

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

Customer Assistance Inquiry Record (CAIR)#						13916845
VIN	1D7KS28D3 5J [REDACTED]	Open Date	08/12/2005	Built Date	08/27/2004	
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	01/04/2005	Mileage	17,774	Dealer Zone	63	DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Dealer	42514	STAR DODGE				
Dealer Address	5101 SOUTH FIRST STREET					
Dealer City	ABILENE	Dealer State	TX	Dealer Zip	79605	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone				
	HAMLIN TX [REDACTED]	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2005-08-10
 Road Side File Created 08-12-05 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 920 SW 1ST STREET 5101 SOUTH FIRST STREET
 SW AVENUE I
 HAMLIN ABILENE
 TX USA TX
 YCALLER_COMMENTS*01- DRAG LINK BROKE - NO STEERING
 DEALER CODE : 42514 STAR DODGE

Customer Assistance Inquiry Record (CAIR)#	14130570
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VIN	3D7KS28C3 5G [REDACTED]	Open Date	10/07/2005	Built Date	10/08/2004
Model Year	2005	Body	DH7H41 DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	01/28/2005	Mileage	44,000	Dealer Zone	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	WOODSBORO TX [REDACTED]	Country	UNITED STATES

Dealer - Sales - Transaction - Warranty Misrepresented - Default	Customer complaint
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer complaint

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 problems with truck repairs, service contract, dishonesty
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 very concerned with the tie rods on the 3/4 ton dodge trucks, i have had two of them just fall out, one on a 04, and then an 05,just lucky is wasnt on the highway either time. i was told i had a chrysler service contract only to find it was an after market service contract, now im having alot of trouble with repairs, its costing me a fortune, you are losing my business very quickly..my family has purchased 6 dodge trucks from chrysler in the last two years..we bought all our trucks at Port Lavaca Chrysler/Dodge dealership
 *****END OF CUSTOMERS EMAIL *****

Dear [REDACTED],
 Thank you for your email to DaimlerChrysler Motors Corporation. It is always a concern when a customer is dissatisfied with our products or Dealer service.
 Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark.
 Please accept my sincerest apologies for the problems you have had. I hope we will have another chance, sometime soon, to restore your faith in DaimlerChrysler.
 Sincerely,
 Susanna
 Senior Staff Representative
 DaimlerChrysler Customer Assistance Center
 *****END OF EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#						14366644	
VIN	3D7LS38C9	5G [REDACTED]	Open Date	12/12/2005	Built Date	10/14/2004	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	11/19/2004	Mileage	61,287	Dealer Zone	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					
Dealer	68771	DIAMOND DODGE-CHRY-PLYM					
Dealer Address	350 N SWITZER CANYON DR						
Dealer City	FLAGSTAFF			Dealer State	AZ	Dealer Zip	86001
Owner	[REDACTED]				Contact Type	ROADSIDE	
Address	[REDACTED]				Home Phone		
	YUCCA AZ [REDACTED]				Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2005-12-09
Road Side File Created 12-12-05 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-40 E 350 N SWITZER CANYON DR
EXIT 171/BETWEEN WILLIAM AND F
FLAGSTAFF FLAGSTAFF
AZ USA AZ
CALLER_COMMENTS REST STOP ON HWY 40 EAST BOUND. 4
DEALER CODE : 68771 DIAMOND DODGE-CHRY-PLYM
Writer received call from customer seeking reimbursement for recall repair. Customer states he thought recall notice was for his other truck, did not have completed on this vehicle, and later, steering linkage broke. Customer had steering system replaced at IRF. Writer advised customer that if it is the same repair as described in the recall, we can reimburse for the 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 Assistance Inquiry Record (CAIR)# 14371935

VIN	3D7KS29C3 6G [REDACTED]	Open Date	12/12/2005	Built Date	09/21/2005
Model Year	2006	Body	DH7P81 DODGE RAM 2500 LARAMIE MEGA CAB 4X4		
In Service Dt	10/21/2005	Mileage	1,800	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	56614	PEARMAN MOTOR COMPANY			
Dealer Address	204 N MARCUS ST				
Dealer City	ALTO	Dealer State	TX	Dealer Zip	75925
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ALTO TX [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Transfer to tier 3 for discussion of special investigations.
Corporate - Property Damage - Default - Default - Default	
Product - Steering - Unknown - Defective - Default	
Product - Unknown - Unknown - Accident - Default	

Customer states he was driving and the guard rails failed off the vehicle causing him to be involve on a wreck, Referred customer to DCCAC for discussion of Special Investigations issue.

Owner believes there is something in the steering mechanism that caused the vehicle to veer to wards the guard rails. The vehicle ran into a ditch. The front end dropped, owner had no brakes and the complete wheel assembly broke off the truck.

Insurance Co: Safeco Insurance
 Policy # [REDACTED]
 Phone # 1-800-332-3226 ext 324135 Ashley Owen, Adjuster
 Vehicle location: Dealer 56614
 Police report: Texas Highway Department
 Report # not available
 Physical injuries: No hospitalization

accident, refer to 82t
 vehicle located at
 PEARMAN MOTOR COMPANY
 CJDT
 204 N MARCUS ST ALTO TX 75925 936-858-4188
 12/13/05 assigned to tk27/jlg.
 CAIR NUMBER 14371935 REQUEST EAA INSPECTION 12-13-2005 11:20
 CAIR NUMBER 14371935 E-MAIL SENT TO EAA 12-13-2005 11:20
 12/14/2005: Sent acknowledgement letter. (JM)
 Inspection Requested: 12/13/2005 (JMedina)
 Customer seeking update. Customer claims he recieved a letter from DCX about whether or not he had settled with his insurance company. Customer claims he called the number on the letter and was told by an agent that

they could offer him some kind of restitution. Customer claims he asked what would happen if he didn't agree to that and was told to get a lawyer. Customer claims he asked if that was his only recourse and the agent told him he could try to get his insurance to pay. Transferred for further research.

Writer advised this office does not get involved in negotiations about special investigations concerns.

Customer Assistance Inquiry Record (CAIR)#	14601466
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VIN	3D7KS28C5 6G [REDACTED]	Open Date	02/16/2006	Built Date	07/27/2005
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4	
In Service Dt	11/30/2005	Mileage	5,600	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Dealer	43084	BIG O DODGE OF GREENVILLE INC			
Dealer Address	2645 LAURENS RD				
Dealer City	GREENVILLE	Dealer State	SC	Dealer Zip	29606

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	MAULDIN SC [REDACTED]	Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Installation/Missing - Default	Transmission Concerns
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

New Truck delivered unsatisfactorily

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

I sent a certified letter of serous complaint to Dodge on 1/13/2006 and have not recieved a phone call or letter acknowledgement; WHY? The letter is copied below. January 13th, 2006 Mr. Steve Landry VP- Dodge Marketing and Product Planning Customer Correspondence Center PO Box 10072 Toledo, OH 43682-4121 RE: ?What happened to Customer Respect and delivering a vehicle as ordered?? 1.) Truck not delivered with specified transmission. 2.) Excessive transmission wear apparent at 3750 miles. 3.)Poor quality and/or contaminated lubricating fluids were used throughout this new Dodge Truck. 4.) Rear end fluid contaminated. Dear Mr. [REDACTED] and Customer Service, I recently purchased a new 2006, RAM 2500 4X4, with 5.9L Cummings diesel and was to be delivered with an Allison 6 speed manual transmission. My goal was to purchase the ?best truck that money could buy,? so I chose a Dodge, not a Chevy or Ford. I have been involved with performance vehicles my entire life, and demand QUALITY for my money.

Since 2000 I and my immediate family have purchased two Chrysler 300Ms, a Ram 350 Van, Dodge 1500 4X4, two 2000 Concorde, and a 2002 concord XL, so we have been a Dodge family. This incident may change that though. This 2006 RAM 2500 4X4 truck appeared to have been exceptionally well build, and so far has been what I wanted for my purposes. I was initially unhappy it was not delivered with the type tires requested and does not achieve the mileage I was told to expect however. During the below described fluid surprise I also discovered it was not delivered with the Allison transmission we clearly specified several times, and now the salesman claims he does not remember the those demands for that transmission. Chris further stated that they found the Brazilian transmissions hold up better than Allison s; I find that impossible to believe! This salesman has only been with Dodge 1.5 years, and presents his self as an expert?????? The problems begin: At 1,600 miles I was shocked to see that the engine oil was already black, and had very low

viscosity as if 5W or similar. I do not understand why this low weight oil was used, even for break-in purposes, especially when the first oil change is scheduled at 7,500 miles, as per the owner's maintenance book. I feel this low viscosity oil would have resulted in excessive engine wear, so it was replaced with supreme quality synthetic 15W40, which had much more body and lubricity. Now the engine runs much smoother and quieter. Also I greased the tie rod ends, which did not appear to have been greased at all prior to delivery. After changing the less than acceptable engine oil I began asking many questions about the quality of fluids put into new Dodge trucks to determine why a manufacturer would want to see his vehicle require major repairs at low mileage. Even Big O? Dodge could not answer my questions. Two people I spoke with told me of horror stories with their late model Dodge 1500 & 2500 s. Both had their vehicles at different dealers for an oil change and while there asked to change the differential fluid since it was due as per the vehicle's maintenance schedule. To their shock they were told that their trucks required about \$600.00 in pinion gear repairs, despite the fluid levels being kept correct with DEALER installed fluids. My brother's 2001, 1500 RAM 4X4 also needed a new rear end before driving it off the Dodge lot! After hearing this I decided to check all my truck's fluids.

At 3,750 miles I checked all fluids front to rear; the transmission level and was so low that I could not reach the fluid level with a finger inserted into the fill-to-level hole, so it was at least a quart low!!! Further, when I used a suction tube to check the fluid's condition, it was black tinted and had very poor lubricating properties. This color confirmed to me that the factory installed fluid was not properly protecting the gears from excessive wear, so I completely drained it. (Note that so far this truck has not pulled any trailers, or done any work beyond normal no-load driving, so there was NO excuse for the fluid's appearance.) The fluid looked like old ATF fluid after more than 3 years and 50,000 miles. When I drained the transmission fluid the magnetic drain plug looked like a mushroom with copious metal filings attached to it! The fluid, which drained like water, did not smell or look new, like it should after so few miles. Why would Dodge use such poor performing fluid in a new transmission, unless the goal was to cause premature wear? There was more metal attached to this drain plug than I have EVER seen in my 40+ years of working on various vehicles with ten times the mileage on them!!!!!!!!!! The transfer case was drained next, where I found the same low lubricity fluid. There is no magnetic drain plug to indicate metal wear. Rear differential: I now understand why 100% of the Dodge truck owners I spoke with recently complained of defective rear ends. The fluid contained a milky white substance, such as when contaminated with water, and contained a large percentage of grey fine metal dust. The magnet was covered with this metal sludge. Metal shavings were removed when the rear end was cleaned. The gears were coated with a waxy white film. Front differential: This fluid was not as contaminated with metal as the rear end, however did contain metal dust and the magnet was covered with similar metallic sludge. It appears that the fluid was originally clear, however with the metal dust and shavings was grey. If Chris had been honest with me and stated that this truck was to be delivered with a Brazilian made 6 speed, I would have REFUSED accepting the truck. I specified an Allison transmission, and that is what I demand. During our conversation 1/13/06, he had the nerve to tell me that they found these Brazilian made units perform better than the commercial Allison I specified. January 15 to 17, 2006 I drove the truck 600 miles with the new synthetic fluids. Now the truck runs and shifts noticeably smoother, and now gets 1.5 mpg higher mileage on the same highway trip under identical driving conditions. Interestingly, I was told by Mike and Chris to expect 18 to 22 mpg with this Cummings diesel; with the new fluids I'm only up to 16.5 mpg at 70-75 miles per hour highway driving. Why will it be after February, after receiving this truck in early December, before I can order the complete service manuals? Sincerely Randolph W. Mayley This letter was sent 1/18/2006 by USPS RR certified mail #7002 0860 0001 5566 3038. Copy to Popular Mechanics magazine about this disappointment. Copy to Consumer Reports to log a formal customer complaint.

*****END OF EMAIL*****

Thank you for your recent email referring to previous communication with DaimlerChrysler.

We apologize for the delay in attending to your letter. Correspondence is given first come, first served priority. Due to the current volume of mail received, we are not able to address each letter as promptly as we would like.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# 14698070

VIN	1D7KS28C9 6	Open Date	03/10/2006	Built Date	10/13/2005
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4	
In Service Dt	02/06/2006	Mileage	7,000	Dealer Zone	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	SPIRO OK	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Customer stated tie rod end broke off.
Product - Unknown - Unknown - Accident - Single Vehicle Rollover	Owner states accident caused by tie rod end coming loose
Referral - Tier Three - Default - Default - Default	Tier three referral.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer called stating the tire rod end broke and caused him to have a serious wreck. Customer alleges this was a product defect that caused this accident. Agent transferred the customer for possible assistance. Customer accepted.

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:
 Owner states on 3/9/06, he was driving and the vehicle began swaying to the left, went into a cliff and rolled over more than one time.
 Description of the incident (what, when, where, injuries, etc)
 Owner said his rib was injured and one of his ankles.
 Has the owners insurance company been contacted ?
 Yes. Farm Bureau.
 If yes provide name/policy number and phone number
 NO ANSWER PROVIDED BY AGENT
 Where is the vehicle exactly located (provide name/address/phone #)
 The vehicle was towed to 1419 South Main, Altus, Ok., It is in front of a trailer and mobile home park.
 Is there property damage or other vehicles involved in the accident?
 No other vehicles were damaged.
 Has a Police or Fire report been filed (what municipality & report #)
 There was a police report filed Altus, Ok., The patrolman who filed it badge was M713 Gary Sanders. The number is 580 477 2765. They do have pictures of the tie rod and vehicle.

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

null
 3.10.2006
 Forwarded to 82t mrp
 _3/13/06 assigned to kwk3/jlg117.
 CAIR NUMBER 14698070 REQUEST EAA INSPECTION 03-13-2006 08:50
 CAIR NUMBER 14698070 E-MAIL SENT TO EAA 03-13-2006 08:50
 Inspection Requested: 3/13/2006 (KSmolinski)
 03/14/2006: Sent acknowledgement letter (KS)
 _Inspection Conducted: 3/14/2006 (KSmolinski)
 _Inspection Report Received: 3/14/2006 (KSmolinski)
 Inspection Requested: 3/13/2006 (JMedina)

Inspection Conducted: 3/14/2006 (JMedina)
Inspection Report Received: 3/14/2006 (JMedina)

Customer Assistance Inquiry Record (CAIR)#	14708758
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VIN	3D7KS28CX 5G [REDACTED]	Open Date	03/14/2006	Built Date	09/03/2004
Model Year	2005	Body	DH7H41 DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	11/10/2004	Mileage	42,000	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	68671	CARBONE CHRYSLER DODGE JEEP			
Dealer Address	ROUTE 12				
Dealer City	BOONVILLE	Dealer State	NY	Dealer Zip	13309
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NEWPORT NY [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer claims the front tie rods are broken and have been replaced.
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Customer claims the front tie rods on his vehicle broke. Customer has since paid for this repair at over \$400. Customer claims he thought his vehicle s warranty was for 100,000 miles because it is a diesel. Customer claims the dealer advised him that his basic warranty would have covered this component, and it is expired. Customer seeking possible reimbursement from DCX. Transferred for further research.

* Writer called dealer and spoke with Ryan in service. They also have purchased 4G219765. Ryan said they just purchased 2006 Pacifica last week (not in COIN yet.) Multiple vehicles in household.

Very good customer. Mileage 43893. Customer responsible for paying for alignment. Writer will preauthorize tie rod (and clutch fan) repair with \$50 co-pay as goodwill.

Customer Assistance Inquiry Record (CAIR)#	14923348
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VIN	3D7KS28D3 5G [REDACTED]	Open Date	05/11/2006	Built Date	08/04/2004
Model Year	2005	Body	DH7L42 DODGE RAM ST 2500 QUAD CAB PICKUP		
In Service Dt	11/10/2004	Mileage	30,000	Dealer Zone	63 DALLAS
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	44655 CANTWELL DODGE JEEP CHRYSLER				
Dealer Address	2151 N HWY 77				
Dealer City	KINGSVILLE	Dealer State	TX	Dealer Zip	78363
Owner	[REDACTED]			Contact Type	ROADSIDE
Address	[REDACTED]			Home Phone	
	SARITA TX [REDACTED]			Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2006-05-09
 Road Side File Created 05-11-06 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 US HIGHWAY 77 2151 N HWY 77
 10 MILES S OF HWY 285
 RIVIERA KINGSVILLE
 TX USA TX
 CALLER_COMMENTS 3/4 TON QUAD CAB BROKEN TIE ROD
 DEALER CODE : 44655 QUALITY CHRYSLER

Customer Assistance Inquiry Record (CAIR)#	15060115
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VIN	3D7MS48C2 5G [REDACTED]	Open Date	06/19/2006	Built Date	10/28/2004
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP	
In Service Dt	01/14/2005	Mileage	28,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	42839	BRUNER MOTORS INC			
Dealer Address	750 EAST ROAD				
Dealer City	STEPHENVILLE	Dealer State	TX	Dealer Zip	76401
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	DUBLIN TX	[REDACTED]	Country	UNITED STATES	

Product - Wheels and Tires - Wheels - Other - Unknown	Caller states his wheel and tire is damaged
Referral - Tier Three - Default - Default - Default	tier three support referral

The caller states that his tie rod broke and he went into a ditch. The caller states he had the vehicle towed to 42839 and he states they told him to call and see if he can get assistance with the cost of the wheel and tire as the tie rod breaking caused him to go into the ditch. Agent transferred call for tier three support. 6/19/06 Owner advised that he can not allow 3 to 5 business days so that an investigation can take place.

Customer Assistance Inquiry Record (CAIR)# **15230096**

VIN	3D7MS48C1 5G [REDACTED]	Open Date	07/31/2006	Built Date	12/10/2004
Model Year	2005	Body	DH8H42 DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	02/12/2005	Mileage	70,000	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION			
Dealer	44643	AUTOSERV OF NEWPORT CHRYSLER DODGE			
Dealer Address	8 JOHN STARK HWY				
Dealer City	NEWPORT	Dealer State	NH	Dealer Zip	03773
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CHARLESTOWN NH [REDACTED]	Country	UNITED STATES		

Product - Wheels and Tires - Wheels - Defective - Front-Driver	Left front wheel fell off
Product - Steering - Unknown - Defective - Default	Loss steering causing an accident
Referral - Tier Three - Default - Default - Default	Referral tier three.
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags	
Product - Drivability - Unknown - Sudden Acceleration - Default	
Product - Unknown - Unknown - Accident - Default	

Customer called in stating last Friday the vehicle had an issue where something in the front end fell off causing the tire to fall off and their was no steering and the vehicle went into the woods after accelerating and hit a tree and the air bags did not deploy. Referred customer to DCCAC for discussion of Special Investigations issue.

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

Something in the front end of the truck broke causing loss of steering. Vehicle accelerated and hit a tree. Air bags did not deploy.

Description of the incident (what, when, where, injuries, etc)

Accident occurred 7/28/06. Owner was driving the vehicle. 3 passengers.

Something in the front of the truck broke causing loss of steering. Left front wheel fell off. Owner states he was standing on the brakes to stop the vehicle. Vehicle accelerated and hit a tree at about 45-50 MPH. Air bags failed to deploy. 1 passenger was injured. Sore back.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Nationwide Insurance
(800)700-9203 ex. 2565

Diane

policy # [REDACTED]

Where is the vehicle exactly located (provide name/address/phone #)

S.G. Reed Truck Services (800)542-5032

287 Washington St
Claremont NH 03743

Is there property damage or other vehicles involved in the accident?

Yes, damage to the vehicle. No other property damage.

Has a Police or Fire report been filed (what municipality & report #)

Yes, New Hampshire State Police.

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

Owner seeking to have accident investigated. Owner is dissatisfied that this has happened to this vehicle. Owner seeking DCX to replace his vehicle.

8/1/06.....TO 82T.

8/1/06 assigned to kwk3/mjm169.

CAIR NUMBER 15230096 REQUEST EAA INSPECTION 08-01-2006 09:48

CAIR NUMBER 15230096 E-MAIL SENT TO EAA 08-01-2006 09:49

_08/02/2006: Sent acknowledgement letter (KS)

Inspection Requested: 8/1/2006 (KSmolinski)

_Inspection Conducted: 8/16/2006 (DTemp2)

Inspection Report Received: 8/24/2006 (KThornton)

Resolution Letter Sent: 9/18/2006 (KThornton)

Customer Assistance Inquiry Record (CAIR)#						15526683
VIN	3D7KS28C3	5G [REDACTED]	Open Date	10/09/2006	Built Date	11/22/2004
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	12/08/2004	Mileage	34,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44665	ED MOSES DODGE, INC.				
Dealer Address	7801 E FRANK LLOYD WRIGHT BLVD					
Dealer City	SCOTTSDALE	Dealer State	AZ	Dealer Zip	85260	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	GLENDALE AZ [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that tow-haul lights stays on
Product - Electrical - Lamps and Switches - Noisy/Static - Default	Customer states warning chime keeps dinging

Customer calling inquiring rental. Customer states vehicle has been in shop four to five times in the past month. Customer states that tie rods broke last week and now the warning chime keeps dinging and the tow-haul light keeps coming on as well. Agent calling dealer 44665 to get repair history.

Agent advised customer of incomplete recall E17.

Agent called Scott the assistant SM:

9/19/06 After market oil filter leaking, tran surges,

9/30/06 Tie rod problem, tran surges

Agent advised customer that without diagnosis DCX cannot make a decision on rental assistance.

Customer states that problem keeps occurring and he owns his own business and doesn't understand if his vehicle has had the same problem why he could not be considered.

Customer states that transmission temperature light is coming on. Agent informs customer that we cannot consider rental until a complete diagnosis had been determined. Agent contacted dealership. Spoke with Scott. Scott stated that they still have not yet been able to determine a diagnosis on the vehicle. Agent informs customer, once again, we cannot consider rental until the diagnosis has been completed.

Customer Assistance Inquiry Record (CAIR)#						15561200
VIN	3D3KS26D0	5G [REDACTED]	Open Date	10/18/2006	Built Date	06/10/2005
Model Year	2005	Body	DH7L62	DODGE RAM ST 2500 REG. CAB PICKUP		
In Service Dt	07/07/2005	Mileage	19,124	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	23507	THOMAS GARAGE INC				
Dealer Address	252 EAST MAIN STREET					
Dealer City	ST. CLAIRSVILLE			Dealer State	OH	Dealer Zip 43950
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	SPARKS MD [REDACTED]				Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default						

Roadside Assistance Contacted - DATE : 2006-10-16
 Road Side File Created 10-18-06 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 51312 REHM ROAD 252 EAST MAIN STREET
 NATIONAL ROAD EAST
 ST CLAIRSVILLE ST. CLAIRSVILLE
 OH USA OH
 CALLER_COMMENTS BROKEN TIE ROD--NO STEERING--JAMI
 DEALER CODE : 23507 THOMAS GARAGE INC

Customer Assistance Inquiry Record (CAIR)# **15584254**

VIN	3D7KS28C2	5G [REDACTED]	Open Date	10/24/2006	Built Date	04/08/2005
Model Year	2005	Body	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	06/03/2005	Mileage	30,012	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44815	LAWRENCE MARSHALL CHRYSLER DODGE	JEEP			
Dealer Address	850 BUS HWY 290 N					
Dealer City	HEMPSTEAD		Dealer State	TX	Dealer Zip	77445
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HEMPSTEAD TX [REDACTED]				Country	UNITED STATES

Product - Steering - Linkage - Other - Default | Pass side outer tie rod end and damper broken

Writer reviewed with serv mgr. Truck brought in with pass side outer tie rod end broken off, steering damper bent/broken and damage to wheel/tire. Cust irate that would not be covered by warranty. Cust advised to seek coverage by insurance carrier as is damage. gnb 10-24-06

Customer Assistance Inquiry Record (CAIR)#						15643995	
VIN	3D7MS48C5	5G [REDACTED]	Open Date	11/08/2006	Built Date	02/08/2005	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	07/13/2005	Mileage	43,216	Dealer Zone	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Dealer	60163	FREMONT MOTOR ROCK SPRINGS, INC					
Dealer Address	1900 FOOTHILL BLVD						
Dealer City	ROCK SPRINGS			Dealer State	WY	Dealer Zip	82902
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	ROCK SPRINGS WY [REDACTED]				Country	UNITED STATES	

Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Customer states that the ball joints are broken.
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer states the tie rods are also broken.

Customer states he has taken the vehicle to dealership 60163 and they were not able to get the vehicle into the shop to do the repairs. Customer states dealer 60163 sent him to Great Western Auto Plex 26506 for the repair because they do warranty work for DCX. Customer States they told him to call DCCAC to see if it would be covered under warranty. Agent advised the warranty was out by mileage. Customer asked if DCX would cover the repair. Agent consulted with KMT29 and denied assistance. Customer states the issue started at 35000 miles.

Customer Assistance Inquiry Record (CAIR)# 15779980

VIN	3D7KS28C1 5G [REDACTED]	Open Date	12/15/2006	Built Date	04/28/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP	
In Service Dt	09/05/2005	Mileage	52,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	60022	SUPERIOR AUTO MALL			
Dealer Address	504 HWY 412 BYPASS E				
Dealer City	SILOAM SPRINGS	Dealer State	AR	Dealer Zip	72761
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WATTS OK [REDACTED]	Country	UNITED STATES		

Product - Electrical - Radio/Spkr/Clock/Antenna - Complete Failure - Default	CD player is not working.
Corporate - Lost Customer - Default - Default - Default	Caller states he will not own another DCX vehicle.

Caller would like to speak with a supervisor. Caller states his vehicle broke down on the side of the road. Caller states his vehicle is at the dealer. Caller is not happy. Caller states the high beam lights flicker. Caller states the tie rod has broke on his truck. Caller states he was denied assistance with the repair to the CD player. Caller is using profane language. Caller is seeking assistance. Agent consulted with LGP14 and advised caller he is denied assistance with the cost of the repair. Agent advised caller if the call can not be maintained on a professional level agent will be forced to release phonecall. Caller demanding supervisor. Agent consulted with LGP14, supervisor concurs with Agent s decision from DCX. Caller demanded supervisor. LGP14 took over phone call. *****LGP14*****
 Caller advised agent of previous issue with the CD player. Caller states he will never own another DCX vehicle.

Customer Assistance Inquiry Record (CAIR)#						15795860
VIN	3D7MS46C8	5G [REDACTED]	Open Date	12/20/2006	Built Date	10/22/2004
Model Year	2005	Body	DH8H62	DODGE RAM SLT 3500 REG. CAB PICKUP		
In Service Dt	12/15/2004	Mileage	59,930	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68856	CARROLL COUNTY CHRYSLER INC				
Dealer Address	1004 SOUTH MAIN STREET					
Dealer City	BERRYVILLE			Dealer State	AR	Dealer Zip 72616
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	HINDSVILLE AR [REDACTED]				Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Caller seeking assistance.
Referral - Warranty Administration - Default - Default - Default	Reassigning to Tier Three for further review.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke off.
Product - Unknown - Unknown - Accident - Default	

Caller states he was driving his vehicle around noon yesterday down a gravel road and the tie rod fell off the ball joint. Caller wants to know if the damage is covered. Caller states the vehicle is at Carroll County Chrysler. 68856 is the dealer code.

Agent consulted with AMM97 and transferred caller to tier two for further review.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?
assistance with the cost of the repair to the damage caused by the tie rod

How far out of warranty is the vehicle/repair by time and/or mileage?
23,930 miles

Is there a service contract on this vehicle that would cover the repair?
no, customer has a max care contract 5/100

Is the customer the original owner of this vehicle?
yes, previously under his business

How many DCX vehicles has the customer owned including this vehicle?
3

Is there warranty history related to the current concern?
no

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
yes

****End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states the ball joint dropped down causing the end of the tie rod to fall out, the wheels to go in opposite directions, and caused damage to the front end, fender, mirror, and door. Customer seeking assistance with repairing the damage caused on the vehicle. Writer informed customer the department he needs to speak with has closed for the evening. Informed customer the information will be forwarded to the correct department. Customer requests to be contacted back at [REDACTED] Forwarding information to Tier Three for further review.

Customer seeking why he has not been contacted. Agent informed customer

that once the file is reviewed he will be contacted. Customer seeking if agent is the last person he needs to speak with before contacting his lawyer. Agent informed customer that a agent will be in contact with him. Agent informed customer that it is at his discretion whether he contacts his lawyer. Customer demands to know when his file will be reviewed. Agent informed customer that agent can not give a specific date. Customer is very upset.

Writer contacted Carrol County Chrysler service manager Rick and then Dale but was disconnected. _

Writer contacted Dale who advised repair is complete for broken steering and tie rod end. Dealer replaced 2 tied rod ends, steering dampner and upper/lower ball joints. Body damage to left side includes brush guard, lefty front mirror, hub cap and may have bent the housing, which have not been completed as part of repair. Vehicle is driveable and ready for owner to pick up. Dale indicated there is no insurance claim filed, but owner feels damage is due to manufacture defect as owner lost steering control while going down the road.

Dale mentioned Technical Service Bulletin 22/005/06 as repair that was completed.

Writer contacted owner who advised tie rod collapsed and lost control of steering while travelling at 25 miles per hour and hit a small tree on the road near Kingston Ar at noon 12/19.06. No injuries.

Insurance company is Shelter Insurance but has not filed a claim.

Vehicle is at CARROLL COUNTY CHRYSLER INC CJDT
1004 SOUTH MAIN STREET BERRYVILLE AR 72616 870-423-2100
as noted above.

No other cars or property damage.

No police report.

Writer advised will refer to Special Investigations for further review and response..dg2

****Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

Description of the incident (what, when, where, injuries, etc)

Has the owners insurance company been contacted ?

If yes provide name/policy number and phone number

Where is the vehicle exactly located (provide name/address/phone #)

Is there property damage or other vehicles involved in the accident?

Has a Police or Fire report been filed (what municipality & report #)

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

_01.03.2007

I tried to contact the customer at the number listed on line 32 and was told that I had the wrong number.

_Contacted the dealer and spoke to Dale, he stated that the bulletin was not for this vehicle. There are no recalls on the vehicle. cair closed
mrp

_1.29.20007

Customer called back and expained that there were no recalls involving his vehicle. Customer was referred to his insurance company.. mrp

Customer Assistance Inquiry Record (CAIR)#						15803504
VIN	3D7KS28C3 6G [REDACTED]	Open Date	12/22/2006	Built Date	07/05/2005	
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/28/2006	Mileage	26,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				
Dealer	44578	RIVERSIDE AUTOPLEX LLC				
Dealer Address	916 SO. GEORGE NIGH EXPRESSWAY					
Dealer City	MCALESTER			Dealer State	OK	Dealer Zip 74501
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	RED OAK OK [REDACTED]			Country	UNITED STATES	

Product - Brakes - Unknown - Other - Unknown	Brakes failed to work
Product - Suspension - Unknown - Other - Front	Complete failure
Corporate - Recall - Default - Default - Default	Customer seeking recall information on the vehicle.
Referral - Tier Three - Default - Default - Default	Tier Three Support Referral.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer calling in regards to the vehicle being in an accident and the ball joint breaking. Customer stated he is seeking recall information on the vehicle. Customer was informed there are no incomplete recalls on the vehicle. Customer was informed the information would be sent to the appropriate parties and he would be contacted back. Customer understood. Customer seeking for someone to look into this issue with his vehicle. Agent informed customer the file is still being reviewed. Agent consulted with RDD41 and forwarded file for review.

CAIR mistransferred to 82H, reassigned to 82S
1/3/07 Left message with phone # and file # for owner.

Customer seeking update on file. Customer states he is seeking to speak with previous writer. Agent advised customer at this pint in time if he has not hear from anyone in 72 hours he can call back and possibly be transferred to another party. Agent advised customer until then DCCAC cannot do anything to assist him at this point. Agent advised customer department closed around 5 P.M. eastern time. Agent advised customer to continue to work with previous writer to come to a resolution.

Customer calling in regards to above issue, and states that the extension number states that it is invalid. Customer states that he had given his cell number as contact number for the agent to call. Agent advised him that this number was not filed in our system and that I will document this number for the Joe to call the customer back as soon as possible.

****Begin structured narrative SI POLICY FIRE OR ACCIDENT
Owner Alleges:
Front end failed/broke causing severe damage to the vehicle.

Description of the incident (what, when, where, injuries, etc)

Accident occurred in 12/06. Owner was driving the vehicle. The vehicle went off the pavement while trying to avoid a dog. The right tire turned wrong side out. Front end completely failed/broke and the brakes did not work. Vehicle went off the road about 30 ft. No injuries.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Farmers Union of Oklahoma

(918)689-5080

Jerry

Where is the vehicle exactly located (provide name/address/phone #)

Mccullars Body Shop

315 Park

Hailyville OK 74546

(918)297-3271

Is there property damage or other vehicles involved in the accident?

Yes, damage to the vehicle.

Has a Police or Fire report been filed (what municipality & report #)

No police involvement.

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

Owner seeking DCX to pay for the repairs to the vehicle.

Forwarding file to special investigations for further review.

1.05.2006

Forwarded to 82t m rp

_1/5/07 assigned to rlg92/jlg117

CAIR NUMBER 15803504 REQUEST EAA INSPECTION 01-05-2007 09:15

CAIR NUMBER 15803504 E-MAIL SENT TO EAA 01-05-2007 09:16

CCRG Open Date: 01/05/2007 08:42:39

Letter Sent: Acknowledgement 01/08/2007 11:18:26

Customer states he talked to Amy and is still waiting on a question and was advised there would be someone coming out and looking at the vehicle.

Customer states Joe has called and left an extention #7342 and has not called him back. Agent advised that as of 01/05/07 a letter had been sent and to refer to the letter when it is received.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/19/07 AT 03:17:53 15803504

CCRG Close Date: 01/22/2007

Letter Sent: Resolution 01/22/2007

3/26/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

Customer Assistance Inquiry Record (CAIR)# 15832739

VIN	3D7KS28C4 6G [REDACTED]	Open Date	01/03/2007	Built Date	07/07/2005
Model Year	2006	Body	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4	
In Service Dt	09/30/2005	Mileage	29,642	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	66892	WILSON MOTORS			
Dealer Address	425 N W BUCHANAN				
Dealer City	CORVALLIS	Dealer State	OR	Dealer Zip	97339
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PHILOMATH OR [REDACTED]	Country	UNITED STATES		

Product - Steering - Unknown - Other - Default	accident
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Pass	
Product - Unknown - Unknown - Accident - Default	

Spoke with Steve Rapoza - Service Manager Wilson Motors 66892. Vehicle has been in the shop for front end issues a few times last year. Customer was driving the vehicle and lost control, rolling the truck and ending up in a river. Customer [REDACTED] is fine. Vehicle was towed back to Wilson Motors, Mr. [REDACTED] has contacted his insurance company. I instructed Steve Rapoza to not touch the vehicle in any way until we release it. Steve said the vehicle is out in the back of the service department and will not be bothered where it is. 01/03/2007 rbf1
 1/04/07 Forwarding to Special Investigations. pjo4.
 Accident, refer to 82t
 _1/8/07 sending back to SI for F/I/P codes Thanks jlg117
 1-8-07 Vehicle Location:
 66892 WILSON MOTORS CJDT
 425 N W BUCHANAN CORVALLIS OR 97339 541-752-4201
 1-8-07_Assigned to RLG92/SSS8
 CAIR NUMBER 15832739 REQUEST EAA INSPECTION 01-08-2007 10:07
 CAIR NUMBER 15832739 E-MAIL SENT TO EAA 01-08-2007 10:08
 CCRG Open Date: 01/05/2007 17:23:20
 Letter Sent: Acknowledgement 01/09/2007 10:27:48
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/16/07 AT 03:19:25 15832739
 CCRG Close Date: 01/16/2007
 Letter Sent: Resolution 01/16/2007

Customer Assistance Inquiry Record (CAIR)#						15885662
VIN	3D7MS48C6	5G [REDACTED]	Open Date	01/22/2007	Built Date	11/24/2004
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	01/21/2005	Mileage	63,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45160	LANDERS DODGE CHRYSLER JEEP				
Dealer Address	2701 BENTON RD					
Dealer City	BOSSIER CITY			Dealer State	LA	Dealer Zip 71111
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ZWOLLE LA [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that tie rods broke.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two escalation referral.

Customer states that he is having issues with his vehicle. Customer states that the tie rods broke on the vehicle. Customer states that he contacted his local DCX dealership and was informed that the repair would not be covered. Customer seeking assistance with the costs of the repairs. Agent provided reference number and transferred customer for further review.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with tierod repairs.

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

About 27,000 miles.

Is there a service contract on this vehicle that would cover the repair?

No.

Is the customer the original owner of this vehicle?

Yes.

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

Two.

Is there warranty history related to the current concern?

No.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes.

****End structured narrative CL - GOODWILL ESCALATION

Customer calling back for transfer after call was dropped.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Customer is seeking any assistance DCCAC is willing to provide.

Agent called Dealer 45160, and spoke with Bobby, Service Manager.

Caller is warranty customer only.

Feels caller merits assistance.

Vehicle has not been diagnosed as of yet

Agent s contact information was given to the Service Manager, and the customer.

Informed customer that before DaimlerChrysler would be able to consider 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 Assistance Inquiry Record (CAIR)#						15886666
VIN	3D7KS28D8	5G	Open Date	01/22/2007	Built Date	04/01/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	08/29/2005	Mileage	55,000	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	44900	JEFF WYLER DODGE				
Dealer Address	1501 HILLCREST AVE					
Dealer City	SPRINGFIELD			Dealer State	OH	Dealer Zip 45504
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SPRINGFIELD OH [REDACTED]				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three support referral.
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Unknown - Other - Front	
Product - Unknown - Unknown - Accident - Default	

Customer states she was driving down the road and her ball joint and tie rod broke. Referred customer to DCCAC for discussion of Special Investigations issue per LGP14. Agent provided reference number and advised her that once her file is reviewed she would be contacted back. Customer accepted. Customer inquires what she should do with the vehicle. Agent advised customer that is at her discretion. Customer states that since the ball joints and tie rod should be covered she is going to have the vehicle towed to dealer 44900.

Customer calling to find out if the case had been sent to someone who would be able to get the issue looked into since the dealership #44900 will not look or work on the vehicle until they hear from someone at DCX. Writer advised customer that the information had been sent to the special investigations department and she should be hearing from someone in the next day or two. Customer understood.

MSB reviewed with General Manager of Jeff Wyler: He states that his tech have inspected and believe that the damage occurred after the customer hit the guard rail. He states that the damaged part is not a tie rod, but rather a pitman arm that comes out of the bottom of the gear box. Please assign a professional inspector to make final determination.

* Per above - lines 15-19 - writer forwarding to special investigations.

44900 JEFF WYLER DODGE DT
1501 HILLCREST AVE SPRINGFIELD OH 45504 937-325-4601
1/25/07. VEHICLE IS AT THE ABOVE DEALER.....TRUCK IS OUT OF WARRANTY WITH NO RECALLS.
TO 82T.
1-25-07 Assigned to RLG92/SSS8
CAIR NUMBER 15886666 REQUEST EAA INSPECTION 01-25-2007 14:05
CAIR NUMBER 15886666 E-MAIL SENT TO EAA 01-25-2007 14:05

CCRG Open Date: 01/25/2007 13:58:51

Letter Sent: Acknowledgement 01/26/2007 09:42:13

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/07 AT 15:09:12 15886666

CCRG Close Date: 01/31/2007

Letter Sent: Resolution 01/31/2007

Customer Assistance Inquiry Record (CAIR)#	16048878
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VIN	3D7KS28C7 5G [REDACTED]	Open Date	03/19/2007	Built Date	09/24/2004
Model Year	2005	Body	DH7H41 DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	11/08/2004	Mileage	1	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U US
Dealer	67183	ANDERSON CHRY-JEEP-DODGE			
Dealer Address	3920 N HIGHWAY 95				
Dealer City	LAKE HAVASU CITY	Dealer State	AZ	Dealer Zip	86404
Owner	[REDACTED]	Contact Type			
Address	[REDACTED]	Home Phone			
	LAKE HAVASU CITY AZ [REDACTED]	Country UNITED STATES			

Product - Suspension - Unknown - Poor Handling - Front	front end shakes
Corporate - Outbound - Survey Follow-Up - CSI - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owner states that he takes the vehicle for various concerns with the front end shocks and he took it in and they said they fixed the problem but it still shakes. States he has asked for it to be repurchased and the dealer assures it will be addressed, then is not.

Called Service Manager, Mike, who states that the vehicle was in 2/13 for a pitman arm separating and vibration at highway speeds. Prior to that the truck was in June for a front end wobble. Prior to that was 4/06 for an engine miss and repair. Dealer states that the vehicle came back in today for the shaking.

Mike states that the customer pulls a trailer and the 1st time it was in, the vehicle did not have the proper hitch and was loaded improperly. States that the customer has most complaints when towing and especially at highway speeds. Owner states he has had the shocks replaced, then a broken weld on the axle and then the pitman arm. Owner states that the dealer has extended the warranty on the vehicle. Owner states that the shaking is so violent that he is surprised that the windshield is staying in the truck. Owner has writer s direct line to call if needed and so does service manager.

Located information on CAG and contacted Mike to advise and requested to contact STAR for more information.

Customer Assistance Inquiry Record (CAIR)#						16141952
VIN	3D7MX46C2 6G [REDACTED]	Open Date	04/11/2007	Built Date	06/29/2005	
Model Year	2006	Body	D18H62	DODGE RAM 3500 SLT REG CAB 4X4		
In Service Dt	03/23/2006	Mileage	34,000	Dealer Zone	74 DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68743	WEHR MOTORS INC				
Dealer Address	JUNCTION US HWY 60 & MM					
Dealer City	MOUNTAIN GROVE	Dealer State	MO	Dealer Zip	65711	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone				
	MOUNTAIN GROVE MO [REDACTED]	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2007-04-09
 Road Side File Created 04-11-07 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 COKE ROAD JUNCTION US HWY 60 & MM
 SLAB HILL ROAD
 MOUNTAIN GROVE MOUNTAIN GROVE
 MO USA MO
 CALLER_COMMENTS 01-FRONT TIE ROD BROKE/DEISEL VEH
 DEALER CODE : 68743 WEHR MOTORS INC

Customer Assistance Inquiry Record (CAIR)#						16207448
VIN	3D7LS38C4	5G [REDACTED]	Open Date	04/19/2007	Built Date	09/20/2004
Model Year	2005	Body	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	01/30/2005	Mileage	60,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44629	SWIFT CHRYSLER JEEP DODGE				
Dealer Address	4318 CHILES ROAD					
Dealer City	DAVIS	Dealer State	CA	Dealer Zip	95616	
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	SACRAMENTO CA [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2007-03-19
 Road Side File Created 04-19-07 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 KING ROAD 4318 CHILES ROAD
 LIBERTY ISLAND ROAD
 DIXON DAVIS
 CA USA CA
 CALLER_COMMENTS 01/DIESEL,TIE ROD BROKEN OFF, CAN
 DEALER CODE : 44629 SWIFT CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)# 16238004

VIN	3D7KS29C7 6G [REDACTED]	Open Date	04/26/2007	Built Date	09/01/2005
Model Year	2006	Body	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4	
In Service Dt	04/14/2006	Mileage	0	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			

Dealer	26619	SKAGIT AUTO CENTER INC			
Dealer Address	640 AUTO BLVD				
Dealer City	BURLINGTON	Dealer State	WA	Dealer Zip	98233

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	BLAINE WA [REDACTED]	Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Escalated for handling.
Product - Steering - Linkage - Other - Default	accident
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

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

faulty steering

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

Dear Chrysler, I contacted you Saturday about your problem with a 2006 Dodge Ram 2500 Steering component that is now at your Burlington Wa. dealership being fixed. I have not recieved a reply. I went to the doctor because the jarring I took when the steering went out hurt my back. I would have appreciated a return email. I am out of work now because of your truck. Do you not care about the people who drive your vehicles. I have pictures of the broken steering component for you so you can make sure this happens to no one else. I am lucky to be alive as I was doing 70mph when it broke. I have consulted with a lawyer but have not retained him as of yet. I make \$35.00 an hour on my job so you can see I would not want to miss work. I also have a house, car and other finacial obligations to which I am responsible. Thank you for your time, [REDACTED]

[REDACTED] Sedro Woolley, WA [REDACTED]

*****End of email*****

Writer called the customer to obtain the vin so that the concern can be forwarded. Customer is not the owner of the vehicle, but was driving when the incident occurred. Agent found vehicle in vehcle search and attached. Writer informed the customer that his concern will be forwarded to an appropriate agent and verified their phone number. Customer was informed that the email will not be answered due to concern being addressed.

