customer contact number was given to writer from dealer.

2nd attempt made to contact customer. No voice machine to leave a message.

3rd attempt made to contact customer. Left message.

CLOSING CAIR as 3 attempts have been made to reach the customer.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20717116</b>
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<b>VIN</b>	3D73Y4CL0	BG [REDACTED]	<b>Open Date</b>	04/19/2011	<b>Built Date</b>	09/01/2010
<b>Model Year</b>	2011	<b>Body</b>	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
<b>In Service Dt</b>	10/18/2010	<b>Mileage</b>	13,500	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PBS	DEEP WATER BLUE PEARL COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	51444	GREENBRIER MOTOR CO INC				
<b>Dealer Address</b>	111 SENECA TRAIL					
<b>Dealer City</b>	LEWISBURG	<b>Dealer State</b>	WV	<b>Dealer Zip</b>	24901	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	RONCEVERTE WV [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Recall - K33: - Other	
Recall - L03: - Other	

Roadside Assistance Contacted - DATE : 2011-04-17  
 Road Side File Created 04-19-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 US-219 111 SENECA TRAIL  
 MORGAN HOLLOW ROAD  
 RONCEVERTE LEWISBURG  
 WV USA WV  
 CALLER COMMENTS KEYS UNDER DR SIDE FLOORMAT/MORGA  
 DEALER CODE : 51444 GREENBRIER MOTOR CO INC  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer Code: 51444  
 Is the vehicle at the dealer now? Yes  
 When did it arrive at the dealer? 4/18/11  
 What is the current mileage? 14306  
 If known, what is the reason for the tow? Tie rod broke  
 Have the repairs been completed? No  
 If yes, when were they completed? N/A  
 If no, what is the estimated repair date? 4/19/11  
 Are there any parts that need to be ordered? Yes  
 If yes, what are the part & order # s? 68038054AC - Tie rod end  
 Rental provided? Yes  
 If yes, how many days? (either by the dealer or USCAC) service contract 3 days  
 CONTACT UPDATE - Contact phone numbers [REDACTED]  
 2nd attempt made to contact customer. Left message.  
 3rd attempt made to contact customer. Left message.  
 CLOSING CAIR as 3 attempts have been made to reach the customer.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20720671</b>
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<b>VIN</b>	3D7KS28D5 8G [REDACTED]	<b>Open Date</b>	04/20/2011	<b>Built Date</b>	12/01/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB	
<b>In Service Dt</b>	04/19/2008	<b>Mileage</b>	30,416	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT			
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE			
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

<b>Dealer</b>	41838	OURISMAN DODGE INC
<b>Dealer Address</b>	5900 RICHMOND HWY	
<b>Dealer City</b>	ALEXANDRIA	<b>Dealer State</b> VA <b>Dealer Zip</b> 22303

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	BETHESDA MD [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-04-18  
 Road Side File Created 04-20-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 6001 LANE DRIVE 5900 RICHMOND HWY  
 S WHITING STREET  
 ALEXANDRIA ALEXANDRIA  
 VA USA VA  
 CALLER\_COMMENTS @AUTO PLACE/SAM HAS KEYS/NO MONEY  
 DEALER CODE : 41838 OURISMAN CHRYSLER JEEP DODGE OF  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer Code: 41838 Spoke to James,  
 Is the vehicle at the dealer now? No  
 When did it arrive at the dealer? 4/18/11  
 What is the current mileage? 30416  
 If known, what is the reason for the tow? broken outer tie rod end  
 Have the repairs been completed? Yes  
 If yes, when were they completed? 4/18/11  
 If no, what is the estimated repair date? N/A  
 Are there any parts that need to be ordered? No  
 If yes, what are the part & order # s? N/A  
 Rental provided? No  
 If yes, how many days? (either by the dealer or USCAC) N/A  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
 The customer was not available, left a detailed voice message as o the  
 reason for the call along with the contact information and case number.  
 2nd attempt made to contact customer. Left message.  
 3rd attempt made to contact customer. Left message.  
 CLOSING CAIR as 3 attempts have been made to reach the customer.