NAN for email.

COIN Updated & CAIR reassigned to 82S

Contact: ? [REDACTED] ?

Telephone # ? [REDACTED]

[REDACTED] VEHICLE:

What happened?: Customer states the vehicle was in an incident.

Location of vehicle

SKAGIT AUTO CENTER INC J

640 AUTO BLVD BURLINGTON WA 98233 360-757-2200

Owner injured, refer to 82t

Owner alleges steering gear sheared on vehicle, he lost control, crossed 3 lanes of traffic, and just missed impacting guardrail. Owner states this incident aggravated a back injury, causing him to be off work. Vehicle being repaired at listed dealer, all failed parts are being kept for examination.

_4/27/07 assigned to tk27/mjm169

CAIR NUMBER 16238004 REQUEST EAA INSPECTION 04-27-2007 08:24

CAIR NUMBER 16238004 E-MAIL SENT TO EAA 04-27-2007 08:24

4/27/07 vehicle location UPDATE : NEW LOCATION : _KARMART

_KARMART CHRYSLER DODGE CDT

_660 AUTO BLVD BURLINGTON WA 98233 360-757-2273 jlg117

_4/27/07 spoke to Brian service advisor vehicle has not been repaired jlg117

CAIR NUMBER 16238004 REQUEST EAA INSPECTION 04-27-2007 11:44

CAIR NUMBER 16238004 E-MAIL SENT TO EAA 04-27-2007 11:44

CCRG Open Date: 04/26/2007 16:13:21

Owner of the vehicle, Josh Labounty, called to find the status of the vehicle repairs. Mr. Hayes is not the vehicle owner. Mr. Labounty is requesting that he be contacted with any information on the vehicle repairs. Mr. Labounty can be reached at 360-927-4169. Customer requests that an extension be provided so that he may contact agent back if a message is left.

The address on the vehicle (3911 Sweet Rd; Blaine, WA 98230) is owner's address.

Letter Sent: Acknowledgement 04/30/2007 09:53:20

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/04/07 AT 09:38:03 16238004

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/04/07 AT 10:09:15 16238004

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/04/07 AT 10:40:19 16238004

CCRG Close Date: 05/10/2007

Letter Sent: Resolution 05/10/2007

****DEALER CALL****

Bill the Service Manager at the dealer calling on the above concern.

Bill claims after replacing the failed part, a few miles away from the dealer, the same part broke again. Caller claims the part does not come in by itself and requires a whole assembly. Caller states he was advised by his District Manager to contact DCCAC to get in contact with the source who approved the previous repair. Agent consulted with EMW20 and was advised to reassign the file to JLG117.

_5/22/07 forward to tk27 for review jlg117

Customer Assistance Inquiry Record (CAIR)# 16269710

VIN	3D7KS28D1 6G [REDACTED]	Open Date	05/04/2007	Built Date	07/16/2005
Model Year	2006	Body	DH7H42 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	01/17/2007	Mileage	2,200	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	42369	COPPER CITY CHRYSLER JEEP DODGE	INC		
Dealer Address	5827 ROME-TABERG				
Dealer City	ROME	Dealer State	NY	Dealer Zip	13440
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	TABERG NY [REDACTED]	Country	UNITED STATES		

Recall - E16: - Advise Owner/Incomplete Recall	Customer was advised of the incomplete recall.
Referral - Tier Three - Default - Default - Default	File was transferred for further review.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal, per KW276.
 COIN Updated & CAIR reassigned to 82S
 Contact [REDACTED]

LOCATION OF VEHICLE:
 Sun Towing Service LLC.
 799 Genesee St.
 Oneida, NY
 315.263.0154

What happened?: Customer states that the steering wheel jerked itself out of his hands and he lost control of the vehicle. Customer advised that the towing facility wants the vehicle moved soon. The towing facility will start charging customer storage.

5/7/07
 5/7/07 assigned to tk27/jlg117
 CAIR NUMBER 16269710 REQUEST EAA INSPECTION 05-07-2007 10:44
 CAIR NUMBER 16269710 E-MAIL SENT TO EAA 05-07-2007 10:45
 Letter Sent: Acknowledgement 05/08/2007 10:26:15
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/14/07 AT 18:05:46 16269710
 CCRG Close Date: 05/16/2007
 Letter Sent: Resolution 05/16/2007

Customer Assistance Inquiry Record (CAIR)#						16361540
VIN	3D7KS28D4	5G	Open Date	06/01/2007	Built Date	06/11/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	11/08/2005	Mileage	26,568	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	41007	DICK GREENFIELD DODGE INC				
Dealer Address	2700 BRUNSWICK PIKE RT 1					
Dealer City	LAWRENCEVILLE	Dealer State	NJ	Dealer Zip	08648	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LEVITTOWN PA [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer claims the tie rods broke.
Corporate - Roadside Services - Warranty - Towing - Default	Customer seeking reimbursement.

Purchased New or Used? New
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle? NA
Customer seeking information on repairs for the vehicle. Customer claims the vehicle has been at dealer since Wednesday and no diagnosis.
Customer seeking rental assistance. Agent contacted dealer and spoke with Jim who states the dealer done a cold start this morning and dealer is going to attempt in the break down for diagnosis tonight. Agent informed customer DCX is unable to consider rental assistance until diagnosis is completed. Agent advised customer to contact back once the diagnosis is done and provided a reference number. Customer states he was unable to get in touch with roadside and seeks reimbursement for the towing. Agent provided the roadside address. Agent also informed customer the file would be forwarded and case manager assigned who would be in contact with him once file was reviewed. Agent contacted dealer and spoke with Greg service manager to inform a direct to dealer was being sent.
DIRECT-TO-DEALER Code=1C #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
Agent called dealer and spoke to Greg to inform that CAIR was being sent.
CUSTOMER CONTACT INFORMATION: [REDACTED] Cell

REASSIGNED TO BC/DLR 35 41007 06/01/07 12:06 O 16361540
Customer states that a diagnosis has been made and that he is seeking rental assistance. Agent called dealer 41007 and spoke with Stacy in the service department who states that Jim is the advisor and he will be in around 9:00 AM. Stacy states there is no information on a diagnosis at this time. Agent informed customer that Jim is not on at this time and there is no information in the system available yet and that agent will contact dealer and contact him back later in the day. Customer states

that the best number to contact him is [REDACTED]
****D2D CASE MANAGER FOLLOW-UP**** Case Manager: Larry McLain

[REDACTED]
Contacted dealer and spoke to Jim in service who advised block was ordered yesterday and owner was put into a loaner as per CAIR# 16371142 by TN agent....dealer to call writer with update once parts arrive.....ltn

Spoke to dealer and all parts needed have arrived at this time....expect vehicle to be completed on Monday, June 11th and will call writer to advise.....ltn

**Follow up call on LTM1 behalf and spoke with Greg who states dealer is still installing a engine.

States he will call writer back when completed. Provided direct line.

**Follow up call on LTM1 behalf and spoke with Greg who states dealer is still installing a engine.

States he will call writer back when completed. Provided direct line.

*Contact Date:06/22/2007

Service Manager at the dealership has closed the Cair# 16361540

Warranty repair has been documented on Repair Order#183326

CAIR RETURNED FROM DEALER ON 6/22/2007 AT 01:42:631 R 16361540

Customer Assistance Inquiry Record (CAIR)# 16398604

VIN	3D7MX48C3 6G [REDACTED]	Open Date	06/13/2007	Built Date	07/04/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	11/22/2005	Mileage	33,130	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	45225	PATTERSON CHRYSLER DODGE JEEP			
Dealer Address	3435 EAST END BLVD.				
Dealer City	MARSHALL	Dealer State	TX	Dealer Zip	75672
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	GRAYSON LA [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2007-06-11
 Road Side File Created 06-13-07 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 401 N CENTRAL STREET 3435 EAST END BLVD.
 LOCUST STREET
 HALLSVILLE MARSHALL
 TX USA TX
 CALLER_COMMENTS TIE ROD END BROKE DRIVERS SIDE DU
 DEALER CODE : 45225 PATTERSON CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)#						16410707
VIN	3D7LS38C5	5G [REDACTED]	Open Date	06/16/2007	Built Date	11/09/2004
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	12/06/2004	Mileage	80,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43347	TOM ADDIS DODGE INC				
Dealer Address	314 W CLAYTON AVE					
Dealer City	COEUR D ALENE			Dealer State	ID	Dealer Zip 83815
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	POST FALLS ID [REDACTED]				Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default						

Roadside Assistance Contacted - DATE : 2007-06-14
 Road Side File Created 06-16-07 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 HWY 95 S 314 W CLAYTON AVE
 BLACKWELL ISLAND
 COEUR D ALENE COEUR D ALENE
 ID USA ID
 CALLER_COMMENTS TIE ROD BROKE- ACROSS THE SPOKAN
 DEALER CODE : 43347 TOM ADDIS DODGE INC

Customer Assistance Inquiry Record (CAIR)#						16492351
VIN	3D7MX48C2 6G [REDACTED]	Open Date	07/10/2007	Built Date	07/28/2005	
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	11/26/2005	Mileage	51,837	Dealer Zone	35 WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43783	RAMEY MOTORS INCORPORATED				
Dealer Address	160 FRAZIER DRIVE					
Dealer City	PRINCETON	Dealer State	WV	Dealer Zip	24740	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	WHITE OAK WV [REDACTED]	Country	UNITED STATES			

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Customer inquiring about tie rod.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Purchased New or Used? USED
If Used, date purchased? 10/29/06 Mileage? 16,633
From whom did customer purchase used vehicle? CDJ dealer
Customer states that the tie rod has fallen front off the right passenger side of the vehicle. Customer states he paid dealership 43783 to inspect the vehicle less then 2,000 miles ago and know this has happened. Customer is seeking assistance on the repair that is needed to repair the tie rod. Customer states he paid the dealership big money for the dealership to do the inspection. Agent advised customer that he will be transferred to a senior agent for futher review per BSG14.
****Begin structured narrative CL - GOODWILL ESCALATION
What is the customer requesting from DaimlerChrysler?
Goodwill on tie rod repair.
How far out of warranty is the vehicle/repair by time and/or mileage?
20,000 miles
Is there a service contract on this vehicle that would cover the repair?
no
Is the customer the original owner of this vehicle?
no
How many DCX vehicles has the customer owned including this vehicle?
1
Is there warranty history related to the current concern?
no
Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
no
****End structured narrative CL - GOODWILL ESCALATION
Customer states the tow truck has just arrived and he will call back once he gets this squared away. Agent advised customer it will documented that he will contact DCX back. Customer understood.
Customer advised agent he is seeking assitance with tie rod repair. Agent reviewed previous notes. Transferred customer per previous BSG14.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Customer calling seeking assistance with replacement of the tie rod on vehicle. Customer states vehicle has not been taken to a DCX dealer as of this moment to be diagnosed. Agent advised that this must be done before any assistance could be considered. Agent advised customer that he would be responsible for any diagnostics charges. Customer understood.

Customer called back in stating that he has been trying to get in touch with JEM129 for 4 days at this time and he has not contacted the customer back or the dealership. Customer would like to know what is going on. Agent contacted dealer 43783 and spoke with Jamie, the service advisor states that the vehicle needs a tie rod, the joint, and a stabilizer rod on the front passenger side. Jamie states that the warranty cost for the part is \$196.00 the warranty cost for labor is \$112.60 and the final warranty cost is \$308.60. As a one-time goodwill gesture, DaimlerChrysler will cover \$259.00 of the repair. Customer will be responsible for a co-pay in the amount of \$50.00. Agent informed Jamie of the offer and provided her with the file number. Agent informed the customer of the offer and customer accepts. Agent entered the PA # UN04837970716. Agent received a message from Jamie, the service advisor at dealer 43783 and agent returned the call. The customer would like to know if DCX will cover an alignment and agent DENIED coverage.

Customer Assistance Inquiry Record (CAIR)#						16505042
VIN	3D7LX38C5	6G [REDACTED]	Open Date	07/13/2007	Built Date	06/01/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	10/19/2006	Mileage	46,072	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68648	ATASCOSA CPDJE LTD				
Dealer Address	110128 IH #37					
Dealer City	PLEASANTON	Dealer State	TX	Dealer Zip	78064	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	[REDACTED]			Country	UNITED STATES	

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repairs to the vehicle.
Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Inoperative - Default	Customer stated air conditioning compressor needs replaced on vehicle.
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer stated tie rod broke in vehicle.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Customer seeking assistance with air conditioning compressor and tie rod replacement on vehicle.

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

By 10,072 miles

Is there a service contract on this vehicle that would cover the repair?

Yes, but has expired.

Is the customer the original owner of this vehicle?

Yes

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

6

Is there warranty history related to the current concern?

No

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes, dealership #68648

****End structured narrative CL - GOODWILL ESCALATION

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle?

N/A

Customer calling in regards to vehicle being taken to dealership #68648 for an issue with the air conditioning compressor. Customer also stated the tie rod broke on the vehicle. Customer stated he is seeking assistance with these repairs. Agent did research, customer is owner of 6 DCX vehicles, 4 original and 2 used, 1 service contract, which has expired and warranty has expired by 10,072 miles. Agent informed customer of the reference number and then transferred customer for further research regarding this request.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the compressor. Customer had the diagnosis done at dealer 68648. Customer is the original owner of two vehicles and is out of warranty by 10072 miles.

Agent called dealer and spoke with Danny in service. Danny stated there is an internal short in the compressor and is a failure in the part. Danny stated this is nothing the customer could have done. Danny is fine with us assisting, and stated this is a good customer. Danny will call Agent back with the warrant costs. Agent offered the customer a call back.

Dealership calling to provide warranty cost for repairs. Transferred caller to previous agent s extension.

Dealer called Agents voicemail with two messages regarding warranty costs. Agent will call the dealer when time allows.

Melissa from the dealer called Agents extension stating she has the warranty costs. Agent will call the dealer when time allows.

Agent called dealer and spoke with operator which stated Danny and Melissa are both on the other line and will have them call.

Agent called dealer and spoke with Danny in service. Danny stated the warranty costs is as follows.

Parts:\$264.60

Labor:\$65.67

Total:\$330.27

Mileage:46,000 even

As a one-time goodwill gesture, DaimlerChrysler will cover \$230.27 of the repair. Customer will be responsible for a co-pay in the amount of 100.00. Agent gave the file number. Danny will let the customer know.

Customer Assistance Inquiry Record (CAIR)# **16533110**

VIN	1D7KS28C1 6[REDACTED]	Open Date	07/20/2007	Built Date	02/02/2006
Model Year	2006	Body	DH7L41 DODGE RAM 2500 ST QUAD CAB 4X4		
In Service Dt	03/09/2006	Mileage	62,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Dealer	43748	LARRY SLACK CHRYSLER DODGE JEEP			
Dealer Address	6486 US HIGHWAY 287 N ACCESS RD				
Dealer City	BOWIE	Dealer State	TX	Dealer Zip	76230
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PLANO TX [REDACTED]	Country	UNITED STATES		

Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	Customer states the air conditioner malfunctioned.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Customer states the front passenger tie rod has broken.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer states the transmission has malfunctioned.

Purchased New or Used? new
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer states the vehicle is going to be taken to the dealership and claims he has not been provided with a rental vehicle. Customer claims the transmission is having issues and the front passenger tie rod is broken. Customer states the blend air door has malfunctioned as well. Customer claims he would like to have the vehicle repaired at another dealership. Customer is requesting to have the vehicle towed to another dealership for service. Agent consulted with ADA22 and informed customer DCX will not cover the vehicle being towed to a different dealership or a rental vehicle. Agent informed customer the vehicle has not being at the dealership for a diagnosis. Agent informed customer per the terms of the warranty the vehicle is only covered to be towed to the closest dealership, not from one dealership to another.

Customer Assistance Inquiry Record (CAIR)# **16536691**

VIN	3D7MX48C1 6G [REDACTED]	Open Date	07/23/2007	Built Date	05/16/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	08/09/2006	Mileage	14,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	64444	C R MOORE MTRCO VINITA OK			
Dealer Address	228 SOUTH WILSON				
Dealer City	VINITA	Dealer State	OK	Dealer Zip	74301
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GROVE OK [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Housing W/ Tubes - Bent - Front	Customer claims axle housing is bent.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Customer claims the tie rods are broken.

Purchased New or Used? New
 If used, date purchased? NA Mileage? NA
 From whom did customer purchase use vehicle?
 CDJ Dealer
 Customer seeking have warranty on front axle. Customer claims the front axle has been bent from the factory. Customer claims that there is only 14,000 miles on the vehicle. Tie rod will be replaced under warranty but not the axle housing. Agent contacted dealer 64444 and spoke with Jack the Service Manager. Jack states that both of the axles are bent because the vehicle has an aftermarket heavy duty bumper on the vehicle. Lot of weight hanging off the front of this. Agent advised Jack that customer wanted to speak with Representative in regards to this. Jack then gives agent to Brett the Service Director. Brad states that the axles have been bent due to front bumper being placed on vehicle. Brad states that he informed customer that these would not be covered two weeks ago. Brett states that it looks as if customer has hit a dip and this has caused the axles to bend.
 Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired per Jay18.
 ##### DIRECT-TO-DEALER (Code=1C) #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.
 Agent called dealer and spoke to Brad to inform that CAIR was being sent.
 CUSTOMER CONTACT INFORMATION:9187861050, 9188013390
 #####

Customer Assistance Inquiry Record (CAIR)#	16575049
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VIN	3D7LX38C0	6G [REDACTED]	Open Date	08/01/2007	Built Date	11/16/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	02/07/2006	Mileage	40,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US
Dealer	66802	ADVANTAGE DODGE-CHRY-JEEP				
Dealer Address	3200 EAST MAIN STREET					
Dealer City	FARMINGTON			Dealer State	NM	Dealer Zip 87402
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	AZTEC NM [REDACTED]				Country	UNITED STATES

Corporate - Lost Customer - Default - Default - Default	Customer states he will not purchase another DCX vehicle.
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer states that the tie rod broke on multiple vehicles.

Purchased New or Used? New
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer states that he wants to file a complaint about his tie rods breaking on his vehicles. Customer states that he has had to replace tie rods on several of his 04/05/06 model trucks. Customer states that the tie rods break with any warning. Customer states that he will not purchase another vehicle until DCX addresses this issue and it is resolved. Agent advised customer that his concerns have been documented.

Customer Assistance Inquiry Record (CAIR)#						16575084	
VIN	3D7LX38C0	6G [REDACTED]	Open Date	08/01/2007	Built Date	11/16/2005	
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	02/07/2006	Mileage	40,000	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U	US	
Dealer	66802	ADVANTAGE DODGE-CHRY-JEEP					
Dealer Address	3200 EAST MAIN STREET						
Dealer City	FARMINGTON			Dealer State	NM	Dealer Zip	87402
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	AZTEC NM [REDACTED]					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer states that the tie rods on multiple vehicle broke.
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Purchased New or Used? New
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer stated that he has multiple vehicles that the tie rods have broken while driving and was unable to steer. Customer states that he was to ensure that this issue is documented because he feels that it is a safety issue that needs to be addressed by DCX. Customer states that he will not purchase another DCX vehicle until this issue is resolved.
 Agent advised the customer that his concerns have been documented and he needs to continue to work with the dealer 66802 on this issue so that they can annotate it and get the visibility the issue requires with the factory engineers. Customer understood. Agent provided customer with reference number.

Customer Assistance Inquiry Record (CAIR)#						16618905
VIN	3D7MS46C7	5G [REDACTED]	Open Date	08/13/2007	Built Date	10/11/2004
Model Year	2005	Body	DH8L62	DODGE RAM ST 3500 REG. CAB PICKUP		
In Service Dt	03/02/2005	Mileage	59,430	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	60022	SUPERIOR AUTO MALL				
Dealer Address	504 HWY 412 BYPASS E					
Dealer City	SILOAM SPRINGS			Dealer State	AR	Dealer Zip 72761
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	JAY OK [REDACTED]				Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Universal Joints - Worn - Front	Claims the universal joint broke.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Claims tie rod broke.
Product - Suspension - Tie Rods / Drag Link - Other - Front	States that the drag link and dampner need replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	seeking assistance with the repairs

Purchased New or Used? NEW
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle?
CDJ dealer
Customer would like to let DCX know how unhappy he is with his vehicle. Customer claims the u-joint went out on the vehicle and was repaired and now the tie rods have broken. Customer is being told it is not covered under warranty. Customer feels as if the tie rods should not have broken as they did. Customer is not seeking assistance and instead would just like to let the company know that these parts should not be breaking as they did. Agent advised customer his concerns would be documented. Customer calling back stating that the dealership advised that now the drag link and dampner have to be replaced and now is seeking assistance with the repair.
Customer transferred to the internal Tier 2 escalation line for further review of concern per CDC45.
****Begin structured narrative CL - GOODWILL ESCALATION
What is the customer requesting from Chrysler?
seeking assistance with the repairs of the drag link, dampner, and tie rod
How far out of warranty is the vehicle/repair by time and/or mileage?
Customer is 23430 miles outside of warranty.
Is there a service contract on this vehicle that would cover the repair?
No.
Is the customer the original owner of this vehicle?
Yes
How many Chrysler vehicles has the customer owned including this vehicle?
1
Is there warranty history related to the current concern?
No.
Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
Yes.

****End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer stated the vehicle is having issues with the drag link, dampner, and tie rod. Agent contacted dealer 60022 and left message for Service Manager Dennis and provided extension. Agent informed customer that agent would call customer back once agent speaks with dealership.

Customer states balljoints have to be replaced as well in vehicle. Agent transferred customer to BEB43

Service Manager Dennis calling from dealer. Vehicle was towed in Friday after they closed because tire rod end came apart. Drag link and stabilizer shock also had damage and need to be replaced. All four ball joints need to be replaced which was determined at alignment shop. Dennis stated he will call back with warranty cost for repairs.

Dennis calling with warranty cost.

He states the total warranty labor cost would be 5.9 hours at \$303.08.

The parts cost is as follows:

Tie rod end - \$99.45

Upper ball joints - \$120.00 each, will need both

Lower ball joints - \$95.25 each, will need both

Drag link - \$32.75

Damper - \$134.00

Total part cost is %696.70.

He states the tie rod end broke, now it needs a drag link and damper. He believes it also caused the damage to the upper and lower ball joints.

Consulted with DLP68 and reassigned to BEB43.

Customer is calling in to see why neither him or the dealership has not heard back about what is going to be done about the repair. He states that the previous agent he spoke told him that he would call him back. Agent consulted with AAM41 and advised the previous agent will be in contact with him as soon as the file is reviewed with the updated information.

Customer is calling to ask if a decision ahs been made on assistance of this repair. Agent stated that the agent needs more information and will contact him with the decision. At this time the agent has went home.

Agent contacted dealership and requested to speak with Dennis and was informed that he is not available and agent left message advising that agent would need a call back.

Agent contacted 60022 and spoke with the Dennis in service who stated the mileage is 59430.

As a one-time goodwill gesture, Chrysler will cover \$699.78 of the repair. Customer will be responsible for a co-pay in the amount of 300.00. Dennis will inform customer of offer for assistance.

Customer Assistance Inquiry Record (CAIR)#						16623179
VIN	3D7KS29C3	6G [REDACTED]	Open Date	08/14/2007	Built Date	10/03/2005
Model Year	2006	Body	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	06/23/2006	Mileage	45,800	Dealer Zone	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	42539	BILL BRYAN CHRYSLER DODGE JEEP INC				
Dealer Address	3401 U.S. HIGHWAY 441/27					
Dealer City	FRUITLAND PARK			Dealer State	FL	Dealer Zip 34731
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MORRISTON FL [REDACTED]				Country	UNITED STATES
Product - Steering - Linkage - Other - Default				Customer states his steering arm broke.		
Referral - Tier Two - Internal Escalation - Authorization - Default				Tier Two		

Purchased New or Used? New
If Used, date purchased? Na Mileage? Na
From whom did customer purchase used vehicle?
CDJ dealer
Customer states he is calling in regards to his steering arm, customer states while driving on the freeway his steering arm broke and after contacting dealership 41562, and speaking to the service department who was very rude and pretty much provided him a part number and saying good luck the customer had his vehicle towed into a private dealership. Customer states he is very unhappy and wants to know what Chrysler is going to do about the issue seeing how himself and his child could have been hurt. Agent spoke to AMM97 and will transfer for review of assistance.
****Begin structured narrative CL - GOODWILL ESCALATION
What is the customer requesting from Chrysler?
Assistance with steering repairs.
How far out of warranty is the vehicle/repair by time and/or mileage?
9,000
Is there a service contract on this vehicle that would cover the repair?
no
Is the customer the original owner of this vehicle?
Yes
How many Chrysler vehicles has the customer owned including this vehicle?
Two
Is there warranty history related to the current concern?
No
Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
No
****End structured narrative CL - GOODWILL ESCALATION
Customer states 41562 provided part number-52037600AB.
Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer had the vehicle towed to a independent shop. It would cost him \$300.00 to have the vehicle towed to dealer. Requesting DCX pay for the tow bill. Consulted with JLM172 declined assistance. Customer unhappy with the decision and release call.
Customer transferred to the internal Tier 2 escalation line for further

review of concern. RJ16 Customer stated he did get the diagnostic.

Agent received transfer First owner of vehicle seeking assistance with the repair of the stabilizer shock. Dealer 42539 has quoted customer about \$600 for the repair. The vehicle is still at the dealership. Customer advised that the steering arm has broken twice in 17 miles. Customer does not feel safe in the vehicle. Customer claims that the vehicle has not been working correctly since 08/14/07. Agent contacted dealership and spoke with Steve, service manager. This is the first time that the vehicle has been into this dealership. Dealer advised that the hydraulic is locking up in the dampener. There are over sized tires on the vehicle. Dealer feels that the tires and the size of the vehicle may have contributed. This cannot be proven. The steering dampener needs to be replaced. The vehicle might be finished. Due to the history of issues with the steering agent is inclined to assist. All technicians are on lunch. Dealer requests that agent call dealership back to find out if the vehicle is complete. If the repairs are finished assistance will be in the form of reimbursement. Customer was offered a call back. Customer prefers to be reached at 352.233.7810. No offer of assistance has been made.

Customer requesting to speak with Janice. Agent consulted with DLP68. Agent transferred the customer to the extension of JMC129.

**Called dealer and spoke with Steve the service manager who states the customer has not picked the vehicle up at this time. He informed writer the repairs have been completed just waiting on the customer. Dealer states the dampner and the tube were replaced, and a load forse balance on the tires. Cost of the repair for the dampner and tube is \$513.31. Writer called customer and advised customer to pay for the repair and submit for reimbiursement less \$100.00. Advised that Chrysler will reimburse \$413.31. Informed customer to mail in original receipts and proof of payment. Called customer who states he is in the doctors office to call back. Writer will call back when time is allows.

Customer states he would like to speak with Janice. He states he does not want anyone but Janice to speak with. He states he would like to be transferred to her extension. Agent transferred to JMC129 extension 69752.

Customer calling to be transferred to JMC129. Advised customer of offer per lines 64 and 65. Owner says the dealer has now told him the vehicle needs ball joints, owner feels this is a defect because ball joints should not fail at this mileage. Writer consulted with JLM172, DCX will not assist with the current repairs, the previous offer was a one time goodwill offer. Informed customer, he says he will talk to someone else. Customer contacting demanding to speak with a supervisor. Agent informed customer that she is trained and empowered to handle these situtation and make decisions through Chrysler.

Customer contacting stating that the dealership has not diagnosed the vehicle correctly. States that the tech informed him that he would not drive the vehicle. Agent informed customer of lines 47-48 and also informed customer of lines 65-65. Informed customer that this is the final offer and he can either accept it or denie it. Customer informed agent that the accepts the offer but, wants an address to send a letter to. Agent provided customer with Auburn Hills address. Customer released the call.

Customer seeking address or fax information to submit the required documentation for reimbursement as stated in lines 63-66. Agent provides fax number and advises customer to make fax attention to Agent with reference number. Agent updates COIN as necessary. Customer accepts offer.

Customer Assistance Inquiry Record (CAIR)# 16623230

VIN	1D7KS28C06		Open Date	08/14/2007	Built Date	12/09/2005
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/30/2006	Mileage	55,000	Dealer Zone	63	DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Dealer	68751	JAMES CERANTI MOTORS INC				
Dealer Address	2225 HIGHWAY 82 EAST					
Dealer City	GREENVILLE	Dealer State	MS	Dealer Zip	38701	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LELAND MS		Country	UNITED STATES		

Product - Steering - Power Steering Pump / Bkts - Leaks - Default	Customer has leak in pump.
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer stated the tie rod broke.

Purchased New or Used? NEW
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle? NA
 Customer is calling in stating he has multiple issues with this vehicle.
 The steering stabilizer has went out. The tie rod end link has broke. The
 a/c has been in to the dealer 5 times for repairs and the dealer could
 never repair this. The customer finally repaired the a/c himself.
 Customer is asking about lemon law. Agent advised that we do not have the
 state specific laws and advised him to contact the state attorneys
 general office.

Customer Assistance Inquiry Record (CAIR)#						16661627
VIN	3D7MX48C9	6G [REDACTED]	Open Date	08/23/2007	Built Date	09/07/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	11/16/2005	Mileage	88,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68862	CROWN AUTO WORLD BRISTOW				
Dealer Address	901 SOUTH ROLAND, HWY 66 WEST					
Dealer City	BRISTOW	Dealer State	OK	Dealer Zip	74010	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SASAKWA OK [REDACTED]			Country	UNITED STATES	
Product - Suspension - Tie Rods / Drag Link - Broken - Front						Tie rod is broken.

Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle?
 NA
 Customer calling states the front end fell out from under the vehicle, the tie rods broke. Customer calling states this vehicle is in the shop at least once a week for issues and is costing him money. Owner says he had an appointment with a customer today and now he cannot make it. Customer also states the engine brake does not work and has been repaired three or four times. Customer is requesting a replacement vehicle under the lemon law. Writer called dealer 68862 spoke with Bradley the Service manager who states the vehicle has been there once for the engine brake, a vacuum pump was ordered and is scheduled to be put in tomorrow. The vehicle will be repaired per the terms of the service contract. Customer says he is being charge an extra \$150.00 to tow the vehicle. Informed customer the contract only tows to the nearest dealer up to \$100.00 anything after that is the customer responsibility. Owner says he will never purchase a Dodge vehicle again.
 Customer called in stating that the warranty is not covering the repair. Caller also upset due to the fact that the total towing was not covered. Caller stated that he was told it would be \$150 to tow it and then he was told by the driver it would be \$250. Caller wants to know why he was misinformed. Advised caller that he will need to contact roadside assistance. Customer advised that the vehicle needs a new front end and this is not being covered. Contacted dealer and spoke with Bradley, manager. Bradley stated that there is a broken tie rod which is not covered. They will also have to do an alignment. Agent advised caller that this is not covered. Explained to customer that the contract only covers those items listed in the provisions. Customer began using profanity and was asked to remain professional. Caller seeking to speak with a supervisor. Agent consulted with MF640 and advised caller that CCAC will not assist with this repair. Caller stated that he will seek legal action. Advised anything he does outside Chrysler is at his own discretion. Caller will no longer purchase dcx vehicle.

Customer Assistance Inquiry Record (CAIR)#					16671248	
VIN	3D7MX48C9 6G [REDACTED]	Open Date	08/29/2007	Built Date	09/07/2005	
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	11/16/2005	Mileage	89,000	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone		
	SASAKWA OK [REDACTED]			Country	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Tie rod is broken.
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**** EMAIL BRIEF DESCRIPTION CONTENT ****

No customer service!!!

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

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle?

N/A

I purchased a 2006 dodge 3500 4x4 and have had nothing but trouble with it.

In the last month alone, the engine brake, u-joints, clutch, and tie rod ends have all gone bad. I had the vehicle towed the last time and was told

it was going to cost me 150.00, when in reality it cost 220.00. I bought

the truck from chapprell dadge in ada, ok. I purchased an extended warranty

that apparently covers nothing, and purchased it under the business link program which does nothiung for me and there is only 3 dealers that are on

the program. I had a new motor at 65,000 miles, several injectors, and the

truck has been towed at least 5 times. I need somebody to explain to me why nothing is covered under any of the service plans or business link,

and why it is so expensive to own a dodge truck. I am in the market for 15 new

trucks for the next 6 months for my company and as of right now none of them will be a dodge!!! Please help me!!!

*****END OF EMAIL *****

Thank you for contacting the Chrysler Customer Assistance Center regarding the issues you are having with your 2006 Dodge Ram 3500. Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Thanks again for your email.

*****END OF RESPONSE*****

Thanks for the reply.

I have looked into the warranty of both Ford and Chevrolet and they both have stated that the front end parts that aren t covered with Dodge are

covered on their trucks. I spent too much money to purchase this truck, the business link program, and your 'extended warranty' for the truck to have this much trouble this early. This month alone I have spent 2200.00 in repairs and towing. Also, due to the lack of 'customer service' through dodge, I can assure you and everyone within your company that neither my company, my family, or any of my acquaintances will ever purchase a Chrysler product again. I will personally see to it!!!

*****END OF EMAIL*****

Thank you for contacting the Chrysler Customer Assistance Center regarding previous communication concerning your 2006 Dodge Ram. Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

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

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

Thanks again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#	16755310
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VIN	3D7KS29C3 7G [REDACTED]	Open Date	09/20/2007	Built Date	11/27/2006
Model Year	2007	Body	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB	
In Service Dt	12/31/2006	Mileage	18,000	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	24140	CAMPBELL MOTORS INC			
Dealer Address	1550 NORTH FIRST STREET				
Dealer City	HERMISTON	Dealer State	OR	Dealer Zip	97838

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	HERMISTON OR [REDACTED]	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2007-09-18
 Road Side File Created 09-20-07 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 35016 E WALLS ROAD 1550 NORTH FIRST STREET
 MARKS ROAD
 HERMISTON HERMISTON
 OR USA OR
 CALLER_COMMENTS 3/4 MILE BROKEN TIE ROD / 4X4 / D
 DEALER CODE : 24140 CAMPBELL MOTORS INC

Customer Assistance Inquiry Record (CAIR)#						16790979
VIN	3D7KS28DX	6G [REDACTED]	Open Date	10/01/2007	Built Date	07/26/2005
Model Year	2006	Body	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4		
In Service Dt	10/08/2005	Mileage	35,710	Dealer Zone	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45190	GREATER BIRMINGHAM DODGE CHRYSLER		JEEP		
Dealer Address	9820 PARKWAY EAST					
Dealer City	BIRMINGHAM		Dealer State	AL	Dealer Zip	35215
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	STARKVILLE MS [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer wants to know if chrysler can extend his warranty.
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Purchased New or Used? New
 If Used, date purchased? 7/26/07 Mileage? N/a
 From whom did customer purchase used vehicle?
 CDJ dealer / Templeton Motors Inc.
 Owner states he has took his vehicle to the dealer three times for the same issue (front tie rod ends). Customer states the tie rods have broke again. Customer states his warranty is about out and he wants to know if Chrysler can extend the warranty. Advised customer that Chrysler cannot extend his warranty but he can purchase a service contract if he like.
 Customer states what do he need to do. Informed customer he would need to take his vehicle to the dealer. Customer wants to know how he can file lemon law. Informed customer he would need to look in the blue and white booklet.

Customer Assistance Inquiry Record (CAIR)# **16938116**

VIN	3D7KS26C3 6G [REDACTED]	Open Date	11/14/2007	Built Date	02/09/2006
Model Year	2006	Body	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4	
In Service Dt	10/21/2006	Mileage	33,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE 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	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	NASHOBA OK [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default []

Roadside Assistance Contacted - DATE : 2007-11-12
 Road Side File Created 11-14-07 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 WATSON CREEK ROAD 606 SOUTH PARK DRIVE
 PAUL STEVENS ROAD
 PICKENS BROKEN BOW
 OK USA OK
 CALLER_COMMENTS TIE ROD END DROPPED OUT OF VEH/ C
 DEALER CODE : 60150 ROBBINS CHRYSLER-DODGE-JEEP, INC.

Customer Assistance Inquiry Record (CAIR)# 16944032

VIN	3D7MX48CX 6G [REDACTED]	Open Date	11/15/2007	Built Date	07/06/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	09/30/2005	Mileage	53,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	43526	BOSSIER COUNTRY			
Dealer Address	350 EAST I H 45				
Dealer City	FAIRFIELD	Dealer State	TX	Dealer Zip	75840
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FAIRFIELD TX [REDACTED]	Country	UNITED STATES		

Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Inoperative - Default	Had the compressor replaced.
Product - Air Conditioning / Heater - Switches / Controls - Inoperative - Default	States that the blend air door is not working
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	States that the rear drive shaft broke
Product - Suspension - Tie Rods / Drag Link - Noisy - Front-Pass	States that the tie rod end was replaced
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two (assistance with several repairs)

Purchased New or Used? New
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle?
 na
 The customer states that he has had several issues with the vehicle, the front right hub went out and the rear drive shaft twisted and he replaced it, the A/C compressor went out and he replaced it, a tie rod end broke and was replaced and the re circulating door broke and he states that he is seeking assistance with all of the repairs. Agent consulted with BCC13 and the customer will be sent up for further review.
 ****Begin structured narrative T2 - GOODWILL ESCALATION
 What is the customer requesting from Chrysler?
 Assistance with repairs
 How far out of warranty is the vehicle/repair by time and/or mileage?
 17,000
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 yes
 How many Chrysler vehicles has the customer owned including this vehicle?
 1
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 yes
 ****End structured narrative T2 - GOODWILL ESCALATION
 **Owner states the drive shaft and a/c compressor was replaced at the dealer which he paid 684.26 for the air compressor and 727.46 for the drive shaft repair.

States he also had right front hub bearing and tie rod replaced at a independent.

States dealer also stated vehicle needs recirculation door which he did not have money for due to all these repairs.

Called dealer service manager Jay who confirmed repairs. Writer offered 50% goodwill on the recirculation door.

Informed owner to fax writer receipts for review for the two repairs done at dealer. No goodwill for independent repair.

Owner appreciated.

Fax is [REDACTED]

Writer would consider 1100.00 reimbursement.

Received fax from owner. Called dealer service and verified repairs were defects.

As goodwill writer will reimburse owner 1100.00.

Called owner to inform.

Jay states total cost is about 300.00. 266.38 for labor and 11.41 for the part.

50% goodwill PA CLAIM.

Customer Assistance Inquiry Record (CAIR)#						16979317	
VIN	3D7KS28C5	6G [REDACTED]	Open Date	11/28/2007	Built Date	08/19/2005	
Model Year	2006	Body	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	11/14/2005	Mileage	59,032	Dealer Zone	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Dealer	45086	FOWLER DODGE INC					
Dealer Address	55 WEST INTERSTATE 240						
Dealer City	OKLAHOMA CITY			Dealer State	OK	Dealer Zip	73139
Owner	[REDACTED]				Contact Type	ROADSIDE	
Address	[REDACTED]				Home Phone		
	MODESTO CA [REDACTED]				Country	UNITED STATES	

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2007-11-26
 Road Side File Created 11-28-07 FOR SERVICE CONTRACT
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 N HARVEY ROAD 55 WEST INTERSTATE 240
 STATE HIGHWAY 9
 SEMINOLE OKLAHOMA CITY
 OK USA OK
 CALLER_COMMENTS TIE RODS BROKEN . WHEELS ARE ON T
 DEALER CODE : 45086 FOWLER DODGE INC

Customer Assistance Inquiry Record (CAIR)# 17005038

VIN	3D7MS48C5 5G [REDACTED]	Open Date	12/05/2007	Built Date	02/15/2005
Model Year	2005	Body	DH8H42 DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	07/06/2005	Mileage	61,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PS2 BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8 4-SPD. AUTOMATIC 48RE 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	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BROKEN BOW OK [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Referral Tier Three.
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	
Product - Unknown - Unknown - Accident - Default	
Referral - Other - Default - Default - Default	

Special Investigation related contact - Escalated to Tier 2 Internal per WHH17.

Purchased New or Used? New

If Used, date purchased? 07/06/05 Mileage? 71

From whom did customer purchase used vehicle? CDJ dealer

COIN Updated & CAIR reassigned to 82S

Contact: [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Steels Wrecker service Rt. 4, Box 368, Broken Bow, OK, 74728

LOCATION OF VEHICLE PHONE NUMBER: 580 584 6687

happened?: Customer states tie rod broke and caused an accident totaling the vehicle.

Customer wants to speak to JRL84. Agent transferred.

12.06.2007 Called the customer and requested a callback for date of the incident and details surrounding the failure, as well as injuries. Cair and direct phone number left. mrp

_Customer states that he going about 4 mph and the vehicle started vibrating, he slowed and he thought that he had a flat. The vehicle swerved to the right and he went of the road and hit a tree. He was knocked unconscious.

Forwarded to 82t mrp

12-6-07 Assigned to TK27/SSS8

CAIR NUMBER 17005038 REQUEST EAA INSPECTION 12-06-2007 15:12

CAIR NUMBER 17005038 E-MAIL SENT TO EAA 12-06-2007 15:12

CCRG Open Date: 12/06/2007 14:33:50

Letter Sent: Acknowledgement 12/07/2007 10:17:14
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/08/07 AT 16:09:47 17005038
Letter Sent: Denial 12/17/2007

Customer Assistance Inquiry Record (CAIR)#						17214309
VIN	3D7MX48C2	6G [REDACTED]	Open Date	02/12/2008	Built Date	02/22/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	03/31/2006	Mileage	55,021	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44815	LAWRENCE MARSHALL CHRYSLER DODGE	JEEP			
Dealer Address	850 BUS HWY 290 N					
Dealer City	HEMPSTEAD		Dealer State	TX	Dealer Zip	77445
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	KENNARD TX [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | Caller states the front passenger tie rod is broken.

Purchased New or Used? new
 If Used, date purchased? n/a Mileage? n/a
 From whom did customer purchase used vehicle? n/a
 Caller is [REDACTED] and claims he is the owner s brother in law the customer was driving the vehicle and claims the tie rod broke on the passenger side. Caller claims the vehicle went in the ditch and is seeking assistance with the repairs. Caller claims there are no prior issues with the tie rod and claims there is not a third party service contract that would cover the repairs. Agent consulted with TCC17 and informed customer Chrysler would not assist with the repairs. Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

Customer Assistance Inquiry Record (CAIR)#						17217934
VIN	3D7MX46C1	6G [REDACTED]	Open Date	02/13/2008	Built Date	12/05/2005
Model Year	2006	Body	D18H62	DODGE RAM 3500 SLT REG CAB 4X4		
In Service Dt	03/18/2006	Mileage	59,255	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43139	SHIELDS MOTOR CO INC				
Dealer Address	814 WEST CHERRY STREET					
Dealer City	CHANUTE			Dealer State	KS	Dealer Zip 66720
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	CHANUTE KS [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2008-02-11
 Road Side File Created 02-13-08 FOR SERVICE CONTRACT
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 ARIZONA ROAD 814 WEST CHERRY STREET
 600 STREET/800 STREET
 PETROLIA CHANUTE
 KS USA KS
 CALLER_COMMENTS 01--BROKEN TIE ROD//DUALLY-FLATBE
 DEALER CODE : 43139 SHIELDS MOTOR CO INC

Customer Assistance Inquiry Record (CAIR)#						17249914
VIN	3D7KS29C0	6G [REDACTED]	Open Date	02/22/2008	Built Date	02/16/2006
Model Year	2006	Body	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	06/05/2006	Mileage	47,371	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44972	SHAKOPEE CHRYSLER JEEP DODGE				
Dealer Address	1615 WESTON COURT					
Dealer City	SHAKOPEE			Dealer State	MN	Dealer Zip 55379
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	NORMAN AR [REDACTED]				Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Customer states that the tie rod and drag link broke.

Purchased New or Used? new
 If Used, date purchased? na Mileage? na
 From whom did customer purchase used vehicle?
 na
 Customer states that his tie rod end and drag link just broke off the vehicle. Customer states that he is wondering if this is covered under warranty. Agent advised the customer his vehicle only came with the basic 3/36 warranty and the 5/100 diesel engine warranty. Agent advised the customer that he is outside his warranty by the mileage. Customer states ok that is all he needed to know.