Customer Assistance Inquiry Record (CAIR)#						20720733
VIN	3D6WH46L4	9G	Open Date	04/20/2011	Built Date	03/13/2009
Model Year	2009	Body	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS		
In Service Dt	09/05/2009	Mileage	20,532	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	PALESTINE TX				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-04-18  
 Road Side File Created 04-20-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 W FM-320 2321 STATE HIGHWAY 155  
 CR-420  
 PALESTINE PALESTINE  
 TX USA TX  
 CALLER\_COMMENTS BROKEN TIEROD ON DRIVER SIDE ....  
 DEALER CODE : 60464 CHAMPION CHRYSLER DODGE JEEP  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer Code: 60464 Spoke to Mike, service manager  
 Is the vehicle at the dealer now? Yes  
 When did it arrive at the dealer? 4/18/11  
 What is the current mileage? 20532  
 If known, what is the reason for the tow? outer tie rod  
 Have the repairs been completed? No  
 If yes, when were they completed? N/A  
 If no, what is the estimated repair date? 4/20/11  
 Are there any parts that need to be ordered? Yes  
 If yes, what are the part & order # s? Tie Rod  
 Rental provided? No  
 If yes, how many days? (either by the dealer or USCAC) N/A  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
 [REDACTED]. The customer was not available, left a detailed voice  
 message as o the reason for the call along with the contact information  
 and case number.  
 2nd attempt made to contact customer. Left message.  
 3rd attempt made to contact customer. Left message.  
 CLOSING CAIR as 3 attempts have been made to reach the customer.



Customer Assistance Inquiry Record (CAIR)#						20720785	
VIN	3D7UT2CL2	AG	Open Date	04/20/2011	Built Date	04/13/2010	
Model Year	2010	Body	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	05/04/2010	Mileage	90	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE					
Dealer Address	523 WEST MAIN STREET						
Dealer City	AMERICAN FORK			Dealer State	UT	Dealer Zip	84003
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	WARMINISTER PA					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2011-04-18  
 Road Side File Created 04-20-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 3555 W NEWLAND LOOP 523 WEST MAIN STREET  
 N NEWLAND LOOP  
 LEHI AMERICAN FORK  
 UT USA UT  
 CALLER COMMENTS LEFT OUTER TIE ROD END BROKE // M  
 DEALER CODE : 68009 DOUG SMITH CHRYSLER JEEP DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20724293</b>
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<b>VIN</b>	3D7TT2CT2	AG [REDACTED]	<b>Open Date</b>	04/21/2011	<b>Built Date</b>	03/10/2010
<b>Model Year</b>	2010	<b>Body</b>	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
<b>In Service Dt</b>	04/30/2010	<b>Mileage</b>	21,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE				
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

<b>Dealer</b>	44416	BENNY BOYD C-D-J				
<b>Dealer Address</b>	601 NORTH KEY AVE					
<b>Dealer City</b>	LAMPASAS	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76550	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	LAMPASAS TX [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-04-19

Road Side File Created 04-21-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

LAMPASAS LAMPASAS

TX USA TX

CALLER\_COMMENTS 4DR 6FT BED GAS - BROKEN TIE ROD

DEALER CODE : 44416 BENNY BOYD C-D-J

\*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*

Who did you speak with at the dealer and what is their dealer code?

Dealer Code: 44416 Spoke to Paul, service manager.

Is the vehicle at the dealer now? No

When did it arrive at the dealer? 4/19/11

What is the current mileage? 21978

If known, what is the reason for the tow? Tie rod end broke

Have the repairs been completed? Yes

If yes, when were they completed? 4/20/11

If no, what is the estimated repair date? N/A

Are there any parts that need to be ordered? Yes

If yes, what are the part & order # s? Tie Rod end

Rental provided? No

If yes, how many days? (either by the dealer or USCAC) N/A

Who did you speak with at the dealer and what is their dealer code?

Dealer Code: 44416 Spoke to Paul, service manager.

Is the vehicle at the dealer now? No

When did it arrive at the dealer? 4/19/11

What is the current mileage? 21978

If known, what is the reason for the tow? Tie rod end broke

Have the repairs been completed? Yes

If yes, when were they completed? 4/20/11

If no, what is the estimated repair date? N/A

Are there any parts that need to be ordered? Yes

If yes, what are the part & order # s? Tie Rod end

Rental provided? No

If yes, how many days? (either by the dealer or USCAC) N/A

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

The customer was not available, left a detailed voice message as to the reason for the call along with the contact information and case number.

2nd attempt made to contact customer. Left message.

CALLED THE CUSTOMER and he states that the vehicle is just fine and that roadside and the dealership were very professional and got the vehicle repaired in a timely manner.

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Customer Assistance Inquiry Record (CAIR)#						20724987	
VIN	3D7UT2CL2	AG [REDACTED]	Open Date	04/21/2011	Built Date	11/17/2009	
Model Year	2010	Body	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	12/31/2009	Mileage	38,600	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	60293	LONE STAR CHRYSLER DODGE JEEP					
Dealer Address	131 INDUSTRIAL DR E						
Dealer City	SULPHUR SPRINGS			Dealer State	TX	Dealer Zip	75482
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	MINEOLA TX [REDACTED]					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Tie rod requires replacing.
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Trie rod requires replacement

Mrs [REDACTED] calling stating that the tie rod requires replacement on the vehicle, and wanted to know if there was a recall on the tie-rods for thier vehicle.

Agent informed customer that there is currently no recalls on thier vehicle for this issue.

Customer stated they do have a lifetime warranty for the dealership to cover this kind of repair. However dealership had warned them because the customer has been doing various repairs to thier vehicle and replacing tie rods themselves on thier trucks, they could possibly be voiding thier warranty.

Agent advised customer if the lifetime warranty was purchased for work that is only to be done at that dealership, they would need to speak with that dealership about the terms of the vehicle coverage if they are doing the repairs to thier trucks themselves instead of taking it to the Ram Dealership.

Customer belives that there should be a recall for this issue regardless and will be contacting thier lawyer.

Customer Assistance Inquiry Record (CAIR)#						20726765	
VIN	3D7KS29L3	9G	Open Date	04/21/2011	Built Date	03/23/2009	
Model Year	2009	Body	DH7P81 DODGE RAM LARAMIE 4X4 2500 MEGA CAB				
In Service Dt	04/13/2009	Mileage	44,835	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	63838	ALLEN SAMUELS CHRY-DODGE					
Dealer Address	8181 MEMORIAL BLVD						
Dealer City	PORT ARTHUR			Dealer State	TX	Dealer Zip	77640
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	NEDERLAND TX					Country	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	\$344.20
Corporate - Warranty Coverage - Default - Default - Default	Customer calls in seeking financial assistance
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer stated his tie rod needs to be replaced
Recall - J35: - Advise Owner/Incomplete Recall	Per dealer 63838 recall was completed

Briefly summarize why the customer is contacting Chrysler:

Customer calls in stating that his vehicle was towed to the dealership.  
Customer stated that the dealership stated that his vehicle was covered under a recall for the repair.

Customer stated that the dealership called him back and stated that no his vehicle is not covered under warranty.

Customer stated that his tie rod/ ball joint broke and needs to be replaced.

Briefly summarize what the customer is expecting:

Customer calls in stating he would like Chrysler to cover the cost of this repair.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of financial assistance with the repair of the tie rod and ball joint.

What is the customer requesting from Chrysler? financial assistance with tie rod and ball joint

How far out of warranty is the vehicle/repair by time and/or mileage?

9000 miles

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? no If no, purchased when? October 2010

How many Chrysler vehicles has the customer owned including this vehicle?

1

Is there any repair history related to the current concern? No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes  
Service dealer code? 63838  
Service manager name? SA Angela  
Customer advised a call back is required and will take place  
within one business day by COB their time  
Preferred call back number is 409-719-2618  
Who has possession of the vehicle? Dealer  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 63838  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM - District U\* \*\*\*\*\*  
Used:1  
OOW: 9,000 miles  
Agent attempted to contact dealer Service Manager Garden Brown, however,  
SM not available. Left message for a return call at extension 66289.  
Writer was provided with SM email [REDACTED]  
Email was sent to SM for diagnosis information.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
Writer informed customer that we are waiting for diagnosis information.  
Writer contacted service manager Gordon Brown to get diagnoses  
information. Writer was informed that the tie rod fell off the vehicle  
and snapped in half. SM was unable to provide a point of failure.  
Customer's recall was already completed. Customer pay \$318.00  
\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*  
[REDACTED] on 2011-04-25 @ 15:20  
Writer contacted customer and informed him that we need to review his  
documents. Customer was informed that the link will expire in 7 days and  
his case will be put on hold if the documents have not been received.  
\*\*\*\*\* Customer Document Received \*\*\*\*\*  
Customer Document Reviewed.  
\*\*\*\*\*Begin structured narrative T2 - eReimbursement  
What has the customer requested?  
Reimbursement  
If this is a Recall or Extended Warranty, enter the campaign number.  
NA  
If this is for a previously made goodwill decision, what is that CAIR #?  
NA  
Enter the Mileage at the time of the repair.  
44835  
Enter the Date when the repairs were completed.  
4/22/11  
What is the total cost of the Parts to be reimbursed?  
\$104.00  
What is the total cost of the Labor to be reimbursed?  
\$145.88  
What is the total Tax to be reimbursed?  
\$9.78  
What is the total amount being reimbursed?  
\$344.20  
\*\*\*\*\*End structured narrative T2 - eReimbursement