Customer Assistance Inquiry Record (CAIR)#						17303753
VIN	3D7MX48C2	6G [REDACTED]	Open Date	03/10/2008	Built Date	03/17/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	07/20/2006	Mileage	51,199	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45144	WRIGHT CHRYSLER DODGE JEEP				
Dealer Address	1858 TENAHA ST					
Dealer City	CENTER			Dealer State	TX	Dealer Zip 75935
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	DUBLIN TX [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	States both tie rod ends broke.
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Purchased New or Used? Used
 If Used, date purchased? 7/30/07 Mileage? 31609
 From whom did customer purchase used vehicle?
 CDJ dealer
 Customer states that his vehicle broke down so he took it to an independent repair facility. Customer states that the repair facility advised him that the tie rod ends had broken and needed to be replaced. Customer states that the had them repair the concern and then he realized that he had a service contract that should cover the repair. Customer states that he verified with the independent that this repair should have been covered under the service contract. Customer states that he would like to be reimbursed for this repair. Agent consulted with JBV6 and advised customer to submit his requested through the Troy mailing address and it would be reviewed further for a final decision. Agent advised customer that there is no guarantee at this time that he will be reimbursed.
 Customer calling in stated that the ball joints is needing to be replaced and is seeking if the his service contract will cover this repairs. Agent pulled up previsions and informed the customer that the upper and lower ball joints are not covered.

Customer Assistance Inquiry Record (CAIR)#						17331501
VIN	3D7KS28C2	5G [REDACTED]	Open Date	03/18/2008	Built Date	09/06/2004
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	04/08/2005	Mileage	57,000	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44864	BOB-BOYD DODGE				
Dealer Address	2810 N COLUMBUS STREET					
Dealer City	LANCASTER			Dealer State	OH	Dealer Zip 43130
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LANCASTER OH [REDACTED]				Country	UNITED STATES

Recall - E17: - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Product - Suspension - Tie Rods / Drag Link - Worn - Front-Driver	Front driver's side tie rod needs to be replaced.
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Pass	States the steering arm broke.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

Na

Customer states that his working was driving the vehicle to lunch and the steering arm broke when he was pulling into Dairy Queen. Customer informed agent that the contacted the dealership and they informed him that there are no recalls on his vehicle. Agent advised customer that he has a service contract that this repair could be covered under with a \$100 deductible. Agent informed customer that the vehicle would have to be diagnosed by the Dodge dealership for component coverag. Customer does not wish to have recall E17 performed. Customer states he was advised the steering arm would be covered under warranty. Customer claims the vehicle was towed to the dealership for repairs and claims he was informed the repairs would not be covered under warranty. Agent contacted dealership 44530 and spoke to Adam (Service Advisor) who states the right outer tie rod would be replaced. Adam claims this is not a covered component. Agent informed customer the tie rod would be replaced and informed him this component is not covered under warranty.

Customer Assistance Inquiry Record (CAIR)#						17453404
VIN	3D7MS48C4	5G [REDACTED]	Open Date	04/26/2008	Built Date	08/25/2004
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	12/18/2004	Mileage	53,000	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE				
Dealer Address	2300 NORTHERN BLVD					
Dealer City	GREENVALE	Dealer State	NY	Dealer Zip	11548	
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	PORT WASHINGTON NY [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2008-04-24
 Road Side File Created 04-26-08 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 W SHORE ROAD 2300 NORTHERN BLVD
 NORTHERN BOULEVARD
 PORT WASHINGTON GREENVALE
 NY USA NY
 CALLER_COMMENTS BAR BEACH PARK /TIE ROD BROKE DUA
 DEALER CODE : 65674 EAST HILLS CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#						17507637
VIN	1D7KS28C36	6	Open Date	05/14/2008	Built Date	10/01/2005
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	12/29/2005	Mileage	70,000	Dealer Zone	32	NEW YORK
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Dealer	26202	FRANKLIN CHRYSLER INC				
Dealer Address	484 WILTON ROAD					
Dealer City	FARMINGTON	Dealer State	ME	Dealer Zip	04938	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	WILTON ME	[REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer calls for a problem with the tie rod.
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Customer called for a tie rod problem. He needs to replace both the tie rods. He states that its a Chrysler problem and Chrysler should bear the charges. He had been to FRANKLIN CHRYSLER dealer but currently his vehicle is at a Non-Chrysler dealer.

Called FRANKLIN CHRYSLER dealer. SM stated that the tie-rods broke on the highway and there is no abuse with the vehicle. He also stated that he had contacted the DM regarding the same concern, but the vehicle was never brought to the stated dealership.

Informed customer the same and adviced him to take the vehicle to a Chrysler dealer for diagnose before Chrysler could help him.

Customer said that he will do that and give us a call. Provided the refrerance number.

Customer Assistance Inquiry Record (CAIR)#						17518152
VIN	3D7KS28C3	6G [REDACTED]	Open Date	05/18/2008	Built Date	05/12/2006
Model Year	2006	Body	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	10/31/2006	Mileage	30,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	42313	DAMSKOV AUTO SALES				
Dealer Address	707 OKAMA DRIV					
Dealer City	OMAK	Dealer State	WA	Dealer Zip	98841	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone				
	OKANOGAN WA	[REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2008-05-16
 Road Side File Created 05-18-08 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 796 CAMERON LAKE ROAD 707 OKAMA DRIV
 CAMERON LAKE LOOP ROAD
 OKANOGAN OMAK
 WA USA WA
 CALLER_COMMENTS 01-TIEROD END HAS BROKEN..509-322
 DEALER CODE : 42313 DAMSKOV AUTO SALES

Customer Assistance Inquiry Record (CAIR)#	17773723
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VIN	1D7KS28CX 6J [REDACTED]	Open Date	08/05/2008	Built Date	09/16/2005
Model Year	2006	Body	DH7H42 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	04/24/2006	Mileage	43,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		Market	U US
Dealer	44433 BONHAM CHRYSLER				
Dealer Address	1522 W SAM RAYBURN DRIVE				
Dealer City	BONHAM	Dealer State	TX	Dealer Zip	75418
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	GOLDEN OK [REDACTED]			Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer advised agent he had an issue with both front tie rods.
Referral - Tier Three - Default - Default - Default	Customer wants to talk to someone in US.

Customer called in and says he wants to talk to someone in US for technical assistance, agent told that we do not provide technical assistance but still the customer wanted to talk to someone in US, agent transferred the call to tier 3.

Purchased New or Used? New

Customer advised agent the passengerside and driverside tie rod came off. Customer advised agent he is wanting to put in a formal complaint on the issues with the tie rods. Customer advised agent heard information there was a recall on the tie rods. Agent advised customer there are no recalls on his vehicle. Customer advised agent he pays \$100.00 deductible for the tie rods and he feels he should not. Agent advised customer after the 3/36 warranty expires he is responsible for the deductible on his maxcare contract.

Customer Assistance Inquiry Record (CAIR)#						17781954	
VIN	3D6WH48A1	7G [REDACTED]	Open Date	08/07/2008	Built Date	10/04/2006	
Model Year	2007	Body	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	12/19/2006	Mileage	47,000	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 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					
Dealer	23529	CHILSON-WILCOX INC					
Dealer Address	660 ADDISON ROAD						
Dealer City	PAINTED POST			Dealer State	NY	Dealer Zip	14870
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	LINDLEY NY [REDACTED]				Country	UNITED STATES	

Corporate - Warranty Coverage - Default - Default - Default	Advised of warranty for clutch.
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Front	Customer advises upper ball joints were replaced.
Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Customer inquiring about the LLPW.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Customer seeking goodwill assistance for repairs on vehicle.
Product - Steering - Linkage - Worn - Default	Customer states the front steering mechanism was replaced.
Product - Drive Shaft/Universal Joint - Universal Joints - Worn - Front	Customer states u-joints failed.

Customer seeking goodwill assistance for repairs for the tie rod on vehicle and says they are broken and also says he had replaced the universal ball joints and still the problem existed and seeks assistance from Chrysler. Agent transferred call to tier3 for further assistance. Customer called and told that he got disconnected from the phone with the previous agent. He added that the steering broke down on the way. Now as per the dealership he has to buy all parts as his vehicle is out of warranty and now he is seeking goodwill as mostly the drivetrain going to cost him around \$1500 to \$2000. Agent transferred the call to T3. Purchased New or Used? Used
If Used, date purchased? 2/26/2008 Mileage? 11500
From whom did customer purchase used vehicle? Other dealer
Customer seeking reimbursement for u-joints, two front ball joints on both side, front steering mechanism system. Customer states that dealer would not sell him the tie rod end but he had purchase the entire front steering mechanism. Customer states he has paid for all repairs except for the steering which he performed himself. Customer states the dealer told him the fly wheel will need to be replaced eventually. Customer feels the vehicle is unsafe.
Consulted with RJB176. Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired. Advised

customer that in order for reimbursement to be considered, repairs would have to be performed at Dodge dealership. Customer inquiring why he could not get the clutch covered earlier in the year. Advised customer the warranty for the clutch is 12 months or 12,000 miles, whichever comes first. Customer inquiring about the offer for a lifetime powertrain warranty. Advised customer this was not offered for the diesel vehicles.

Customer Assistance Inquiry Record (CAIR)# **17841985**

VIN	3D7KS28A9 7G [REDACTED]	Open Date	08/26/2008	Built Date	04/20/2007
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	05/12/2007	Mileage	20,900	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	45213	WOLFS PINEDALE DODGE LLC			
Dealer Address	153 S. ENTERTAINMENT LN				
Dealer City	PINEDALE	Dealer State	WY	Dealer Zip	82941
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PINEDALE WY [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Other - Unknown Seeks towing reimbursement.

Customer called stating that the vehicle broke down at a deserted area in wyoming and says that the vehicle had to be towd to a CJD dealership for the repair as it was not drivable as had a problwm with the tierod and seeks for reimbursement of the cost for towing which is \$ 79.80. The vehicle was repaired at 45213 dealership. Agent asked customer to fax the documents for the vehicle being towed and the proof for the mode of payment. Agent gave the refrence number. No commitments.

Customer Assistance Inquiry Record (CAIR)# **17850917**

VIN	3D7MX48C0	6G [REDACTED]	Open Date	08/28/2008	Built Date	11/30/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	01/30/2006	Mileage	62,302	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68101	MIKE YOUNG CHRYSLER DODGE JEEP				
Dealer Address	125 HIGHWAY 124					
Dealer City	WINNIE	Dealer State	TX	Dealer Zip	77665	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	BEAUMONT TX	[REDACTED]	Country	UNITED STATES		

Product - Suspension - Unknown - Other - Unknown | oow. rt frt tie rod broke. owner's aftmkt serv policy will not cover

owner has aftmkt - 1st extended serv policy that Mike Young sold him. they have declined coverage due to abuse. dm declined oow goodwill. slb owner needs to contact his insurance co. cair closed. slb

Customer Assistance Inquiry Record (CAIR)#						17919860
VIN	3D7MS48C3 5G [REDACTED]	Open Date	09/19/2008	Built Date	03/30/2005	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	06/18/2005	Mileage	80,183	Dealer Zone	63 DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68491	JOHNSONS OF ENID INC				
Dealer Address	4405 WEST OWEN K GARRIOTT					
Dealer City	ENID	Dealer State	OK	Dealer Zip	73703	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	MENO OK [REDACTED]	Country	UNITED STATES			

Referral - Tier Three - Default - Default - Default	Customer seeking lemon law information.
Product - Suspension - Spindle / Bearings/S Knuckle - Other - Front	Front knuckle broke.
Product - Drive Shaft/Universal Joint - Universal Joints - Broken - Front	Replaced 6 universal joints.
Product - Cooling System - Fans, Pulleys, and Tensioner - Broken, Cracked - Default	Replaced the fan belts 3 times.
Product - Fuel System - Fuel Injection System / Injectors - Other - Default	Replaced the fuel injectors.
Product - Steering - Steering Wheel / Column - Other - Default	Steering column fell out.

Customer alleges that he has spend \$9000.00 on this vehicle since he has bought it. Customer alleges that he replaced the fan belts 3 times, 6 universal joints and the fuel injectors. Customer alleges that the steering column fell out. Customer alleges that the front knuckle broke. Customer alleges that the vehicle is at the dealership for the repairs again. Customer alleges that he is unhappy with the vehicle and wants his complaints to be documented. Agent advised the customer that his complaint is documented. Customer provided his phone number [REDACTED]. Customer seeking lemon law information. Agent transferred call to tier3.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer states the front tie rod ends broke two days ago. States the vehicle is currently at 68491. Customer requesting information on Lemon Law for the state of Oklahoma. Writer contacted dealer 68491 and spoke with John (SM unavailable). States vehicle came in for a concern with a busted tie rod and bent steering dampener. States the tie rod popped out of the ball. States dealer has repaired the vehicle and customer can pick the vehicle up. No direct to dealer necessary at this time due to vehicle has been repaired. Referred customer to blue and white booklet or state attorney generals office for lemon law qualifications.

Customer Assistance Inquiry Record (CAIR)#	18002012
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VIN	3D7LX38C4 6G [REDACTED]	Open Date	10/17/2008	Built Date	12/09/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	02/27/2006	Mileage	61,000	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			

Dealer	43139	SHIELDS MOTOR CO INC			
Dealer Address	814 WEST CHERRY STREET				
Dealer City	CHANUTE	Dealer State	KS	Dealer Zip	66720

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	HUMBOLDT KS [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Complains of broken tie rods and poor quality.
Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	Complains of problems with the ball joints.
Product - Fuel System - Unknown - Poor Fuel Economy - Default	Complains of problems with the fuel economy of the vehicle.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Having problem with drive train on my truck, and MPG. I have never had this much trouble with drive train before.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? New
 ***** BEGIN CUSTOMER EMAIL *****
 I ve had tie rod end break while driving. Which cause lost of steering, this happen with appox 50,000 miles. When I took it in to have this fixed, they found other tie rod ends bad along with ball joints. I would think these items should last longer than 50K miles.
 ***** BEGIN EMAIL RESPONSE *****
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Ram.
 We regret that you are still experiencing problems with your vehicle and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership. Should your dealer require factory assistance, it is available through the regional Business Center.
 If required, seek out the dealerships that are known for excellence in customer service - our Five Star dealers. Please visit <http://www.fivestar.com>, or call 1-800-677-5-STAR.
 You can also locate a dealer on the 'Dealers in my Area' dropdown on the

Dodge (<http://www.dodge.com>) brand website.

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

We have Customer Service Representatives available to address your questions and concerns. We believe this referral action will provide the best opportunity for review.

Thanks again for your email.

**** END EMAIL RESPONSE ****

Customer Assistance Inquiry Record (CAIR)# 18207614

VIN	1D7KS28C36	6	Open Date	12/30/2008	Built Date	10/13/2005
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	11/04/2005	Mileage	71,000	Dealer Zone	63	DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Dealer	44710	RYBURN MOTOR COMPANY, INC.				
Dealer Address	156 HIGHWAY 425 S					
Dealer City	MONTICELLO	Dealer State	AR	Dealer Zip	71655	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WARREN AR	[REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown seeking help with the tie rods of the vehicle

Customer called in stating that the tie rods fell down. He called up an authorized dealership and they informed him that they will have to replace the whole thing which will cost him \$500 for the part and the labor charges extra. He wants Chrysler to pay for it. Customer has not been to any dealership yet. Agent advised the customer to get the vehicle diagnosed from an authorized dealership and then call us back with the complete information.

Customer Assistance Inquiry Record (CAIR)#						18236455
VIN	3D3MX49C8	6G [REDACTED]	Open Date	01/09/2009	Built Date	05/24/2006
Model Year	2006	Body	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4		
In Service Dt	06/19/2006	Mileage	42,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43347	TOM ADDIS DODGE INC				
Dealer Address	314 W CLAYTON AVE					
Dealer City	COEUR D ALENE			Dealer State	ID	Dealer Zip 83815
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	RATHDRUM ID [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2009-01-07
 Road Side File Created 01-09-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 N MEYERS 314 W CLAYTON AVE
 TOMBSTONE AVE
 RATHDRUM COEUR D ALENE
 ID USA ID
 CALLER_COMMENTS DIESEL DUALY/ TIE ROD BROKE NO S
 DEALER CODE : 43347 TOM ADDIS DODGE INC

Customer Assistance Inquiry Record (CAIR)# 18317662

VIN	3D7MX48C4 6G [REDACTED]	Open Date	02/05/2009	Built Date	08/16/2005
Model Year	2006	Body	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4	
In Service Dt	10/06/2005	Mileage	80,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	43300	ALLEN SAMUELS EAST TEXAS DODGE			
Dealer Address	3120 SSW LOOP 323				
Dealer City	TYLER	Dealer State	TX	Dealer Zip	75701
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WINONA TX [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	goodwill assistance.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	tie rods are loose
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T3 or Reassigned CAIR to T3 in-basket ?insert in-basket #? per ? NIC ?.
 ****End structured narrative T2 - TIER THREE REFERRAL
 Customer expriencing problem with the front end in the vehicle. Tie rod came loose. Customer said that he is upset with the vehicle. Customer seeking assistance from Chrysler for the repairs. Agent consulted with the supervisor PD594 and transfered the call to tier 3 for further assistance.
 [REDACTED]
 What is the customer requesting from Chrysler?
 goodwill assistance
 How far out of warranty is the vehicle/repair by time and/or mileage?
 10/06/08
 Service contract (Chrysler or 3rd party) that would cover the repair?
 No
 Original owner? (yes/no)
 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?
 Yes
 Service dealer code?
 43300
 Service manager name?
 Brayon

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

PD594

Customer called back for the same concern and wants to transfer his call to t3. Agent transferred the call to t3

THIS IS NOT A GOODWILL CAIR - THE OWNER OF THIS CUSTOMER IS CLAIMING THAT HE HAD AN ACCIDENT BECAUSE THE TIE ROD BROKE. OWNER CLAIMS THAT THERE IS BODY DAMAGE, AND SAYS THAT HE DOESN'T EXPECT TO HAVE TO PAY FOR ANYTHING. VEHICLE IS CURRENTLY AT DEALER 43300, UP ON THE RACK - ACCORDING TO THE CUSTOMER. ACCIDENT OCCURRED YESTERDAY ON OWNER'S RANCH, 16711 COUNTY RD. 356 IN WINONA, TX. AN EMPLOYEE DROVE THE VEHICLE THROUGH A BARB WIRE FENCE. NO POLICE REPORT, AND THE OWNER HAS NOT CONTACTED HIS INSURANCE COMPANY. INFORMED OWNER THAT THE FILE WILL BE FORWARDED TO SPECIAL INVESTIGATIONS FOR HANDLING. OWNER CAN BE REACHED ON HIS CELL PHONE

██████████ CLAIMS BODY DAMAGE TO THE FRONT OF THE TRUCK AND LEFT WHEEL.

ALLEN SAMUELS EAST TEXAS DODGE CDT

3120 SSW LOOP 323 TYLER TX 75701 903-561-2404

2.05.2009

Forwarded to 82t mrp

2-5-09 Assigned to TNT16. MJK

CAIR NUMBER 18317662 REQUEST EAA INSPECTION 02-05-2009 17:09

CAIR NUMBER 18317662 E-MAIL SENT TO EAA 02-05-2009 17:09

CCRG Open Date: 02/05/2009 16:05:17

Letter Sent: Acknowledgement 02/06/2009 12:20:15

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/10/09 AT 17:14:57 18317662

Customer Assistance Inquiry Record (CAIR)# 18321423

VIN	3D7KS28A1 7G [REDACTED]	Open Date	02/06/2009	Built Date	05/09/2007
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	06/04/2007	Mileage	54,776	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	45405	NORTHWEST DODGE			
Dealer Address	19616 NORTHWEST FWY				
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77065

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	TOMBALL TX [REDACTED]	Country	UNITED STATES

Recall - G30: - Advise Owner/Incomplete Recall	Agent provided the recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer seeks reimbursement for the repairs.

Customer experiences problem with the tie rods. Customer states that the ball came out. Customer states that he has to complete the repairs himself and the cost for the repairs was \$585.85. Customer states that the mileage on the vehicle was 54556 and the date of the repairs was 02/03/08. Customer seeks reimbursement for the repairs as the dealership has informed him that the repairs were covered under warranty. Agent informed the customer to send all the original documents along with the proof of payment. Agent provided the reference number and the corporate address and did not promise anything. Advised the customer of incomplete recall ?recall # G30, H34? for this vehicle. Customer was advised to contact a Dodge dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)#						18380349	
VIN	3D7MS48D5	5G751033	Open Date	02/27/2009	Built Date	10/13/2004	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	11/26/2004	Mileage	68,000	Dealer Zone	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Dealer	68153	CUTRONES CHRYSLER JEEP DODGE WEST					
Dealer Address	5408 UNIVERSITY BLVD						
Dealer City	CORAOPOLIS			Dealer State	PA	Dealer Zip	15108
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	HOOKSTOWN PA [REDACTED]				Country	UNITED STATES	

Product - Drive Shaft/Universal Joint - Universal Joints - Defective - Unknown	Problem with the U-joint
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	drives side tie rods fell apart

Customer called in and stated the problem is with the Tie rods. Customer stated they were driving on 50 mph and the drives side tie rods fell apart and U-Joints gone defective. Customer has inspected the vehicle on his own and called one of the authorized dealership and they said that the repairs would not be covered under warranty. Therefore, customer is calling Chrysler for assistance. Writer documented the concern and advised the customer to get the vehicle diagnosed from an authorized CDJ dealership. Writer suggested to call back once the diagnosis are done, so Chrysler can review the case. Customer understood.

Customer Assistance Inquiry Record (CAIR)# 18385642

VIN	3D7KS29C0 7G [REDACTED]	Open Date	03/02/2009	Built Date	11/01/2006
Model Year	2007	Body	DH7H81 DODGE RAM SLT 4X4 2500 MEGA CAB		
In Service Dt	08/02/2007	Mileage	88,448	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				
Dealer	63644	GREAT PLAINS CHRYSLER DODGE INC			
Dealer Address	2800 N HIGHWAY 281				
Dealer City	HASTINGS	Dealer State	NE	Dealer Zip	68901
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	AYR NE [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer states the tie rod is broken.
Referral - Tier Three - Default - Default - Default	Goodwill assistance

Customer states the tie rod is broken and also mentioned that the same incident happened with the other vehicle as well that his son drives. Vehicle is not diagnosed and customer seeks goodwill assistance with the repair work. Writer advised the customer to get in touch with any authorized dealership and have the vehicle diagnosed as without diagnosis Chrysler wont be in a position to look into the matter for him. Customer agreed. Writer provided the reference number. ****Begin structured narrative T2 - TIER THREE REFERRAL Transferred customer to T3 or Reassigned CAIR to Transferred to T3 T3 in-basket ?insert in-basket #? per ? NIC ?. AM1107 ****End structured narrative T2 - TIER THREE REFERRAL Customer called regarding the same issue and stated that he has got the vehicle diagnosed regarding the tie rods problem and was asked to call back. Customer wanted the tie rods replaced and was seeking goodwill assistance. What is the customer requesting from Chrysler? Goodwill How far out of warranty is the vehicle/repair by time and/or mileage? Both 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? 5 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?

63644

Service manager name?

Peter

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

AM1107

Customer seeking goodwill to get the tie rod fix at dealer 63644 for about \$764.00. Writer called dealer and spoke with SM Steve.

As a one-time goodwill gesture, Dealer will ?Assist the customer with the repair of the tie rod.?

Customer will be responsible for a co-pay in the amount of ?\$160.00?.

This goodwill is being offered because: ?Very loyal customer to Dodge and dealer.?

DIRECT-TO-DEALER #####
#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you 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 not ? been informed of this decision. If not, please contact this customer and extend

the goodwill offer as discussed. Update and/or close CAIR when complete.

#

If you need to speak with the agent about this CAIR, please call

1-800-992-1997 Once the menu begins enter your dealer code.

Once you hear the start of the next menu enter the extension, which is 66121 followed by the # sign.

Your call is then transferred to the entered extension.

REASSIGNED TO BC/DLR 74 63644 03/02/09 17:59 R 18385642

*Contact Date:03/04/2009

Service Manager at the dealership has closed the Cair# 18385642

Dealer goodwill repair is documented on Repair Order#46717

CAIR RETURNED FROM DEALER ON 3/04/2009 AT 09:53:490 R 18385642

Customer Assistance Inquiry Record (CAIR)#						18388527
VIN	3D7KS28D2	5G [REDACTED]	Open Date	03/03/2009	Built Date	08/30/2004
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	06/15/2005	Mileage	112,000	Dealer Zone	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	KEYSTONE HEIGHTS FL [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeks recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Tie rod broke.

Customer wanted to know if the tie rods were involved in a recall. Informed customer that there are no pending recalls on the vehicle. Customer states that her husband was driving the vehicle and the front tie rods broke, the steering got stuck and would not move. The vehicle would have had an accident. Customer was informed by the dealer that there was a safety bulletin on the Front shimming when travelling over rough surfaces. Customer states that she wants Chrysler to pay for the repairs. Advised customer to get the vehicle diagnosed. Informed customer that the vehicle would have to get diagnosed by an authorized CDJ dealership. Customer wanted to know if Chrysler would cover the repairs if the dealership determined that the problem was a factory defect. Advised customer that the CCAC cannot promise anything unless the vehicle is diagnosed. Customer stated that she will get the vehicle diagnosed and call back.
Updated COIN.

Customer Assistance Inquiry Record (CAIR)#						18408794
VIN	3D7KS28C6	6G	Open Date	03/10/2009	Built Date	07/20/2005
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	08/19/2006	Mileage	60,000	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	41007	DICK GREENFIELD DODGE INC				
Dealer Address	2700 BRUNSWICK PIKE RT 1					
Dealer City	LAWRENCEVILLE	Dealer State	NJ	Dealer Zip	08648	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	TRENTON NJ	[REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Alleges that the Drag link has been redesign.
Referral - Tier Three - Default - Default - Default	Seeking goodwill assistance.

Customer alleges that the front end was making noise as the drag link was broken. Customer alleges that she contacted the dealer and the dealer informed her that the drag link has been redesigned, due to which the steering assembly has to be purchased. Customer alleges that the Drag link has been redesign, due which she has to buy a complete steering assembly. Customer alleges that the cost for the complete steering assembly is \$500.00. Customer seeking goodwill assistance as the part was redesigned.

What is the customer requesting from Chrysler? Seeking goodwill assistance as the part was redesigned.
 How far out of warranty is the vehicle/repair by time and/or mileage? Out of warranty by 24000 miles.
 Service contract (Chrysler or 3rd party) that would cover the repair? No
 Original owner? (yes/no) If no, purchased when? New
 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?
 No
 Service dealer code? 41007
 Service manager name? N/A
 NIC of team leader/floor walker who authorized escalation of caller?
 LL679.
 Agent updated the phone and email address.

Customer stated that this is her son s vehicle. The vehicle has not been diagnosed by a dealership yet but her son does mechanic work and know what the problem is and had called the dealership and spoke to the SM Greg Ensign. SM stated that the vehicle would have to be together to diagnose the problem and the customer could bring the vehicle in anytime. Writer called the customer back to inform diagnose charges are at customer expense. The owner Mr Stanley Lewandowski answered and stated that the vehicle is already apart at home and he does not think he should have to pay for the whole steering assembly. Writer stated that a diagnose needs to be done and the vehicle needs to be together to be done. Also the diagnose fees are his responsibility and this needs to

happen before Chrysler can assist the customer.

Customer called and asked for a supervisor.

*****Call taken by LL679*****

Customer called and was not satisfied with the answer given by DT354.

Agent concurred with the decision and informed the customer that he needs to have the vehicle diagnosed by an authorized dealership as mentioned above. Customer not happy and says that he only needs an answer to why the part was redesigned. Agent guided the customer to the dealership.

Customer stated that the last agent would not transfer him to this writer.

Writer called the customer and spoke with the owner of the vehicle and he is very unsatisfied. He stated that dealership 41007 quoted him a price for the part. He was not going to pay for diagnose when all he wanted was the part so he could do the work. Customer stated that he went to another dealership and they sold him the part for less money. Writer stated that if he wants Chrysler assistance to pay for a repair it first has to be diagnosed then we help the dealership do the repair. Customer stated that he wanted Chrysler to pay for the part. Writer stated that we do not goodwill the part. Customer stated that he could put the old part back on and take it to a dealership then what would we pay. Writer stated that would depend on what the dealership diagnoses is and what they see as the issues. Customer hung up.

Customer Assistance Inquiry Record (CAIR)#	18408835
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VIN	3D7KS28C6 6G [REDACTED]	Open Date	03/10/2009	Built Date	07/20/2005
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	08/19/2006	Mileage	65,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U US
Dealer	41007 DICK GREENFIELD DODGE INC				
Dealer Address	2700 BRUNSWICK PIKE RT 1				
Dealer City	LAWRENCEVILLE	Dealer State	NJ	Dealer Zip	08648
Owner	[REDACTED]			Contact Type	E-MAIL
Address	[REDACTED]			Home Phone	[REDACTED]
	HAMILTON NJ [REDACTED]			Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer complains about the defective drag link.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

defective drag link

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

Purchased New or Used? NEW

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

Own a 2006 2500 ram 2500 four wheel drive diesel. drag link from pitman arm to passenger side knuckel end to end needs to be replaced. was told by dealer that design has changed because of problems they are having but not eligible as a recall item. now you have to purchase entire set up which is \$500. only need the drag link and don t want to spend \$500 for something that is defective because in a truck like this at the cost it was it should not break down this easy under normal wear and tear. please contact asap.

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

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

In response to your email regarding the problem you are experiencing with the defective drag link of your vehicle, we would like to inform you to your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

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

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

Customer Assistance Inquiry Record (CAIR)#	18410981
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VIN	3D7MX49C2 7G [REDACTED]	Open Date	03/10/2009	Built Date	08/22/2006
Model Year	2007	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB	
In Service Dt	10/03/2006	Mileage	80,000	Dealer Zone	51 CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	44507	LARRY HILLIS CHRYSLER DODGE JEEP			
Dealer Address	3211 NORTH WESTWOOD BLVD				
Dealer City	POPLAR BLUFF	Dealer State	MO	Dealer Zip	63901
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	DONIPHAN MO [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Goodwill.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Tie rod is broken.

****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T3 or Reassigned CAIR to Transferred
 T3 in-basket ?insert in-basket #? per ? NIC ?.
 KN128
 ****End structured narrative T2 - TIER THREE REFERRAL
 Customer called as the tie rods on her vehicle fell off. Customer seeking repair assistance from Chrysler. Agent transferred the call to tier 3.(KN128)
 What is the customer requesting from Chrysler?
 goodwill
 How far out of warranty is the vehicle/repair by time and/or mileage?
 44000 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?
 2
 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?
 44507
 Service manager name?
 N/a
 NIC of team leader/floor walker who authorized escalation of caller?
 KN128
 ***** Outbound Call *****

Writer called the customer to inform him to give us a call back in the above documented concern so that we can again transfer the call to T3 for further assistance.

Customer called in for the above concern. Agent transferred the call to t3 with the approval of ST702.

Customer requesting Chrysler to assist with repair of tie rods that came apart and fell off. No service bullitins or recalls for this. Writer informed customer vehicle would need to be diagnosed before Chrysler can determine if can assist. Writer was considering some assistance, since customer purchased vehicle new, but customer would not let writer assist him. He said he is going to label the vehicle 'junk' and take it to the dealer.

Customer Assistance Inquiry Record (CAIR)#	18417609
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VIN	3D6WH46A3 7G [REDACTED]	Open Date	03/12/2009	Built Date	10/16/2006
Model Year	2007	Body	DC8L64	DODGE RAM 4X4 3500 REG CAB CHASSIS	
In Service Dt	12/12/2006	Mileage	40,586	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	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	06139	DELUXE MOTORS INC			
Dealer Address	711 FORT STREET				
Dealer City	MILES CITY	Dealer State	MT	Dealer Zip	59301
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BROADUS MT [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	problem with tie rods
Referral - Tier Three - Default - Default - Default	seeking goodwill

Customer stated that there is problem with the tie rods of the vehicle and dealership charging \$415 for the repair . Customer seeking goodwill. Agent transferred the call to tier 3 for further assistance. Approved by pd592.

What is the customer requesting from Chrysler?goodwill
 How far out of warranty is the vehicle/repair by time and/or mileage?4500
 Service contract (Chrysler or 3rd party) that would cover the repair?no
 Original owner? (yes/no) If no, purchased when?no
 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?06139
 Service manager name?na
 NIC of team leader/floor walker who authorized escalation of caller?pd592
 Customer calling for the same concern and states that he was disconnected. Agent verified the information. Agent informed the recall and asked to get in touch with the dealer. Agent transferred to teir 3 for goodwill decision.
 Approved by RP762
 Writer received call from customer seeking goodwill towing. Customer lives 79 miles from the nearest dealership. Writer consulted with floor support, but was not able to authorize repair to be done at an IRF. Tie rods broke, vehicle is undrivable. Customer s sixth chrysler, one other in household. In warranty by date, out by 4500 miles. Due to customer loyalty, writer will authorize reimbursement of towing to the nearest dealership. Customer asked about goodwill for tie rods, writer advised that that can be considered once the vehicle has been diagnosed at the dealership.
 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 assistance in the form of tie rod repair.

Based on the information at hand, agent is considering the following: will reimburse for towing, may offer additional assistance with tie rod repair.

Writer called dealer, advised that customer will be coming in for diagnosis and that goodwill is being considered. Writer left phone number and extension.

Writer unable to reassign cair to my nic, cair is still open in another nic, no supervisor available to close. Writer will try to reassign later.

Steering Tie Rod fell out of socket. Warranty Price Parts \$445.69 Labor \$110.44 Towing \$327.50 Total \$883.63.

Customer calls requesting to speak with....DG539

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 # 66101

SA Called NOT Customer*****LNS 48-53

3/19/09 Service Manager (SM), Zach called regarding above. Total cost of the steering repair is \$606.08. Total cost of towing is \$327.50. Total amount is \$933.58. Unable to determine if concern was caused by abuse.

Chrysler will assist with the cost of the repair less a \$200.00 customer copay. Created PA (UN03436490319). Advised SM of recall H34.

Goodwill decision has been made. Writer closing CAIR.

Customer Assistance Inquiry Record (CAIR)# 18435674

VIN	1D7KS28C5 6J [REDACTED]	Open Date	03/19/2009	Built Date	01/04/2006
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	07/31/2006	Mileage	27,000	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Dealer	44725	TOWBIN DODGE LLC			
Dealer Address	275 AUTO MALL DRIVE				
Dealer City	HENDERSON	Dealer State	NV	Dealer Zip	89014
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	LAS VEGAS NV [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2009-03-17
 Road Side File Created 03-19-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 7237 FRONTIER HILLS AVENUE 275 AUTO MALL DRIVE
 GALLOPING HILLS STREET
 LAS VEGAS HENDERSON
 NV USA NV
 CALLER_COMMENTS CUST SAYS PITMAN ARM IS BROKE SO
 DEALER CODE : 44725 TOWBIN DODGE LLC

Customer Assistance Inquiry Record (CAIR)# 18440841

VIN	1D7KS28C4 6	Open Date	03/20/2009	Built Date	04/21/2006
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	06/16/2006	Mileage	81,897	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Dealer	67930	DUB HERRING CHRYSLER			
Dealer Address	808 MEMORIAL BLVD				
Dealer City	PICAYUNE	Dealer State	MS	Dealer Zip	39466
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	SEMINARY MS	[REDACTED]	Country	UNITED STATES	

Referral - Tier Three - Default - Default - Default	Goodwill assistance
Product - Steering - Steering Wheel / Column - Defective - Default	Steering column needs to be replaced
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Tie rods were broken

Customer states while he was driving the vehicle the tie rods came out. Customer states he contacted his dealer 67930 and they informed him that the whole front end needs to be replaced because there is a new part and they cannot replace the tie rods only. Customer states the dealer has informed him that it will cost around \$600 for the repairs. Customer is seeking assistance from Chrysler for the repairs. Transfer approved by RP762. Agent transferred the call to tier 3.

What is the customer requesting from Chrysler? Goodwill assistance
 How far out of warranty is the vehicle/repair by time and/or mileage? 45897
 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? 2
 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? 67930
 Service manager name? N/A
 NIC of team leader/floor walker who authorized escalation of caller? RP762
 ****Begin structured narrative T2 - TIER THREE REFERRAL
 Transferred customer to T3 or Reassigned CAIR to Transferred
 T3 in-basket ? insert in-basket #? per ? NIC ?.
 ****End structured narrative T2 - TIER THREE REFERRAL

Customer Assistance Inquiry Record (CAIR)# 18450463

VIN	3D6WC76A8 8G [REDACTED]	Open Date	03/24/2009	Built Date	06/06/2008
Model Year	2008	Body	DM5L66	DODGE RAM 4X2 5500 REG CAB CHASSIS	
In Service Dt	10/04/2008	Mileage	36,000	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	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	42184	TIMBERLINE CHRYSLER JEEP DODGE			
Dealer Address	2406 N E SANDY BLVD				
Dealer City	PORTLAND	Dealer State	OR	Dealer Zip	97232
Owner	X., X.	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PORTLAND OR [REDACTED]	Country	UNITED STATES		

Referral - Tier Two - Internal Escalation - Authorization - Default	vehicle met with an accident.
Corporate - Property Damage - Default - Default - Default	
Product - Steering - Linkage - Other - Default	
Product - Unknown - Unknown - Accident - Default	

Customer is facing problems with the steering rod of the vehicle. Customer says that the steering broke and because of this vehicle met with an accident. Agent called up the dealership he told the agent that while turning the steering got locked and because of this customer mate with an accident. SM Knudslan told the agent that ask the investigators to call us so that he can have a better idea whether it was actually Chrysler s fault or not. To verify this information agent reassigned the case to 85S. Customer vehicle is currently with the dealership. ?42184?. Dealership address 2406 N E SANDY BLVD, Portland, OR 97232 Dealership phone no. [REDACTED] {customer} phone number is 5033347286
 COIN Updated & CAIR reassigned to 85S
 Contact: BUSINESS XXX INC DBA UNITED SERVICE ALLIANCE
 Telephone [REDACTED]
 Telephone [REDACTED]
 LOCATION OF VEHICLE - 2406 N E SANDY BLVD,
 Portland,
 OR 97232
 LOCATION OF VEHICLE PHONE NUMBER [REDACTED]
 What happened?: Customer states that the steering broke and because of this vehicle met with an accident. Agent called up the dealership he told the agent that while turning the steering got locked and because of this customer mate with an accident
 Agent reassigned the case to 82S for further assistance

 This company is listed in the Yellow Pages under automobile towing, so vehicle may have had a tow truck body added to it.
 Per OGC Matrix, reassigned to 82T. JSS15.

3.26.09 Assigned to TNT16. MJK

CAIR NUMBER 18450463 REQUEST EAA INSPECTION 03-26-2009 16:54

CAIR NUMBER 18450463 E-MAIL SENT TO EAA 03-26-2009 16:55

CCRG Open Date: 03/26/2009 16:44:46

Letter Sent: Acknowledgement 03/27/2009 11:45:13

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/31/09 AT 19:09:48 18450463

Customer Assistance Inquiry Record (CAIR)# 18456854

VIN	1D7KS28C6 7J [REDACTED]	Open Date	03/26/2009	Built Date	08/21/2006
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	06/29/2007	Mileage	55,000	Dealer Zone	51 CHICAGO
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		Market	U US
Color	PS2 BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DGB				
Dealer	45163	WARD CHRYSLER CENTER, INC			
Dealer Address	1412 WEST MAIN				
Dealer City	CARBONDALE	Dealer State	IL	Dealer Zip	62901
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone			
	COBDEN IL [REDACTED]	Country	UNITED STATES		

Product - Steering - Linkage - High Operating Effort - Default	Customer disappointed with inoperative steering linkage.
--	--

***** EMAIL BRIEF DESCRIPTION CONTENT *****
steering linkage malfunction 07 ram 2500
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used? USED
If Used, date purchased? 11/21/08
If used, mileage at time of purchase? N/A
If used, where was the vehicle purchased? NA
Is the vehicle at a Chrysler/Dodge/Jeep dealer now? NA
***** BEGIN CUSTOMER EMAIL *****
My local shop says there is a recall and i have the numbers for that Ward Chrysler says there is not. This steering linkage pitman armball stud fracture is a manufacture defect and should be fixed by Chrysler. Now Dodge says they dont have a replacment part for this. What is that? Please reply asap before this truck kills me or someone else. Mechanic says if the fracture breaks i will have no steering and i need this truck for my business. Thank you [REDACTED]
***** BEGIN EMAIL RESPONSE *****
Dear [REDACTED]
Thank you for contacting the Chrysler Customer Assistance Center regarding 2007 Dodge Ram.
We regret to read of the dissatisfaction, and inconvenience you experienced, and appreciate the time and effort you took to write to us regarding your concern.
In response to your email, after thoroughly reviewing your request and the files on this matter, we feel it is necessary to discuss this issue with you directly. Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 AM. to 5:00 PM. from Monday through Friday (in all Continental Time Zones). When calling the Customer Assistance Center, please have your Reference (18456854) number and the following information handy:
Vehicle owner name
Vehicle owner address
Day and evening phone numbers
Vehicle Identification Number (7J [REDACTED])
Name of dealership where vehicle was purchased

Date of purchase
Dealership where service was performed
Date of last service
Current vehicle mileage

An explanation of the problem

In addition, we would like you to know that the warranty on the 2007 Dodge Ram has exceeded the mileage limitations (3 years or 36,000 miles) of the manufacturer's warranty from the In Service Date (ISD) 06/29/2007.

We have Customer Service Representatives available to address your questions and concerns. We regret your concern could not be discussed via email.

Thanks again for your email and for writing to us regarding your concern.

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

Customer called in for above mention issue. Customer states he has bought this vehicle used. Customer states that the steering is inoperative and it shakes. Customer state he put in the steering stabilizer but the problem was not fixed. Customer states he has been to the dealership and the dealership was not willing to help him so he took his vehicle to independent repair facility and repaired the vehicle. Customer now seeking reimbursement. Agent informed the customer to send in the original receipts, proof of payment and brief description of repairs with reference number on it. Agent provided the fax number to the customer. Agent also informed the customer that the concerned department will review that document and then get back to him regarding the reimbursement. Customer agreed. Customer wanted agent document that this is the common problem and Chrysler recall department should look on and announce the recall.

Customer Assistance Inquiry Record (CAIR)#	18461696
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VIN	1D7KS28CX 7J [REDACTED]	Open Date	03/27/2009	Built Date	10/28/2006
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	04/14/2007	Mileage	60,000	Dealer Zone	74 DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PB7 PATRIOT BLUE PEARL COAT				
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DGB				
Dealer	45306	RONAN DODGE CHRYSLER JEEP			
Dealer Address	62683 US HIGHWAY 93				
Dealer City	RONAN	Dealer State	MT	Dealer Zip	59864
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	RONAN MT [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer said that the tie rod fell off
Product - Steering - Power Steering Pump / Bkts - Defective - Default	power steering pump is gone bad

Customer said that the tie rod in the vehicle fell off. Customer said that he has not taken the vehicle to the dealership. Customer said that the powersteering pump is to be replaced. Customer seeking assistance from Chrysler for the repairs. Agent informed the customer to take the vehicle to an authorized dealership and give us a call back. Agent did not promise anything. Agent provided the reference number to the customer

Customer Assistance Inquiry Record (CAIR)# **18467599**

VIN	3D7KS29CX 6G [REDACTED]	Open Date	03/31/2009	Built Date	09/13/2005
Model Year	2006	Body	DH7P81 DODGE RAM 2500 LARAMIE MEGA CAB 4X4		
In Service Dt	12/20/2005	Mileage	79,200	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	45278	STROM ALTMAN DODGE, INC.			
Dealer Address	2049 REMOUNT RD				
Dealer City	N CHARLESTON	Dealer State	SC	Dealer Zip	29406
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	MT PLEASANT SC [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front	States the the tie rods is broken
Referral - Service Contracts - Default - Default - Default	seeking service contracts information.

Customer called in and states that the front tie rod is broken and he has taken his vehicle to 45278 and the dealership is not covering in under service contract. Agent transferred the call to Service contract for further handling.