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Customer Assistance Inquiry Record (CAIR)#						20727836
VIN	3D7MX38A8	8G	Open Date	04/22/2011	Built Date	08/31/2007
Model Year	2008	Body	D18P41	DODGE RAM LARAMIE 4X4 3500 QUAD CAB		
In Service Dt	10/31/2008	Mileage	30,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	VERNAL UT				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-04-20  
 Road Side File Created 04-22-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 W 1600 N 270 E MAIN ST  
 3350 W STREET  
 VERNAL VERNAL  
 UT USA UT  
 CALLER\_COMMENTS 01- BROKE TIE ROD. ACTUAL ADRESS  
 DEALER CODE : 45417 DOWNTOWN DODGE CHRYSLER JEEP, INC.  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer Code: 45417 spoke to  
 Is the vehicle at the dealer now? NO  
 When did it arrive at the dealer? 4/20/11  
 What is the current mileage? 30605  
 If known, what is the reason for the tow? tie rod end  
 Have the repairs been completed? Yes  
 If yes, when were they completed? 4/21/11  
 If no, what is the estimated repair date? N/A  
 Are there any parts that need to be ordered? No  
 If yes, what are the part & order # s? N/A  
 Rental provided? No  
 If yes, how many days? (either by the dealer or USCAC) N/A  
 Contact information:   
 CONTACT UPDATE - 1st Contact attempt, phone number dialed   
 The customer was not available, left a detailed voice as to the reason  
 for the call along with the contact information and case number.  
 2nd attempt made to contact customer. Left message.  
 3rd attempt made to contact customer. Left message.  
 CLOSING CAIR as 3 attempts have been made to reach the customer.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20729587</b>
<b>VIN</b>	3D7KS28A1	8G [REDACTED]	<b>Open Date</b>	04/22/2011	<b>Built Date</b>	12/07/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	02/29/2008	<b>Mileage</b>	70,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	42813	KINDLE DODGE				
<b>Dealer Address</b>	525 STONE HARBOR BOULEVARD					
<b>Dealer City</b>	CAPE MAY COURT HOUSE			<b>Dealer State</b>	NJ	<b>Dealer Zip</b> 08210
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	GREEN CREEK NJ [REDACTED]				<b>Country</b>	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Other - Front-Driver	Ball joint fell off the front of vehicle. Customer has safety concern.
Corporate - Excessive Contacts - Default - Default - Default	

Customer stated that the ball joint on the front of his vehicle fell off.  
 Customer would like to email pictures of the issue.  
 Customer stated that he could have been killed because of this happening.  
 Customer stated that he has owned a lot of Chrysler vehicles and he has never has this issue happen.  
 Customer is seeking the advice of a Case Manager and would like this to be escalated.

Customer advised a call back is required and will take place within one business day by COB their time

Email: [REDACTED]

Customer Contact: [REDACTED]

Alternate Contact: N/A

Kindle Chrysler (42813): [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 42813

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District ? Q ? \*\*\*\*\*

Contacted Dealer 42813, KINDLE CHRYSLER. SM - Paul stats the customer has contacted the dealer but vehicle has not been diagnosed. Dealer can provide further information once the vehicle has been diagnosed.

LOYALTY: 3 NEW and 2 USED. Currently owns 1 New and 1 Used.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
 Left message. Advised customer to follow up with the dealer for a diagnosis.

3/36 Warranty expired 2-29-11, Outside by 34,000 miles. Original owner.

\*Writer will consider 50% assistance if no signs of abuse or neglect.

This based on original owner, out of warranty status, customer loyalty indicates 3 Vehicles purchased New, 2 Used.

Writer answered call from customer. Customer states that he just paid for a new engine and when calling dealer 42813 they said the repair s not



Covered. Writer informed customer that before Chrysler considers offering any assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of ball joint repairs.

Customer states that he does not want to pay any for this repair. Writer advised that due to the mileage out of warranty, if we do offer goodwill, it will only be a participation, and the customer would have a co-pay. Customer states that he will have the vehicle towed to the dealer.

Customer requests call back 4/26/11.

Writer called customer and he stated that the vehicle is currently at 42813. Writer informed the customer that we will contact the dealer than call him back. Writer called dealer and left message for SM Paul to contact Dodge concerning the customer issue.

Caller requested to speak to the case manager. Agent transferred caller to the case management department.

Service Manager (SM) Paul from dealer 42813 is calling in regards to case.

Agent provided CAIR number.

SM states that the vehicle right front tie rod was diagnosed as needing replacement. SM states that the part is included in an assembly which also includes the left side and drag link.