Customer Assistance Inquiry Record (CAIR)# 18523709

VIN	3D7KS29C9 6G [REDACTED]	Open Date	04/21/2009	Built Date	11/15/2005
Model Year	2006	Body	DH7P81 DODGE RAM 2500 LARAMIE MEGA CAB 4X4		
In Service Dt	02/13/2006	Mileage	67,020	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U US
Dealer	66327	PAUL MILLER MOTORS INC			
Dealer Address	1114 E MAIN STREET				
Dealer City	MELBOURNE	Dealer State	AR	Dealer Zip	72556
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ASH FLAT AR [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front Front tie rods assembly broke down

Customer states the front tie rods assembly broke down and it needs to be replaced. Customer wanted to know if there is a recall or wanted to know if Chrysler can assist her with the repairs. Agent informed the customer that there is no recall on the vehicle. Agent advised the customer to give us a call back with the reference number once the vehicle has been diagnosed by an authorize dealer. Agent also informed the customer that she needs to pay for the diagnosis. Agent did not commit anything. The SM Keith called on this vehicle and stated the front tie rod has fallen off the vehicle. The warranty price is \$76.16 labor and \$441.35 parts total \$517.51. SM Keith stated he would use there dsa. As a one-time goodwill gesture, Chrysler/Dealer will help with the repair of the front tie rods.

Customer will be responsible for a co-pay in the amount of \$100.00.
 ##### 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 not? 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 66098 or you may email us at T2email@chrysler.com

 #

REASSIGNED TO BC/DLR 63 66327 04/24/09 15:29 R 18523709
 *Contact Date:05/04/2009

Service Manager at the dealership has closed the Cair# 18523709
 Warranty repair has been documented on Repair Order#11166
 CAIR RETURNED FROM DEALER ON 5/04/2009 AT 02:14:523 R 18523709

Customer Assistance Inquiry Record (CAIR)#						18527423
VIN	3D7KS29C8	6G [REDACTED]	Open Date	04/22/2009	Built Date	02/10/2006
Model Year	2006	Body	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	10/30/2006	Mileage	36,756	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	66327	PAUL MILLER MOTORS INC				
Dealer Address	1114 E MAIN STREET					
Dealer City	MELBOURNE	Dealer State	AR	Dealer Zip	72556	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	SIDNEY AR [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that on Sunday -04/19/09 tie rods broke down
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Customer states that on Sunday -04/19/09 tie rods broke down and customer towed the vehicle to Bailey -8703867329 IRF dealership as authorized dealership were closed down. Customer is seeking for reimbursement in regards to the repairs done. Customer own to vehicle. Agent informed customer to send original receipt and proof of payment. Agent has provided the fax number. Agent informed customer to send the documents as vehicle is out of warranty by 756 miles.

Customer Assistance Inquiry Record (CAIR)#						18542834
VIN	3D7MS48C0	5G [REDACTED]	Open Date	04/28/2009	Built Date	11/29/2004
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	12/31/2004	Mileage	57,715	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	41626	CHARLIE'S DODGE INC				
Dealer Address	725 ILLINOIS AVENUE					
Dealer City	MAUMEE			Dealer State	OH	Dealer Zip 43537
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	TOLEDO OH [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer called in for the reimbursement for the repairs.
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The customer called in to state that the tie rods broke down at 70 mph. The customer states that the vehicle was repaired at the dealership. The customer is seeking for reimbursement for the repairs involved. The agent provided the mailing address and provided the mailing address.

Customer called in to ask for the fax number. Agent provided the fax number [REDACTED]

Customer Assistance Inquiry Record (CAIR)#						18558010
VIN	3D7KS28C9	5G [REDACTED]	Open Date	05/04/2009	Built Date	04/21/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	08/30/2005	Mileage	75,000	Dealer Zone	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43680	DOTHAN CHRY-DODGE INC				
Dealer Address	4066 ROSS CLARK CIRCLE					
Dealer City	DOTHAN			Dealer State	AL	Dealer Zip 36304
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	GORDON AL [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | Customer states that the tie rods are broken

Customer states that tie rods are breaking down. Customer states that dealer asked them to replace it which they did for the left & right side. Customer states that now the right is broken down again. Customer states that the tie rods were repaired. Customer states that now the vehicle will be taken to 43680 for alignment. Customer is seeking for reimbursement; agent informed customer that nothing can be decided as for now as the repairs are not done at dealer. Agent provided mailing address to customer and informed that no commitments can be give now

Customer Assistance Inquiry Record (CAIR)# 18563112

VIN	1D7KS28C1 6	Open Date	05/06/2009	Built Date	06/10/2006
Model Year	2006	Body	DH7H42 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	07/13/2006	Mileage	58,000	Dealer Zone	42 DETROIT
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Dealer	43275	HILLSDALE CHRYSLER DODGE JEEP INC			
Dealer Address	308 WEST CARLETON ROAD				
Dealer City	HILLSDALE	Dealer State	MI	Dealer Zip	49242
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	CANTON MI	[REDACTED]	Country	UNITED STATES	

Product - Steering - Unknown - Bent - Default	Steering fell apart and the vehicle totalled in an accident due to it.
Product - Suspension - Tie Rods / Drag Link - Broken - Front	The Tie Rods have broken.

Customer states that the vehicle crashed, as the Tie Rod broken and the Steering fell apart. Nobody got hurt in the accident. Customer wants Dodge to fix this issue, as he DOESN T want to contact his Insurance Company for the claim.
 Customer never had the vehicle information, so he requested writer to call Mike at his Work# [REDACTED].
 Writer spoke with Mike and confirmed the VIN. Writer provided him with the case number and requested to pass on the information to Mr. Denski. Also requested him to call back with the case number. He agreed. Customer is reachable at his Cell# [REDACTED] after 2 PM.
 Customer has the vehicle in his garage.

 *Call was handled by SG580.

Customer Assistance Inquiry Record (CAIR)#	18563151
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VIN	1D7KS28C6 7J [REDACTED]	Open Date	05/06/2009	Built Date	11/29/2006
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	03/31/2007	Mileage	56,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		Market	U US
Color	PDM MINERAL GRAY MET. CLEAR COAT				
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DGB				
Dealer	60159 PATTERSON CHRYSLER DODGE				
Dealer Address	1611 US HIGHWAY 259 N				
Dealer City	KILGORE	Dealer State	TX	Dealer Zip	75662
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	MARSHALL TX [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer calls seeking recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer stated that the tie rod seperated from the front end.

Customer stated that the tie rod separated from the front end. Customer stated that the dealership stated that the entire front end needs to be replaced. Customer wanted to know if there was any recall on the front end. 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. Customer wanted to know who will pay for the repairs. Agent informed the customer that the warranty on the vehicle has expired so he will have top pay for the repairs. Customer not happy with the writers decision and stated that he will never buy a Chrysler again. Customer disconnected the call.

Customer Assistance Inquiry Record (CAIR)#	18583457
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VIN	3D6WC68A5 8G [REDACTED]	Open Date	05/14/2009	Built Date	09/03/2007
Model Year	2008	Body	DM4L44	DODGE RAM 4X2 4500 QUAD CAB CHASSIS	
In Service Dt	02/29/2008	Mileage	28,000	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	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	44107	ACADIANA DODGE INCORPORATED			
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY				
Dealer City	LAFAYETTE	Dealer State	LA	Dealer Zip	70508
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	CHURCH POINT LA [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	
---	--

Roadside Assistance Contacted - DATE : 2009-05-12
 Road Side File Created 05-14-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1031 E EBAY 1700 SOUTHEAST EVANGELINE HIGH
 STATE HIGHWAY 1104
 CHURCH POINT LAFAYETTE
 LA USA LA
 CALLER_COMMENTS TIEROD BROKE....SPOKE LUDWIG IN S
 DEALER CODE : 44107 ACADIANA DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)# 18629692

VIN	3D7MX48A8 7G [REDACTED]	Open Date	06/01/2009	Built Date	03/20/2007
Model Year	2007	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB	
In Service Dt	06/06/2007	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 CUMMINS TURBO DIESEL ENGINE			
Transmission	DBB				

Dealer	44578	RIVERSIDE AUTOPLEX LLC			
Dealer Address	916 SO. GEORGE NIGH EXPRESSWAY				
Dealer City	MCALESTER	Dealer State	OK	Dealer Zip	74501

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	MCALESTER OK [REDACTED]	Country	UNITED STATES

Product - Steering - Steering Wheel / Column - Defective - Default	Customer experiencing problems with the steering
Corporate - Policy Issues - Default - Default - Default	Customer seeking reimbursement for the steering repairs

POSTMARK DATE: 052809; DATE RECEIVED: 060109

06.03.09
 CATHCART & DOOLEY
 Stephanie Telleen / legal Assist 405.524.1110
 CLAIM: 2008807978
 DOL: 04.10.08
 FILE# 301.09226
 Ok Farm Bureau seeking reimbursement of \$22,000 for a tie rod that broke
 I sent need more infor letter
 LETTER MAILED. MG17
 POSTMARK DATE: 060509; DATE RECEIVED: 060909

Customer Assistance Inquiry Record (CAIR)# 18629996

VIN	3D7MX48C3 6G [REDACTED]	Open Date	06/01/2009	Built Date	04/27/2006
Model Year	2006	Body	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4	
In Service Dt	08/31/2006	Mileage	107,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	44814	SPORT DODGE			
Dealer Address	6831 BLACK HORSE PIKE				
Dealer City	EGG HARBOR TOWNSHIP	Dealer State	NJ	Dealer Zip	08234
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ESTELL MANOR NJ [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Call transferred to tier3.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Customer alleges problems with the tie rods.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer alleges the vehicle met with an accident because of some problem with the tie rods , agent informed the customer that the concern would be escalated to the concerned department. The vehicle is with the dealership.

Before the agent could proceed with the concern , the line got disconnected from the customers end.

*****Outbond Call *****

Called up the customer & requested to give us a call back so that we can transfer the call.(voice mail)

Customer called to talk to senior staff agent. Agent transferred the call to tier3. Transfer approved by SG580.

****Begin structured narrative SI POLICY FIRE OR ACCIDENT

Owner Alleges:

Driving on expressway, on bridge and tie rod snapped off and pulled customer left. He was in far left lane, truck went left into concrete barrier and tried to climb over until vehicle came to a stop. Customer feels he shouldn t have to pay to repair vehicle.

Description of the incident (what, when, where, injuries, etc)

Driving on expressway, on bridge and tie rod snapped off and pulled customer left. He was in far left lane, truck went left into concrete barrier and tried to climb over until vehicle came to a stop. Customer feels he shouldn t have to pay to repair vehicle. 06/01/09 about 6:30 AM. Route 295, mile post 58 on 295, Northbound lane.

Has the owners insurance company been contacted ?

No

If yes provide name/policy number and phone number

n/a

Where is the vehicle exactly located (No P.O.Boxes, include phone #)

Sport Hyundai Dodge, Black Horse Pike, Egg Harbor Township, NJ.

Is there property damage or other vehicles involved in the accident?

yes. Damage to vehicle only, no other vehicles involved.

Has a Police or Fire report been filed (what municipality & report #)

Police report, yet. State Police of New Jersey.

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

Customer requesting Chrysler to pay to repair vehicle. Customer alleges

tie rods broke and caused accident.

Best customer contact number [REDACTED]

06.01.09

VEHICLE IS LOCATED AT:

SPORT DODGE

6831 BLACK HORSE PIKE

EGG HARBOR TOWNSH NJ 08234

609-646-1200

Per OGC Matrix, reassigned to 82T. MG17.

6.4.09 One Open Recall

H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE

6.4

6.4.09 Assigned to TNT16. MJK

6.4.09 NIR

6.4.09 No Inspection Required. MJK

CAIR NUMBER 18629996 REQUEST EAA INSPECTION 06-05-2009 11:26

CAIR NUMBER 18629996 E-MAIL SENT TO EAA 06-05-2009 11:26

CCRG Open Date: 06/03/2009 15:47:26

Letter Sent: Acknowledgement 06/08/2009 11:09:17

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/15/09 AT 13:32:09 18629996

Customer Assistance Inquiry Record (CAIR)# **18670870**

VIN	3D7KS28CX 6G [REDACTED]	Open Date	06/16/2009	Built Date	08/15/2005
Model Year	2006	Body	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4	
In Service Dt	08/24/2006	Mileage	52,324	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	68284	SALVADORE CHRYSLER DODGE			
Dealer Address	442 W BROADWAY				
Dealer City	GARDNER	Dealer State	MA	Dealer Zip	01440
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	HUBBARDSTON MA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Customer wanted to talk to senior agent.
Product - Differential Gear Assy's - Unknown - Defective - Front	Problem with front end.

Customer states that there was problem with the front of the vehicle and the dealership informed him that he will have to changed the whole front end and he had paid \$550 for the part and the new parts is updated parts and is much bigger that the older one and he wanted to talk to someone who has information about this parts and wanted to talk to someone with authority.

Agent transferred the call to tier3. Transfer approved by SG580.

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

Transferred customer to T2.5 or Reassigned

Transferred

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

?NIC?.

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

****Begin structured narrative T2 - Referral to Hamlin Rd

Contact requires transfer to T3.

Transfer approved per ? enter NIC ?.

CAIR reassigned to in-basket ? enter in-basket ?

****End structured narrative T2 - Referral to Hamlin Rd

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 has offered a \$100.00 reimbursement***

Writer spoke with customer who called because there was a problem with

his front end of the vehicle. The customer stated that the tie rods ends

on the right side of the top piece of the socket of the stud ball pulled

away from the socket causing the car to go out of control. Customer is calling for reimbursement for front alignment and parts of the front end. Customer stated that the part was for \$426.00 and for alignment 68.00 for a total of \$494.00. Writer advised customer that we would reimburse the customer \$100.00 for the cost. Customer was also wondering why the parts is updated parts and is bigger. Writer informed the customer that he would need to speak with the dealership. Writer spoke with Service Manager Phil who advised that the vehicle had a broken tie rod end that was from wear and tear and the tie rods did not apply for any recall and that it was not a manufacture defect.

Customer Assistance Inquiry Record (CAIR)# 18683219

VIN	3D7MX48C4 6G [REDACTED]	Open Date	06/19/2009	Built Date	02/14/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	03/31/2006	Mileage	101,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	45225	PATTERSON CHRYSLER DODGE JEEP			
Dealer Address	3435 EAST END BLVD.				
Dealer City	MARSHALL	Dealer State	TX	Dealer Zip	75672
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	FRIERSON LA [REDACTED]	Country	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer states that the vehicle met with an accident
Recall - H46: - Advise Owner/Incomplete Recall	Customer was aware of the recall.
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

MR. [REDACTED] (Grandson of the owner) called instating that on 06/12/2009 met with an accident and had a collision with a truck. customer further alleges that the accident occurred was because of the recall H460. Agent transferred the call to T2.5 for further handling.
 ****Begin structured narrative T2 - Referral to SLC
 Contact requires transfer to T2.5
 Yes
 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)
 [REDACTED] (Grandson of the owner)
 What component, system, feature of the vehicle is alleged to be defective?
 steering linkage (related to incomplete recall H46)
 What happened? Provide a brief description as related by the customer.
 Customer states there was a clanking noise and made a vibration noise similar to a tire blow out. Customer states he lost control of the steering and the vehicle went off the road into a tree.
 When did it happen? Date/time
 6/12/09, 10:00pm
 What were the weather/road conditions? (wet,dry,rainy,snow,ice,windy,etc)
 clear
 Where did it happen? Be as specific as possible.
 Hwy 3276, Frierson LA
 Brief description of all injuries + other vehicle occupants as appropriate.

No injuries

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

Yes

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

Company: Antac,

Agent: Allison Holly,

Policy#

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

No

n/a

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

Bobby's Body Shop

318-797-3510

140 Thames Lane Frierston, LA

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

Trailer was slightly damaged, flatbed

Were other vehicles involved in the incident? Yes or No

no

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

yes (police)

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

Customer does not have available

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

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

Approved/Reviewed by: (TL or Floor Support)

LS809

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

Customer stated he did not have the police report available at the time of the call. Agent informed that he would need this information when he is contacted by SI regarding the case.

Brief description of all injuries + other vehicle occupants as appropriate cannot be answered as N/A. If no injuries please type 'no injuries'. Please fix and send back to me.

Per ajc43 sent to 82S.

06.22.09

Recall H46 INC

Customer was mailed Recall notice 04.09

VEHICLE IS LOCATED AT:

Bobby's Body Shop

140 Thames Ln

Frierston, LA 71027

(318) 797-3510

Per OGC Matrix, reassigned to 82T. MG17.

6/22/09 Incomplete Recall: H46 STEERING LINKAGE

6/22/09 Assign to TNT16. LSE6.

CAIR NUMBER 18683219 REQUEST EAA INSPECTION 06-22-2009 14:13

CAIR NUMBER 18683219 E-MAIL SENT TO EAA 06-22-2009 14:13

CCRG Open Date: 06/22/2009 14:07:13

Letter Sent: Acknowledgement 06/23/2009 17:24:23

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/25/09 AT 13:40:18 18683219

Customer Assistance Inquiry Record (CAIR)#						18687345
VIN	3D7KS28CX 6G [REDACTED]	Open Date	06/22/2009	Built Date	06/29/2005	
Model Year	2006	Body	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	10/10/2005	Mileage	86,000	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	56617	FREDERICK CHRYSLER JEEP DODGE				
Dealer Address	7871 MARKET ST					
Dealer City	BOARDMAN		Dealer State	OH	Dealer Zip	44512
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	BEAVER PA [REDACTED]			Country	UNITED STATES	

Recall - H46: - Reimbursement	Customer is seeking reimbursement.
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Customer is seeking reimbursement. Customer states that he had already done the recall repair work on the steering linkage before by himself and now he got notified that he got recall on it. Customer states that the vehicle broke down in the middle of the road and there in no closer dealership where he can take his vehicle. Customer states that he towed the vehicle to his home and paid for the towing, as later he got voicemail for the recall. Informed him to send original repair order and proof of payments with a short reimbursement request letter, to our mailing address. Informed the USCAC mailing address and fax number to the customer. Educated the customer that once we received the documents (sent by him), it will be reviewed by Chrysler and then someone from Chrysler will get back to her with the decision, in 3 to 4 business working days from the day it was received to Chrysler. Advised to include the CAIR number on the envelope and at the top of their letter. (Repair order and proof of payment is not yet mailed.)

Customer Assistance Inquiry Record (CAIR)#	18690902
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VIN	3D7LX38C7 6G [REDACTED]	Open Date	06/23/2009	Built Date	05/12/2006
Model Year	2006	Body	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	05/31/2006	Mileage	46,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	68337	KING COTTON MOTOR CO OF COVINGTON			
Dealer Address	959 HIGHWAY 51 NORTH				
Dealer City	COVINGTON	Dealer State	TN	Dealer Zip	38019
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	STANTON TN [REDACTED]	Country	UNITED STATES		

Recall - H46: - Advise Owner/Incomplete Recall	Customer states that steering broke and had to get the recall performed a
Product - Steering - Linkage - Defective - Default	Customer states that steering linkage broke and had to get the recall per

Customer states that steering linkage broke and had to get the recall performed at IRF dealership. Customer is seeking for repair reimbursement. Writer informed to send the original receipt and proof of payment along with letter seeking for reimbursement. Customer states that the recall is performed.

Customer Assistance Inquiry Record (CAIR)#	18690924
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VIN	3D7KS28C6 5G [REDACTED]	Open Date	06/23/2009	Built Date	12/13/2004
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP	
In Service Dt	06/30/2005	Mileage	60,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	68337	KING COTTON MOTOR CO OF COVINGTON			
Dealer Address	959 HIGHWAY 51 NORTH				
Dealer City	COVINGTON	Dealer State	TN	Dealer Zip	38019
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	STANTON TN [REDACTED]	Country	UNITED STATES		

Product - Steering - Linkage - Defective - Default	Customer states that steering linkage broke and had to get the recall per
Recall - H46: - Advise Owner/Incomplete Recall	Customer states that steering linkage broke and had to get the recall per

Customer states that steering linkage broke and had to get the recall performed at IRF dealership. Customer is seeking for repair reimbursement. Writer informed to send the original receipt and proof of payment along with letter seeking for reimbursement. Customer states that the recall is performed.

Customer Assistance Inquiry Record (CAIR)#	18698672
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VIN	3D7KS28C0 6G [REDACTED]	Open Date	06/25/2009	Built Date	03/17/2006
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4	
In Service Dt	04/08/2006	Mileage	103,843	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	45298	BLAKE FULENWIDER CHRYSLER DODGE	JEEP, LTD		
Dealer Address	110 N ACCESS RD # IH-20				
Dealer City	CLYDE	Dealer State	TX	Dealer Zip	79510
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BRECKENRIDGE TX [REDACTED]	Country	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	goodwill assistance
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rods fell off
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Referral to SLC
Contact requires transfer to T2.5
goodwill assistance
Transfer approved per
SG580
****End structured narrative T2 - Referral to SLC
Customer said that the Tie rod is fallen off. Customer said that he has taken the vehicle to the dealership. Customer seeking assistance from Chrysler for the repairs.
What is the customer requesting from Chrysler?
repair assistance
How far out of warranty is the vehicle/repair by time and/or mileage?
92000miles
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?
45298
Service Advisor
Jim Ramsey
NIC of team leader/floor walker who authorized escalation of caller?
SG580
Informed customer about the recall.
*** Customer called in seeking goodwill on the repair of the tie rods. Writer called the dealership (45298) and talked to Jim (SA, SM not available). Jim indicated that the tie rod snapped and that it needs tie rods, dampener and both ball joints. He does not recommend assistance the customer has never been into a dealership for maintenance.

**** 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.
LS809

Customer s line was disconnected while on hold. Writer called the customer at 940-559-8319 but the message indicated that 'cannot be completed as dialed'. If the customer calls back please deliver the goodwill decision above and update the customer s phone number in COIN. Jim SA from the dealership 45298 called in regards to the above mentioned concern. Jim wanted to know the decision on goodwill for the customer. The agent told the SA that goodwill has been declined as per line 37 to line 40. The agent also updated the customer s phone number in COIN. The customer called in with the reference number,the agent informed that the assistance has been denied.The agent informed that the assistance has been denied only because the vehicle was not maintained properly.The customer states that the dealership is 90 miles away and it is not possible to come down to the dealership for every oil change.The customer asked for a supervisor.

SD489 took over the call

Customer called in with the same issue and wanted chrysler to him with the repair charges. Writer reviewed the records and informed the customer with the same information that the goodwill decision was denied. Customer was disappointed and hung up the call.

06-26-09: Spoke with dealership to review CAIR. Dealer indicates ball joint was root cause of the failure. The Tie Rod and Dampner were damaged from the ball joint failure, not the recall. The recall repair was not needed by the inspection procedure of the recall. CAIR closed by DM. MDW8

Customer Assistance Inquiry Record (CAIR)#						18707158
VIN	3D7KS28C8	5G [REDACTED]	Open Date	06/29/2009	Built Date	01/17/2005
Model Year	2005	Body	DH7L42	DODGE RAM ST 2500 QUAD CAB PICKUP		
In Service Dt	02/23/2005	Mileage	69,300	Dealer Zone	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	58370	VIGO DODGE INCORPORATED				
Dealer Address	4120 SOUTH US HWY 41					
Dealer City	TERRE HAUTE	Dealer State	IN	Dealer Zip	47801	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	SHELBURN IN [REDACTED]			Country	UNITED STATES	
Recall - H46: - Advise Owner/Incomplete Recall			Walt de casas			
Recall - H46: - Parts Delay			part is not available and Rental vehicle requested.			

Customer calls seeking recall information. Advised the customer of incomplete recall ?H46? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer states that the vehicle is at the dealership for recall-H46 repair. Customer seeks rental vehicle. Dealership informed the customer that the part will come on Thursday and then vehicle will be fixed. Agent denied for the rental vehicle.

Agent called the dealership-58370 spoke to SM. Steering linkage is ordered. He said that the part will come in 3 to 4 days.

** Internal Escalation (ST702) **

Customer called in with the same concern. Customer says that she wants a rental until the recall on her vehicle is completed. Agent told the customer that Chrysler does not provide rentals for recalls in most of the cases and will not be able to provide her with a rental vehicle.

Customer says that she is more worried about her vehicle and cannot understand why it is taking such a long time for the part to come in. Agent told the customer that she can get in touch with the parts manager at the dealership if she wants part information. Customer wanted to speak to someone higher which the agent denied.

Customer called for the same concern. Agent informed the customer that the part is expected within 3 - 4 days as per lines 10 - 11. Customer wants a rental vehicle to drive. Agent informed that the rental is not provided for the recall repairs. Customer wants to talk to some one above the Agent for the same.

Customer is complaining that the Recalled component broke and the vehicle is at the dealership. She insists that this is a serious safety issue and Chrysler should provide rental, as the part is not available at the dealership and it will take time to fix it.

Writer offered a call back for the customer at her Home# [REDACTED]

---Dealership---

Writer spoke with Scott, SM at the dealership. He confirmed that the customer is not loyal to the dealership and the customer has never done any out of warranty work at the dealership.

Writer also spoke with Mark, Parts Manager. He confirmed that the recalled component has arrived today and they have the parts available to fix this vehicle. But other Front End components has gone bad like Driveline, Right side Tie rod, and other Steering components that has gone bad possible due to the recalled component. Mark wants to know if Chrysler will pay for the other repairs or it will be customer pay repair.

Writer informed Mark and Scott that the case should be reviewed by the Chrysler Rep for other repairs affected due to the recalled component. As the part has already arrived and the customer is not loyal to the dealership, the Rental Vehicle WILL NOT be authorized. Writer requested Scott to call the customer for updates, after the case is reviewed by the DM. He agreed.

---Call back---

Writer called back the customer at her Home# [REDACTED] but reached the voicemail. Hence, left a message about the above conversation and advised to keep in touch with the SM, Scott.

The customer asked for the supervisor.

SD489 took over the call

Customer called in with the same issue and states that she did not get a call back from the previous agent who have promised to call back. Writer informed the customer about the above information. Customer wanted a call back from the previous agent. Writer informed that the previous agent will be informed about the request for call back.

Customer is asking for SG580.

****Internal escalation taken by SG580****

Customer is calling about the same case again.

Writer informed her that Scott, the SM will call her back, once the case is reviewed by the DM for the other repairs needed to see if the repairs could be considered by Chrysler along with the recall repair.

She understood.

****Lines 28-52 was documented by SG580, as per the conversation with the customer and the dealership.****

Customer wants to talk to SG580

*****Internal Escalation RP762*****

Customer is calling regarding the above issue and states that she was informed by the previous representative that parts have arrived at the dealership and now the dealership is not performing the recall. Agent called the dealer and had a word with the SM Scott he informed that for the H46 recall they need to diagnose the vehicle and check if the part needs to be replaced or no and they have looked at this vehicle and the steering linkage does not need to be replaced. Agent informed customer that the dealership has diagnosed her vehicle and there is nothing wrong with the vehicle related to the H46 recall that is the reason they were not replacing the part. Customer states that her vehicle is not drivable. Agent informed customer that she may check with the dealership.

Customer requested for a supervisor.

SF309 Internal Escalation

Customer is calling for the same issue, she states that the dealership is charging her for the repairs, she wants to know why the repairs are not covered. Agent advised the customer that the repairs which was performed are not related to the recall, agent advised the customer to contact the dealership.

Internal escalation taken by SG580

Customer is calling about the same case and insists that Scott, the SM had called her and informed her that Chrysler will not cover anything including the recalled component and quoted her the repair cost of \$1100.

----Dealership---

Writer called the dealership but Scott, the SM was on Lunch break. He will come back at 12 noon CST.

Writer informed the customer that the SM will be contacted and writer will call back the customer. She agreed. Writer advised the customer that there was NO PROMISE made on the previous conversation and the DM was supposed to review the case for possible contribution from Chrysler. Customer understood but she insists that Chrysler should atleast pay for the Steering Linkage under Recall campaign.

SG580 is not available. Customer states that she will call back.
Customer wanted to speak with SG580. Agent informed the customer that SG580 will call her back in an hour.
Customer wanted to speak with SG580. Agent informed the customer that SG580 will call her back before 5 p.m.

-----Dealership----

Writer spoke with Scott, the SM. He insists that they got confused and the information was inter-changed with another truck owned by the customer's son that was also involved with Recall# H46. On the other vehicle, the Steering Linkage have broken but the customer's son had already replaced it on his own with other components and he has been asking for reimbursement, which has been denied already. On this vehicle, the Steering Linkage has been inspected and found good. They don't need to replace the component. The Tie rods and other components have gone bad but is NOT related to the current recall on the vehicle. Hence, they have quoted her with the repair cost of \$1200 approximately. Scott insists that the customer is not a loyal customer and has NEVER spent anything on the vehicle with the dealership. All the previous repairs were warrantable and hence, he feels that the customer DOESN'T deserve a goodwill from Chrysler. But he is still willing to get the case reviewed by Shane, the Chrysler Rep and asked the writer to call back 3 pm EST tomorrow for the DM's decision.

----Call back---

Writer called the customer back and informed her that the dealership had the incorrect information earlier and her vehicle needs different repairs and are not related to the recalled component. The recall component is found good after the inspection and it doesn't require part replacement or repair. Hence, the repairs needed will be her responsibility. Customer is upset and insists that the other vehicle is actually owned by her Brother-in-law and his vehicle was not even there at the dealership, while her vehicle is getting inspected. She insists that Scott is not helping her.

Writer informed that Shane, the DM would still review the case and his decision would be the final decision. Writer will call back the dealership tomorrow at 3 pm EST and will inform the customer accordingly.

Customer called in regards to the same issue. Agent transferred the call to Tier 2.5 since Customer is seeking for repair assistance.

Approved by LL679

Customer called in and she insisted to speak to SG580. Agent reviewed line number 138 to 140. And informed the customer that she will receive a call back from the writer as mentioned in the above documentation.

** Internal Escalation (ST702) **

Customer says that she was informed by SG580 that she will get a call. Agent told the customer that SG580 is working on the case and he will give her a call back.

Writer called the dealership but Scott was off for the day already.

Customer called in and she insisted to speak to SG580. Agent informed the customer that she will receive a call back.

Customer called in and insisted to talk to SG580. Agent was reviewing the case with SG580 but the line disconnected in the mean time.

Customer Assistance Inquiry Record (CAIR)#	18707725
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VIN	3D6WD78A5 8G [REDACTED]	Open Date	06/29/2009	Built Date	10/18/2007
Model Year	2008	Body	DM0L44	DODGE RAM 4X4 5500 QUAD CAB CHASSIS	
In Service Dt	01/08/2008	Mileage	88,000	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	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	44304	JOHNSON AUTO PLAZA INC			
Dealer Address	12410 EAST 136TH AVENUE				
Dealer City	BRIGHTON	Dealer State	CO	Dealer Zip	80601
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BRIGHTON CO [REDACTED]	Country	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	Seeking assistance
Corporate - Recall - Default - Default - Default	Seeking recall information
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Tie rod has gone bad

Customer called in stating that the tie rod broke on the front suspension assembly and states that there is a recall on the same part and had to get the Tie rods suspension assembly from the dealership and the cost of it is \$781.05 and states that it should be fixed under recall. Agent documented the concern and then transferred the call to tier3 at VDN 72409. Approved by LL679.

****Begin structured narrative T2 - Referral to SLC
 Contact requires transfer to T2.5
 SLC
 Transfer approved per
 LL679

****End structured narrative T2 - Referral to SLC
 Writer spoke with customer who called to inform us that his left tie rods broke on the front suspension assembly. This happened while the vehicle was in a parking lot.
 Writer informed the customer that before any goodwill assistance can be considered he would need to take his vehicle into the dealership for the diagnosis. The customer understood.
 Writer spoke with Service Advisor who advised that the joints shredded and snapped. Service Manager does not no the reason why since the vehicle has not been in for a diagnosis.
 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 left tie rods that broke on the front suspension assembly

Based on the information at hand, agent is considering the following:

**** Writer is considering a 50/50 split ****

Agent attempted to contact dealer Service Manager (SM)Rick, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66097

Writer spoke with Service Manager Rick who advised that the customer had paid for the repairs in full. Writer closing car.

Customer called to find information on how to get reimbursement. Writer informed customer of reimbursement request mail.

Customer Assistance Inquiry Record (CAIR)#	18709575
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VIN	1D7KS28C2 6J [REDACTED]	Open Date	06/29/2009	Built Date	05/09/2006
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4	
In Service Dt	07/14/2006	Mileage	117,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	MARSHALL TX [REDACTED]			Country	UNITED STATES

Recall - H46: - Reimbursement	Customer is seeking reimbursement.
Product - Steering - Unknown - Defective - Default	Steering fell apart.

Customer is seeking reimbursement for recall H46.
 Customer states that the front end was already pulled up the tie rod ends and the whole steering fell apart. Customer performed the repairs at an IRF and is seeking reimbursement for the same. Customer states that he got a recall notification on May 19th.
 Advised customer to send the receipts, proof of payment and a brief letter. Provided reference number.
 No commitments made.
 Customer called in and wanted to check whether he can email the documents. Agent advised the customer that he can either fax or mail the documents. Customer was ok with the information.

Customer Assistance Inquiry Record (CAIR)# 18717281

VIN	3D7KS28C9 5G [REDACTED]	Open Date	07/01/2009	Built Date	06/15/2005
Model Year	2005	Body	DH7H41 DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	11/05/2005	Mileage	1	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	45258	CARMAN DODGE, INC.			
Dealer Address	196 S DUPONT HWY				
Dealer City	NEW CASTLE	Dealer State	DE	Dealer Zip	19720
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NEW CASTLE DE [REDACTED]	Country	UNITED STATES		

Recall - E17: - Advise Owner/Incomplete Recall	recall is on the out of park alarm system
Recall - H46: - Advise Owner/Incomplete Recall	recall is on the steering linkage
Corporate - Product Information - Default - Default - Default	seeking recall reimbursment
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rods were broken

Advised the customer of incomplete recall ?recall #E17, H46? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer calling on behalf of his son John Antonio seeking recall reimbursement for the repair perform on the tie rods which were broken, customer received the recall notification for the steering linkage two week before and seeking reimbursement under the same as the tie rods is connected with the steering linkage. Agent provided the contact details for the CAC and advises the customer to send us the repair invoice and the proof of payments for the review. No commitments made.

Customer Assistance Inquiry Record (CAIR)#						18718009
VIN	3D7KS19D5	6G [REDACTED]	Open Date	07/01/2009	Built Date	03/03/2006
Model Year	2006	Body	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4		
In Service Dt	01/13/2007	Mileage	0	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45235	LITHIA CHRYSLER DODGE OF EUREKA				
Dealer Address	4320 BROADWAY ST					
Dealer City	EUREKA	Dealer State	CA	Dealer Zip	95503	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	ARCATA CA [REDACTED]				Country	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Goodwill assistance
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Part is not manufacture by chrysler
Recall - H46: - Advise Owner/Incomplete Recall	Recall information

Customer called in regarding the tie rod and stated she had been at the dealership for a month. Customer stated she needs the part. Agent advised the customer get in touch with the dealership and get the part ordered. Customer is not ready to visit the dealership. Customer started crying and said that Chrysler doesn't manufacture the tie rod parts. Agent advised the customer order the part at any of the dealership give us the part# and order# we will go ahead and check the part for her. Agent advised the recall# H46. Agent also advised get the recall performs at any of the authorized dealership.

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

Contact requires transfer to T2.5

Transfer approved per

ES738

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

Customer called in regarding the same concern. Writer had a word with SM and got the estimated cost of repair which is \$611.09. Agent transferred the call to Tier 2.5 for further handling.

Customer Assistance Inquiry Record (CAIR)# 18726856

VIN	3D7MX48C7 6G [REDACTED]	Open Date	07/06/2009	Built Date	06/28/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	09/29/2006	Mileage	40,000	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	45306	RONAN DODGE CHRYSLER JEEP			
Dealer Address	62683 US HIGHWAY 93				
Dealer City	RONAN	Dealer State	MT	Dealer Zip	59864
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HOT SPRINGS MT [REDACTED]	Country	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer states that the vehicle met with an accident.
Recall - H46: - Advise Owner/Incomplete Recall	Informed customer about the recall.
Corporate - Property Damage - Default - Default - Default	
Product - Steering - Unknown - Other - Default	
Product - Unknown - Unknown - Accident - Default	

****Begin structured narrative T2 - Referral to SLC
 Contact requires transfer to T2.5
 Transfer approved per
 PD592
 ****End structured narrative T2 - Referral to SLC

1. Who is calling and what is their contact information?
 Owner of the vehicle, [REDACTED] Contact number: Preferred
 [REDACTED]

2. What happened?
 Owner s son was driving the vehicle on June 5th, tie rod dropped off and lost control of the passenger wheel. Vehicle created a black mark on the pavement and kind of launched off into the river (Clarks Fork River). Water was about 40 feet deep at the time of the accident, water running muddy and fast, hot day, window was down, vehicle was recovered on the July 2nd when the river finally cleared up, no injuries. Vehicle has been totaled and owner is not planning on getting it repaired. Owner is seeking for a replacement vehicle from Chrysler.

3. What is the current location of the vehicle?
 Vehicle is currently at the owner s business address: 1893 Highway 28, Hot Springs, MT 59845
 Deleting line 21 information added incorrectly.

Per OGC Matrix, reassigned to 82T. JSS15.
 7/7/09 ASSIGN TO TNT16. LSE6.
 7/7/09 INCOMPLETE RECALL: H46 STEERING LINKAGE
 CAIR NUMBER 18726856 REQUEST EAA INSPECTION 07-07-2009 13:58
 CAIR NUMBER 18726856 E-MAIL SENT TO EAA 07-07-2009 13:58

CCRG Open Date: 07/07/2009 11:46:48

Letter Sent: Acknowledgement 07/08/2009 11:57:40

Inspection Delayed: 07/13/2009

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/15/09 AT 04:06:15 18726856

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/15/09 AT 09:37:42 18726856

Customer Assistance Inquiry Record (CAIR)#						18727995
VIN	3D7KS28C0	6G [REDACTED]	Open Date	07/06/2009	Built Date	03/23/2006
Model Year	2006	Body	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	10/24/2006	Mileage	85,300	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	SHERIDAN WY [REDACTED]				Country	UNITED STATES

Recall - H46: - Advise Owner/Incomplete Recall	Recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Tie rod broke.

Customer called as she received a recall notification. Customer states that in 2008 the tie rod on her vehicle broke. Customer wants to know if it broke due to the recall. Agent requested the customer to get the vehicle diagnosed at an authorized Chrysler dealership.

Customer Assistance Inquiry Record (CAIR)# 18728008

VIN	3D7MS46C1 5G [REDACTED]	Open Date	07/06/2009	Built Date	09/22/2004
Model Year	2005	Body	DH8H62	DODGE RAM SLT 3500 REG. CAB PICKUP	
In Service Dt	11/30/2004	Mileage	53,045	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	44436	HERB CHAMBERS CHRYSLER JEEP DODGE	OF DANVERS		
Dealer Address	107 ANDOVER ST				
Dealer City	DANVERS	Dealer State	MA	Dealer Zip	01923
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NORTH READING MA [REDACTED]	Country	UNITED STATES		

Recall - H46: - Advise Owner/Incomplete Recall	Customer has been advised of the incomplete recall.
Product - Suspension - Tie Rods / Drag Link - Other - Front-Pass	Front passenger tie rod end fell off.

Customer states he spent \$1000.00 on or about 06/18/09 rear calipers and universal joints were replaced. The dealership did not notice the tie rod ends were bad, therefore not replaced, the components are not covered under the service contract. Customer states the tie rod end fell out while driving, the vehicle was towed to dealer 44436 today. Customer he is seeking assistance with the cost of the repair.

 Diagnosis obtained by Service Advisor, Craig, confirms broken outer tie rod end, the repair will consist of upgraded parts; the drag linkage, steering dampener needs to be changed. The sway bar end broke and needs to be replaced. The customer could not have caused or prevented the concern.

--
 Service Manager, Michelle, dealer 44436, confirms the diagnosis provided by SA, and will use the SUDSA with a \$200.00 co-pay.

 As a one-time goodwill gesture, Chrysler will participate with the tie rod repair. Customer will be responsible for a co-pay in the amount of \$200.00. The decision has been made because: the customer is loyal to the dealership and could not have caused or prevented the concern.
 ##### 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 66091 or you may email us at T2email@chrysler.com

 #
 Customer has accepted the offer and appreciates the assistance.
 REASSIGNED TO BC/DLR 32 44436 07/06/09 15:27 O 18728008

REASSIGNED TO BC/DLR 32 44436 07/15/09 10:40 O 18728008

Customer Assistance Inquiry Record (CAIR)#						18728907
VIN	3D7KS29C2	6G [REDACTED]	Open Date	07/06/2009	Built Date	11/14/2005
Model Year	2006	Body	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	11/01/2006	Mileage	95,623	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43940	ALL STAR DODGE INC				
Dealer Address	2590 RANGE PARK DRIVE					
Dealer City	DENHAM SPRINGS			Dealer State	LA	Dealer Zip 70726
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	DENHAM SPRINGS LA [REDACTED]				Country	UNITED STATES
Referral - Tier 2.5 - Internal Escalation - Default - Default				good will		
Recall - H46: - Consequential Expenses Not Covered				recall caused the problem with the steering		

Customer stated that there is a problem with the recall that caused the steering to go bad. Agent informed the customer about a call back after talking to the dealership SM.

Customer called regarding the same issue. Agent spoke with JB1428 and was told to inform the customer that he is going to call the dealership and call back the customer. Agent informed the customer that she will be contacted by JB1428.

Agent tried calling up the dealership but could not talk to the SM but SM not available. Agent will call back the dealership to get updates about the problem.

Customer called in for the same issue. Agent informed the customer that JB1428 will get back to her after having a word with the SM. Customer understood.

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

Contact requires transfer to T2.5

Transfer approved per

SG580

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

Customer called in with the same concern informed the vehicle is with the dealership for 3 weeks. It is not yet fixed. Customer states that the steering has gone bad. The dealership is not ready to cover the repair under warranty. The repair cost to the customer is \$669. Customer requested Chrysler to cover the repair under recall. Agent called the dealership Kelly tie rod & steering damper is broken which will not be covered under recall. Customer is seeking GOOD WILL. Agent transferred the call to T#3 for further assistance with approval of SG580.

What is the customer requesting from Chrysler? GOOD Will
How far out of warranty is the vehicle/repair by time and/or mileage?60000

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

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

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

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?43940
Service advisor name? KELLY
NIC of team leader/floor walker who authorized escalation of caller?
SG580

Customer s wife called in to inquire why damages called by recalled parts were not covered by recall. Spoke to SM Dave States that recall is not related to current problem, customer requested more information on why vehicle is still in shop and what it is that caused her actual problem. Attempted to contact Dave but was not available left message requesting him to call back to customer at number [REDACTED] Or call back to Chrysler.

Customer insists on speaking to CB783, Agent transferring the call to 72409 as there is no extension number for the particular agent.

Customer calls requesting to speak with....CB783

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 # 66186

Customer calls requesting to speak with CB783 alleging that she s expecting a call from her. Customer was adamant in speaking with CB783.

Customer wants to know the exact reason as in why the damages called by recalled parts weren t covered by recall.

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 # 66186.

Approved by JA917.

Customer calls requesting to speak with....CB783

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 # 66186

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Customer called as per above, stating that she does not want to get transferred to CB783 because she only reaches the voicemail. Customer requests to be transferred to the department CB783 works for. Transferred the call to Tier 2.5 for further assistance. Approved by SG580.

The customer called in regards to the above mentioned concern. The agent reviewed the information and transferred the call to tier 2.5

Writer called the dealer (43940) and spoke with Kelly-SA. Dave-SM was not available. Kelly stated that the vehicle has been at the dealer for the last three weeks waiting on authorization to be repaired. Basically, front end came apart. Left and right outer tie rods broke and the steering damper is also broken. These components would have never come apart because of recall H42. Dealer found all kinds of aftermarket lift kits on the truck and also found out that the truck has been raced up pretty high. Estimated cost for the repair of the front end \$611.45 - retail, parts and labor. Second owner, 59623 miles OWW, no prior history, no service contract, etc. Agent does not believe; given these factors that assistance is merited. Dealer agrees and has already discounted diagnostic fee and labor.

Consulted with KB652

**** 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 Assistance Inquiry Record (CAIR)#	18730521
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VIN	1D7KS28C0 7J [REDACTED]	Open Date	07/07/2009	Built Date	10/16/2006
Model Year	2007	Body	DH7P41 DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
In Service Dt	08/15/2007	Mileage	50,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PB7 PATRIOT BLUE PEARL COAT				
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DGB				

Dealer	44250	DOUG GRAY CHRYSLER DODGE JEEP INC			
Dealer Address	1421 WEST THIRD ST				
Dealer City	ELK CITY	Dealer State	OK	Dealer Zip	73644

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	ERICK OK [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods were broken.
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Caller states that she owns 2 dodge ram 3500 vehicle and states that she received the recall letter for H46 on one vehicle.
 Customer states that after completing the recall the tie rods were broken.
 Customer wants us to document that she has repaired the tie rods, agent documented the customers comments.

Customer Assistance Inquiry Record (CAIR)#						18742074
VIN	3D7LS38C6	5G [REDACTED]	Open Date	07/10/2009	Built Date	10/01/2004
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	11/12/2004	Mileage	99,866	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68141	BILLION DODGE-CHRYSLER JEEP				
Dealer Address	1 AUTO PLAZA DR					
Dealer City	BOZEMAN			Dealer State	MT	Dealer Zip 59715
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	GALLATIN GATEWAY MT [REDACTED]				Country	UNITED STATES
Product - Steering - Linkage - Defective - Default			Customer states he was charged for recall repair			

Customer states he took his vehicle in and the tie-rod was fractured and the entire front assembly had to be replaced. He stated that he was 'one bump away' from catastrophic failure. He stated that he shudders to think what could have happened as they had just been vacationing in the mountains. He states that the technician told him there had been a recall but it had been cancelled. He states that he is pleased that a much stronger system was put in, but asks why he never received notification of the recall.

Agent confirmed that his vehicle does have the H46 recall incomplete. Agent spoke to SM at 68141, Bob, and Greg, senior mechanic. They explained that the H36 recall would have covered this repair, but that it had been suspended and superseded by H46, which does not include the tie rods. Bob stated customer is very loyal to the dealership.

Agent is considering some sort of assistance, which is what customer asked for

Customer stated that he had spoken with DG555. Customer was wondering if any progress had been made towards his reimbursement. Writer called dealership and SM Bob stated he believed we should cover at least the part for this repair. Writer agree and stated we would reimburse customer \$538.

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 Assistance Inquiry Record (CAIR)#						18747142
VIN	3D7KS26D0	6G [REDACTED]	Open Date	07/13/2009	Built Date	03/15/2006
Model Year	2006	Body	DH7L62	DODGE RAM 2500 ST REG CAB 4X4		
In Service Dt	10/06/2006	Mileage	55,644	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	64431	RUGE'S C/D/J				
Dealer Address	6882 ROUTE 9					
Dealer City	RHINEBECK			Dealer State	NY	Dealer Zip 12572
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	STANFORDVILLE NY [REDACTED]				Country	UNITED STATES
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown			Customer complaining as the tie rods broke			

Customer complaining as the tie rods broke, and they want this to be covered under the H46 recall. Agent advised the customer to consult the dealership.

Customer Assistance Inquiry Record (CAIR)#						18753208
VIN	3D7MX46CX 6G [REDACTED]	Open Date	07/14/2009	Built Date	12/22/2005	
Model Year	2006	Body	D18H62	DODGE RAM 3500 SLT REG CAB 4X4		
In Service Dt	06/19/2006	Mileage	50,000	Dealer Zone	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68736	BLACKWELL-BALDWIN DODGE INC				
Dealer Address	1660 BUSINESS 60 WEST					
Dealer City	DEXTER		Dealer State	MO	Dealer Zip	63841
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	DONIPHAN MO [REDACTED]			Country	UNITED STATES	

Corporate - Product Information - Default - Default - Default	Customer called to make complaint about tire rod breaking.
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Customer called to make complaint that recall on the steering linkage caused his tire rods to break in the front end. Writer advised the recall item is a bolt in the steering linkage and customer has yet to go into dealership for a diagnosis of repairs. Writer found several front end repairs and axle repairs before customer purchased the vehicle in February 2009. Writer advised customer that his complaint would be made in narration. Writer advised to let the dealership look at the vehicle. Customer stated he already know what was wrong on the vehicle without dealership looking it today in an appointment. Writer wished the customer the best with repairs on the vehicle.

Customer Assistance Inquiry Record (CAIR)# 18754864

VIN	3D7KS28C6 7G [REDACTED]	Open Date	07/15/2009	Built Date	12/04/2006
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	07/16/2007	Mileage	70,000	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PB5	ELECTRIC BLUE PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DBB				
Dealer	44373	PERFORMANCE JEEP DODGE OF LINCOLN			
Dealer Address	6601 TELLURIDE DRIVE				
Dealer City	LINCOLN	Dealer State	NE	Dealer Zip	68521
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LANDER WY [REDACTED]	Country	UNITED STATES		

Recall - H46: - Advise Owner/Incomplete Recall	recall is on steering linkage
Referral - Tier 2.5 - Internal Escalation - Default - Default	seeking goodwill assistance
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod needs replacement

****Begin structured narrative T2 - Referral to SLC
 Contact requires transfer to T2.5
 Transfer approved per
 JA917
 ****End structured narrative T2 - Referral to SLC
 What is the customer requesting from Chrysler?
 Customer seeking goodwill assistance for the tie rods repair costing around \$600
 How far out of warranty is the vehicle/repair by time and/or mileage?
 34000 miles
 Service contract (Chrysler or 3rd party) that would cover the repair?
 no
 Original owner? (yes/no) If no, purchased when? 07/21/08
 How many Chrysler vehicles has the customer owned including this vehicle?
 Two vehicles
 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? 44373
 Service manager name? Andy
 NIC of team leader/floor walker who authorized escalation of caller?
 JA917
 Customer calling for above concern. Writer called Dealer 44373 and spoke with SM Andy who said the customer dropped by, on his way to Alabama. Andy said right tie rod was loose and came apart while driving; this is a normal wear and tear item; 79148 miles on vehicle.
 Considering 2nd owner, 43000miles out of warranty, has owned previously one other chrysler vehicle.

**** 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.

Approved by CP730.

SM Andy informed agent there is no link between recall H46 and current issue.

Customer called regarding the same issue. Customer stated he still having the same problem with the vehicle. Customer stated he talked to another dealership who thinks he may qualify for the parts to be replaced under the recall. Customer has an appointment on Friday 7/31/09. Agent requested the customer call back once he has a diagnosis from the 2nd dealership.

Customer Assistance Inquiry Record (CAIR)#	18759582
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VIN	3D7MX48C1 6G [REDACTED]	Open Date	07/16/2009	Built Date	03/06/2006
Model Year	2006	Body	D18H42 DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	04/30/2006	Mileage	91,727	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Dealer	64686	GUPTON MOTORS INC			
Dealer Address	3450 TOM AUSTIN HIGHWAY				
Dealer City	SPRINGFIELD	Dealer State	TN	Dealer Zip	37172

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	COTTOWN TN [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Vibration - Front-Pass	Complains about the broken passenger side tie rod.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Complains of repeated trips to the dealership.
Product - Differential Gear Assy's - Bearings - Vibration - Front	Customer complains about the problem with front hub bearing.
Product - Unknown - Unknown - Poor Idle Quality - Default	Customer complains about the product quality.
Product - Engine - Unknown - Vibration - Default	Customer complains about the vibration.
Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default	Customer disappointed with the dealership (64686) service.
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer disappointed with the repair cost charged.
Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer experienced & is experiencing problem with air conditioner.
Product - Electrical - Lamps and Switches - Defective - Default	Customer experienced problem with the light.

**** EMAIL BRIEF DESCRIPTION CONTENT ****
 complaint on product
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased New or Used? New
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now? Yes
 ***** BEGIN CUSTOMER EMAIL *****

To Consumer Relations for Dodge vehicles\r\n\r\n\r\nI purchased a 2006 Dodge Ram 3500/Quad cab 4wd from Gupton Motors, in Springfield Tennessee, in May of 2006. Vin # 3D7MX48C16G [REDACTED] I have had numerous problems with this vehicle. Since May of 2006 I have had it in the dealership for work at least 4 times. The first was in 2007 and the work was on the air conditioning and some other minor light problems at Gupton Motors. This was covered under warranty. In the beginning of 2008 I had 40000 miles on the vehicle and it developed a bad vibration which seemed to me to be in the drive train. I took the vehicle to Gupton Motors. They diagnosed the problem to be in the front hub bearings. I questioned them about this but they insisted that was the problem, which was not under warranty. They replaced the hub bearings and charged me just under \$1500 dollars. That was not the problem. I drove it home and it was no better. I did not turn

around because I picked the vehicle up at closing. I called the next day and took it back down there. It was a bearing in the drive shaft which they fixed for free. My problem with that is front hub bearings are a lot higher to fix than the carrier bearing, but they offered no compensation outside of fixing it for free this time. In April of 2009 I had to have the vehicle towed because it would not start. I had it towed to Miracle Chrysler Dodge in Gallatin, Tn. It was a internal module which was under warranty. I had them service the vehicle while it was there. July 9 2009 the passenger side tie rod end broke and caused me to wreck. No major damage to the vehicle but it did scratch the paint on one side badly. I had it towed to Gupton Motors again since I had just had it serviced within three months at Gallatin and evidently they can't even do a service job. I also thought Gupton owed me one and would maybe give me a break on the price. They said they did but it doesn't seem like it to me. All I needed was a tie rod end. They said it had been redesigned and I could not just buy a tie rod end I had to replace all of the parts for the steering. If Chrysler is going to redesign the whole thing on a model that new, then they should furnish the parts. My bill ended up being almost \$1400.00. That is not right when all I needed was a tie rod end. I own two business trucks and need all my trucks running plus I had had it towed there so there wasn't much to do but let them fix it and pay for it. In 2005 and 2006 I bought a 3500 truck my brother bought a 3500 truck just like mine and my dad bought a 3500 flatbed from Gupton. We have bought numerous vehicles there and I can't believe they would treat that good of customer that way. All these trucks were diesel engines. With those hub bearings I did get a survey call and expressed my thoughts but nothing was ever done. My air conditioner is not working right again but I'm just living with it until I trade because it is not under warranty and I can not find a decent service department for these vehicles. I just wanted to write and let you know how Gupton Motors were treating their customers. I am not at all satisfied with this product. I have mailed you this letter with a copy of the receipt on the work.

Sincerely,
Galen Eidson
600 North Broadway
Portland, Tn
37148

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Ram 3500.

We regret to read of your disappointment due to the various concerns with the vehicle viz. air conditioner, tie rods, front bearing and the repair cost incurred for the repairs. Your disappointment with the dealership GUPTON MOTORS INC., 3450 Tom Austin Highway, Springfield, TN is also understandable. The inconvenience caused to you is regretted and we appreciate the time and effort you took to share your concerns with us. We realize that our reputation depends on the quality of service provided by our dealerships. We are continuously striving to assist our dealerships in providing complete customer satisfaction.

In response to your email, we would like to inform you that we do value your loyalty towards Chrysler Group LLC. We suggest that you contact our Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. from Monday to Friday to speak to one of our Customer Service Representatives regarding the various concerns with the vehicle.

Moreover, please keep the Reference number 18759582 and the following information handy before calling the Customer Assistance Center:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

Thanks again for your email. We appreciate your patience.

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

**

Customer called in for the same issue and stated that he is experiencing

installed the expensive tie rod of \$1400 and customer wants to file
complain about the same. Customer is not happy with the vehicle as the
tie rod is going bad.
Agent informed the customer that complains has been documented. Customer
agreed. Agent provided the reference number.

Customer Assistance Inquiry Record (CAIR)#						18764883
VIN	3D7MX46C9 6G [REDACTED]	Open Date	07/18/2009	Built Date	03/14/2006	
Model Year	2006	Body	D18H62	DODGE RAM 3500 SLT REG CAB 4X4		
In Service Dt	04/05/2006	Mileage	40,299	Dealer Zone	74 DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	66856	CAR CITY CHRYSLER				
Dealer Address	3100 S 169 HIGHWAY					
Dealer City	ST JOSEPH	Dealer State	MO	Dealer Zip	64503	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone				
	KING CITY MO [REDACTED]	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2009-07-16
 Road Side File Created 07-18-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 US HIGHWAY 169 3100 S 169 HIGHWAY
 STATE HIGHWAY 48
 KING CITY ST JOSEPH
 MO USA MO
 CALLER_COMMENTS RIGHT FRONT TIE ROD BROKEN, NORTH
 DEALER CODE : 66856 CAR CITY CHRYSLER

Customer Assistance Inquiry Record (CAIR)#						18771664
VIN	3D7KS28C6	5G [REDACTED]	Open Date	07/21/2009	Built Date	04/26/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	11/21/2005	Mileage	69,000	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	65015	BRANHAVEN CHRYSLER JEEP DODGE				
Dealer Address	348 WEST MAIN ST					
Dealer City	BRANFORD			Dealer State	CT	Dealer Zip 06405
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	NORTH HAVEN CT [REDACTED]				Country	UNITED STATES

Recall - H46: - Information Request	Customer seeking recall information.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information.
Product - Steering - Linkage - Defective - Default	Customer stated that the steering linkage broke.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rod is broken

Customer seeking warranty information. Agent inform dteh customer that the basic warranty on his vehicle has expired which covers the steering. Customer stated that the steering linkage broke. Customer wanted to know if the recall was on his vehicle. Customer calls seeking recall information. Advised the customer of incomplete recall H46 for this vehicle but he will have to get the vehicle inspected by an authorized dealership to see if the steering linkage on his vehicle qualifies for recall repairs or not..

 Customer called in with the same issue and states that he took the vehicle the dealership and the dealership informed him that there is a problem with the tie rods and quotes him with the repair cost of \$975. Customer states that the tie rods should not snap in half in 69000 miles and wanted to know if Chrysler can reimburse him a part of the amount. Writer asked the customer to send us the invoice, the proof of payment and a letter seeking reimbursement. Writer provided the customer with an address and reference number. Writer did not commit anything.

Customer Assistance Inquiry Record (CAIR)# 18782467

VIN	3D7KS28CX 5G [REDACTED]	Open Date	07/24/2009	Built Date	09/08/2004
Model Year	2005	Body	DH7H41 DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	02/12/2005	Mileage	80,000	Dealer Zone	42 DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	55412	FERNELIUS CHRYSLER DODGE			
Dealer Address	S MAIN ST @ US27				
Dealer City	CHEBOYGAN	Dealer State	MI	Dealer Zip	49721
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	CHEBOYGAN MI [REDACTED]	Country	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeks goodwill.
Recall - H46: - Advise Owner/Incomplete Recall	informed about the pending recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rods fell off

Customer states that the tie rods need to fixed on the vehicle. Agent informed customer to get the vehicle to an authorized dealership for diagnostics. Agent provided the reference number but didn t make any commitments. Agent also informed about the pending recall and advised to get it performed.

Customer seeking goodwill regarding the above

What is the customer requesting from Chrysler? Customer seeking goodwill
 How far out of warranty is the vehicle/repair by time and/or mileage?

44000

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

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

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? 55412

Service manager name? N/A

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

SD489

Customer requesting Chrysler to assist her with the repair of tie rod ends. Vehicle not diagnosed yet.

**** 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.

ME601.

Customer inquiring if tie rods are related to the recall needed for steering linkage. Writer spoke with Mary (55412) and she said vehicle would have to be diagnosed before dealer would know that and if it is, possibly it could be part of the parts required by the recall.

Customer Assistance Inquiry Record (CAIR)# **18800528**

VIN	3D7MX48C1 6G [REDACTED]	Open Date	07/30/2009	Built Date	03/06/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	04/30/2006	Mileage	91,727	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Dealer	64686	GUPTON MOTORS INC			
Dealer Address	3450 TOM AUSTIN HIGHWAY				
Dealer City	SPRINGFIELD	Dealer State	TN	Dealer Zip	37172

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	COTTONTOWN TN [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Customer complains about the tie rods.
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer is disappointed with the dealer service.

POSTMARK DATE: 071609; DATE RECEIVED: 072109
 Customer is complaining about the dealership.
 Customer states that the passenger side tie rod broke.
 Customer took the vehicle to dealer 64686.
 Customer states that the dealership charged him for all the parts when the vehicle needed only the tie rods.
 Customer is disappointed with the product and the dealership service.
 Agent sent a form letter 106 to the customer.

Customer Assistance Inquiry Record (CAIR)#						18801353
VIN	3D7KS28C0	6G [REDACTED]	Open Date	07/30/2009	Built Date	02/24/2006
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	11/18/2006	Mileage	86,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA				
Dealer Address	5001 GRIZZLY COURT					
Dealer City	MISSOULA			Dealer State	MT	Dealer Zip 59802
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	GREENWOOD AR [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Alleges that the tie rods broke.
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Customer alleges that the tie rods broke at 83029 miles and the cost of repairs was \$900.00. Customer alleges that there is a defect in the parts, due to which the tie rods are breaking. Customer seeking compensation for the repairs. Agent advised the customer that there are no recalls and TSB s issued for this vehicle. Agent advised the customer that the vehicle is out of warranty by time and high mileages, informed the customer that Chrysler will not be participating in the repairs. Agent declined the goodwill assistance. Customer seeking supervisor. Agent transferred the call to supervisor.

****Internal Escalation (RP777) ****

Customer seeks reimbursement for repairs on tie-rods. Customer states that the repairs were performed at an IRF. Customer states that the vehicle should last for long time. Agent declined any reimbursement for the repairs because:-

- 1) Vehicle out of warranty by mileage.
- 2) Vehicle fixed at an IRF.

Customer wanted to know the name of the company the agent is working for. Agent told the customer that he has called CAC and here we represent Chrysler. Customer didn t agree and states that he will contact some one who can help him. Agent told the customer that his reimbursement request has been declined.

Agent updated the phone number and email address.

Customer Assistance Inquiry Record (CAIR)#						18809514
VIN	3D7MS48C3 5G [REDACTED]	Open Date	08/03/2009	Built Date	10/29/2004	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	01/08/2005	Mileage	57,020	Dealer Zone	35 WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	09825	CHRYSLER DODGE OF THE POCONOS				
Dealer Address	894 N NINTH ST					
Dealer City	STROUDSBURG	Dealer State	PA	Dealer Zip	18360	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	STATEN ISLAND NY [REDACTED]	Country	UNITED STATES			

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

Customer called in stating that his tie rod broke while he was traveling at freeway speeds with his family. Customer did not hit anything and avoided any accidents. customer then had his vehicle towed to dealer # 09825. Agent called dealer (09825) and spoke with SM (Keith) who informed me that the vehicle had just been towed in and he had not been given adequate time to make a diagnosis yet. Agent asked the SM to give him a call as soon as we get a diagnosis. Agent also discussed the possibility of goodwill given the unique circumstances surrounding the incident, SM concurred. Agent will call the customer back as soon as further information becomes available.

REASSIGNED TO BC/DLR 66 68567 08/03/09 10:18 O 18809514

Customer calls requesting to speak with.... TM940

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 # 66001

Customer called in with the above mention issue and wanted to speak with TM940. Agent verified the owners name and transferred the call to Tier 2.5 for further handling. Approved by LL679

Customer called in and requested to speak to TM940, customer was not there after I reviewed case.

As a one-time goodwill gesture, Chrysler will assist in the repair of the tie rod.

Customer will be responsible for a co-pay in the amount of \$25.00. This goodwill is being offered because of customer satisfaction.

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. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Troy at 800-992-1997 extension # 66001

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 35 09825 08/04/09 10:23 R 18809514

8/4 Keith contacts Tier 3 regarding additional work being needed on the vehicle besides the one tie rod that fell off the vehicle. Dealer found the other tie rod was loose and the dampener was bent. Total cost of repairs was \$503.57. Owner was responsible for \$25 of the repair. Writer adjusted PA amount for the dealer.

Keith from dealer 09825 called regarding above claim. Dealer states the claim is rejecting. Advised dealer to email CACemail@chrysler.com for resolution of claim.

8/17 - SM reports vehicle is repaired and returned to the customer. He will follow up with the customer and close the CAIR. res22

*Contact Date:08/18/2009

Parts / Service Director at the dealership has closed the Cair# 18809514

DCX goodwill repair is documented on Repair Order#262055

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 8/18/2009 AT 01:41:564 R 18809514

Customer Assistance Inquiry Record (CAIR)#	18814969
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VIN	3D7MX48C0 6G [REDACTED]	Open Date	08/04/2009	Built Date	08/12/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	11/23/2005	Mileage	238,000	Dealer Zone	51 CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	67512	PARKWAY CHRYSLER INC			
Dealer Address	FIFTH & OLIVE				
Dealer City	BENTON	Dealer State	KY	Dealer Zip	42025
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	JACKSONVILLE AR	[REDACTED]	Country	UNITED STATES	

Corporate - Company Information Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

**** GOODWILL ASSISTANCE HAS BEEN DECLINED sh854 ****
 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 called in seeking assistance in repair of tie rod ends. Writer called dealer 67512 and spoke with the parts department and was informed that they can not order just tie rod ends but they would have to replace the whole suspension system. Given the vehicles mileage we would not be able to participate in the cost of the repair.

Customer Assistance Inquiry Record (CAIR)#						18859890
VIN	3D7MS48C7 5G [REDACTED]	Open Date	08/19/2009	Built Date	01/10/2005	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	01/21/2005	Mileage	99,000	Dealer Zone	63 DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44231	DEMONTTROND AUTO COUNTRY INC				
Dealer Address	888 IH 45 SOUTH					
Dealer City	CONROE	Dealer State	TX	Dealer Zip	77304	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	WILLIS TX [REDACTED]	Country	UNITED STATES			

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Complains about the tie-rods.
Recall - E17: - Advise Owner/Incomplete Recall	Provided the recall information.
Referral - Other - Default - Default - Default	Provided the towing assistance.
Corporate - Dealer Information - Default - Default - Default	provided the dealership information.

The customer called in to state that the tie-rods broke and wanted to know if there is a recall related to the above problem. The agent informed that there is a recall H-46. Provided the dealership information and informed that the vehicle is out of warranty. The customer called in to state that the vehicle is not drivable and it needs to be towed to the dealership.

The agent provided the reference number.

MR [REDACTED] called in regarding the same concern. Customer states that the dealership has performed the some repairs on tie rods and instead of charging it to CDJ they are charging customer for the repairs. Customer wants to complain against the dealership. Customer is also looking for help as he alleges that the dealership has kept his vehicle as hostage and is either asking him to authorize the repairs and pay \$819.00 for the repairs or else to pay \$89.00 for the diagnosis. Agent transferred the call CCAC for further handling.

Customer called in stating that he was charged for an inspection fee on a recall.

Writer called dealer, who stated that the customer does not have a recall.

Customer is seeking a reimbursement, Writer gave him the address, but told him that it is not a for sure thing.

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 18859890. Advised customer the goodwill offer is dependent upon verification of all documents requested.

Dealer 44231 SM Gerald, calling to confirm that repairs (right tie rod) to vehicle WERE NOT related to recall H46. No reimbursement offered

Customer Assistance Inquiry Record (CAIR)# **18860090**

VIN	3D7KS28C2 7G [REDACTED]	Open Date	08/19/2009	Built Date	11/13/2006
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	04/22/2007	Mileage	92,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DBB				

Dealer	44689	CAVENAUGH CHRYSLER DODGE JEEP INC			
Dealer Address	118 EAST MAIN STREET				
Dealer City	WALNUT RIDGE	Dealer State	AR	Dealer Zip	72476
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	BEECH GROVE AR [REDACTED]	Country	UNITED STATES		

Recall - H46: - Advise Owner/Incomplete Recall	Agnet provided recall details
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that tie rod came off

Customer states that tie rod came off. Customer wants to check if the problem is related to the H46 recall. Agent advised the customer to tow the vehicle to the dealership so that they can check if the problem is related to H46 recall. Agent provided the reference no. to the customer. The problem with the vehicle is not related to the recall. Part failure is unrelated to the H46 recall. Towing and repair is customer expense.

Customer Assistance Inquiry Record (CAIR)#						18873647
VIN	3D7MX48C6 6G [REDACTED]	Open Date	08/24/2009	Built Date	05/15/2006	
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	09/11/2006	Mileage	87,833	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	26139	MCHUGH DODGE & JEEP				
Dealer Address	3420 MAPLE AVE					
Dealer City	ZANESVILLE	Dealer State	OH	Dealer Zip	43701	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	HUBBARD TX [REDACTED]			Country	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Complete front end was replaced
Recall - H46: - Reimbursement	Seeking reimbursement

Customer states she had to tow the vehicle to her dealership 26139 because the tie rods were broken. Customer states the dealer replaced the whole front end and she paid for \$905 for the repairs and \$400 for the towing. Customer states she received the recall letter H46 and wanted to know if Chrysler will reimburse the amount she had paid because the dealer had informed her that the tie rods were broken because of the steering linkage. Agent consulted with White mail. Agent advised the customer to send the original receipts for towing, proof of payment for towing and the repairs that she had paid and the repair invoice. Agent also advised the customer to write a letter mentioning the concern. Agent informed the customer that once we receive the documents the concerned department will review it and they will call her back to inform her if Chrysler will reimburse the amount or not. Agent was going to provide the customer with the reference but the call got disconnected. Agent called the customer back and gave her the reference number and the address to send the documents. Agent did not commit anything.

Customer Assistance Inquiry Record (CAIR)# 18873889

VIN	3D6WH48A2 7G [REDACTED]	Open Date	08/24/2009	Built Date	04/04/2007
Model Year	2007	Body	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS	
In Service Dt	04/27/2007	Mileage	90,235	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	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	68279	ENGLISH CHRYSLER-DODGE-JEEP CO.,	INC.		
Dealer Address	1401 HIGHWAY 17 SOUTH				
Dealer City	WAUCHULA	Dealer State	FL	Dealer Zip	33873
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FORT OGDEN FL [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Front	

Customer states that the vehicle keeps breaking down and that the vehicle has been in and out of the shop more than its been on the road. Customer states that the vehicle is on the side of the road with the Ball joints and tie rods broken and that the vehicle stalls. Writer asked the customer what he is seeking from Chrysler. Customer just wants his vehicle in working condition. Writer informed the customer that in order for Chrysler to determine if there can be any assistance offered, the vehicle would need to be diagnosed at a dealership. Customer has not taken the vehicle into a dealership to be diagnosed. Writer advised the customer that this is the first step to see if there would be assistance offered. No offer of assistance was offered at this time. Writer called the dealership and informed them that customer will be bringing vehicle in to get looked at. Writer informed the customer to call back in after the diagnosis.

Writer called dealership to follow up with the case. Writer found that the customer has not taken vehicle in for a diagnosis as of this time. Writer attempted to contact the customer on 8-26-09 at 10:30am MST on the customer s phone in customers contact inforamtion. Writer left message, RE571 requesting a return call.

9/3/8 DM inspected vehicle and found heavy damage to front fender indicating vehicle had been in a collision. Steering had been altered/repared/welded by customer. DM declines any warranty/goodwill assistance as product failure was due to abuse.

Customer Assistance Inquiry Record (CAIR)#	18876957
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VIN	3D3KS29D0 6G [REDACTED]	Open Date	08/25/2009	Built Date	09/22/2005
Model Year	2006	Body	DH7H81 DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	11/03/2005	Mileage	47,200	Dealer Zone	42 DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U US
Dealer	57062	CRESTWOOD DODGE INC			
Dealer Address	32850 FORD ROAD				
Dealer City	GARDEN CITY	Dealer State	MI	Dealer Zip	48135
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	REDFORD MI [REDACTED]	Country	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	Reimbursement for tie-rod repair and rental.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Reimbursement for tie-rod repair.

****Begin structured narrative T2 - Referral to SLC
 Contact requires transfer to T2.5
 Transfer approved per
 ES738
 ****End structured narrative T2 - Referral to SLC

Customer states that they came back from a vacation last week. Customer states that during the trip he had 47000 M on the vehicle. Customer states that the tie-rods broke. Customer states that he had to take the vehicle to an IRF. Customer states that he paid \$720.96 for the repair with the alignment. Customer states that he was on vacation, so had to rent a car for 2 days for which he paid \$80. Customer states that he consulted with the 57062 dealership and they suggested him to call CAC for assistance. Customer seeks reimbursement for tie-rod repair and rental. Agent consulted with ES738 and transferred the call to Tier 2.5 for assistance.

Customer states the vehicle broke down in front of the IRF and was not driveable. He states the front-end alignment was \$76.77. The 720.96 was for the repair only. Customer has owned at least three new CDJ s. Chrysler has extended a goodwill offer to the customer and it consists of reimbursing the customer for the parts which is a total of \$506.91. ?MJF5 approved?
 Customer accepted the offer.
 Agent gave instructions for mailing replacement request, ?including the receipts?. Customer will be sending request this week.
 CAC has completed our task. Case closed.

Customer Assistance Inquiry Record (CAIR)#	18879041
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VIN	1D7KS28C7 6J [REDACTED]	Open Date	08/26/2009	Built Date	01/20/2006
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/06/2006	Mileage	8,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		Market	U US
Dealer	43577 JOHN VANCE MOTORS INC				
Dealer Address	I-35 & GUTHRIE				
Dealer City	GUTHRIE	Dealer State	OK	Dealer Zip	73044
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	MORRISON OK [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-08-24
 Road Side File Created 08-26-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 27300 INDEPENDENCE I-35 & GUTHRIE
 COUNTY ROAD 290
 MORRISON GUTHRIE
 OK USA OK
 CALLER_COMMENTS TIE ROD END BROKE TOW_COMMENTS V
 DEALER CODE : 43577 JOHN VANCE MOTORS INC

Customer Assistance Inquiry Record (CAIR)#						18887356
VIN	3D7LX39C3	6G [REDACTED]	Open Date	08/28/2009	Built Date	01/26/2006
Model Year	2006	Body	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4		
In Service Dt	06/16/2006	Mileage	110,000	Dealer Zone	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44952	MARK DODGE				
Dealer Address	3118 GOVERNMENT BLVD					
Dealer City	MOBILE	Dealer State	AL	Dealer Zip	36606	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LUCEDALE MS	[REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Recall - H46: - Reimbursement	

Customer stated that she had repairs done on her truck before the recall was issued and wants the repairs to be covered. Writer called the dealership and talked to Sa Ron. SA stated that the drag link and the dappner and the pit arm where replaced. SA was not sure if this was a recall related repair. Writer advised the customer to have the recall done and then we can review if the repairs are recall related. Dealer called requesting reimbursement for the first repair to the steering. Dealer stated the previous repair was because the drag link broke, and when it was repaired the parts that are now recalled were used for the repair. The recall is being completed. 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 Assistance Inquiry Record (CAIR)#						18893362	
VIN	3D7KS19D3 6G [REDACTED]	Open Date	08/31/2009	Built Date	10/04/2005		
Model Year	2006	Body	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	01/17/2007	Mileage	44,071	Dealer Zone	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US		
Dealer	67211	GRAVA CHRYSLER JEEP					
Dealer Address	29 MYSTIC AVENUE						
Dealer City	MEDFORD	Dealer State	MA	Dealer Zip	02155		
Owner	[REDACTED]			Contact Type	TELEPHONE		
Address	[REDACTED]			Home Phone	[REDACTED]		
	MALDEN MA	[REDACTED]	Country	UNITED STATES			

Product - Steering - Steering Wheel / Column - Defective - Default	steering linkage
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Customer called stating the steering linkage on vehicle snapped on him while driving. Customer claims the snapping caused other things in vehicle to bend. Customer states there is a recall on vehicle and feels he should not have to pay for anything. Agent spoke with SM Joe from dealer 67211. SM states steering linkage is broken but does not pertain to recall on vehicle. Along with the steering linkage broken tie rod ends are bent and steering damage. Total cost for repair including parts and labor at warranty rates is about \$1225. Chrysler and dealer agrees to assist customer with 50% of repair. Customer responsible for \$100 co-pay. Dealer covers \$562.50. Chrysler pays the same. (562.50*2 =1125) (\$1125+100= \$1225)

Customer Assistance Inquiry Record (CAIR)# **18895300**

VIN	3D7KS28A9 7G7 [REDACTED]	Open Date	09/01/2009	Built Date	02/14/2007
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	09/18/2007	Mileage	79,000	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	DEG 6-SPEED MANUAL G56 TRANSMISSION				
Dealer	67381	WEAVER BROS MOTOR CO INC			
Dealer Address	2035 SOUTH WHEELER				
Dealer City	JASPER	Dealer State	TX	Dealer Zip	75951
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	MAURICEVILLE TX [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default []

Roadside Assistance Contacted - DATE : 2009-08-30
 Road Side File Created 09-01-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 987 US HIGHWAY 96 2035 SOUTH WHEELER
 E MORRIS STREET
 JASPER JASPER
 TX USA TX
 CALLER_COMMENTS STEERING LINKAGE BROKE, AT DAIRY
 DEALER CODE : 67381 WEAVER BROS MOTOR CO INC

Customer Assistance Inquiry Record (CAIR)#	18895309
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VIN	3D7KS28A9 7G [REDACTED]	Open Date	09/01/2009	Built Date	02/14/2007
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	09/18/2007	Mileage	79,000	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	DEG 6-SPEED MANUAL G56 TRANSMISSION				
Dealer	67381 WEAVER BROS MOTOR CO INC				
Dealer Address	2035 SOUTH WHEELER				
Dealer City	JASPER	Dealer State	TX	Dealer Zip	75951
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	MAURICEVILLE TX [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-08-30
 Road Side File Created 09-01-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 987 US HIGHWAY 96 2035 SOUTH WHEELER
 E MORRIS STREET
 JASPER JASPER
 TX USA TX
 CALLER_COMMENTS STEERING LINKAGE BROKE, AT DAIRY
 DEALER CODE : 67381 WEAVER BROS MOTOR CO INC

Customer Assistance Inquiry Record (CAIR)#	18897432
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VIN	3D7KS28A9 7G [REDACTED]	Open Date	09/01/2009	Built Date	02/14/2007
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	09/18/2007	Mileage	79,472	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	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Dealer	67381	WEAVER BROS MOTOR CO INC			
Dealer Address	2035 SOUTH WHEELER				
Dealer City	JASPER	Dealer State	TX	Dealer Zip	75951

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	MAURICEVILLE TX [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Customer alleges his front passenger side tie rod broke
Corporate - Complaint Contact - Default - Default - Default	

Customer contacted us to explain that the tie rod on his front passenger side broke on his vehicle. The customer stated he has a troubled warranty history of issues happening with his vehicle. The customer was informed that this issue would not be covered under warranty and he is seeking to have the SM, Mark speak with his DM to find some kind of resolution for the customer. The customer is looking to have his vehicle fixed. Writer contacted the SM, Mark and spoke with him in regards with this issue. Mark stated that the customer is not one that has been steady at his dealership and does not want to use his DSA to assist, but Mark stated he is willing to work with the customer by reducing the prices to warranty and allowing us to create a PA. Mark asked that we help the customer due to the fact that the part in question has changed from a simple fix to a complicated one where they have to have more parts to replace the issue. As a result the part will cost quite a bit more. Writer reviewed the customers information and learned that the customer is a loyal brand one who has owned more than 3 Chrysler vehicles. As a result of this information and the SM suggestion, writer gave the SM the go ahead to order the part and came to a tentative agreement in regards to a co-pay. Writer asked SM Mark to contact her with the actual cost of repair under warranty. Mark agreed. Writer explained this information to the customer and he appreciated the assistance. Writer stated she would have either Mark or herself contact the customer back either tomorrow 9/2 or Thursday 9/3 with the result.

Customer called to speak with LD339. Agent transferred the customer to 66063.

Customer received a voicemail from both Mark, the SM as well as the customer. Mark s message stated that the parts would be \$459.41 and the labor would be \$87.00 for a total of \$546.41. Writer called the dealership and requested to speak with Mark. Writer and Mark agreed to a \$200.00 co-pay. Writer contacted the customer and informed him of the decision.

As a one-time goodwill gesture, Chrysler will assist with the repair of the tie rods.

Customer will be responsible for a co-pay in the amount of \$200.00. This goodwill is being offered because: the customer is a loyal brand one who has owned at least 3 Chrysler vehicles

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. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Lisa at 800-992-1997 extension # 66063

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision and been directed to contact Mark, the SM for further information.

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 63 67381 09/02/09 14:05 O 18897432

*Contact Date:09/04/2009

Service Manager at the dealership has closed the Cair# 18897432

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 9/04/2009 AT 03:46:537 R 18897432

Wendy, an SA from the dealership contacted us to explain that the PA is not showing as going through. Writer explained that we show that everything has gone through on our end. Writer reviewed the claim information and did not see that the claim was even rejected as of yet.

Writer referred Wendy to her business center for further assistance.

Customer Assistance Inquiry Record (CAIR)# 18928113

VIN	3D7MX48C9 6G [REDACTED]	Open Date	09/14/2009	Built Date	01/19/2006
Model Year	2006	Body	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4	
In Service Dt	03/21/2006	Mileage	107,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	44450	CUMMINS CHRYSLER			
Dealer Address	I-40 AT AIRPORT RD				
Dealer City	WEATHERFORD	Dealer State	OK	Dealer Zip	73096
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SEILING OK [REDACTED]	Country	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer called in to report an accident.
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Product - Unknown - Unknown - Accident - Default	

1. Who is calling and what is their contact information? The wife of the owner of the vehicle.
 Preferred: 580.922.5105
 Alternate: none

2. What happened? The customer called and said they had a recall on the STEERING LINKAGE. On Saturday they received another letter stating that there is something wrong with the recall that they did. The customer said the letter was a day late since her husband had an accident with the truck on Friday the 11th. tie rod broke off and the vehicle rolled over a bank.

3. What is the current location of the vehicle? The vehicle is in the barn at the residence.

 called owner he insists 2nd letter came from Chrysler, not dealer. I find no record of 2nd mailing.
 VEHICLE IS LOCATED AT:
 Highway 60 W RR 2 BOX 29
 Seiling, OK 73663
 (580) 922-4299

Per OGC Matrix, reassigned to 82T. JSS15.
 9/15/09 ASSIGN TO TNT16.
 CAIR NUMBER 18928113 REQUEST EAA INSPECTION 09-15-2009 11:16
 CAIR NUMBER 18928113 E-MAIL SENT TO EAA 09-15-2009 11:16
 CCRG Open Date: 09/15/2009 11:10:37
 Letter Sent: Acknowledgement 09/16/2009 09:59:13
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/18/09 AT 04:18:26 18928113

Letter Sent: Denial 09/21/2009

Customer Assistance Inquiry Record (CAIR)#						18932128
VIN	3D7MX48C8 6G [REDACTED]	Open Date	09/15/2009	Built Date	08/24/2005	
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	02/28/2006	Mileage	104,292	Dealer Zone	51 CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	65062	PALMEN MOTORS INC				
Dealer Address	5431-75TH STREET					
Dealer City	KENOSHA	Dealer State	WI	Dealer Zip	53142	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	LAKE BLUFF IL [REDACTED]	Country	UNITED STATES			
Product - Steering - Linkage - Defective - Default			Customer stated steering linkage went out.			
Corporate - Complaint Contact - Default - Default - Default						

Customer states that his steering linkage broke in Canada and he had to pay for the repair. Customer states that he had the steering linkage recall repaired in July, but when he returned from Canada on Monday 9/14/09. There was a new recall notice from Chrysler stating that the steering linkage needed to be replaced again. Customer is seeking reimbursement for this repair as the steering linkage was bad. Customer states there is still one more part to be replaced on his vehicle and could not be replaced in Canada, due to no parts there. Customer states he is taking his vehicle into dealer 65062 for this repair on Tuesday 9/15/09. Customer is seeking help with the rest of 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 18932128. Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer called in with an update as to what is going on with his vehicle. Customer states that there is shaking in the front end and the dealer is going through the vehicle to see if there was any other damage done to the vehicle. Customer also states that the dealer did give him a rental and they have the parts so the repair should be done by tomorrow. Agent attempted to contact dealer Service Advisor Bruce, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66013

Agent attempted to contact the customer on 9/23/09 at 11:25 am MST on the customer s Work phone.

Agent left message, name/NIC requesting a return call

SA Bruce called and left voice mail. Writer called and left message for SA Bruce.

SA Bruce stated that the recall was done correctly, that it was the front right tie rod end that broke, not recall parts. SA Bruce stated that he

has shown customer that it was not the recall parts that broke and informed customer that he could try and get reimbursement if he wanted.

Customer Assistance Inquiry Record (CAIR)#						18934884
VIN	3D7KS28C3 6G [REDACTED]	Open Date	09/16/2009	Built Date	01/13/2006	
Model Year	2006	Body	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/25/2006	Mileage	76,000	Dealer Zone	63 DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68648	ATASCOSA CPDJE LTD				
Dealer Address	110128 IH #37					
Dealer City	PLEASANTON	Dealer State	TX	Dealer Zip	78064	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone				
	CAMPBELTON TX [REDACTED]	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2009-09-14
 Road Side File Created 09-16-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 6135 US HIGHWAY 281 S 110128 IH #37
 US HIGHWAY 281 ALTERNATE
 CAMPBELLTON PLEASANTON
 TX USA TX
 CALLER_COMMENTS BROKEN TIE ROD, 6135 HWY 281 TOW_
 DEALER CODE : 68648 ATASCOSA CPDJE LTD

Customer Assistance Inquiry Record (CAIR)#						18937545
VIN	3D7KS28C0	5G [REDACTED]	Open Date	09/16/2009	Built Date	06/08/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	10/24/2005	Mileage	37,244	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				
Dealer	64077	ROSEVILLE CHRYSLER JEEP INC				
Dealer Address	25800 GRATIOT AVE					
Dealer City	ROSEVILLE	Dealer State	MI	Dealer Zip	48066	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	GROSSE POINTE MI [REDACTED]				Country	UNITED STATES

Referral - Other - Default - Default - Default	Customer asked for the towing assistance.
Recall - E17: - Advise Owner/Incomplete Recall	Customer is aware of the recall.
Recall - H46: - Advise Owner/Incomplete Recall	Customer is aware of the recall.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that dealership 64077 refused to service the vehicle.
Product - Steering - Unknown - Defective - Default	The vehicle broke down due to the steering.

Customer states that the vehicle broke down due to the steering and there is a recall for the same. She asked for the towing assistance. Agent provided the 24/7 towing assistances # to her. Customer was very irritated and not ready to give any information neither cooperative. Customer disconnected the call arrogantly.

Customer did not verify the dealership s name she had been to last time and disconnected the call. The only information that is captured is the dealership location in Roseville and the name of the dealership is (ROSEVILLE CHRYSLER JEEP INC).

Customer called in seeking supervisor.
**** Internal Escalation ?ES738? ****

Mr. [REDACTED] claims the passenger side tie rod has broken, because of the recall H460.
The vehicle is towed to the dealership and customer is calling Chrysler to check for the same.
Writer advised customer that let the dealership inspect the vehicle and if the damages are because of recall H460, then Chrysler will speak with the dealership for more assistance regarding damages.
Customer not willing to co-operate and stated he will not speak with the dealership and insisted a call back form Chrysler within 24 hours.
Writer informed caller that a call back can not be arranged and we will assist you by discussing the concern with the dealership.
Caller was very adamant and disconnected the line.

Customer Assistance Inquiry Record (CAIR)#	18937600
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VIN	3D7KS26D2 5G [REDACTED]	Open Date	09/16/2009	Built Date	04/26/2005
Model Year	2005	Body	DH7H62	DODGE RAM SLT 2500 REG. CAB PICKUP	
In Service Dt	05/25/2005	Mileage	50,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	44591	NEWARK DODGE INC			
Dealer Address	250 ELKTON ROAD				
Dealer City	NEWARK	Dealer State	DE	Dealer Zip	19711
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LINCOLN UNIV PA [REDACTED]	Country	UNITED STATES		

Recall - H46: - Reimbursement	Customer is seeking reimbursement
Referral - Tier 2.5 - Internal Escalation - Default - Default	Goodwill assistance
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Driver	Lower ball joints were replaced
Product - Steering - Linkage - Defective - Default	Steering linkage was replaced
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Tie rods were replaced
Product - Wheels and Tires - Tires - Defective - Front	Tires were replaced
Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Front-Driver	Upper ball joints were replaced

Mr. Morris states he had called CAC previously because he was having a problem with the front end. Customer states he was informed that he will have to pay for the repairs since the warranty had expired. Customer states while he was driving he lost control of the vehicle and damaged the front end. Customer states he took the vehicle to an IRF and they replaced the tie rod, tires, linkage, upper and lower ball joints and had to pay \$2000. Customer states he received the recall letter H46 and wanted to know if he can be reimbursed for the repairs he had paid. Agent transferred the call to tier 2.5. Transfer approved by ES738. Writer informed customer to send the original repair order and receipt into the recall reimbursement center and they would review his case and decide whether or not it was part of the recall.