SM provided the following pricing:

Warranty Parts \$357.02

Warranty Labor \$90.20

Warranty Total \$447.22

SM states that the customer gets most of their service done at the dealer and that they could have done nothing to cause or prevent the concern.

SM suggests goodwill assistance with a \$50.00 deductible.

Caller requesting to speak with Case Manager.

Caller is seeking case manager call-back for further assistance.

SM - Paul states the Diagnosis indicates the front Tie rod has separated completely, assembly must be replaced. Recommends \$50.00 co-pay for loyal customer.

Dealership contacted. Spoke with SM - Paul. Informed dealer a PA has been set up for \$397.22. Chrysler will concur with dealer and offer assistance with \$50.00 co-pay.

PA sent D2D. Dealership will notify the customer of goodwill assistance.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on No abuse or neglect ?describe the reason why this

goodwill is being offered?. According to the dealer, the warranty costs of the repair are as follows:

Warranty Parts \$357.02

Warranty Labor \$90.20

Warranty Total \$447.22

Co-pay = \$50.00

Amount Pre-authorized (PA) = \$397.22

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact [REDACTED]

You may also contact us by email at:

T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 35 42813 04/27/11 15:24 O 20729587

Please close cair as goodwill has been offered. If any issues arise they will be handled directly between the dealership and myself.

CLOSED LOOP UPDATE - customer contact attempted today to confirm repairs.

Left a message at [REDACTED] advising customer to call back if the problem recurs or if any concerns.

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Customer Assistance Inquiry Record (CAIR)#						20730692	
VIN	3D73Y4CLX	AG	Open Date	04/23/2011	Built Date	04/22/2010	
Model Year	2010	Body	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	07/26/2010	Mileage	16,993	Dealer Zone	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	65814	AUDUBON CHRYSLER CENTER INC					
Dealer Address	2945 US 41 NORTH						
Dealer City	HENDERSON			Dealer State	KY	Dealer Zip	42420
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	UNIONTOWN KY					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2011-04-21  
 Road Side File Created 04-23-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 6000 STATE ROUTE 359 2945 US 41 NORTH  
 HITESVILLE ROAD  
 WAVERLY HENDERSON  
 KY USA KY  
 CALLER COMMENTS BROKEN TIE ROD IN THE FRONT / RAM  
 DEALER CODE : 65814 AUDUBON CHRYSLER CENTER INC

Customer Assistance Inquiry Record (CAIR)#						20731067	
VIN	3D7KS28D1	8G	Open Date	04/23/2011	Built Date	12/05/2007	
Model Year	2008	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/31/2007	Mileage	76,000	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
Dealer	68939	LITHIA CHRYLER JEEP DODGE OF			POCATELLO		
Dealer Address	2929 POLE LINE RD						
Dealer City	POCATELLO			Dealer State	ID	Dealer Zip	83201
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	JACKSON WY					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer called in and states that their vehicles front tie rod snapped and the front tire fell off. Customer is very upset and believes this should be under recall. Customer thinks this is a manufacturer defect as it was nothing she had done that has caused this issue to occur. Customer is seeking assistance with having this covered. Customer states the mechanic can be contacted to confirm this. Customer states that she has had problems with this vehicle since she ordered it new. Customer contact number is for [REDACTED]. Customer is also very upset with lithia chrysler jeep dodge listed on file.

\*\*\*\*\* CASE MANAGER TEAM - District Y \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]  
Customer went on and on and on about all the issues she had with the dealer on this vehicle.

Customer thinks she should get something from the CAC for past issues with changing title. None of this of course matters in the current decision. .

[REDACTED]  
is the customer's email address. Writer explained reimbursement process to customer and the goodwill process as well.

Dealer Code: 68939 Dealer Name : LITHIA CHRYLER JEEP DODGE OF Dealer

Phone : [REDACTED] Writer called dealership and requested callback from service manger.

Customer Notes

A Little out of order here. Customer reported paying dealership \$280.41 for this repair and incurring a \$75.00 charge for towing as a deductible on her service contract.

Dealer Code: 68939 Dealer Name : LITHIA CHRYLER JEEP DODGE OF Dealer

Phone [REDACTED]

Writer left message seeking callback and background information from service manager.

Dealer Code: 68939 Dealer Name : LITHIA CHRYLER JEEP DODGE OF Dealer

Phone [REDACTED]

Writer spoke to service advisor Shawn at the dealership who reported there was no sign of abuse with this repair.

Writer will offer reimbursement of \$125.00 in this case.

No service contract exists to cover the repair.