Customer Assistance Inquiry Record (CAIR)#	18939963
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VIN	1D7KS28C9 6	Open Date	09/17/2009	Built Date	05/18/2006
Model Year	2006	Body	DH7H42 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	08/25/2006	Mileage	1	Dealer Zone	74 DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
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	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	CEDAR CITY UT	[REDACTED]	Country	UNITED STATES	

Recall - H46: - Information Request	Recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie-rods broken.

Ms. [REDACTED] calling from 3 rivers Inc states that the vehicle has broken and can't be driven. Caller states that the vehicle is in Beaver, UT and there is no dealership near the vehicle location. Caller states that the tie-rods have broken and this could be due to the H46 recall. Caller states that they are trying to call various dealers near beaver, but most of them have closed. Caller states that they have arranged for a tow truck and wanted to know where they could find a CDJ dealership for repairs. Caller also wanted to know if they could get reimbursed for this towing. Agent told the caller that they can take the vehicle to the 44414 dealership. Agent told the customer that if the vehicle has failed due to a recall repair, then she can file a reimbursement for towing. Caller states that the 44414 dealership is about 1 hr drive from the vehicle location. Caller wanted to get reimbursed for towing. Agent told the customer that reimbursement on towing can't be promised without diagnosis. Agent told the customer that CAC has no information on cause for this issue. Agent told the customer that they can tow the vehicle to 44414 dealership and get the repairs completed from the dealership. Agent informed the caller that they can file for reimbursement after completing the repairs. Agent informed the customer about the documents needed for reimbursement. Agent gave the reference number and the fax number to the caller.

Customer Assistance Inquiry Record (CAIR)# **18945554**

VIN	3D7LS38C9 5G [REDACTED]	Open Date	09/18/2009	Built Date	10/14/2004
Model Year	2005	Body	DH8H42 DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	11/19/2004	Mileage	61,287	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7 BRIGHT WHITE CLEAR COAT				
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEE 6-SPEED HD MANUAL TRANSMISSION				

Dealer	43134	MARTIN SWANTY CHRYSLER DODGE JEEP			
Dealer Address	2640 EAST ANDY DEVINE AVENUE				
Dealer City	KINGMAN	Dealer State	AZ	Dealer Zip	86401

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	(928) 530-5400
	YUCCA AZ [REDACTED]	Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Steering - Power Rack and Pinion / Gear - Other - Default	

Writer received call from customer seeking reimbursement for recall repair. Customer states he thought recall notice was for his other truck, did not have completed on this vehicle, and later, steering linkage broke. Customer had steering system replaced at IRF. Writer advised customer that if it is the same repair as described in the recall, we can reimburse for the 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.

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 customer seeking reimbursement for recall repair
 What are the customer s expectations?
 customer seeking reimbursement for recall repair
 What is the root cause of the contact?
 steering linkage recall

****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)#						18949306
VIN	3D7KS28CX	5G [REDACTED]	Open Date	09/21/2009	Built Date	01/18/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	07/13/2005	Mileage	101,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HUNTSVILLE TX [REDACTED]				Country	UNITED STATES

Product - Steering - Unknown - Defective - Default	Drag ling and inner joints on the steering were replaced.
Recall - H46: - Advise Owner/Incomplete Recall	Is aware of the open recall.
Recall - H46: - Information Request	Seeks information on H46 recall.
Recall - H46: - Reimbursement	Seeks reimbursement for the recall.

Mr. [REDACTED] called in seeking for reimbursement as received a recall H46 notification however the repairs on the steering were performed due to the breakage of the drag link and Inner Joint on the steering. Customer is seeking for reimbursement. Agent suggested the customer to send the Invoice, proof of payment, along with a covering letter to the CAC reimbursement address so the case can be reviewed. Agent gave the reference no for further correspondence. Customer states that he had to get the vehicle towed hence is asking can he get reimbursed for the towing. Agent suggested the customer to send the documents and the decision would be made after the verification and review of the documents.

Inner joints and the drag joints were replaced hence is seeking for reimbursement.

No Commitment made for reimbursement.

Customer Assistance Inquiry Record (CAIR)#	18949823
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VIN	3D7KS29CX 7G [REDACTED]	Open Date	09/21/2009	Built Date	07/12/2006
Model Year	2007	Body	DH7H81 DODGE RAM SLT 4X4 2500 MEGA CAB		
In Service Dt	02/16/2007	Mileage	45,156	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	68583	STERLING CHRY-DODGE-JEEP
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Dealer Address	5504 I-49 NORTH SERVICE ROAD				
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Dealer City	OPELOUSAS	Dealer State	LA	Dealer Zip	70570
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Owner	[REDACTED]	Contact Type	TELEPHONE
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Address	[REDACTED]	Home Phone	[REDACTED]
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OAKDALE LA [REDACTED]	Country	UNITED STATES
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Corporate - Complaint Contact - Default - Default - Default	
Recall - H46: - Reoccurrence or Related Problem	

Customer stated he had gone to 44454 to replace the pitman arm that had broken and to have an oil changed done. He stated he was not aware that there was a recall or that the dealer addressed it. The vehicle is currently at and IRF in LA for wheel alignment and is being told that the recall was not performed. Informed him that he can take it to any authorized dealer to diagnose the vehicle and that it has to be exactly what the recall is or he may be charged with a diagnostic fee that he would be responsible for. He stated he contacted 44454 and was told that they did a visual inspection and did not find anything wrong pertaining to the recall. The vehicle is up on a lift at the IRF and will contact his selling dealer to have someone go look at the vehicle. Informed him that is something he would need to work out with the dealer.

Customer Assistance Inquiry Record (CAIR)# **18956049**

VIN	1D7KS28C9 6		Open Date	09/23/2009	Built Date	10/04/2005
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	04/01/2006	Mileage	90,000	Dealer Zone	35	WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Dealer	45070	BROWN'S DULLES DODGE				
Dealer Address	4105 AUTO PARK DRIVE					
Dealer City	CHANTILLY	Dealer State	VA	Dealer Zip	20151	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ALEXANDRIA VA				Country	UNITED STATES

Product - Steering - Unknown - Other - Default	Customer requests reimbursement for teh steering set replacement
Product - Steering - Unknown - Defective - Default	Customer states the steering arm broke a month ago
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states the steering arm broke a month ago and chrysler should have issued a recall on this.

What are the customer s expectations?

Wants chrysler to reimburse the repair cost

****End structured narrative T2 - Beginning Narrative

Customer states few months ago he was at a chrylser dealer for the recall service on the steering linkage. The recall was completed and dealer told him everything is ok. Customer alleges that the steering arm broke a month ago while he was driving at 50 MPH; the front end came apart. He was advised by dealer 41838 that he would need a brand new redesigned set of steering. The vehicle was not diagnosed by a CJD dealer but the customer had spoken with them (Dealer41838) over the phone. Customer had ordered the part through the dealer and had the vehicle serviced by his own mechanic. Customer states this was a safety issue and chrysler could not redesign this part for nothing. Customer wants to know if there a recall on it; if not why? Customer expects chrysler to reimburse for the cost of the parts and says there should be a recall on this.

The steering set had been replaced a month ago. Customer says he still has the broken part; the ball joint came apart from the front end; This absolutely needs to be addressed somehow. Customer would like someone to take a look a it.

Writer empahitized with customer. Informed customer that chrysler redesigns parts for many differents reasons and that doesn t mean necessarily there should be a recall. Advised customer that if ever in the future, chrysler issues a recall on this, a letter will be sent out and customer will have the option to request a reimbursement. Advised customer that at this point the repairs are already completed, the vehicle had been serviced at an non-chrysler dealer and chrysler could not reimburse for a repair performed at a non-chrysler dealer.

**** REIMBURSEMENT REQUEST HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair. Unless the customer offers new information, decision remains unchanged.

Reviewed by CP730

Customer requested to get Chrysler address so that his lawyer can take further steps in this matter.

Agent provided address:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR).

Customer Assistance Inquiry Record (CAIR)#	18956764
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VIN	3D7MS48C1 5G [REDACTED]	Open Date	09/23/2009	Built Date	05/02/2005
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP	
In Service Dt	08/27/2005	Mileage	260,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	44107	ACADIANA DODGE INCORPORATED			
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY				
Dealer City	LAFAYETTE	Dealer State	LA	Dealer Zip	70508
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OPELOUSAS LA [REDACTED]	Country	UNITED STATES		

Product - Steering - Linkage - Worn - Default	Had it replaced. Seeks reimbursement.
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	Had it replaced. Seeks reimbursement.
Corporate - Company Information Contact - Default - Default - Default	Provided the PO BOX address.
Recall - H46: - Information Request	Talks about recall #: H46.

Customer seeks recall information. Talks about recall #: H46. States that he was on the road. 05/27/09. 700 miles from home. Tie rod broke. 04.30 a. m in the morning. Took the vehicle to an IRF on the side of the road. Also called 44107. Ordered the parts from the dealership. Had it sent over to the IRF. States that he has the receipts for the parts and not for the labor. Seeks reimbursement for recall #: H46. Informed the customer that the receipts for the labor would be needed for considering the reimbursement for the labor. Asked the customer to send in the original receipts to:
 Chrysler LLC Recall Center
 P. O. Box 21-8007
 Auburn Hills, MI 48321-8007.
 No commitments made.

Customer Assistance Inquiry Record (CAIR)#	18961688
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VIN	3D7MX48A8 7G [REDACTED]	Open Date	09/24/2009	Built Date	05/21/2007
Model Year	2007	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB	
In Service Dt	08/23/2007	Mileage	47,000	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	59799	BREEDEN DODGE INC			
Dealer Address	5900 HIGHWAY 71 SOUTH				
Dealer City	FORT SMITH	Dealer State	AR	Dealer Zip	72908
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	HAVANA AR [REDACTED]	Country	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	customer claims that today a tie rods feel off
Corporate - Complaint Contact - Default - Default - Default	customer wants to file lemon law

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 customer very disapointed with his truck
 What are the customer s expectations?
 customer is filing for lemon law
 ****End structured narrative T2 - Beginning Narrative
 ##### ATTENTION SERVICE DIRECTOR/MANAGER #####
 Owner is seeking relief under the state lemon law
 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.
 + + + + + Lemon Law Research + + + + +
 1. What does the customer allege is wrong with the vehicle?To many things, the check engine light has come on over 5 times
 2. Was the vehicle purchased new or used?New
 3. If used, what number owner is the customer?New
 4. Per the warranty history, how many related repairs have there been?12
 5. Date of first related repair attempt?12/07
 6. Mileage of first related repair attempt?5213
 7. This vehicle was purchased in what state?AR
 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 currently at an authorized dealer?no
 12. Does the condition described by the customer still exist- yes, today a tie rod broke on his truck and the check engine light is still on. 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 59799 09/24/09 15:41 O 18961688

Customer said MP977 told him to call Monday if he hasn't hear anything about his Lemon Law request. Writer informed him there are no new updates, case is still under review and advised him to give it more time.

*Contact Date:09/29/2009

Service Manager at the dealership has updated the Cair# 18961688

An appointment has been set with the customer.

Owner to bring vehicle to dealer for inspection of concerns 10/2/09

*Contact Date:10/05/2009

Dealer 59799 has updated the mileage to 45498.

Service Manager at the dealership has closed the Cair# 18961688

Warranty repair has been documented on Repair Order#26501

CAIR RETURNED FROM DEALER ON 10/05/2009 AT 04:00:125 R 18961688

Customer Assistance Inquiry Record (CAIR)#						18966754
VIN	3D7KS28C5	5G [REDACTED]	Open Date	09/27/2009	Built Date	03/31/2005
Model Year	2005	Body	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	08/23/2005	Mileage	53,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	06139	DELUXE MOTORS INC				
Dealer Address	711 FORT STREET					
Dealer City	MILES CITY			Dealer State	MT	Dealer Zip 59301
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	JORDAN MT [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2009-09-25
 Road Side File Created 09-27-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 E ROSS ROAD 711 FORT STREET
 STATE HIGHWAY 200
 COHAGEN MILES CITY
 MT USA MT
 CALLER_COMMENTS TIE ROD BROKEN, RIGHT FRONT TIRE
 DEALER CODE : 06139 DELUXE MOTORS INC

Customer Assistance Inquiry Record (CAIR)# 18979639

VIN	3D7LS38C5 5G [REDACTED]	Open Date	10/01/2009	Built Date	11/09/2004
Model Year	2005	Body	DH8H42 DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	12/06/2004	Mileage	84,058	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	43347	TOM ADDIS DODGE INC			
Dealer Address	314 W CLAYTON AVE				
Dealer City	COEUR D ALENE	Dealer State	ID	Dealer Zip	83815
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ATHOL ID [REDACTED]	Country	UNITED STATES		

Recall - H46: - Reimbursement Seeking recall reimbursement.

POSTMARK DATE: 092209; DATE RECEIVED: 092509
 The customer is requesting reimbursement for the repairs related to recall STEERING LINKAGE (H-46). The vehicle was repaired at an authorized dealership, Tom Addis Dodge Inc., 43347 on 06/14/07 mileage 84058 miles.

As per the repair invoice: -
 Dealership traced Drag link, ball joint were broken. All tie-rods very loose, U-joints, Not correct Damper.
 Damper: -\$150.08
 Outer Tie-rods: - \$117.35
 Outer Tie-rods # 2: - \$40.28.
 Inner Tie-rods: - \$156.80.
 Inner Tie-rods # 2: - \$53.81.
 Total Parts: - \$518.32.
 Total Labor: - \$240.00 + \$49.95 (alignment) = \$289.95
 Total amount: - \$839.37.
 The customer has not sent proof of payment document.

Agent called up the dealership (2086644000) and spoke to Dave, Parts department. Dave helped with the part number for the inner tie-rods. Agent reviewed the case and decided to reimburse the amount as the repairs are related to Recall H-46. Chrysler would reimburse the customer for parts & labor involved in the repairs (Dampers, Inner tie-rods & alignment) i.e.:-
 Damper: -\$150.08
 Inner Tie-rods: - \$156.80.
 Inner Tie-rods # 2: - \$53.81.

 Total parts: - \$360.69

 Labor: - \$200.00
 Tax: - 20.00
 Total: - \$580.69

*****If the customer sends the proof of payment document. *****
 Agent called up the customer ([REDACTED]) and left a message to call back with the reference number.
 ****next agent
 If the customer calls back with the reference number, Please inform the

customer to send the proof of payment document so that the case could be further reviewed.

****Based on the updates about the recall H-46.

Agent called up the dealership spoke to Joe, Joe informed that the Original factory parts was replaced and not the Defective Mopar part.

Agent decides to decline the request for reimbursement.

Agent called up the customer ([REDACTED]) and informed that Chrysler would not reimburse for the repairs. The agent educated the customer that the recall was for the Defective mopar part and not on the original factory part. Informed the customer about the pending recall.

Customer Assistance Inquiry Record (CAIR)# 18979876

VIN	3D6WH46A8 7G [REDACTED]	Open Date	10/01/2009	Built Date	04/03/2007
Model Year	2007	Body	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS	
In Service Dt	06/18/2007	Mileage	42,000	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	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	60221	DEVENY CHRYSLER JEEP DODGE			
Dealer Address	401 E B ST				
Dealer City	MC COOK	Dealer State	NE	Dealer Zip	69001
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HAYES CENTER NE [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Accident
Product - Unknown - Unknown - Accident - Default	accident
Corporate - Property Damage - Default - Default - Default	

Customer contacts WAM via cell phone indicating he had an accident. Customer claims the drivers front tie rod end broke and vehicle rolled into a canyon. Customer going to the Doctor has a sholder injury and truck is damaged. No property damage. Customer is having vehicle towed back to the address listed. There is a police report filed in Hayes Center Nebraska, as accident happened approximately 10 1/2 miles NE of there. Insurance is through Farmers Mutual, Agent is Rick Einspier(Hometown Insurance)./dir

VEHICLE IS LOCATED AT:

Address on primary cair

Per OGC Matrix, reassigned to 82T. JSS15.
 INCOMPLETE RECALL: H46 STEERING LINKAGE
 10/1/09 ASSIGN TO LSE6.
 CAIR NUMBER 18979876 REQUEST EAA INSPECTION 10-01-2009 15:08
 CAIR NUMBER 18979876 E-MAIL SENT TO EAA 10-01-2009 15:08
 CCRG Open Date: 10/01/2009 14:53:55
 Letter Sent: Acknowledgement 10/02/2009 10:31:36
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/12/09 AT 08:42:38 18979876
 Writer reassigned to 82T as caustomer has not heard form SI/
 10/19/09 UPDATED CCRG FILE. LSE6.
 CCRG Close Date: 11/04/2009

Customer Assistance Inquiry Record (CAIR)#						18980334
VIN	3D7MX38A2 7G [REDACTED]	Open Date	10/01/2009	Built Date	03/29/2007	
Model Year	2007	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
In Service Dt	06/19/2007	Mileage	57,000	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	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	68760	DAVIS-MOORE AUTO GROUP INC				
Dealer Address	3501 NO. 14TH STREET					
Dealer City	PONCA CITY	Dealer State	OK	Dealer Zip	74601	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	TONKAWA OK [REDACTED]	Country	UNITED STATES			

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeking assistance
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Tie rod has broken
Corporate - Complaint Contact - Default - Default - Default	
Recall - H34: - Advise Owner/Incomplete Recall	
Recall - H46: - Advise Owner/Incomplete Recall	

Customer states that he has had the tie rods replaced once before. He states that the same one has broken again. Customer feels Chrysler should assist him with the repairs.

Agent informed the customer about the pending recalls on his vehicle.

Agent transferred the call to Tier 2.5 for further assistance.

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer, (owns 1 current, 0 previous & 0 household vehicles / NO Service Contracts) requesting goodwill

For tie rod repair done 4 months ago by a IRF using Chrysler parts.

What are the customer s expectations?

To be help with some/full financial backing

****End structured narrative T2 - Beginning Narrative

Vehicle is at river side on owners farm and owner is driving into dealer 68760 to pick up parts.

Advised caller to speak with the service department for suggestions on getting a diagnoses.

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 toe rod repairs.

Writer gave no promises or quotes.

Customer is aware of recall h34 & H46.

Customer states that he spoke to the dealership. Seeks assistance with

the replacement of the tie rods.
Transferred to T2.5.

Owner is calling back about the same situation with his tie rods. Owner claims this is the second time this has happened and it appears he is going to have to replace everything on his front end. Owner stated the diagnosis has not been performed. Writer recommended diagnosis. Owner claims the vehicle is not drivable and is upset that he is going through this situation again. Owner is unhappy with the product he purchased and with Dodge. Owner claimed he is going to tell everyone about his unsatisfactory experience with Dodge. Writer stressed the fact that we need a diagnosis in order to determine assistance. Owner is upset and does not want to pay \$300.00 for diagnosis. Writer advised about recalls H46 and H34 again.

Customer Assistance Inquiry Record (CAIR)#						18981023
VIN	3D7KS29C7	6G [REDACTED]	Open Date	10/01/2009	Built Date	11/28/2005
Model Year	2006	Body	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4		
In Service Dt	01/02/2006	Mileage	121,800	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44136	BOB RUWART MOTORS INC				
Dealer Address	2105 NORTH 16TH STREET					
Dealer City	WHEATLAND			Dealer State	WY	Dealer Zip 82201
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	LUSK WY [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer states that tie rod ends need to be replaced again.
Corporate - Complaint Contact - Default - Default - Default	
Recall - H46: - Other	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer is stating that his steering has been a problem since almost day one.

What are the customer s expectations?

Customer is seeking help with this repair.

****End structured narrative T2 - Beginning Narrative

Customer states that his tie rod ends needs replacing. Customer states that the dealership has told him that the recall notice he received is not dealing with this vehicle. Customer states that the tie rod separated while driving and that the tire was not being held on by anything. Customer states this is the 4th time that the steering, and tie rods have had to be replaced. Customer states that he has seen a copy of a service alert on this vehicle. Customer states that he is not sure if the recall notice he received a couple of weeks ago and the service alert are the same. Customer states that he has had problems with the steering since the vehicle had about 10,000 miles. Customer states that he was told that the steering problems are caused by the roads he drives. Customer states that his other Dodge vehicles are not having this issue. Customer states that he has been told that he has been told that is the way the vehicle drives.

Customer states that this is a consistent problem and would like it fixed. Recall does deal with vehicle but this part of steering is not on recall, and that the part of the recall on his vehicle is working correctly according to dealer. Customer states that it is the pitman are on the recall. Customer want to know what is causing this issue with his steering. Customer is seeking help with this repair because he has to have it replaced 3 times already. Customer states that the following items are needing to be replaced tie rod ends, steering dampener, arms. All of these items are connected together and that is why the pricing is over \$1000.

Customer states that no matter what he has replaced he still has a vibration in the vehicle. Customer would like to have some satisfaction with this vehicle repair. Customer states that another complaint with

this is vehicle is. Customer states that the vehicle squats to easy when you load the bed. Customer would like the engineers to take a look at this issue for further developments of this vehicle.

(pitman arm)

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] ranch house. Reassigned to 88F

Customer stated that his vehicle is being looked at for the recall.

Agent called customer and they discussed the above situation. Customer informed agent that they had replaced the tie rod five times already.

Agent will authorize reimbursement for the cost of parts (\$542.70).

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 Assistance Inquiry Record (CAIR)#						18984544
VIN	3D7MX48C4 6G [REDACTED]	Open Date	10/02/2009	Built Date	10/20/2005	
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	11/26/2005	Mileage	109,000	Dealer Zone	63 DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44690	MARK DODGE, CHRYSLER, JEEP, LLC				
Dealer Address	3777 GERSTNER MEMORIAL DRIVE					
Dealer City	LAKE CHARLES	Dealer State	LA	Dealer Zip	70607	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	LAKE CHARLES LA [REDACTED]	Country	UNITED STATES			

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Cusotmer seeking reimbursement.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer states that the vehicle met with an accident.
Corporate - Complaint Contact - Default - Default - Default	

Customer is calling in stating that front end tie rods broke while driving on the freeway back in July of this year. Customer states that he took vehicle to an IRF. He is now requesting reimbursement. Writer informed the customer due to the repairs being done at an IRF it is not a guaranteed. Customer is not covered under warranty and hasnt had it since 73000 miles ago. Writer did provide the reimbursement information to the customer.

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 18984544.

Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer Assistance Inquiry Record (CAIR)# 18995278

VIN	3D7MX48C0 6G [REDACTED]	Open Date	10/07/2009	Built Date	11/01/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	09/30/2006	Mileage	200,000	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	
	HIRAM GA [REDACTED]	Country	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Vehicle involved in an accident due to the recall.
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

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

Preferred: [REDACTED]

Alternate: NA

2. What happened?

Customer was hauling a trailer when he lost control of the vehicle and ended up in the median on I24 with the trailer on top of the bed. Customer alleges this may be a result of the open recall.

3. What is the current location of the vehicle?

At owners home address.

left vm

Per OGC Matrix, reassigned to 82T. JSS15.

VEHICLE LOCATION: 110 MORELAND CIR

HIRAM , GA- 30141

INCOMPLETE RECALL: H46 STEERING LINKAGE

10/8/09 ASSIGN TO TNT16.

CAIR NUMBER 18995278 REQUEST EAA INSPECTION 10-08-2009 15:15

CAIR NUMBER 18995278 E-MAIL SENT TO EAA 10-08-2009 15:15

POSTMARK DATE: 100609; DATE RECEIVED: 100909

Received subrogation package from Progressive Insurance.

Per OGC Matrix, reassigned to 82T. JSS15.

10/9/09 UPDATED CCRG FILE. TNT16/LSE6.

CCRG Open Date: 10/08/2009 15:04:30

Letter Sent: Acknowledgement 10/09/2009 11:04:43

POSTMARK DATE: 100609; DATE RECEIVED: 101209

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/13/09 AT 09:34:25 18995278

POSTMARK DATE: 101309; DATE RECEIVED: 101409

Imaged supporting documents from EAA to claim.

Per OGC Matrix, reassigned to 82T. JSS15.

10/15/09 UPDATED CCRG FILE. TNT16/LSE6/

The customer called with the reference number 18995278. The customer seeking information regarding the above mentioned concern. The agent reviewed the information and transferred the call to tier2.5 for further assistance.

Customer called in for recall reimbursement. Customer never received notification as to the decision on his vehicle. Customer has a completed

estimate for the body work on his vehicle, customer would like to speak to someone about getting his vehicle fixed due to the recall causing an accident. Advised customer that writer will reassign the case back to our legal dept and someone will be contacting him with an update - no timeframe given.

Per OGC Matrix, reassigned to 82T. JSS15.
10/28/09 UPDATED CCRG FILE. TNT16/LSE6.

Customer Assistance Inquiry Record (CAIR)#						18996774
VIN	3D7MS48C1 5G [REDACTED]	Open Date	10/07/2009	Built Date	05/16/2005	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	07/30/2005	Mileage	179,932	Dealer Zone	63 DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43736	BROWN DODGE-CHRY-JEEP				
Dealer Address	I-35 AND HIGHWAY 173					
Dealer City	DEVINE	Dealer State	TX	Dealer Zip	78016	
Owner	[REDACTED]	Contact Type	LETTER			
Address	[REDACTED]	Home Phone	[REDACTED]			
	MOORE TX [REDACTED]	Country	UNITED STATES			

Recall - H46: - Reimbursement	Customer is seeking reimbursement for recall [#H46] repairs
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer states the tie rods fell off.

POSTMARK DATE: 092809; DATE RECEIVED: 100309
Customer had previously contacted Chrysler seeking reimbursement for the recall ?#H46 Steering Linkage? repairs performed. The concern was reviewed in the previous cair ?#18943762? and the customer was requested to provide the proof of payment for the repairs related to recall for \$536.18.

Customer has now provided the credit card slips for the payment made for \$536.18. The breakup cost of the recall repair is mentioned in the previous cair.
As the repairs are related to recall, Chrysler will review the reimbursement of \$536.18.

Note: Reimbursement not to be discussed with the customer as of now.

Agent updated the coin, mileage and the servicing dealership
There is an incomplete recall ?#H46 Steering Linkage? on the vehicle.
Agent is submitting check request to 85K for \$536.18.

Recall still open - No prior repair history to suggest Mopar parts related to recall..Parts installed are good parts - Non related to H46....Given time and mileage on the vehicle - Request for recall and goodwill will be declined....Contact customer and advise - close CAIR - Writer will delete check request.

Called on the primary#, no response.
Called the other# and informed customer that the parts are not related to recall and hence Chrysler will decline reimbursement.
Customer said the tie rod fell and he received a recall. Agent tried to explain about the recall on the Mopar part.
Customer was not ready to understand. Customer was unhappy.
Before agent could inform about the pending recall, customer hung-up.
Agent updated the coin, mileage and the dealership.
Becky the service manager at 43736 called to ask why the recall reimbursement was declined. Writer informed the dealer that the customers

repair was an original repair and the recall is only for parts that had been replaced on a previous repair as per DealerConnect recall h46. Dealer continued to argue about how the customer was informed about the decline and didn't understand why the recall didn't apply. Writer repeated the information and after the dealer still continued to be argumentative, transferred to a supervisor.

Supervisor Call

Writer spoke with Becky from 43736 and explained the recall again. Dealer was very irate and continued to complain about how the situation was handled. Writer advised the dealer that we could not change the recall and that if she required further explanation that she should contact her Business Center for assistance.

Customer Assistance Inquiry Record (CAIR)#						19000097
VIN	3D6WX46C2	6G [REDACTED]	Open Date	10/09/2009	Built Date	03/13/2006
Model Year	2006	Body	D18L62	DODGE RAM 3500 ST REG CAB 4X4		
In Service Dt	06/12/2006	Mileage	71,000	Dealer Zone	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68739	EAST TENNESSEE DOD-CHRY-PLYM-JEEP				
Dealer Address	2712 NORTH MAIN ST.					
Dealer City	CROSSVILLE	Dealer State	TN	Dealer Zip	38555	
Owner	[REDACTED]			Contact Type	ROADSIDE	
Address	[REDACTED]			Home Phone		
	ROCKWOOD TN [REDACTED]			Country	UNITED STATES	
Corporate - Roadside Services - Warranty - Towing - Default						

Roadside Assistance Contacted - DATE : 2009-10-07
 Road Side File Created 10-09-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 3070 WESTEL ROAD 2712 NORTH MAIN ST.
 MT VERNAL ROAD
 ROCKWOOD CROSSVILLE
 TN USA TN
 CALLER_COMMENTS DUALLIES/DIESEL, TIE ROD BROKE UN
 DEALER CODE : 68739 EAST TENNESSEE DOD-CHRY-PLYM-JEEP

Customer Assistance Inquiry Record (CAIR)#	19011616
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VIN	1D7KS28C1 7[REDACTED]	Open Date	10/14/2009	Built Date	12/08/2006
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	05/03/2007	Mileage	52,830	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7 BRIGHT WHITE CLEAR COAT				
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DGB				

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

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	CONSHOHOCKEN PA [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	customer states tie rod end just broke
Corporate - Complaint Contact - Default - Default - Default	
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer is calling to document issue has had and to see if any recalls
 What are the customer s expectations?
 information and documentation
 ****End structured narrative T2 - Beginning Narrative
 Customer calling to have recent experience and issue documented here and
 to see if any recalls on vehicle. Customer states on 10/11/2009 while
 driving his tie rod end just broke and it was not due to being worn.
 Customer is having vehicle repaired and is covered under contract he has
 but is concerned that this is a severe safety issue and wants Chrysler
 to know about it. Writer let customer know concern has been documented and
 did advise customer of recall and to linkage inspected. Writer provided
 cair number to customer. Vehicle has been inspected while being repaired
 as well by adjuster.
 Customer states that the tie-rod has broken. Customer states that the
 dealership has informed him that there is no recall. Customer states that
 he was informed by CAC that he has a recall for the same. Customer states
 that the dealership informed him that the vehicle will be inspected for
 H46 recall and it s won t cover repairs on the tie-rod. Agent informed
 the customer that the information given by the dealership was correct.

Customer Assistance Inquiry Record (CAIR)# 19018340

VIN	3D7MX48C4 6G [REDACTED]	Open Date	10/16/2009	Built Date	02/24/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	04/27/2006	Mileage	98,352	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	65686	HEBERT'S TOWN & COUNTRY DODGE	CHRYSLER JEEP		
Dealer Address	1155 EAST BERT KOUNS				
Dealer City	SHREVEPORT	Dealer State	LA	Dealer Zip	71105
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	KEITHVILLE LA [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	.
Recall - H46: - Reoccurrence or Related Problem	Customer believes issues were caused by recall H46
Corporate - Complaint Contact - Default - Default - Default	Customer stated that vehicles steering went out and rim broke.
Corporate - Property Damage - Default - Default - Default	
Recall - H46: - Advise Owner/Incomplete Recall	

Customer called in stating that her husband was driving vehicle at 65 mph, and the tire just fell off, customer stated that the tie rod broke in half. Customer stated that her husband lost control of the vehicle, and veered off the road. Customer stated that the truck was towed to the dealership. Customer stated that work was done on the steering components of the vehicle. Customer stated that she can not tell by the invoice, what the repairs were. Customer stated that she believes the damage is due to the recall. Customer stated that it refers to steering damper, and tie rod in the recall letter. Customer stated that she is seeking reimbursement for towing and repairs, because repair was due to 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 [REDACTED]

Who has possession of the vehicle? Customer

Reassigned to 88F

Writer gave customer reference number.

Customer stated that repair work was done at dealer #65686

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

Spoke to owner [REDACTED] who states he believes recall H46 caused damage to his vehicle, these repairs have been completed by 65686.

1. Who is calling and what is their contact information? Owner Jeffrey Brown

Preferred: [REDACTED]

[REDACTED]

2. What happened? Right front tire fell off, and caused customer to lose control of the vehicle and go off road, and hit a ditch.

3. What is the current location of the vehicle? Customer's home [REDACTED]

[REDACTED] KEITHVILLE, LA - [REDACTED]

Per CAC Matrix, called and spoke to customer @Preferred: [REDACTED]

Per answer Station 2930

If the vehicle has already been repaired, refer the customer to their insurance company for resolution, and document in the CAIR narrative using the standard paragraph 'T2 - Insurance Contact/SI Related' and the reason code 'Product / Unknown / Unknown / Insurance_Subrogation / Default.' The customer's insurance company holds all rights of recovery through a process called subrogation.

I explained above to customer.

I spoke to dealer who states the recall was done - but work they did to truck was not recall related.

Recall H46 mailed to address on record 04.2009

Customer had work done 10.09

Customer states he will call his attorney

Customer Assistance Inquiry Record (CAIR)# **19029239**

VIN	1D7KS28C1 7J [REDACTED]	Open Date	10/21/2009	Built Date	10/26/2006
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	07/25/2007	Mileage	96,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	68425	GILDNER DODGE-CHRY-JEEP INC			
Dealer Address	1451 NORTH 10TH STREET				
Dealer City	ARKADELPHIA	Dealer State	AR	Dealer Zip	71923
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	GURDON AR [REDACTED]	Country	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:
 1 MCKENZIE ROAD 1451 NORTH 10TH STREET
 ELIA LANE
 GURDON ARKADELPHIA
 AR USA AR
 CALLER_COMMENTS 4 DOOR CAB - BROKEN TIE ROD ON FR
 DEALER CODE : 68425 GILDNER DODGE-CHRY-JEEP INC

Customer Assistance Inquiry Record (CAIR)# **19042529**

VIN	3D7MS48C8 5G [REDACTED]	Open Date	10/26/2009	Built Date	08/16/2004
Model Year	2005	Body	DH8H42 DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	12/09/2004	Mileage	59,414	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION			

Dealer	68475	DEQUEEN CHRYSLER PLYMOUTH DODGE	JEEP EAGLE
Dealer Address	1111 EAST COLLIN RAYE DRIVE		
Dealer City	DEQUEEN	Dealer State	AR
		Dealer Zip	71832

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	HATFIELD AR [REDACTED]	Country	UNITED STATES

Product - Transmission / Transaxle - Manual Trans / Transaxle - Other - Default	Customer seeking goodwill or warranty coverage.
Corporate - Company Information Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	
Product - Unknown - Unknown - Accident - Single Vehicle Rollover	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer s tie rods fell off and vehicle drove into ditch.
 What are the customer s expectations?
 Customer wants to know if warranty will cover the costs or chrysler will goodwill.
 ****End structured narrative T2 - Beginning Narrative
 Customer said he was driving and tie rods came off his vehicle and his right wheel fell off and he drove right into a ditch. Customer wants to know if it s covered under warranty. Writer asked customer if he towed his vehicle to a Chrysler dealership and customer said no. Customer said if it s not covered under warranty than he wants Chrysler to help assist him with some 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
 Preferred call back number is [REDACTED]
 Who has possession of the vehicle? Bruce Feerick
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 Writer contacted customer. Customer states that he will bring in his vehicle for a diagnosis sometime in the next few days. Writer will contact customer back on 10/30/09.
 U.S.A.A. Insurance called and wanted to know the status of the vehicle.
 Rep is Kim Taddeo
 1-8005318722 ext 61495. Wants to be called back when the diagnosis comes in.
 Writer contacted Mike at 68936. Mike has not yet seen the customer or the vehicle.

2nd attempt made to contact customer on 11/04/09 at 8:26.

Left message indicating another attempt will be made.

Writer contacted customer and advised that if he wished to have this repair covered under warranty he is going to have to have the vehicle towed to a CDJ Dealer. They would then diagnose the vehicle and inform him if this repair is covered. Customer understood.

Customer called in with information for agent JF849. Customer has vehicle at dealership Dequeen and has got a diagnose and now wants to speak with JF849 on the resolution regarding her case.

Writer did advise customer of the open recall on vehicle.

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

Writer contacted David at 68475. David states that he will find out if this is covered under the 7/70 and call me back with that information.

Customer called in regarding follow up, Writer inquired if he had information from diagnosis, customer said no, customer states he is just returning his call. Writer informed customer JF849 is unavailable and offered to connect to voicemail, customer agreed.

Writer found that the repair is not covered under the 7/70 as per Mike s diagnosis. Writer will contact customer back to inform him of the findings.

Writer contacted customer back. Customer is very upset that this part is not covered under warranty. Customer is alleging that the tie-rod is defective and caused this failure. Customer states that this should be a recall and believes that it is. Writer informed customer of recall H46, and that it was on the steering linkage specifically.

1. Who is calling and what is their contact information? Jill Feerick owner of the vehicle. Jill s husband Bruce opened the CAIR.

Preferred [REDACTED]

2. What happened? The customer s husband was driving down a country road when the tie-rod fell out and caused the vehicle to crash into the side of the road. Customer states that the tie-rod failure caused the accident.

3. What is the current location of the vehicle? Dequeen CPD. The address is [REDACTED] DEQUEEN AR [REDACTED] Their Phone number is [REDACTED]

11.10.09

VEHICLE LOCATED AT:

DEQUEEN CHRYSLER PLYMOUTH DODGE

1111 EAST COLLIN RAYE DRI

DEQUEEN AR 71832

870-642-3604

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

POSTMARK DATE: 110209; DATE RECEIVED: 111009

INCOMPLETE RECALL: H46 STEERING LINKAGE

11/10/09 ASSIGN TO TNT16.

CAIR NUMBER 19042529 REQUEST EAA INSPECTION 11-10-2009 15:08

CAIR NUMBER 19042529 E-MAIL SENT TO EAA 11-10-2009 15:08

11.11.09

USAA Ins

Sandra Rizo 800.531.8722

Claim# [REDACTED] 1 _

DOL: 10.04.09 _

They are reimbursing insured for damages - this is notification that they intend to recover amount / they ask we do not settle claim with insured without protecting recovery rights. _

11/11/09 UPDATED CCRG FILE. TNT16/LSE6

CCRG Open Date: 11/10/2009 09:10:11

Letter Sent: Acknowledgement 11/11/2009 10:15:34

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/12/09 AT 04:19:13 19042529

Customer Bruce called requesting status of case. Writer informed customer that writer will forward update request to the special investigations department. Customer complied.

Preferred contact # is 479-394-0191

11/17/09 PLEASE ROUTE THROUGH SPECIAL INVESTIGATIONS/82S. AB1120/LSE6.

Per OGC Matrix, reassigned updated CAIR to 82T (CCRG 888.922.7329) MG17
11/18/09 UPDATED CCRG FILE. TNT16/LSE6
Caller is usa insurance seeking any new information. Agent stated to call back.

Customer is calling and is extremely upset that he is not being informed of what is going on with his case. Please contact customer with results .

11.30.09

Per OGC Matrix, reassigned updated CAIR to 82T (CCRG 888.922.7329) MG17
11/30/09 UPDATED CCRG FILE. TNT16/LSE6

Insurance Company contacts CAC regarding this CAIR. Contact information:
USAA

Christy

18005318722 ext 61609 andrea

Why is the Insurance Company calling? Customer was told that they would get a response in 12 days and hasnt heard anything.

Per OGC Matrix, reassigned to 82T. JSS15.

12/1/09 UPDATED CCRG FILE. TNT16/LSE6

Member from the insurance department called in and was asking for more information or be able to speak with the representative that is assigned to the customers case. Customer is out of vehicle and needs to get back to driving. Insurance member asks that someone call back their company today and give them information. The number is 1-800-531-8722. Agent can give any representative the information the claim number for the insurance company is [REDACTED]

Customer called for update per the special investigations team has not called and updated customer. Writer transferred customer to 888.922.7329 MG17

Customer states that no one at Chrysler has spoken to him since this case was first opened. Customer is requesting a call back as soon as possible at [REDACTED]. Writer transferred customer to [REDACTED].

Per OGC Matrix, reassigned to 82T. JSS15.

12/7/09 UPDATED CCRG FILE. TNT16/LSE56

Customer from USAA is calling in for a denial. She is requesting to be contacted and faxed a denial. FAX # 1 800 531 8669 reference# 1086522. Writer informed her that legal department will be notified.

Customer calls stating he has never been contacted by anyone from the Special Investigation department and would like an update on his case.

Writer advised customer to be patient and when a resolution is achieved he will be contacted. Please call this customer he is very upset.

12.15.09

Per OGC Matrix, reassigned updated CAIR to 82T (CCRG 888.922.7329) MG17
12/16/09 UPDATED CCRG FILE. TNT16/LSE6

Letter Sent: Denial 11/17/2009

Mr [REDACTED] wanting to know status of case. Advised that there is an entry indicating a letter was sent on 18DEC09.

Customer states he has STILL not received an update on this case. Writer advised customer that his case will be escalated for review. No call back or time frame was given. Customer states if someone needs to reach him, his preferred contact number is [REDACTED]

Writer also explained to the customer that the CCRG department has been closed during the holidays and will be become available 01/04/10.

Writer called customer back and advised that customer will need to call CCRG at 888-922-7329 (once they re-open) to obtain status of this case. Customer states due to this drawn out issue, and the fact they they know 3 other people that had the same tie rod issues, and they will not be purchasing another Chrysler product ever again. Writer advised their complaint has been document.

Customer called in regards to this case. Customer claims that the customer has not received any letter about this case. Customer states that no one has been returning the customer s calls. Writer informed the customer that a letter was sent, that it looks like a denial, but that the writer did not have any more information. Writer offered the phone number for the department that was handling the case. Writer provided

and transferred the customer to 1-888-922-7329.

Customer Assistance Inquiry Record (CAIR)# 19054474

VIN	3D7KS28C8 6G [REDACTED]	Open Date	10/30/2009	Built Date	08/05/2005
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4	
In Service Dt	09/17/2005	Mileage	82,000	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	58081	WACONIA DODGE CHRYSLER JEEP			
Dealer Address	905 STRONG DR				
Dealer City	WACONIA	Dealer State	MN	Dealer Zip	55387
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	DELANO MN [REDACTED]	Country	UNITED STATES		

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

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Broken tie rod.
 What are the customer s expectations?
 Wants to know what to do.
 ****End structured narrative T2 - Beginning Narrative
 Customer said he pulled into his parking lot at work and his tie rod broke. He wants to know what to do. Writer informed him to contact a Dodge dealer and possibly will have to have vehicle towed, and offered to get him a dealer in his area, but he refused assistance.

Customer Assistance Inquiry Record (CAIR)# 19062154

VIN	1D7KS28C5 7J [REDACTED]	Open Date	11/03/2009	Built Date	07/25/2006
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	11/07/2006	Mileage	82,000	Dealer Zone	74 DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				
Dealer	45290	OLATHE DODGE			
Dealer Address	15500 W 117TH ST				
Dealer City	OLATHE	Dealer State	KS	Dealer Zip	66062
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LENEXA KS [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Customer stated that the tie rod is broken
Corporate - Complaint Contact - Default - Default - Default	
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated that the tie rod on the front passenger side has broke.
 Dealer 45290 told customer to contact us for goodwill. Customer stated he would like Chrysler to pay for the part and he would pay for labor and wondered if we would do that because they ve redesigned the part.
 Customer has been working with Jeff Briggs - GM
 What are the customer s expectations?
 Customer seeking assistance with 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 [REDACTED]
 Who has possession of the vehicle? Vehicle is at the dealership
 Has the vehicle been diagnosed by a CDJ dealer? yes
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 Agent contacted 45290 and spoke with GM Jeff Briggs who stated that he offered the customer a discount of \$200.00 off the part. GM Jeff Briggs states that the customer cost for the part is \$271.85 as the total part cost is \$471.85.
 Agent contacted customer preferred number on line 13.
 CONTACT UPDATE - Customer was contacted today at 2:48 pm mst.
 Writer left voice mail for the customer to contact the dealership for the goodwill decision .
 *****Final Decisoin Made GM stated would cover \$200.00 of the cost of the part.
 As a one-time goodwill gesture, Chrysler/Dealer will assist with \$200.00.
 Customer will be responsible for a co-pay in the amount of \$271.85 plus labor.
 This goodwill is being offered because customer is loyal.

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 / has not? 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 extention is 66016or you may email us at T2email@chrysler.com

#

REASSIGNED TO BC/DLR 74 45290 11/04/09 16:51 O 19062154

Goodwill offer made and accepted. sfw2

Customer stated that the parts that are replaced in his vehicle are totally redesigned from the ones that came with it. Customer stated that Chrysler needs to look at this issue of the bad parts installed in these vehicles so that no one gets hurt. Customer states that the money is not an issue to him but it s more of a safety issue.

Customer Assistance Inquiry Record (CAIR)# 19065876

VIN	3D7KS28AX 7G [REDACTED]	Open Date	11/04/2009	Built Date	06/14/2007
Model Year	2007	Body	DH7L42 DODGE RAM ST 4X4 2500 QUAD CAB		
In Service Dt	10/31/2007	Mileage	64,279	Dealer Zone	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PB7 PATRIOT BLUE PEARL COAT				
Engine	ETJ 6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DBB				

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	HARRAH OK [REDACTED]	Country	UNITED STATES

Recall - H46: - Reimbursement Seeking reimbursement for the repairs related to recall H-46.

POSTMARK DATE: 102009; DATE RECEIVED: 102609
 The customer is seeking reimbursement for the recall repairs. The customer claims that while driving down the road front end fell out and then the vehicle was towed to the D & L Tire service & Automotive, Independent Repair Facility on 10/01/09. (Mileage not mentioned).

 As per the repair invoice: -
 IRF replaced Upper Ball Joint, Lower Ball Joint, ADJ Sleeves, Outer Tie-Rods, Shocks, Drag Link and Right outer Tie-Rods.
 Cost for the labor and parts is not clear enough.
 Agent called up the IRF, operator asked to call back in about 30 mins.
 Agent called up the IRF (4052755117) spoke to Dale. Dale asked the to call back tomorrow.
 Agent called up the IRF (4052755117) spoke to Dale. Dale informed that the customer paid Cash and the total amount was \$1901.97. Dale asked to call the customer as all the details are with customer s attorney. Dale did not provide the parts breakdown.
 Agent consulted with the TB74 and reassigned the case to EJW for further handling.
 Recall open - no prior repairs to indicate a Mopar drag link has failed. No parts to verify cost - nor are they Mopar. Writer inclined to make goodwill offer (based on low miles) of 500.00. Contact customer and advise - create check for 500.00 -reassign to ejw for approval.
 Agent called up the customer recached voicemail. Agent asked the customer to call back with the reference number.
 ****next agent
 Please inform the customer that the repairs were related to recall and Chrysler has decided to reimburse as one time goodwill assistance. Please verify the mailing address.
 Reassigned the case to 85K for further handling.
 Customer called. Writer informed customer of the goodwill decision. Customer says it s not good enough and that he is going to contact he attorney.
 As per the above notes - writer will delete check and wait for update. If update and or an agreement is reached, create new check and forward to ejw for approval.
 Closing the CAIR at this point as the customer has declined the offer. If customer calls back, please review the case as it is necessary.

Customer Assistance Inquiry Record (CAIR)#						19092674
VIN	3D7LX39C2 6G [REDACTED]	Open Date	11/16/2009	Built Date	09/14/2005	
Model Year	2006	Body	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4		
In Service Dt	03/28/2006	Mileage	54,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	25062	CHARLIE ZOOK MOTORS				
Dealer Address	2101 E SIXTH ST/POB 3266					
Dealer City	SIOUX CITY		Dealer State	IA	Dealer Zip	51102
Owner	[REDACTED]			Contact Type	ROADSIDE	
Address	[REDACTED]			Home Phone		
	SIOUX CITY IA [REDACTED]			Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2009-11-14
 Road Side File Created 11-16-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 W 4TH STREET 2101 E SIXTH ST/POB 3266
 PRESCOTT STREET
 SIOUX CITY SIOUX CITY
 IA USA IA
 CALLER_COMMENTS PASSENGER FRONT TIE ROD BROKEN
 DEALER CODE : 25062 CHARLIE ZOOK MOTORS

Customer Assistance Inquiry Record (CAIR)# 19109105

VIN	3D6WC66A0 8G [REDACTED]	Open Date	11/20/2009	Built Date	05/22/2008
Model Year	2008	Body	DM4L63	DODGE RAM 4X2 4500 REG CAB CHASSIS	
In Service Dt	08/26/2008	Mileage	50,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE			
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	43380	LANDERS DODGE			
Dealer Address	315 EAST GOODMAN RD				
Dealer City	SOUTHAVEN	Dealer State	MS	Dealer Zip	38671
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	MEMPHIS TN [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Recall - J10: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler?
 *Caller state that he has seven other Dodges and is worried that the others will fail. Caller states he thinks that the front tie rod is factory defected. Caller stated that he will make an attempt to go to the CDJ.

What are the customer s expectations?
 *Caller is seeking to get the tie rod replaced or assistance with 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  
 Preferred call back number is [REDACTED]  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 Reassigned to 88F

~~~~~  
 Customer calls seeking recall information. Advised the customer of incomplete recall #J100 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today. We spoke about the tie rods and the customer stated that he was seeking assistance with this repair?
 Agent called the dealership and spoke with Rhonda and she stated that the tie rods do need to be replaced and that one of them just snapped in half when the customer was backing up.
 Customer is a very loyal customer.

Rhonda is getting prices for agent and will call back tomorrow
Customer was provided with agent s extension: 66006.
Customer calls requesting to speak with....MP977
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 # 66006
2nd attempt made to contact customer on 11/24/09 and spoke with the customer about the issues about the tie rods, agent did not Ave any new information because Rhonda SA has not got any prices for agent yet? agent will follow up on wed, 11/25/09
Left message indicating another attempt will be made.
Customer was provided with agent s extension: 66006
3rd attempt made to contact customer on 11/25/09 adn spoke with the customer about the goodwill and how the customer would have to pay \$50.00 customer was very thankful
Left detailed message for a return call if required.
Customer was provided with agent s extension: 66006
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 repair are as follows:
Parts = 160.00
Labor = 67.20
With the concurrence of the Service Manager, Rhonda 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 Maria at 800-992-1997 extension # 66006. 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.

CLOSED LOOP UPDATE customer was contacted today at 12:57
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.
REASSIGNED TO BC/DLR 63 43380 11/25/09 14:57 O 19109105
Part has been ordered and Dlr and DM will handle this customer issue.
The dealer called with customer wanting \$50 waived as we had ordered wrong part.Writer advised that this case has been closed and it will take another day for the new information to process.

Customer Assistance Inquiry Record (CAIR)# **19115661**

VIN	3D7KS28A3 7G [REDACTED]	Open Date	11/24/2009	Built Date	02/13/2007
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	05/15/2008	Mileage	49,462	Dealer Zone	71 LOS ANGELES
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	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	Dealer State	WA	Dealer Zip	99336

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	PASCO WA [REDACTED]	Country	UNITED STATES

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

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer replaced the tie rods 15,000 miles ago Front tie rod snapped recently and he doesn't think it should have broken already
 What are the customer's expectations?
 Customer wants Dodge to pay 100% to repair 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 [REDACTED]
 Who has possession of the vehicle? the dealership
 Has the vehicle been diagnosed by a CDJ dealer? yes
 Reassigned to 88F
 Customer wanted to leave his work number [REDACTED] Agent needs to ask to be transferred to the customer.
 Writer contacted dealer 44848 and spoke with Byron who states the left front tie rod was broken and has been replaced. Byron states the customer was not responsible nor did the customer have control over the vehicle.
 Agent attempted to contact dealer Service Manager (SM) Tony, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact
 Provided dealer with agent's extension, which is 66139.
 ***** SENIOR RESOLUTION TEAM *****
 Writer contacted dealer 44848 and spoke with Byron. Byron states the tie rod should not have snapped as clean as it did with only 15000 miles on it. Writer inquired with Tony SM if the damage is something that the customer caused.
 CONTACT UPDATE - Customer was contacted today at 630PM/EST.
 Writer informed customer that a little more information is needed from Tony SM and that writer is considering reimbursement for the tie rod repair. Customer inquired about the towing cost as well. Writer informed

customer that it will be evaluated on 11/27/09.

Writer contacted Byron who consulted with the technician on the diagnosis. Byron states the damage was not caused by any customer abuse or neglect. Writer will reimburse customer for the cost of the tie rod repair NOT including the towing.

CONTACT UPDATE - Customer was contacted today at 1250PM/EST.

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 not available. Writer provided contact information for CAC and reference number.

*****NEXT AGENT PLEASE PROVIDE CUSTOMER REIMBURSEMENT INFORMATION.*** NO TOWING INCLUDED.**

Customer is calling to obtain information on the documents he needs to send to Chrysler for reimbursement. Agent informed him about documents that need to be sent.

Customer states that he sent the letter for reimbursement over a month ago. Writer advised customer that we haven't posted anything to his case yet. Writer provided customer with the address for a second time.

Customer Assistance Inquiry Record (CAIR)#	19117385
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VIN	3D7KS29C2 7G [REDACTED]	Open Date	11/25/2009	Built Date	08/16/2006
Model Year	2007	Body	DH7H81 DODGE RAM SLT 4X4 2500 MEGA CAB		
In Service Dt	03/26/2007	Mileage	48,000	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7 BRIGHT WHITE CLEAR COAT				
Engine	ETH 5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DGB				

Dealer	44544	AVONDALE DODGE
Dealer Address	10101 W PAPAGO FWY	
Dealer City	AVONDALE	Dealer State AZ Dealer Zip 85323

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	PHOENIX AZ [REDACTED]	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-11-23
 Road Side File Created 11-25-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 N PALM VALLEY BOULEVARD 10101 W PAPAGO FWY
 136TH DRIVE
 GOODYEAR AVONDALE
 AZ USA AZ
 CALLER_COMMENTS STEERING LINKAGE BROKE (TRUCK HA
 DEALER CODE : 44544 AVONDALE DODGE

Customer Assistance Inquiry Record (CAIR)# 19118037

VIN	3D7KS29C0 7G [REDACTED]	Open Date	11/25/2009	Built Date	08/15/2006
Model Year	2007	Body	DH7P81 DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
In Service Dt	09/18/2006	Mileage	136,000	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				
Dealer	44952	MARK DODGE			
Dealer Address	3118 GOVERNMENT BLVD				
Dealer City	MOBILE	Dealer State	AL	Dealer Zip	36606
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GRAND BAY AL [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Other - Front-Pass	Customer states it came apart and now they have to replace both sides
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Passenger side tie rod end came apart and it has been updated so now he needs the whole set one for each side.
 What are the customer's expectations?
 Customer expect Chrysler to assist with the replacement of the tie rod.
 ****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 [REDACTED]
 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 7:54AM MST
 Customer was provided with agent's extension: 66197
 Customer says vehicle will be towed to Mark Dodge 44952.
 Writer called dealer 44952 and spoke with SA Ronald Reed. Writer provided SA Ronald with contact information and CAIR number. Writer requested that SA Ronald call writer back with results of diagnosis.
 Writer called customer back and informed him that I would call him after receiving details from dealer after diagnosis is performed.
 Customer calls requesting to speak with....DA690
 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 # 66197
 Customer calls requesting to speak with DA690

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 # 66197
Writer called dealer 44952 and spoke with SM Ryan who stated that the customer had already paid for the repairs. Customer paid \$1039.99.
2nd attempt made to contact customer on 11/27/09 at 7:51AM
Writer spoke with customer regarding reimbursement for repairs. Writer advised that he could submit for reimbursement however customer was unable to write down the information. Customer stated he would call back to obtain the address. Customer currently owns 9 Chrysler products.
Writer would like to reimburse customer minus a \$100.00 deductible.
CLOSED LOOP UPDATE customer was contacted today at 7:51AM 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.
Customer calls requesting to speak with.DA690
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 # 66197
Writer received voice mail message from customer requesting call back.
Writer contacted customer and provided information to submit for 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 19118037. Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer Assistance Inquiry Record (CAIR)#	19119736
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VIN	1D7KS28C2 6	Open Date	11/25/2009	Built Date	10/01/2005
Model Year	2006	Body	DH7H42 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	02/25/2006	Mileage	89,000	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		Market	U US
Dealer	44221	LITHIA'S GRANTS PASS AUTO CENTER			
Dealer Address	1421 N.E. 6TH ST				
Dealer City	GRANTS PASS	Dealer State	OR	Dealer Zip	97526
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	CAVE JUNCTION OR [REDACTED]			Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer states the left side tie rod came apart
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states the left side tie rod came apart.
 What are the customer s expectations?
 Customer wants to cover this repair because this is a safety issue
 ****End structured narrative T2 - Beginning Narrative
 Customer states that he had a new set of tires put on a month ago at an IRF; he was told that the vehicle didn t need alignment. Customer alleges that he was driving down the road at 25 MPH, the vehicle made a drastic turn to the right. Customer states there was no accident but it could be worse; Then he drove the vehicle few more miles and once at home he noticed that the left side tie rod came apart. Customer alleges this is a safety issue and he needs Chrysler to cover the repairs. No diagnosis has been made so far, said the customer.
 * * * * 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 got upset and said he will not buy another CJD vehicle.

Customer Assistance Inquiry Record (CAIR)#						19131630
VIN	3D7KS28CX 6G [REDACTED]	Open Date	12/02/2009	Built Date	08/02/2005	
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	02/08/2006	Mileage	40,000	Dealer Zone	63 DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43585	RAMSEY MOTOR COMPANY				
Dealer Address	502 HWY 62-65					
Dealer City	HARRISON	Dealer State	AR	Dealer Zip	72601	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	JASPER AR [REDACTED]	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 - Steering - Linkage - Bent - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	

Roadside Assistance Contacted - DATE : 2009-11-30
 Road Side File Created 12-02-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 AR-327 502 HWY 62-65
 MURRAY ROAD
 PARTHENON HARRISON
 AR USA AR
 CALLER_COMMENTS BROKEN TIE ROD END. THE CHURCH O
 DEALER CODE : 43585 RAMSEY MOTOR COMPANY
 DEALER CONTACT Date & time of Dealer contact? 12/02/09 @ 1235PM.
 Who did you speak with at the dealer and what is their dealer code? Jeff
 SM / 43585
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer? 11/30/09
 What is the current mileage? 40000
 If known, what is the reason for the tow? Broken tie rod, front-passenger
 Have the repairs been completed? Yes
 If yes, when were they completed? 12/02/09
 If no, what is the estimated repair date? NA
 Are there any parts that need to be ordered? NA
 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 daytime contact: [REDACTED].
 CONTACT UPDATE - Date & time of customer contact? 12/02/09 @ 1240PM.
 Line busy. Writer could not leave message. Writer will attempt tomorrow.
 Writer found phone number [REDACTED], which is also unsuccessful.
 CONTACT UPDATE - Date & time of customer contact? 12/03/09 @ 4PM.
 CONTACT UPDATE - Date & time of customer contact? 12/04/09 @ 1115AM
 Writer left message and provided wife with contact information and
 extension 66139.
 CONTACT UPDATE - Date & time of customer contact? 12/07/09 @ 115PM.
 Writer left message.

CONTACT UPDATE - Date & time of customer contact? 12/08/09 @ 110PM.

****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?

NA

****End structured narrative T2 - PCCP Survey

Customer states the repair was actually performed on the steering and states he is still experiencing problems. Customer states the H46 recall was no longer eligible on his vehicle and the dealer told him they could not perform the recall because the parts were no longer manufactured. Customer states he has an aftermarket service contract that covered some of the repair and he was left paying a \$50.00 deductible and \$200.00 out of pocket. Customer states he is taking the vehicle back to the dealer now.

Writer contacted Jeff SM. Jeff states the steering linkage was consequentially damaged due to the tie rod breaking while the vehicle was in motion. Jeff states he inspected the component of the steering linkage that is to be inspected prior to the H46 recall being performed, and determined the vehicle was fine and not applicable to the recall. Jeff states the steering linkage did need to be replaced and was all covered by the customers aftermarket SC. Jeff states the recall was then performed on the new steering linkage installed. Jeff states his SC did not cover the actual steering dampener or the labor to perform the repair, leaving the customer with the deductible and the rest of the repair that was not covered by his aftermarket SC. Jeff states he is aware of the vehicle coming back because the customer has told him that fluid is leaking from the steering dampener. Writer requested a phone call after the diagnosis. Writer provided contact information and extension 66139.

Writer received message from Jeff SM who states the diagnosis revealed a defective stabilizer shock which was replaced under Mopar warranty and the customer is very satisfied now.

CONTACT UPDATE - Date & time of customer contact? 12/09/09 @ 120PM.

Writer could only get a busy signal when attempting to contact the customer.

CONTACT UPDATE - Date & time of customer contact? 12/09/09 @ 410PM.

Customer states his vehicle is repaired and running fine. Customer inquired about being reimbursed for the repairs that took place that were not covered by the aftermarket SC. Writer informed customer of lines 56-58. Customer agreed.

CORRECTION LINE 39- 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.

Customer Assistance Inquiry Record (CAIR)# 19138615

VIN	3D6WD68A5 8G [REDACTED]	Open Date	12/04/2009	Built Date	02/26/2008
Model Year	2008	Body	DM9L44	DODGE RAM 4X4 4500 QUAD CAB CHASSIS	
In Service Dt	04/26/2008	Mileage	31,000	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	67447	RAM COUNTRY CHRY-PLYM-DODGE-JEEP			
Dealer Address	3611 HIGHWAY 90 WEST				
Dealer City	DEL RIO	Dealer State	TX	Dealer Zip	78842
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	EAGLE PASS TX [REDACTED]	Country	UNITED STATES		

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

Roadside Assistance Contacted - DATE : 2009-12-02
 Road Side File Created 12-04-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 N FM-481 3611 W HIGHWAY 90
 US HIGHWAY 57
 EAGLE PASS DEL RIO
 TX USA TX
 CALLER_COMMENTS BROKEN TIE ROD END ON THE FRONT D
 DEALER CODE : 67447 RAM COUNTRY CHRY-PLYM-DODGE-JEEP
 DEALER CONTACT Date & time of Dealer contact? 12/4 @ 1:55 pm
 Who did you speak with at the dealer and what is their dealer code? John / SM
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer? 12/2
 What is the current mileage? 31000
 If known, what is the reason for the tow? Broken tie rod ends
 Have the repairs been completed? No
 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? Yes
 If yes, what are the part & order # s? 52013986AC 68051906AA
 Rental provided? Yes by SC
 If yes, how many days? (either by the dealer or USCAC) 5 days
 Contact information [REDACTED]
 CONTACT UPDATE - Date & time of customer contact? 12/4 @ 2:15 pm
 ****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?

5 customer had trouble getting into rental with his SC.

****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.

Customer Assistance Inquiry Record (CAIR)#	19140565
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VIN	3D7MS48C1 5G [REDACTED]	Open Date	12/15/2009	Built Date	03/04/2005
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP	
In Service Dt	06/09/2005	Mileage	94,895	Dealer Zone	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	LEBANON MO [REDACTED]	Country	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Customer concern/dissatisfaction regarding 2005 Ram 3500 faulty part
Recall - H46: - Advise Owner/Incomplete Recall	Customer concern/dissatisfaction regarding 2005 Ram 3500 faulty part

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

Customer concern/dissatisfaction regarding 2005 Ram 3500 faulty part

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

I have a 2005 Dodge Ram 3500 four wheel drive truck, which I purchased new, in a cash transaction from my local dealership. Up until now, I have been very happy with my truck. It has been reliable, which is why I was shocked when the passenger side outer tie rod fell apart yesterday. Luckily, I was pulling into my driveway when it happened. If this had happened when I was on the highway, I would have been in an accident. Anyone involved in an accident caused by this part's failure could have been seriously injured or killed. I spoke to my local dealership on the telephone today. They told me that the part is not the one under re-call, and that it is not under warranty either. They also told me that I could not purchase a replacement part by itself. They told me that there had been so many problems with this particular part that it has been upgraded, and I need to purchase a replacement kit at a cost of more than \$300. I am very disappointed. When I made the investment of purchasing this truck, I expected it to last. I was never notified of the problems regarding this part. I was never given the opportunity to replace the part prior to its failure. It shocks me that after I paid out my hard earned money to purchase my truck, my safety and the safety of the public were not important enough to the company or the dealership for them to inform me of the potential hazards. I am a working man, and this extra expense is a real hardship to me. I would like for you to reconsider my situation, and replace the faulty components in my truck.

Sincerely, [REDACTED]

Email states:
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Ram. Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time and mileage limitations of the manufacturer's warranty. Although a more favorable reply could not be provided, sharing your concern with us is appreciated. Our records indicate that the following recall campaign has not been performed by an authorized dealer: H46 We suggest that you contact your local authorized Dodge dealer to make

arrangements for an inspection. 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.

Customer Assistance Inquiry Record (CAIR)# 19143316

VIN	1D7KS28C4 6		Open Date	12/07/2009	Built Date	06/09/2006
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	09/29/2006	Mileage	46,000	Dealer Zone	71	LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Dealer	42604	DAVE SMITH MOTORS				
Dealer Address	210 NORTH DIVISION					
Dealer City	KELLOGG	Dealer State	ID	Dealer Zip	83837	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SANDPOINT ID				Country	UNITED STATES

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

Customer stated that she was driving and the tie rod just broke, she is currently at an IRF because there is no dealer in her area, she is seeking some assistance with the cost of the 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
 Preferred call back number is 208-610-3665.
 Who has possession of the vehicle? IRF
 Has the vehicle been diagnosed by a CDJ dealer? No
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 7:40AM MST.
 Customer was provided with agent s extension: 66141.
 **** 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.

 CLOSED LOOP UPDATE customer was contacted today at 7:40AM 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.
 Customer states that she is nervous about the front end of her vehicle and she wants Dodge to know that these trucks have issues with their front ends.
 Customer states she would like to know if there is a local Chrysler representative she can speak with. Writer informed customer that the local representative would be contacted through her local dealer.
 Customer agreed to contact her local dealer.

Customer Assistance Inquiry Record (CAIR)#						19147628
VIN	3D3KS29C5	6G [REDACTED]	Open Date	12/08/2009	Built Date	10/07/2005
Model Year	2006	Body	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4		
In Service Dt	12/24/2005	Mileage	109,827	Dealer Zone	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP				
Dealer Address	6500 OKEECHOBEE BLVD					
Dealer City	WEST PALM BEACH			Dealer State	FL	Dealer Zip 33411
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HOBE SOUND FL [REDACTED]				Country	UNITED STATES
Corporate - Complaint Contact - Default - Default - Default						
Product - Steering - Linkage - Defective - Default						

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Steering went out. Believes this is involved with a recall that has already been completed.
What are the customer's expectations?
Goodwill assistance if needed.
****End structured narrative T2 - Beginning Narrative
Customer states he was driving and the steering went out almost causing an accident. Customer states that he believes this may be related to the steering linkage recall he has had completed. Customer inquires what his next step should be and what dealer he should go to. Writer informed he may go to any local dealer and that he should get a diagnosis to if he is attempting to find out if this is related to the recall. Writer advised customer to call back if he is going to need assistance. Customer request that writer send his file to dealer 43864 so that they can be better informed of the issue he is having.
***** Attention Service Director/Service Manager *****
This CAIR is being sent to your dealership as a courtesy notification because this customer has contacted Customer Care seeking dealer and/or repair procedure information. Based on the customer's input, your dealership was either preferred and/or convenient. The customer's contact with Customer Care was in regards to steering linkage. There were no commitments made to the customer other than informing them an electronic file will be sent on their behalf providing you with prior notification. There is no action required on this CAIR other than reading / closing it.
REASSIGNED TO BC/DLR 66 43864 12/08/09 11:08 O 19147628
Dealer called stating that the right outer tie rod broke, it took out a tire, and the steering dampner, customer seeking assistance with the cost of the repair. Warranty price for the repair will be 1,768.65 Please contact dealer:
[REDACTED]
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? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

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

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Agent spoke with Service Director s Assistant, John, concerning the diagnosis. John stated that the repair is not recall related but that the tie rod broke. John states there are no signs of impact or wear. John said he could not see how the customer could have caused or prevented the concern.

John stated that he would consider having the customer pay 30% percent as the customer is loyal to the dealership and could not have caused or prevented the concern.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on dealer loyalty. According to the dealer, the warranty

costs of the repair are as follows:

Parts = \$1073.45

Labor = \$695.20

With the concurrence of the Service Manager assistant, John, the customer will have a co-pay of \$530.60.

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 Alex at 800-992-1997

extension # 66150. 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.

#####

CONTACT UPDATE - Customer was contacted today at 3:19 PM MT.

Customer was provided with agent s extension: 66150.

Agent contacted customer on [REDACTED] Customer unavailable, and agent unable to leave a message. Agent will attempt follow up on 12/11/2009.

Agent will be contacting John back morning of 12/11/2009 with PA number

UN00922771210. John requested number to access the PA, as he is unable to

access the CAIR system while Service Director is out of the office.

REASSIGNED TO BC/DLR 66 43864 12/10/09 17:33 O 19147628

121109 DM UPDATE, CONCUR WITH GOODWILL. DM TO ASSIST SM WITH CLAIM PAYMENT

CLOSE, INFORMATION PROVIDED. NO FURTHER ACTION AT THIS TIME BHW

Customer calling to verify goodwill co-pay. Writer informed customer that

Customer is to cover 30% (\$530.60) and Chrysler will cover 70%. Customer

complied.

CONTACT UPDATE - Writer reviewed and called customer to discuss the

repair. Customer s wife informed writer that she is not aware of what is

going on so writer would need to contact her husband after 12/21/09 to

discuss the situation. Writer concurred and verified the phone number to

contact him would be [REDACTED].

Writer will follow up with customer on Monday, Dec. 21st, 2009.

CLOSED LOOP UPDATE customer was contacted today at 7:73 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.

Customer daughter answered the phone and stated that he will call back.

Writer is closing the case do to the repair is complete and customer is

not taking Chrysler calls.

Dealer called to say that he could not get the PA to go throughbecause it

states 'higher authorization required' writer referred him to his

business center.



Customer Assistance Inquiry Record (CAIR)# 19152899

VIN	3D7MX49AX 7G [REDACTED]	Open Date	12/09/2009	Built Date	03/09/2007
Model Year	2007	Body	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB	
In Service Dt	05/22/2007	Mileage	100,000	Dealer Zone	51 CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE			
Transmission	DBB				
Dealer	68839	MORLAN DODGE INC			
Dealer Address	1110 S MAIN ST				
Dealer City	SIKESTON	Dealer State	MO	Dealer Zip	63801
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MORLEY MO [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Recall - H34: - Advise Owner/Incomplete Recall	
Recall - H46: - Advise Owner/Incomplete Recall	

Customer stated that his tie rod broke, he would like Chrysler to assist with the cost of repair, he is a very loyal 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
 Preferred call back number is [REDACTED]
 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 was contacted today at 11:08 AM MST
 Customer was provided with agent s extension: 66146.
 writer spoke with SM Rick at dealership 68839 he states the vehicle is well taken care of and the customer is extremely loyal. he dis day that the customer does get a lot of good will from Chrysler and he does think that 100,000 miles may be a little bit excessive, but because the customer has boughten 13 vehicles from his dealership he thinks some assistance should be offered. He didn t have the warranty prices but he asked the writer to call back in 10 minutes to get the warranty prices.
 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 repair are as follows:
 Parts = 455.41
 Labor = 98.00
 With the concurrence of the Service Manager, Rick
 the customer will have a co-pay of \$455.41
 ##### 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] extension # 66146. 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 51 68839 12/10/09 13:42 O 19152899

12-11-09 - Vehicle was repaired on 12-10 via RO# 131636. Customer paid for parts. No further action is required at this time.

CLOSED LOOP UPDATE customer was contacted today at 7:05 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.

Customer Assistance Inquiry Record (CAIR)#					19152909	
VIN	3D7MS48C7 5G [REDACTED]	Open Date	12/09/2009	Built Date	04/19/2005	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	07/15/2005	Mileage	135,000	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	FAX	
Address	[REDACTED]			Home Phone	[REDACTED]	
	EXCELSIOR SPRINGS MO [REDACTED]			Country	UNITED STATES	

Recall - H46: - Reimbursement	Customer is seeking reimbursement for repairs related to recall H-46.
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POSTMARK DATE: 120909; DATE RECEIVED: 120909
The customer is seeking reimbursement for repairs related to recall H-46. The customer claims that his 2005 Dodge Ram pick up broke and as result the vehicle lost complete control of the steering. Customer claims that the vehicle met with an accident but was lucky enough to avoid any serious injury to anyone else. The customer wants Chrysler to reimburse for the repairs as the vehicle has a recall.
The vehicle was repaired at Triple E Tire Co. on 11/20/09.
**Mileage not mentioned.
As per the repair invoice: -
IRF replaced all four ball joints, tie-rods & damper.
Invoice mentions that right tie-rods came apart causing excess damage to Steering parts and ball joints.
Customer paid \$716.34 for the repairs and customer had purchased Ball joints and Front upper ball joints for \$279.71.
Total cost: - \$996.05.
Customer has sent the proof of payment for repairs and part purchase. Agent called up the IRF, spoke to Suet, Suet confirmed that the as the tie-rods came apart which resulted in the failure of steering and ball joints. Suet was not sure whether the original factory or MOPAR parts were replaced.
Agent consulted with the TB74 and reassigned the case to EJW for further handling.
Writer reviews, No prior service repair to validate a Mopar Drag link was installed. The request for reimbursement under H46 will be declined. As vehicle has high mileage and installation of non Mopar Parts - Goodwill offer for 500.00. Contact customer and advise - reassign to ejw for approval.
Recall open
Agent called up the customer () spoke to Mrs. Owens. Agent informed the customer that Chrysler has decided to reimburse \$500.00 as one time goodwill assistance. Agent verified the mailing address for further handling. Reassigned the case to 85k for further handling.
The customer stated he did not agree with the decision to reimburse only half of the cost. Agent advised that it is a final decision and it was a one time goodwill offer. Agent also reviewed and advised that they had been told this is a final decision per 30-33.

Customer Assistance Inquiry Record (CAIR)#						19168809
VIN	3D7KS28C0	6G [REDACTED]	Open Date	12/16/2009	Built Date	02/01/2006
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/16/2006	Mileage	90,997	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43281	VERGER CHRYSLER JEEP DODGE				
Dealer Address	1400 OCEAN BOULEVARD					
Dealer City	COOS BAY	Dealer State	OR	Dealer Zip	97420	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone				
	MYRTLE POINT OR [REDACTED]	Country	UNITED STATES			
Corporate - Outbound - Proactive Customer Alert - Roadside - 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:
230 E JOHNSON AVENUE 1400 OCEAN BOULEVARD
1ST STREET
COOS BAY COOS BAY
OR USA OR
CALLER_COMMENTS 01-SAFEWAY, VEH HAS LIFT KIT AND
DEALER CODE : 43281 VERGER CHRYSLER JEEP DODGE
DEALER CONTACT Date & time of Dealer contact? 12/16/09 at 8:13 am.
****Begin structured narrative T2 - PCCP
Who did you speak with at the dealer and what is their dealer code?
Assistant SM-Eric at 43281
Is the vehicle at the dealer now?
Yes
When did it arrive at the dealer?
12/14/09
What is the current mileage?
90,997
If known, what is the reason for the tow?
Broken tie rod
Have the repairs been completed?
No
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
If yes, how many days? (either by the dealer or USCAC)
N/A
Dealer provided the following customer contact information.

None

****End structured narrative T2 - PCCP

Dealership could not perform recall #H46 due to customer declining tie rod repair as it was not covered under warranty and tie rod repair would need to be completed first. Due to a non warranty concern, Closing CAIR.

Customer Assistance Inquiry Record (CAIR)#	19175895
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VIN	3D7KS26C6 7G [REDACTED]	Open Date	12/18/2009	Built Date	07/19/2006
Model Year	2007	Body	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB	
In Service Dt	06/01/2007	Mileage	66,495	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	42768	RIVERSIDE AUTO CENTER INC			
Dealer Address	6437 BONNER AVE				
Dealer City	BONNERS FERRY	Dealer State	ID	Dealer Zip	83805

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	[REDACTED]
	CAREYWOOD ID [REDACTED]	Country	UNITED STATES

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

Roadside Assistance Contacted - DATE : 2009-12-16
Road Side File Created 12-18-09 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
KOOTENAI CUTOFF ROAD 6437 BONNER AVE
HIGHWAY 200
PONDERAY BONNERS FERRY
ID USA ID
CALLER_COMMENTS TIE ROD , PONDERAY TRAILER PARK,
DEALER CODE : 42768 RIVERSIDE AUTO CENTER INC
DEALER CONTACT Date & time of Dealer contact? 12/18/09 at 1:21
****Begin structured narrative T2 - PCCP
Who did you speak with at the dealer and what is their dealer code?
Alicia SA / 42768
Is the vehicle at the dealer now?
No
When did it arrive at the dealer?
12/16/09
What is the current mileage?
66495
If known, what is the reason for the tow?
Right outer tie rod end broke
Have the repairs been completed?
Yes
If yes, when were they completed?
12/16/09
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

Alicia SA states that repairs were covered under Chrysler Service Contract. Writer will close PCCP Cair as this is not a warranty related repair.

Customer Assistance Inquiry Record (CAIR)# 19176975

VIN	1D7KS28C3 7[REDACTED]	Open Date	12/18/2009	Built Date	09/18/2006
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	01/23/2007	Mileage	40,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	43736	BROWN DODGE-CHRY-JEEP			
Dealer Address	I-35 AND HIGHWAY 173				
Dealer City	DEVINE	Dealer State	TX	Dealer Zip	78016

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	COTULLA TX [REDACTED]	Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states his tie rod end broke and he wants to know if it is related to a recall.
 What are the customer s expectations?
 ****End structured narrative T2 - Beginning Narrative
 Writer informed customer of recall H46 and informed customer that the dealer would have to determine if the repair was due to the recall. Customer states he will contact the dealer for more information. Caller stated that he took his vehicle for service and request the dealer to investigate the recall. Caller stated that the dealer informed him that he was not part of the recall. Caller states after the is when the vehicle part failed, and could have caused a fatality
 **Agent verified parts that are to be replaced under the recall and it appears that the failed part would have been under recall.
 **Agent is requesting research to be done and to contact customer first before contacting dealer.