#### CUSTOMER CONTACT

1st Attempt Left contact information and request for callback.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2011-05-10 @ 14:20

#### CUSTOMER CONTACT

Customer thinks our offer of goodwill is a 'slap in the face' but took it anyway and says she will never buy another Dodge.

CUSTOMER HAS NOT RESPONDED WITH RECEIPT WITHIN 7 DAYS. PER SUPERVISOR KIMBER AND SINCE CUSTOMER WAS ADVISED THAT THE EMAIL LINK WOULD BE ACTIVE FOR 7 DAYS AND SINCE THE CUSTOMER CONSIDERED THE OFFER TO BE A SLAP IN THE FACE AND STATED SHE WOULD NEVER BUY ANOTHER DODGE, THE CASE IS BEING CLOSED.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer calls seeking to speak with Case Manager. Writer transferred to extension 66295.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20731721</b>
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<b>VIN</b>	3D7KS29A4	8G [REDACTED]	<b>Open Date</b>	04/24/2011	<b>Built Date</b>	08/17/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB		
<b>In Service Dt</b>	09/11/2008	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.				
<b>Dealer Address</b>	3470 BOULDER HWY					
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	LAS VEGAS NV [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2011-04-22  
 Road Side File Created 04-24-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 8626 HAVEN STREET 3175 E SAHARA AVE  
 E FORD AVENUE  
 LAS VEGAS LAS VEGAS  
 NV USA NV  
 CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS  
 DEALER CODE : 43931 CHAPMAN S LAS VEGAS DODGE  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer Code: 43931 Spoke to Mike, service manager.  
 Is the vehicle at the dealer now? No  
 When did it arrive at the dealer? 4/22/11  
 What is the current mileage? 36599  
 If known, what is the reason for the tow? tie rod broke  
 Have the repairs been completed? yes  
 If yes, when were they completed? 4/23/11  
 If no, what is the estimated repair date? N/A  
 Are there any parts that need to be ordered? Yes  
 If yes, what are the part & order # s? Tie rod  
 Rental provided? No  
 If yes, how many days? (either by the dealer or USCAC) N/A  
 Contact information: [REDACTED]  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
 The states that the vehicle is working fine now and the dealership was great. The customer states his concern is the number of times the vehicle has been into the dealer for repairs, some of the major repairs.  
 To help the customer maintain his vehicle by having the oil changes done at the dealership where that do check the vehicle over while it is there.

Offered the customer a 2 year oil change package, Essential Care for Diesel, Lube, Oil & Filter package.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20737032</b>	
<b>VIN</b>	3D7KS19D9	8G	<b>Open Date</b>	04/26/2011	<b>Built Date</b>	05/28/2008	
<b>Model Year</b>	2008	<b>Body</b>	DH6P81	DODGE RAM LARAMIE 4X4 1500 MEGA CAB			
<b>In Service Dt</b>	09/11/2008	<b>Mileage</b>	46,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
<b>Engine</b>	EZA	5.7L HEMI V8 ENGINE					
<b>Transmission</b>	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					
<b>Dealer</b>	26686	KIM'S CHRY-PLYM-DODGE & JEEP					
<b>Dealer Address</b>	1030 HIGHWAY 15 NORTH						
<b>Dealer City</b>	LAUREL	<b>Dealer State</b>	MS	<b>Dealer Zip</b>	39440		
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE	
<b>Address</b>					<b>Home Phone</b>		
	LAUREL MS				<b>Country</b>	UNITED STATES	

Recall - J10: - Advise Owner/Incomplete Recall	WIPER MOTOR
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Mr. [REDACTED] called in and stated that his tie rod end had fallen off his vehicle and he is very upset. He stated that he does not think he should have to pay for this repair and his vehicle is at the dealership as we speak. He stated he has about 10-15 Dodge trucks and that if Chrysler does not authorize repairs now he will trade all of his vehicles off. Agent advised him of Chrysler policy and that he would be getting a call back in one business day. He stated that this was not good enough and he wants something done at this moment. Agent advised him of policy once again; he stated a lawyer will be contacting us and call was disconnected.

Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Customer email address for case updates: [REDACTED]  
Who has possession of the vehicle? Dealer  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 26686  
Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*

DCC VIN S OWNED: 2  
CURRENTLY OWNS: 2  
PURCHASED NEW  
PURCHASED: 09/11/08  
No Service Contract  
WCC; BASIC 36 Months or 36,000 Miles 0 September 11, 2011 Expired (Odometer)  
POWERTRAIN Unlimited Months or Unlimited Miles 0 December 31, 9999  
Unlimited Months or Unlimited

\*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED], Customer would like assistance with the repair. milage 46000  
Service contract bought through MCMULLAN EQUIPMENT CO 601-544-2430.  
Writer will call dealer to see if the service contract was bought there.  
Customer hung up on case manager after the warranty information was gone over, Case will be closed until customer decides that he would like to work with Manufacturer to see if the repair qualifies for assistance.  
Authorized bt TP344  
CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20740036</b>
<b>VIN</b>	3D7KS28A2	8G [REDACTED]	<b>Open Date</b>	04/27/2011	<b>Built Date</b>	09/13/2007
<b>Model Year</b>	2008	<b>Body</b>	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	12/27/2007	<b>Mileage</b>	60,155	<b>Dealer Zone</b>		
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	E-MAIL	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	MORRILTON AR [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Tie Rod Broken
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Alerting you to problems with tie end rods on Dodge trucks

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

I have owned Dodge trucks for over 20 years. On Sat., April 23, I was backing my 2008 Dodge Ram truck up to a trailer when the left tie end rod

broke. It was not worn out...it just broke. The wrecker owner who picked up my truck informed me that he had picked up 4 Dodge trucks with broken tie end rods. I shudder to think what would have happened had I been driving down the freeway at 70 mph when that tie end rod broke. Please look into this and let your customers know if you need to issue a recall.

\*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*

Dear Jerry:

Thank you for contacting the Ram Customer Assistance Center, your emails are important to us!

Chrysler is dedicated to producing a quality product and we are saddened to hear of the tie rod issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative

Ram Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Customer Assistance Inquiry Record (CAIR)#						20740178
VIN	3D7UT2CL0	AG [REDACTED]	Open Date	04/27/2011	Built Date	12/11/2009
Model Year	2010	Body	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB		
In Service Dt	05/03/2010	Mileage	17,234	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]		PO BOX 732		Home Phone	
	PILOT ROCK OR [REDACTED]				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	tie rod broke and shaft snapped off from ball joint
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

front left tie rod broke. shaft snapped off from ball joint.

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

this seems to be a problem for dodge. this is a replacement truck for a recall. i m losing my patience with dodges. please fix this before someone dies.

\*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*

Dear [REDACTED]:

Thank you for contacting the Ram Customer Assistance Center regarding your 2010 Ram 2500.

We appreciate the time and effort you took to tell us about the front left tie rod and the shaft snapped off from the ball joint. 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.

Thanks again for your email.

\*\*\*\*\*END OF CAC EMAIL\*\*\*\*\*

Customer Assistance Inquiry Record (CAIR)#						20740238	
VIN	3D7KS29A5	8G	Open Date	04/27/2011	Built Date	04/24/2008	
Model Year	2008	Body	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	09/19/2008	Mileage	60,665	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
Dealer	43378	SALSBURY'S DODGE CITY LLC					
Dealer Address	9550 AIRLINE HIGHWAY						
Dealer City	BATON ROUGE			Dealer State	LA	Dealer Zip	70815
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	KROTZ SPRINGS LA					Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	

Roadside Assistance Contacted - DATE : 2011-04-25  
 Road Side File Created 04-27-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1700 S WESTPORT DRIVE 9550 AIRLINE HIGHWAY  
 LA HIGHWAY 1 S  
 PORT ALLEN BATON ROUGE  
 LA USA LA  
 CALLER\_COMMENTS 01-DIESEL, 4 DOOR, SHORT BED, TIE  
 DEALER CODE : 43378 SALSBURY S DODGE CITY LLC  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer Code: 43378 Spoke to Jerry, assistant service manager.  
 Is the vehicle at the dealer now? No  
 When did it arrive at the dealer? 4/25/11  
 What is the current mileage? 60680  
 If known, what is the reason for the tow? tie rod broken on left front  
 Have the repairs been completed? yes  
 If yes, when were they completed? 4/26/11  
 If no, what is the estimated repair date? N/A  
 Are there any parts that need to be ordered? No  
 If yes, what are the part & order # s? N/A  
 Rental provided? No  
 If yes, how many days? (either by the dealer or USCAC) N/A  
 Contact information:   
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,   
 The customer states that the vehicle is doing fine now and that roadside  
 assistance and the dealership were great and the repair was done quick.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20744614</b>
<b>VIN</b>	3D7KS28L6	9G	<b>Open Date</b>	04/28/2011	<b>Built Date</b>	08/24/2009
<b>Model Year</b>	2009	<b>Body</b>	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB		
<b>In Service Dt</b>	12/19/2009	<b>Mileage</b>	37,762	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Dealer</b>	60201	SPRING CHRYSLER JEEP DODGE, INC.				
<b>Dealer Address</b>	21027 I H 45					
<b>Dealer City</b>	SPRING	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77388	
<b>Owner</b>					<b>Contact Type</b>	ROADSIDE
<b>Address</b>					<b>Home Phone</b>	
	FALLON NV				<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Unknown - Unknown - Happy - Default	

Roadside Assistance Contacted - DATE : 2011-04-26  
 Road Side File Created 04-28-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 5901 NORTH FREEWAY 21027 I H 45  
 E WITCHER LANE  
 HOUSTON SPRING  
 TX USA TX  
 CALLER\_COMMENTS 01 BROKEN FRONT DRIVE TIE ROD//VE  
 DEALER CODE : 60201 SPRING CHRYSLER JEEP DODGE, INC.  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer Code: 60201 Requested to speak to Ken, service manager, he was not available, left a message along with contact information and cair number.  
 KEN,SM called and left message that this vehicle has never been into the dealership.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, XXXXXXXXXX  
 The customer was not available, left a detailed voice message as to the reason for the call along with the contact information and case number.  
 2nd attempt made to contact customer at XXXXXXXXXX Left message.  
 3rd attempt made to contact customer. Left message.  
 CLOSING CAIR: 3 attempts has been made to reach the customer.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20744665</b>
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<b>VIN</b>	3D7UT2CL5	AG [REDACTED]	<b>Open Date</b>	04/28/2011	<b>Built Date</b>	11/03/2009
<b>Model Year</b>	2010	<b>Body</b>	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
<b>In Service Dt</b>	12/09/2009	<b>Mileage</b>	29,765	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

<b>Dealer</b>	68938	HUMBOLDT DODGE-CHRY-JEEP INC				
<b>Dealer Address</b>	3301 EAST END DRIVE					
<b>Dealer City</b>	HUMBOLDT	<b>Dealer State</b>	TN	<b>Dealer Zip</b>	38343	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	ATWOOD TN [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2011-04-26  
 Road Side File Created 04-28-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 8725 STATE HIGHWAY 105 3301 EAST END DRIVE  
 SCHOOL STREET  
 MCLEMORESVILLE HUMBOLDT  
 TN USA TN  
 CALLER\_COMMENTS TIE ROD ON DRIVER S FRONT SIDE BR  
 DEALER CODE : 68938 HUMBOLDT DODGE-CHRY-JEEP INC  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*  
 Who did you speak with at the dealer and what is their dealer code?  
 Dealer Code: 68938 Request to speak to Scott , service manager, he was  
 not available, spoke to Sharon, s  
 Is the vehicle at the dealer now? NO  
 en did it arrive at the dealer? 4/26/11  
 What is the current mileage? 29765  
 If known, what is the reason for the tow? Tie rod end broken  
 Have the repairs been completed? Yes  
 If yes, when were they completed? 4/27/11  
 If no, what is the estimated repair date? N/A  
 Are there any parts that need to be ordered? Yes  
 If yes, what are the part & order # s? Tie rod package  
 Rental provided? No  
 If yes, how many days? (either by the dealer or USCAC) N/A  
 Contact information: [REDACTED]  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 731-693-1531.  
 Spoke to the customer and he states that he has not driven it very far  
 yet but so far it is doing fine. Customer states that roadside was great  
 in getting the vehicle picked up quickly. The dealer did a great job in  
 getting the repair done quickly.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20744685</b>	
<b>VIN</b>	3D7KS28L6	9G	<b>Open Date</b>	04/28/2011	<b>Built Date</b>	08/24/2009	
<b>Model Year</b>	2009	<b>Body</b>	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
<b>In Service Dt</b>	12/19/2009	<b>Mileage</b>	37,762	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	G	SALTILLO TRUCK ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					
<b>Dealer</b>	60201	SPRING CHRYSLER JEEP DODGE, INC.					
<b>Dealer Address</b>	21027 I H 45						
<b>Dealer City</b>	SPRING			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77388
<b>Owner</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	FALLON NV					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default							

Roadside Assistance Contacted - DATE : 2011-04-26  
 Road Side File Created 04-28-11 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 5901 NORTH FREEWAY 21027 I H 45  
 E WITCHER LANE  
 HOUSTON SPRING  
 TX USA TX  
 CALLER\_COMMENTS 01 BROKEN FRONT DRIVE TIE ROD//VE  
 DEALER CODE : 60201 SPRING CHRYSLER JEEP DODGE, INC.