~~~~~  
 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 dealer stated that it was not included in recall.  
 Reassigned to 88F

~~~~~  
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 12:49 pm.
 Customer was provided with agent s extension: 66005.
 Writer called the customer and left a message.
 Dealership is closed.
 2nd attempt made to contact customer on 12/24/09 at 10:49 am

Left message indicating another attempt will be made.
Customer was provided with agent s extension: 66170
3rd attempt made to contact customer on 12/28/09 at 9:20 am.
Left detailed message for a return call if required.
4th attempt made to contact customer on 12/29/09 at 2:55 pm.
Writer contacted customer and he states that he does not think that the SM at the dealership knows what she is doing. Customer is not happy with the service and the diagnostic he received to his recall on the steering linkage and the customer states that his steering linkage was in fact one that was affected. Writer informed customer he is more than welcome to take the vehicle to another dealer for a second opinion. Customer understood stated that the next closest dealer is about 2 hours away. Writer apologized but informed him we have to go off of the diagnostic that is given from the dealer. Customer understood.

Customer Assistance Inquiry Record (CAIR)# 19178430

VIN	3D7MS46C3 5G [REDACTED]	Open Date	12/18/2009	Built Date	12/10/2004
Model Year	2005	Body	DH8H62 DODGE RAM SLT 3500 REG. CAB PICKUP		
In Service Dt	04/14/2005	Mileage	72,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	NEWKIRK OK [REDACTED]			Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Front passenger tie rod was replaced.
Product - Steering - Unknown - Defective - Default	Issues with the steering.
Recall - H46: - Information Request	Seeks reimbursement.

Mr. [REDACTED] called in stating that the tie rod were replaced and then found there is a recall on the vehicle. Customer states that the recall on the steering linkage. Customer called in seeking recall reimbursement. Customer states that the stabilizer shacks were replaced. Agent suggested sending the original invoice proof of payment along with a covering letter so the case can be reviewed. Agent gave the reference no for further correspondence. No Commitment made for reimbursement. Agent explained the customer of the recall H46 repair. Customer states he still has the factory installed steering on the vehicle and there are no repairs made related to the steering. Customer states he feels it is due to the recall. Customer states he wants Chrysler to reimbursement the repair cost as the symptoms are the same. reference no was not given as the customer did not have the pen.

Customer Assistance Inquiry Record (CAIR)# 19197028

VIN	3D7LX38CX 6G [REDACTED]	Open Date	12/29/2009	Built Date	03/27/2006
Model Year	2006	Body	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4	
In Service Dt	05/08/2006	Mileage	60,000	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	Dealer State	CA	Dealer Zip	95630
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OAKLAND CA [REDACTED]	Country	UNITED STATES		

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	

1. Who is calling and what is their contact information? [REDACTED]
 (Owner)
 Preferred: [REDACTED]
 Alternate: N/A

2. What happened? Customer states the tie rod broke on her vehicle while they were driving their horse to the hospital and the horse ended up dying because it did not get to the hospital.

3. What is the current location of the vehicle?
 12900 Hatchet Creek Road
 Penn Valley, CA 95946

12.30.09
 Will call to discuss - was there an accident?
 Per Customer - no accident
 Not S/I
 I explained she should take to a dealer and it its related to recall - the dealer can cover it - if its not related - then it is OOW and it will be at her costs
 Customer is not at all happy

Customer Assistance Inquiry Record (CAIR)# 19202599

VIN	3D7KS29C4 6G [REDACTED]	Open Date	12/31/2009	Built Date	10/26/2005
Model Year	2006	Body	DH7H81 DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	07/10/2006	Mileage	79,000	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	43729	DICK EDWARDS AUTO PLAZA INC			
Dealer Address	375 GRANT AVENUE				
Dealer City	JUNCTION CITY	Dealer State	KS	Dealer Zip	66441
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WAMEGO KS [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Steering - Linkage - Other - Default	
Product - Unknown - Unknown - Accident - Default	

1. Who is calling and what is their contact information? Owner [REDACTED]
[REDACTED]

2. What happened? Customer state the steering linkage broke causing the vehicle to hit a ditch. Customer states it did a lot of damage to the vehicle.

3. What is the current location of the vehicle? Dick Edwards Auto plaza
INC 375 GRANT AVENUE JUNCTION CITY KS 66441

QNA does not show prior installation of Mopar Steering/Suspension parts.
Per OGC Matrix, reassigned to 82T. JSS15.
INCOMPLETE RECALL: H46 STEERING LINKAGE
1/4/10 ASSIGN TO TNT16.
CAIR NUMBER 19202599 REQUEST EAA INSPECTION 01-04-2010 14:50
CAIR NUMBER 19202599 E-MAIL SENT TO EAA 01-04-2010 14:50
CCRG Open Date: 01/04/2010 13:36:29
Letter Sent: Acknowledgement 01/05/2010 10:10:03
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/07/10 AT 16:44:12 19202599

Customer Assistance Inquiry Record (CAIR)# 19222065

VIN	3D7KS28C6 5G [REDACTED]	Open Date	01/08/2010	Built Date	08/20/2004
Model Year	2005	Body	DH7H41 DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	01/12/2005	Mileage	93,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	42411	TRI-STAR CHRYSLER MOTORS INC			
Dealer Address	TRI-STAR PLAZA		930 ROUTE 22 WEST		
Dealer City	BLAIRSVILLE	Dealer State	PA	Dealer Zip	15717
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SHELOCKTA PA [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	.
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - E17: - Advise Owner/Incomplete Recall	
Recall - H46: - Reoccurrence or Related Problem	

1-8...owner claims that recall H46 was completed approx. 5000 miles ago, however owner claims I tie rod end broke causing accident. vehicle is available for inspection at place of owner s business. contact: bill at [REDACTED] please inspect to determine chrysler s responsibility if any.

01.11.10
 VEHICLE LOCATED AT:
 APPALACHIAN WELL SERVICES
 717 STATE ROUTE 210 SOUTH
 SHELOCKTA PA 15774
 Per OGC Matrix, reassigned to 82T (CCRG 888.922.7329). MG17.
 INCOMPLETE RECALL: E17 OUT-OF-PARK ALARM SYSTEM
 1/11/10 ASSIGN TO TNT16.
 CAIR NUMBER 19222065 REQUEST EAA INSPECTION 01-11-2010 11:42
 CAIR NUMBER 19222065 E-MAIL SENT TO EAA 01-11-2010 11:42
 CCRG Open Date: 01/11/2010 09:01:22
 Letter Sent: Acknowledgement 01/12/2010 08:55:47
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/16/10 AT 04:02:35 19222065
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/16/10 AT 04:02:35 19222065
 Letter Sent: Denial 01/15/2010

Customer Assistance Inquiry Record (CAIR)# **19225023**

VIN	1D7KS28C3 7[REDACTED]	Open Date	01/11/2010	Built Date	08/15/2006
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	01/31/2007	Mileage	75,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	45246	HERITAGE CHRYSLER DODGE JEEP, INC.			
Dealer Address	201 SERGEANT PRENTISS DR				
Dealer City	NATCHEZ	Dealer State	MS	Dealer Zip	39120

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MONTEREY LA [REDACTED]	Country	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	
Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	

Why is the customer contacting Chrysler?customer is contacting chrysler because the tie rod on his front passenger side vehicle.
 What are the customer s expectations?customer is expecting we cover the repair charges.
 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?dealership
 Has the vehicle been diagnosed by a CDJ dealer?yes
 Reassigned to 88F
 Customer called stating there is not a recall on the vehicle. Customer states he has known of recalls on the same vehicle. Customer states he should have a recall on the vehicle. Customer states he has the same ball joints that the recall is on, writer informed him that recalls are vin specific and that there are no recalls on his vehicle. Customer states he would like to speak with a supervisor in regards to the vehicle. Writer informed him he will receive a call back with in an hour.
 Customer stated that the 2006 year of his vehicle have recalls on the same issue that he is having. Customer stated that while driving 50 mph down the freeway the tie rod failed and lost steering. Customer stated that he is very aggravated that he almost got killed. Customer insisted to speak with a supervisor, writer informed customer that he will be receiving a call back within one hour.
 *****Supervisor Call*****
 Writer called customer to discuss the problem with the tie rod end on the vehicle. Writer explained to customer that all recalls are VIN specific and paperwork/letter is sent out to the owner on Chrysler s records so they can have the recalls completed.
 Writer attempted to inform customer that Chrysler is not responsible for the recalls on the vehicle but to send the letter out to the customer concerning the recall. Writer informed customer that some assistance may be considered due to his history with Chrysler which is 3 vehicles on

record with 2 vehicles currently owned. Customer is wanting Chrysler to notify every owner of this vehicle that there may be a problem with their tie rod ends on the front of their vehicles.

Writer researched AS 3690 (NHTSA) to let customer know who actually notifies the customer and Chrysler will send out the letters to the owners. Customer stated that the dealership does not have the part for the repair and will be getting the part from an after market parts supply company and it would take about 5 days for the part to arrive at the dealership.

*****Supervisor Call ended*****

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

CONTACT UPDATE - Customer was contacted today at 7:20 MST. Customer was provided with agent s extension: 66061. Agent spoke with Mr. [REDACTED]

[REDACTED] he confirmed the above information and also states that he had originally called for assistance in covering the repair under a recall but understood that it would not apply to his vehicle. Customer claims that this particular 07 model is built the same way the 06 vehicle was built and the recall should apply to his vehicle. Customer feels Chrysler should tell its customers of this potential problem as it can be a safety issue. The customer explained that he could not wait for the Mopar component to arrive at the dealership because hi truck is critical to his job. He approved an aftermarket component to be used and has picked up the vehicle and paid for the repair out of pocket in the amount of \$221.00.

Agent has considered customer loyalty with 2 New 07 Rams purchased and will offer a \$120.00 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.

Customer Assistance Inquiry Record (CAIR)#						19238635
VIN	3D7MS48C6	5G [REDACTED]	Open Date	01/15/2010	Built Date	04/22/2005
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	09/13/2005	Mileage	84,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44860	BLUE RIBBON CHRY-DODGE-JEEP INC				
Dealer Address	1703 SO KERR BLVD					
Dealer City	SALLISAW			Dealer State	OK	Dealer Zip 74955
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	PALMER AK [REDACTED]				Country	UNITED STATES

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

Roadside Assistance Contacted - DATE : 2010-01-13
Road Side File Created 01-15-10 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
NUBBIN RIDGE ROAD 1703 SO KERR BLVD
HWY 59/STATE HWY 31
PANAMA SALLISAW
OK USA OK
CALLER_COMMENTS 01-3500-1TON DUALY-QUAD CAB-BALL
DEALER CODE : 44860 BLUE RIBBON CHRY-DODGE-JEEP INC
Vehicle has an active diesel engine warranty, which covers towing for diesel engine parts.
DEALER CONTACT Date & time of Dealer contact? 1/15/2010 8:25 AM MT
****Begin structured narrative T2 - PCCP
Who did you speak with at the dealer and what is their dealer code?
SW Ron 44860
Is the vehicle at the dealer now?
Yes
When did it arrive at the dealer?
1/13/2010
What is the current mileage?
84,645
If known, what is the reason for the tow?
Tie rod broke and needed replacement, vehicle finishing a front end alignment-covered by customer s Service Contract.
Have the repairs been completed?
No.
If yes, when were they completed?
N/A
If no, what is the estimated repair date?
1/15/2010
Are there any parts that need to ordered?
No.
If yes, what are the part & order # s?
N/A
Rental provided?
Unknown

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

Agent is closing CAIR as repair is covered by Service Contract.

Customer Assistance Inquiry Record (CAIR)# 19241729

VIN	3D7MX38A7 7G [REDACTED]	Open Date	01/16/2010	Built Date	03/28/2007
Model Year	2007	Body	D18H42 DODGE RAM SLT 4X4 3500 QUAD CAB		
In Service Dt	05/28/2007	Mileage	81,093	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	45276	WHITE'S ENERGY MOTORS			
Dealer Address	2801 S DOUGLAS HWY				
Dealer City	GILLETTE	Dealer State	WY	Dealer Zip	82718

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	GILLETTE WY [REDACTED]	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 : 2010-01-14
 Road Side File Created 01-16-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1400 E LINCOLN STREET 203 MOTOR COURT
 BUTLER SPAETH ROAD
 GILLETTE GILLETTE
 WY USA WY
 CALLER COMMENTS ANDRAKO BLDG /TIE ROD ISSUE ON PA
 DEALER CODE : 45276 WHITE S ENERGY MOTORS
 DEALER CONTACT Date & time of Dealer contact? 01/18/10 at 11:36
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 Tony SA / 45276
 Is the vehicle at the dealer now?
 No
 When did it arrive at the dealer?
 01/14/10
 What is the current mileage?
 81093
 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?
 01/15/10
 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

CONTACT UPDATE - Date & time of customer contact? 01/18/10 at 11:43

Writer was advised to speak with Dennis.

****Begin structured narrative T2 - PCCP Survey

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

7

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.

Customer Assistance Inquiry Record (CAIR)#						19248065
VIN	1D7KS28C06J		Open Date	01/27/2010	Built Date	08/24/2005
Model Year	2006	Body	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4		
In Service Dt	12/22/2005	Mileage	137,000	Dealer Zone	74	DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Dealer	44067	CHRISTOPHER'S DODGE WORLD INC				
Dealer Address	16655 WEST COLFAX AVE					
Dealer City	GOLDEN	Dealer State	CO	Dealer Zip	80401	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	POTWIN KS		Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Worn - Front	right tie rod just fell off
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Complaint about steering system on 2006 Ram 2500 Diesel.

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

I am very concerned about the steering system in my 2006 Ram 2500 Diesel pick up. The steering system is very weak and seems unsafe. Last Friday the right tie rod just fell off, luckily I was only traveling 30mph. I bought my first Dodge PU in 1973 and have had four others since, and it seems to me that the quality has gone way down since my first one. I am unemployed right now and cannot afford costly break downs like what just happened. This pick up has been service at only Dodge dealerships and they seemed to have missed lubricating the tie rod ends as the one that fell off was very dry. I have been a Dodge fan for years but after owning this vehicle my loyalty is dwindling fast. You have a motor that lasts 300 to 400 thousand miles, why can t you make the rest of the vehicle to do the same??

Dear [REDACTED]:

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. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and noted your VIN along with the vehicle s current mileage of 137,000 miles.

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.

NOTE TIE ROD WAS WARRANTIED FOR 3/36

_NOTE OWNERS MANUAL STATES OUTER TIE RODS ARE TO BE LUBRICATED ON A 4X4 AT EVERY OIL CHANGE INTERVAL. VEHICLE HAS 137,000 MILES

Customer Assistance Inquiry Record (CAIR)#	19251444
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VIN	3D7KS28C0 7G [REDACTED]	Open Date	01/20/2010	Built Date	12/22/2006
Model Year	2007	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB	
In Service Dt	08/08/2007	Mileage	70,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PB5	ELECTRIC BLUE PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	65888	COUNTRY CLUB CHRYSLER DODGE INC			
Dealer Address	ROUTE 19 SOUTH				
Dealer City	CLARKSBURG	Dealer State	WV	Dealer Zip	26301
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LUMBERPORT WV [REDACTED]	Country	UNITED STATES		

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

Why is the customer contacting Chrysler? Customer stated that he was driving and the tie rod broke on his truck. Customer stated that had he been on the interstate hwy it could have been a disaster. Customer is very upset as the truck had linkage recall repair and believes this is related.

What are the customer s expectations? None, customer stated he just wanted to let us know there is an issue and he is not happy with this vehicle.

Customer Assistance Inquiry Record (CAIR)# 19252225

VIN	3D7KS28C0 7G [REDACTED]	Open Date	01/20/2010	Built Date	12/22/2006
Model Year	2007	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB	
In Service Dt	08/08/2007	Mileage	99,137	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PB5	ELECTRIC BLUE PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	65888	COUNTRY CLUB CHRYSLER DODGE INC			
Dealer Address	ROUTE 19 SOUTH				
Dealer City	CLARKSBURG	Dealer State	WV	Dealer Zip	26301
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LUMBERPORT WV [REDACTED]	Country	UNITED STATES		

Corporate - Company Information Contact - Default - Default - Default	
Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Product - Suspension - Tie Rods / Drag Link - Other - Front-Driver	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer is broke down on the side of the road.
 What are the customer s expectations?
 Customer would like to get the part to fix his truck.
 ****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? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 Reassigned to 88F
 Customer states that his car is broken down on the side of the road.
 Customer states that he called the dealership and said that the left tie rod needs to be replaced. Customer alleges that the dealership told him that the dealer does not order that part because Chrysler does not sell that part. Customer is requesting to know why he can not get the part.
 ***** SENIOR RESOLUTION TEAM *****
 Customer called back and stated that he needs to speak with a Star Technician. Writer informed the Customer that the dealerships are proper channel for contact with Star.
 Writer contacted Ken / SM / 65888 and was informed that they where able to get correct parts ordered. Ken stated that customer did have the tie rod ends replaced 34,000 miles ago, and we did provide partial assistance at that time. Given that we have extended goodwill in the past, and that customer is OOW by 63,137 goodwill has been declined.
 ***** 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.

CLOSED LOOP UPDATE - no need for additional follow-up.
mdm spoke to SM and he advised the customer authorized repair to replace
the left hand tie rod end. Total cost to repair is \$146.92. Vehicle is
now repaired and customer has picked up vehicle.

Customer Assistance Inquiry Record (CAIR)#						19261093
VIN	3D7MX48C6	6G [REDACTED]	Open Date	01/24/2010	Built Date	07/07/2005
Model Year	2006	Body	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4		
In Service Dt	03/31/2006	Mileage	164,152	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43469	JOHNSON DODGE				
Dealer Address	1210 HWY 39 NORTH					
Dealer City	MERIDIAN	Dealer State	MS	Dealer Zip	39302	
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	SCOوبا MS [REDACTED]				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 - Defective - Default	
Recall - H46: - 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:
 18185 HWY 45 1210 HWY 39 N
 STATE HIGHWAY 16
 SCOوبا MERIDIAN
 MS USA MS
 CALLER_COMMENTS FLATBED, 8 DOUBLE CAB DUELLY, DIE
 DEALER CODE : 43469 JOHNSON DODGE
 DEALER CONTACT Date & time of Dealer contact? 1:57 on 1/25/10.
 Who did you speak with at the dealer and what is their dealer code?
 Lauren / SA / 43469
 Is the vehicle at the dealer now?
 Yes
 When did it arrive at the dealer?
 1/22/10
 What is the current mileage?
 164182
 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 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 Number

[REDACTED]

Service Advisor stated that the repair is under the H46 Recall.

CONTACT UPDATE - Date & time of customer contact? 2:07 on 1/25/10

Called the customer and explained the PCCP program. Also explained that writer would be following up with him after he picks up his vehicle.

Set Follow up for 1/26/10

RECALL - The vehicle is being repair for the steering linkage problem associated with the recall.

CUSTOMER - 7:32 on 1/26/10. Called the customer and he stated that he has not received his vehicle back yet. The customer to call and arrange to have the vehicle brought back to him as was originally arranged. Set follow up to check on vehicle performance on 1/27/10.

CUSTOMER - 9:20 on 1/27/10. Called the customer and he stated he got his vehicle back and it was running 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?

6

****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.

Customer Assistance Inquiry Record (CAIR)#						19262686
VIN	3D7KS28C4	5G [REDACTED]	Open Date	01/25/2010	Built Date	04/29/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	09/30/2005	Mileage	80,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45306	RONAN DODGE CHRYSLER JEEP				
Dealer Address	62683 US HIGHWAY 93					
Dealer City	RONAN	Dealer State	MT	Dealer Zip	59864	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LAKESIDE MT	[REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	
Recall - E17: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Problems with front end suspension on vehicle.
What are the customer s expectations?
To have Chrysler assist in the repairs.
****End structured narrative T2 - Beginning Narrative
Customer states he has had a problem with the front suspension of the vehicle since he bought it. At 25,000 miles the dealer Kari 44788 replaced the Hubs and u-joint. Customer states he would like Chrysler to assist in the repairs. Writer noticed customer is the original owner. 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 home# [REDACTED]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
Writer advised customer of open recall.
Customer has had most of the repairs done at dealer 44788. But customer is now working with dealer 45306.
***** SENIOR RESOLUTION TEAM *****
CONTACT UPDATE - Customer was contacted today at 9:37.
Customer was provided with agent s extension: 66131.
Customer is calling to find out if a decision has been made on his case at this point. Writer advised the customer that the case manager should be giving him a call back by 6 p.m. EST to give a decision. Writer advised that the case manager will need to speak with the dealership before a decision can be made.
Customer calls requesting to speak with Michael
Customer/Caller transferred to extension # 66131
Caller states the dealer is waiting for a call from him, SM Tom.
[REDACTED] called trying to get hold of JF849, said he left a message today and to make sure case handler calls him back on his Cell: [REDACTED].
[REDACTED]. Writer informed customer that his information will be documented.
Writer spoke with the SM Tom at 45306. Tom states that his Area Rep

Dustin declined goodwill 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.

CLOSED LOOP UPDATE - customer was contacted today at 12:22.

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 states that she will never purchase a Dodge again.

Customer Assistance Inquiry Record (CAIR)# 19268715

VIN	3D7KS28C1 6G [REDACTED]	Open Date	01/27/2010	Built Date	12/24/2005
Model Year	2006	Body	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4	
In Service Dt	03/26/2006	Mileage	74,547	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	61210	BAXTER CHRYSLER JEEP DODGE			
Dealer Address	17950 BURT ST				
Dealer City	OMAHA	Dealer State	NE	Dealer Zip	68118
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OMAHA NE [REDACTED]	Country	UNITED STATES		

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

Roadside Assistance Contacted - DATE : 2010-01-25
 Road Side File Created 01-27-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 17370 LAKESIDE HILLS PLAZA 17950 BURT ST
 S 171ST STREET
 OMAHA OMAHA
 NE USA NE
 CALLER_COMMENTS BAKERS LOT, 17370 LAKESIDE. OFF
 DEALER CODE : 61210 BAXTER CHRYSLER JEEP DODGE
 DEALER CONTACT Date & time of Dealer contact? 01/27/10 at 1:35 pm EST.
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 Jack SA, 61210
 Is the vehicle at the dealer now?
 No
 When did it arrive at the dealer?
 01/25/10
 What is the current mileage?
 74547
 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?
 01/26/10
 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] cell

****End structured narrative T2 - PCCP

Repair was covered under aftermarket service contract.

Due to the fact that the repair was not covered under warranty but through an aftermarket service contract, customer contact is not required. Writer is closing the CAIR.

Customer Assistance Inquiry Record (CAIR)#						19269800
VIN	1D7KS28C26	6	Open Date	01/27/2010	Built Date	10/15/2005
Model Year	2006	Body	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4		
In Service Dt	07/14/2006	Mileage	79,000	Dealer Zone	32	NEW YORK
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Dealer	66894	WARNOCK DODGE CHRYSLER JEEP				
Dealer Address	175 ROUTE 10					
Dealer City	EAST HANOVER	Dealer State	NJ	Dealer Zip	07936	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	(973) 334-9717
	TOWACO NJ	[REDACTED]	Country	UNITED STATES		

Corporate - Company Information Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	
Recall - F05: - Advise Owner/Incomplete Recall	
Recall - H46: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler? Body shop contacting Chrysler because of recall work done on the vehicle. Customer gave body shop documentation on recall. Informed this is a recall and reimbursement may be submitted. Provided customer with address.

What are the customer's expectations? none.

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 calls seeking recall information. Advised the customer of incomplete recall ?recall H46, recall F05? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

IRF called to get more information on the recall. Said customer was in an accident. Said he needs to advise the customer to call us.

Customer called in and states that the ball joint is broken for the second time and this cause the steering linkage at left side broke too and the dealer is telling him that they will cover the ball joint repair but no the steering linkage repair and customer wants Chrysler assist him with that repair. Writer got very upset when agent informed him that a case manager will contact him on Monday. Customer wanted this issue been resolve today. Customer states the dealer already repair his vehicle but they will not give him the vehicle back until he pays or Chrysler pays for the 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

Preferred call back number is [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F

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

Robert Lane

Preferred [REDACTED]

Alternate:

2. What happened?

Customer states he was driving down the road and his ball joint broke apart causing the steering linkage to go through the rim and popping the tire causing him to get into an accident.

3. What is the current location of the vehicle?

Dealer - 66894

175 ROUTE 10

East Hanover

NJ, 07936

Called owner and left vm. Per above, vehicle is already repaired, nothing to inspect. Based on above description, failure does not appear to be related to recall. Owner can always send in bill for review. jss15.

Customer Assistance Inquiry Record (CAIR)#	19277616
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VIN	1D7KS28C9 7J [REDACTED]	Open Date	01/29/2010	Built Date	08/29/2006
Model Year	2007	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB	
In Service Dt	05/25/2007	Mileage	77,526	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PB7	PATRIOT BLUE PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	62737	MOTORWORLD CHRYSLER INC
Dealer Address	150 MOTOR WORLD DR	
Dealer City	WILKES-BARRE	Dealer State PA Dealer Zip 18703

Owner	[REDACTED]	Contact Type	FAX
Address	[REDACTED]	Home Phone	[REDACTED]
	WILKES BARRE PA [REDACTED]	Country	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer states tie rod broke.
Corporate - Complaint Contact - Default - Default - Default	

Why is the customer contacting Chrysler? Customer stated he has had to replace the tie rod 2 times already. Customer states the tie rod is broke again and almost died yesterday on the railroad tracks. Customer is upset and also stated he has owned 4 Dodge trucks. Customer states the warranty on the tie rod is 1 year or 12000 miles and is only 35 miles over. What are the customer s expectations? Customer expects for Chrysler to pay for a new tie rod.

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? Customer
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F

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

CONTACT UPDATE - Customer was contacted today at 9:20am mdt.

Customer was provided with agent s extension: 66310.

Customer calls requesting to speak with KL330

Customer/Caller transferred to extension # 66310

Customer called in requesting to speak with KL330. Writer advised customer would deliver message to case manager and the agent will contact him back as soon as possible.

CONTACT UPDATE - Customer was contacted today at 2:33pm mdt.

Customer was provided with agent s extension: 66310.

Writer could not contact service department at dealer, will try again 2/3/10.

Customer states the first dealership that worked on the vehicle for the same problem was 68260 SPIRIT CHRY-DODGE-JEEP 856-467-2200. Writer advised customer what is in the notes and would document the information. Writer also advised customer would deliver a message to case manager on the case.

CONTACT UPDATE - Customer was contacted today at 9:33am mdt.

Customer was provided with agent s extension: 66310.

Customer states that he already paid \$526.86 to repair the vehicle due to the fact that he was 35 miles outside of his warranty. Customer does not feel like with the

situation that he should have paid as much as he had to. Customer is requesting a reimbursement for the cost of the repairs due to the fact that this is the 3rd repair of this kind. Rick SM at dealer # 68260 states that the vehicle was involved in a recall regarding steering linkage repair done on 9/11/09 at 66,218 miles along with the tie rod ends. Agent approves the entire amount of the repair \$526.86 due to the fact that this is a loyal Dodge brand customer and is only OOW due to 35 miles and has only had the part on the vehicle for about 4 months before it failed on him.

CLOSED LOOP UPDATE - customer was contacted today at 9:52am mdt. 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 called inquiring about the status of his reimbursement. Writer informed customer the reimbursement process takes 30 business days.

Customer called stating that he has not heard anything on this, writer informed him we do not have anything, and asked that he fax that.

Customer states he wants to know if CAC received his fax. Writer advised customer the fax is not in the CAC system and customer should check back in the next few days.

Approved 526.00

* Writer called customer about check. He doesn't think he'll have a problem cashing it even if his name is misspelled.

POSTMARK DATE: 030510; DATE RECEIVED: 030910

Customer Assistance Inquiry Record (CAIR)# 19282485

VIN	3D7MX48C2 6G [REDACTED]	Open Date	02/01/2010	Built Date	02/24/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	08/06/2006	Mileage	66,000	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	45399	COURTESY DODGE			
Dealer Address	9207 E ADAMO DR				
Dealer City	TAMPA	Dealer State	FL	Dealer Zip	33619
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RIVERVIEW FL [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	Steering
Corporate - Complaint Contact - Default - Default - Default	
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states the steering linkage broke
 What are the customer s expectations?
 To get the steering fixed at no cost
 ****End structured narrative T2 - Beginning Narrative
 Customer bought truck brand new. Customer stated the steering arms broke.
 Customer states the dealer stated her vehicle is not part of the H46 recall. Customer states she did not receive a letter about recall.
 Customer wants the steering arms to be replaced at no cost. Customer states the truck does not fully go into park.
 Courtesy Chrysler (according to dealer search this dealer is closed) [REDACTED]-office and is forwarded to Melinda s cell when she leaves.
 [REDACTED] s cell
 Customer states she thinks this issue needs to be addressed with steering in all ram trucks
 No accident occurred this is not an SI.
 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? Dealer
 Has the vehicle been diagnosed by a CDJ dealer?
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 Agent attempted to contact dealer, however was unable to get through to service.
 CONTACT UPDATE - Customer was contacted today at 11:40am MST.
 Customer was provided with agent s extension: 66124.
 Agent contacted the customer, she states that they had to pay for the

repairs, about \$1200.

Customer wanted to complain about the steering breaking and that it should be a recall.

Agent advised the customer her concerns were documented and if the issue does become a recall, she can send in for recall reimbursement.

Customer Assistance Inquiry Record (CAIR)# 19288532

VIN	3D7KS29C0 6G [REDACTED]	Open Date	02/03/2010	Built Date	08/26/2005
Model Year	2006	Body	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4	
In Service Dt	09/15/2005	Mileage	117,000	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	44837	SALMON RIVER MOTORS INC			
Dealer Address	1065 S CHALLIS ST				
Dealer City	SALMON	Dealer State	ID	Dealer Zip	83467
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SALMON ID [REDACTED]	Country	UNITED STATES		

Product - Steering - Unknown - Poor Handling - Default	Caller states steering seperated from vehicle.
Recall - H46: - Advise Owner/Incomplete Recall	H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA
Corporate - Complaint Contact - Default - Default - Default	

Why is the customer contacting Chrysler? Mr. MR [REDACTED] states he received a recall letter relating to Steering Linkage and shortly thereafter that steering linkage on the front passenger side broke. Caller took 2006 DODGE RAM 2500 LARAMIE MEGA CAB 4X4 ISD : 09/15/2005 to 44837 (Dealer is DSAP1) SALMON RIVER MOTORS INC - 208-756-4211 and was advised that the part that seperated is not part of the H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA caller states that the repair would be (Customer Pay) \$850.XX.

What are the customer s expectations? Caller is seeking Goodwill assistance as he is OOW (Manufacturers Warranty) and OOW SC. MR [REDACTED] additionally adds that the part that broke is not available for replacement and that the entire front end steering components must be replaced as they have been updated/superseded. 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] cell - leave message. Who has possession of the vehicle? Dealer. Has the vehicle been diagnosed by a CDJ dealer? Yes. Reassigned to 88F Verified H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA Recall.

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

CONTACT UPDATE - Customer is the 2nd owner of vehicle. Has owned 3 other USED CDJR vehicles in household history. Customer is still in possession of 3 vehicles. Service contract is expired by 67000 miles.

*** 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 12:08 pm MST. Writer left a voice message.

Goodwill has been declined due to customer being so far out of warranty by miles and the issue not being related to the recall.

Customer called in regards to case. Writer informed customer of decline.

Customer states he is just barely out of the CSC coverage by 6,000 miles not 67,000 miles. Writer found that the CSC expired at 110,948 miles.

Customer requesting to speak with CM1101. Customer/Caller transferred to extension # 66308.

Customer called in stating that he needed to speak to Carmen regarding his case.

Customer states that he was supposed to be getting a call back today in regards that he is only out of warranty by 6000 miles and not 67000.

Writer informed customer that the case is still open but that according to the narrative it is still declined.

Writer transferred to extension #66308.

CLOSED LOOP UPDATE - customer has been informed of the decline. Customer is out of his basic warranty by almost 2 years and 67000 miles. Customer is out of his service contract (that was a pre owned certified service contract, not one the customer paid for) by 6000 miles.

Customer calling to talk to CM1101.

Customer calling about recall on steering linkage.

Customer stating that he has to pay \$850.00 to fix steering.

Customer not happy about the decline.

Writer again informed customer that he is still declined about decision.

Customer is still asking for assistance to pay for steering.

Writer transferred customer to ext 66308.

Customer Assistance Inquiry Record (CAIR)#	19290972
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VIN	1D7KS28C9 7J [REDACTED]	Open Date	02/04/2010	Built Date	12/05/2006
Model Year	2007	Body	DH7P41 DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
In Service Dt	12/22/2006	Mileage	40,000	Dealer Zone	74 DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	60323	DAVE SYVERSON CHRYSLER DODGE JEEP			
Dealer Address	2320 E MAIN ST				
Dealer City	ALBERT LEA	Dealer State	MN	Dealer Zip	56007

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	FREEBORN MN [REDACTED]	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
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Roadside Assistance Contacted - DATE : 2010-02-02
 Road Side File Created 02-04-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1010 PARK STREET 2320 E MAIN ST
 10TH AVENUE
 FREEBORN ALBERT LEA
 MN USA MN
 CALLER_COMMENTS TIE ROD BROKE WAYNES REPAIR , WAY
 DEALER CODE : 60323 DAVE SYVERSON CHRYSLER DODGE JEEP
 Agent is closing this duplicate CAIR, please see CAIR 19290983 for handling.

Customer Assistance Inquiry Record (CAIR)#	19290983
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VIN	1D7KS28C9 7J [REDACTED]	Open Date	02/04/2010	Built Date	12/05/2006
Model Year	2007	Body	DH7P41 DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
In Service Dt	12/22/2006	Mileage	40,000	Dealer Zone	74 DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	60323	DAVE SYVERSON CHRYSLER DODGE JEEP			
Dealer Address	2320 E MAIN ST				
Dealer City	ALBERT LEA	Dealer State	MN	Dealer Zip	56007

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	FREEBORN MN [REDACTED]	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	

Roadside Assistance Contacted - DATE : 2010-02-02
 Road Side File Created 02-04-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1010 PARK STREET 2320 E MAIN ST
 10TH AVENUE
 FREEBORN ALBERT LEA
 MN USA MN
 CALLER_COMMENTS TIE ROD BROKE WAYNES REPAIR , WAY
 DEALER CODE : 60323 DAVE SYVERSON CHRYSLER DODGE JEEP
 DEALER CONTACT Date & time of Dealer contact? 02/04/10 at 12:05 pm EST.
 Writer spoke with SM, Brian. Vehicle repair is not covered under
 warranty. Right outer tie rod end broke. Recall inspection is completed
 and not related to recall. Customer contact is not required. Writer is
 closing CAIR.

Customer Assistance Inquiry Record (CAIR)#						19309888
VIN	3D7KS28CX	5G [REDACTED]	Open Date	02/11/2010	Built Date	07/26/2004
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	10/21/2004	Mileage	128,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	60336	PERFORMANCE DODGE CHRYSLER JEEP				
Dealer Address	6822 HIGHWAY 84					
Dealer City	FERRIDAY	Dealer State	LA	Dealer Zip	71334	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	VIDALIA LA	[REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states that the tie rods broke while she was driving yesterday.

What are the customer s expectations?

Customer is looking for goodwill assistance with the repair of the tie rods.

****End structured narrative T2 - Beginning Narrative

Customer states that there was a recall on the tie rod on 2005 Dodge Ram and her vehicle is experiencing the same issue. Customer states that she has not taken the vehicle to CDJ dealership yet for diagnosis.

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 goodwill assistance.

Based on the information at hand, agent is considering the following:

Provided customer with CAIR #.

Customer states that she will take the vehicle to dealer # 60336.

Informed her about incomplete recall on vehicle.

Customer Assistance Inquiry Record (CAIR)#						19311375
VIN	3D7KS28D9	5G [REDACTED]	Open Date	02/11/2010	Built Date	02/24/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	07/11/2005	Mileage	80,000	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	38713	MULLANE MOTORS INC				
Dealer Address	6200 S TRANSIT ROAD					
Dealer City	LOCKPORT			Dealer State	NY	Dealer Zip 14094
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LOCKPORT NY [REDACTED]				Country	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Driver	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Caller states that on June 2 of 2008 states the front end went out.
States the entire front end was replaced and claims that last night the entire front end went out again.
What are the customer s expectations?
would like to know if this is normal and what can be done to assist in repairing it.
****End structured narrative T2 - Beginning Narrative
****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
What are the customer s expectations?
****End structured narrative T2 - Beginning Narrative
inner tie rod from the pitmann arm, ball joints.
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? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
***** SENIOR RESOLUTION TEAM *****
CONTACT UPDATE - Customer was contacted today at 5:00 pm ET.
Customer was provided with agent s extension: 66011.
Writer contacted the customer and he stated that the repair was completed and that his vehicle was returned to him today. Customer stated that he did not know what to do at this time. Writer advised the customer that he would need to submit for reimbursement and that they would be able to make the decision.
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 - customer was contacted.

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 Assistance Inquiry Record (CAIR)#						19317209
VIN	3D7KS28C8 6G [REDACTED]	Open Date	02/15/2010	Built Date	07/25/2005	
Model Year	2006	Body	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4		
In Service Dt	11/09/2005	Mileage	155,000	Dealer Zone	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	65673	KIMBERLY CAR CITY				
Dealer Address	625 W KIMBERLY RD					
Dealer City	DAVENPORT		Dealer State	IA	Dealer Zip	52806
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	BETTENDORF IA [REDACTED]			Country	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Customer said the tie rod broke backing out of the driveway.
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****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer said the tie rod broke backing out of the driveway.
What are the customer s expectations?
Customer expected to have it covered under the H46 recall.
****End structured narrative T2 - Beginning Narrative
Customer said the tie rod broke backing out of the driveway. Customer said the dealer had told him recall H46 had been completed. Writer confirmed it had. Customer asked why the tie rod would break. Writer told him writer could not answer that, the dealer could though. Writer told him the dealer could diagnose the vehicle and determine the cause of the break.

Customer Assistance Inquiry Record (CAIR)# 19321189

VIN	3D7MX38A4 7G [REDACTED]	Open Date	02/16/2010	Built Date	05/04/2007
Model Year	2007	Body	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB	
In Service Dt	04/24/2008	Mileage	42,000	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE			
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
Dealer	60054	JEFF SMITH CHRYSLER DODGE JEEP			
Dealer Address	100 IFFIE ROAD				
Dealer City	PERRY	Dealer State	GA	Dealer Zip	31069
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ROBERTA GA [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 The customer called because his tie rod came apart.
 What are the customer s expectations?
 The customer is seeking assistance with the repair.
 ****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 stated he would like to be assisted with the repair because of the low mileage on the call.
 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? customer
 Has the vehicle been diagnosed by a CDJ dealer? no
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 10:48am MST.
 Customer was provided with agent s extension: 66124
 agent adviserd the customer that he would need a diagnostic performed at an authorized dealer before Chrysler can consider any assistance.
 Customer understood.
 Agent considering a \$100 deductible
 Agent attempted to contact dealer phone just continuously rang.
 Agent contacted the dealer spoke with SM Philip Washington, states there are many components in the front end that need to be replaced.
 1. Tie rods
 2. Passenger hub bearing
 3. Upper ball joints
 4. Lower ball joints.

5. Rod linkage
6. Steering Damper
7. Pitman arm
8. Steering knuckle.

Total customer pay price is \$2421.74 + alignment

Agent will contact tomorrow for warranty prices.

Agent contacted the customer and advised that the case is still being worked customer should have an answer by 02/24/2010. Customer understood.

Agent spoke with the dealer, according to the dealer the prices given last were warranty.

Dealer states they had a dispute with the customer a few months ago about a radio and the dealer had to 'eat' \$500 for it. Dealer is more than willing to work on the vehicle however, they do not want to assist the customer based on the previous encounter.

Agent will offer reimbursement of \$1500 of the repair. Called the customer and advised of the decision. Customer was not happy and demanded a supervisor. Agent advised a supervisor would call him back within an hour.

Writer called customer back per his request to speak to a Supervisor.

Customer states he feels that Ram doesn't stand behind their product by not covering his entire repair of his front end. Writer explained to customer his warranty and how we are not obligated to assist with his repair. Writer advised customer of the goodwill decision and how that will be unchanged unless he is able to provide new information.

Customer Assistance Inquiry Record (CAIR)# 19324067

VIN	1D7KS28A5 7J [REDACTED]	Open Date	02/17/2010	Built Date	05/08/2007
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	05/30/2007	Mileage	80,200	Dealer Zone	42 DETROIT
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	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	41573	STRONGSVILLE DODGE INCORPORATED			
Dealer Address	11800 PEARL ROAD				
Dealer City	STRONGSVILLE	Dealer State	OH	Dealer Zip	44136

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	BEREA OH [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	

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

Preferred: [REDACTED]
 Alternate: None

2. What happened?

Customer states his steering linkage broke on the passenger side and caused him to hit a pedestrian. Caller states the parts were on previous a recall for steering linkage and recall was allegedly performed. Customer is irate.

3. What is the current location of the vehicle? In his driveway.

02.17.10

Left Message for customer

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

MISS [REDACTED]
 [REDACTED]

BEREA OH

Per OGC Matrix, reassigned to 82T. MG17

2/17/10 ASSIGN TO LSE6

CAIR NUMBER 19324067 REQUEST EAA INSPECTION 02-17-2010 14:32

CAIR NUMBER 19324067 E-MAIL SENT TO EAA 02-17-2010 14:32

CCRG Open Date: 02/17/2010 11:59:57

Letter Sent: Acknowledgement 02/18/2010 08:37:49

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/24/10 AT 16:44:40 19324067

Letter Sent: Denial 03/01/2010

Customer Assistance Inquiry Record (CAIR)# **19326140**

VIN	3D7KS28C2 5G [REDACTED]	Open Date	02/17/2010	Built Date	03/09/2005
Model Year	2005	Body	DH7H42 DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	09/12/2005	Mileage	90,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	45249	DAVID DODGE, LLC			
Dealer Address	1801 ROUTE 202				
Dealer City	GLEN MILLS	Dealer State	PA	Dealer Zip	19342
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WEST CHESTER PA [REDACTED]	Country	UNITED STATES		

Product - Steering - Linkage - Other - Default

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer had the tie rod break
 What are the customer s expectations?
 Customer expects Chrysler to pay for the repair.
 ****End structured narrative T2 - Beginning Narrative
 Customer calls seeking recall information. Advised the customer of incomplete recall H46 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
 Customer is having trouble with the tie rods. Customer says the tie rod broke. Customer expects Chrysler to pay for the repair to the tie rods. Customer also says the vehicle lurches forward when break is released. Writer informed the customer there was not any recalls on the vehicle for that. Writer informed the customer the warranty had expired. Writer informed the customer this call would be referred to a senior resolution team.
 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? dealer
 Has the vehicle been diagnosed by a CDJ dealer? yes
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 11:58am MST.
 Customer was provided with agent s extension: 66151.
 -Customer is 2nd owner with 2 previous CDJR vehicles
 -tie rods are 3/36 so vehicle is 1 year and 54000 OOW
 **** 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 was informed of the decline, she was not happy, and would not accept, she requested supervisor, when the supervisor came on the line the call had been disconnected.

Customer Assistance Inquiry Record (CAIR)# **19328888**

VIN	3D7KS28C8 5G [REDACTED]	Open Date	02/18/2010	Built Date	04/13/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP	
In Service Dt	07/07/2005	Mileage	58,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	58424	REAGLE DODGE			
Dealer Address	ROUTE 512				
Dealer City	BANGOR	Dealer State	PA	Dealer Zip	18013
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BANGOR PA [REDACTED]	Country	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Customer calling in to get warranty information.
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer states the tie rod broke and needs to be replaced.
Recall - H46: - Advise Owner/Incomplete Recall	Writer advised customer of the open recall H46 on the vehicle.

Customer calls seeking recall information. Advised the customer of incomplete recall #H46 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Why is the customer contacting Chrysler? Customer calling in to see if the warranty is covered the tie rods.

What are the customer s expectations? Customer wanted to see if the warranty covers the tie rods.

Customer wanted to know if the warranty covered the tie rods. Writer advised customer the warranty left on the vehicle would not cover the tie rods but if he has a third party service contract he would want to contact him.

Customer called with question on recall.

Customer calls seeking recall information. Advised the customer of incomplete recall H46 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)# 19337732

VIN	3D7KS28C2 7G [REDACTED]	Open Date	02/23/2010	Built Date	11/13/2006
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	06/22/2007	Mileage	73,836	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	44914	AUTOMAX DODGE-CHRY-JEEP LLC			
Dealer Address	4141 N HARRISON AVE				
Dealer City	SHAWNEE	Dealer State	OK	Dealer Zip	74804

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	SASAKWA OK [REDACTED]	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2010-02-21
 Road Side File Created 02-23-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 [REDACTED]
 SHAWNEE SHAWNEE
 OK USA OK
 CALLER_COMMENTS 01 - BROKEN TIE ROD, FIRE LAKE CA
 DEALER CODE : 44914 AUTOMAX DODGE-CHRY-JEEP LLC
 Duplicate CAIR. Please refer to 19337744.

Customer Assistance Inquiry Record (CAIR)# 19337744

VIN	3D7KS28C2 7G [REDACTED]	Open Date	02/23/2010	Built Date	11/13/2006
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	06/22/2007	Mileage	73,836	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	44914	AUTOMAX DODGE-CHRY-JEEP LLC			
Dealer Address	4141 N HARRISON AVE				
Dealer City	SHAWNEE	Dealer State	OK	Dealer Zip	74804

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	SASAKWA OK [REDACTED]	Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	

Roadside Assistance Contacted - DATE : 2010-02-21
 Road Side File Created 02-23-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 41207 HARDESTY RD 4141 N HARRISON AVE
 13TH STREET
 SHAWNEE SHAWNEE
 OK USA OK
 CALLER_COMMENTS 01 - BROKEN TIE ROD, FIRE LAKE CA
 DEALER CODE : 44914 AUTOMAX DODGE-CHRY-JEEP LLC
 DEALER CONTACT Date & time of Dealer contact? 2/23/10 at 8:22 am.
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 SM-Bryan at 44917
 Is the vehicle at the dealer now?
 Yes
 When did it arrive at the dealer?
 2/22/10
 What is the current mileage?
 73,836
 If known, what is the reason for the tow?
 Passenger front tie rod end broke
 Have the repairs been completed?
 Yes
 If yes, when were they completed?
 2/23/10
 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?

N/A

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

Dealership will perform repair to be covered under service contract. Not a warranty repair. No further customer follow up is needed. Closing CAIR.

Customer Assistance Inquiry Record (CAIR)# 19348479

VIN	3D3LX38C6 6G [REDACTED]	Open Date	02/25/2010	Built Date	01/18/2006
Model Year	2006	Body	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4	
In Service Dt	03/17/2006	Mileage	24,120	Dealer Zone	42 DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Dealer	68541	O'HARA CHRYSLER PLYMOUTH DODGE	JEEP EAGLE INC
Dealer Address	1111 W MICHIGAN AVE		
Dealer City	CLINTON	Dealer State	MI Dealer Zip 49236

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	SALINE MI [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	

Why is the customer contacting Chrysler?
 Caller is owner fiance.
 Caller states that the passenger tie rod failed and was replaced by the dealer. Caller states the dealer has not been helpful. Caller states that the driverside tie rod has now failed, after hauling horses and there is little faith in the vehicle. Caller states the vehicle is at the dealer and has not gotten back to the customer yet. Caller feels very unsafe.
 What are the customer's expectations?
 Caller is seeking to get a buy back.
 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 [REDACTED]
 Who has possession of the vehicle? Dealer
 Is this a request for Lemon Law, buy-back or replacement? buy-back
 Reassigned to 88L
 Caller is Jason Haynes.
 ***** QUALIFIER TEAM *****
 CONTACT UPDATE - Customer was contacted today at 3:04
 Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.
 Agent called the customer to discuss the request for a lemonlaw and buyback replacement.
 Agent could not leave a message for the customer so there is a call back set for march 1st for both parties, Customer and the dealer (68541)
 Customer called stating he has not received call back yet. The customer provided an alternate contact number [REDACTED] number if there is no answer on the other number.
 2nd attempt made to contact customer on 03/1/10
 Left message indicating another attempt will be made.
 Customer was provided with agent's name and Brand number. 66169
 Agent called the service manager to discuss the problems that the vehicle is having.

SM states that the vehicle is no longer down there.
Vehicle was picked up on Friday the 26th.
Vehicle had a left tie rod end replacement.
SM states the same tie rod end was replaced July 2nd 09 as well.
Agent then called the customer to inform her of her that her request is not going to qualify.
Customer states that this is her second tie rod end and she does not feel safe to drive the vehicle.
Agent explained to her that the vehicle is safe to drive now and that is the dealerships diagnosis that states that.
Customer states that she wants out of the vehicle and she will do whatever she needs to do to get rid of it.
Customer is aware that he vehicle will not qualify for lemon law or buyback replacement.
Agent is sending a D2D for the dealership to close out due to the vehicle being repaired and being considered a safe vehicle.
***** 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: repair attempts
Number of related repair attempts = 2
Number of days out of service = 4
Writer reviewed case with MC1118 and customer has been informed of information also dealership is fully aware that customer is afraid vehicle is not safe. Customer was informed the vehicle is safe. Writer is closing CAIR.
CLOSED LOOP UPDATE - no need for additional follow-up.
Why is the customer contacting Chrysler? Customer is calling for getting further reason to why the decision was made on this CAIR.
What are the customer's expectations? Customer expects to get a more definitive answer.
Writer told the customer that he can transfer the telephone call to the SR Agent#MH1129 for further details.
Customer called in stating that she wanted to speak with someone about a complaint. Customer stated that she left a message on Wednesday. Customer stated that she needs to get this issue addressed today.
Writer informed customer that she could be transferred to ext. 66077.
Leaving the reference number, her name, agent's name, and best contact number.
Writer transferred call to ext. 66077

Customer Assistance Inquiry Record (CAIR)# 19351773

VIN	3D6WC76A7 8G [REDACTED]	Open Date	02/26/2010	Built Date	10/15/2007
Model Year	2008	Body	DM5L65	DODGE RAM 4X2 5500 REG CAB CHASSIS	
In Service Dt	07/07/2008	Mileage	100,000	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	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	44107	ACADIANA DODGE INCORPORATED			
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY				
Dealer City	LAFAYETTE	Dealer State	LA	Dealer Zip	70508
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ABBEVILLE LA [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Caller is calling in regard to a tie rod repair.
 What are the customer s expectations?
 Caller expects rental assistance.
 ****End structured narrative T2 - Beginning Narrative
 Caller states that her son in law owns this vehicle and has ended up paying over \$400 for a rental vehicle due to the amount of time it took to receive the tie rod. Caller states that she would like rental assistance for this issue. Writer declined rental assistance due to the high mileage on the vehicle.
 * * * * 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 Assistance Inquiry Record (CAIR)# 19352688

VIN	3D7KS28D8 7G [REDACTED]	Open Date	02/28/2010	Built Date	06/20/2007
Model Year	2007	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB	
In Service Dt	08/14/2007	Mileage	33,520	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	62950	LEON SHAPIRO MTR SLS INC			
Dealer Address	410 WEST FIRST ST				
Dealer City	OSWEGO	Dealer State	NY	Dealer Zip	13126
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	CICERO NY [REDACTED]	Country	UNITED STATES		

Recall - H46: - Advise Owner/Incomplete Recall	Advised dealership
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	tie rod fell out
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Reimbursement - Default - Default - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-02-26
 Road Side File Created 02-28-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 6406 STATE HIGHWAY 31 410 WEST FIRST ST
 S BAY ROAD
 CICERO OSWEGO
 NY USA NY
 CALLER_COMMENTS 01 TOW MOP CC FOR OVERAGE. CCAS W
 DEALER CODE : 62950 LEON SHAPIRO MTR SLS INC
 ****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 What are the customer s expectations?
 ****End structured narrative T2 - Beginning Narrative
 DEALER CONTACT Date & time of Dealer contact? 6:51 on 3/2/10
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 Jim / SA / 62950
 Is the vehicle at the dealer now?
 No
 When did it arrive at the dealer?
 2/26/10
 What is the current mileage?
 33520
 If known, what is the reason for the tow?
 Tie rod fell off
 Have the repairs been completed?
 Yes
 If yes, when were they completed?
 3/1/10
 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 -- SA stated that the steering linkage was inspected, no repair needed.

CONTACT UPDATE - Called the customer and left a detailed message as to what the call was about, and also left the writer s contact information and reference number

Follow up 3/3/10

CUSTOMER - Called the dealer and he states that his vehicle is working great. The only thing, he stated that he did not like was that he had to pay extra to take the vehicle to the dealership that always works on his vehicle. The closest dealership was one that he had problems with and would not ever take a vehicle to, the next closest dealership is where he want the vehicle taken to.

After going over the reasons for doing that, and because the customer is very loyal to the dealership and to Chrysler, have purchased 7 new Chrysler vehicles over the year. Agreed to reimburse the customer on a one time basis for the cost of the addition amount of the tow of \$62.50.

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.

****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.

Customer Assistance Inquiry Record (CAIR)# **19353160**

VIN	3D7KS26A0 7G [REDACTED]	Open Date	03/01/2010	Built Date	04/27/2007
Model Year	2007	Body	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB	
In Service Dt	06/11/2007	Mileage	34,577	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	68116	PARKS INC			
Dealer Address	11987 SW US HWY 54				
Dealer City	AUGUSTA	Dealer State	KS	Dealer Zip	67010

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	[REDACTED]
	FALL RIVER KS [REDACTED]	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	

Roadside Assistance Contacted - DATE : 2010-02-27
 Road Side File Created 03-01-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 CR-33 11987 SW US HWY 54
 TOWNSHIP ROAD 484
 FALL RIVER AUGUSTA
 KS USA KS
 CALLER_COMMENTS 250 4 BY 4 // CSR COVERED FOR 38
 DEALER CODE : 68116 PARKS INC
 DEALER CONTACT Date & time of Dealer contact? 03/02/10 at 3:43 pm EST.
 Writer spoke with SA Chris at dealer 68116. SA, Chris provided SM, [REDACTED]
 [REDACTED] for contact back tomorrow 03/03/10 which should have the diagnosis complete.
 CONTACT UPDATE - Date & time of customer contact? 03/03/10 at 3:49 pm EST. Customer contact number not available. Customer contact number not provided by dealership. Writer will contact customer after speaking with dealer 03/03/10.
 DEALER CONTACT Date & time of Dealer contact? 03/03/10 at 3:40 pm.
 Writer left message for SM, [REDACTED]
 Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66063.
 Writer will call dealer 03/04/10.
 2nd DEALER CONTACT Date & time of Dealer contact? 03/04/10 at 2:37 pm EST.
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 SM [REDACTED]
 Is the vehicle at the dealer now?
 Yes
 When did it arrive at the dealer?

03/01/10

What is the current mileage?

34577

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?

03/04/10

Are there any parts that need to be ordered?

Yes

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

Parts have arrived

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

Repair is covered under warranty.

CONTACT UPDATE - Date & time of customer contact? 03/04/10 at 2:44 pm EST at 620-288-0593.

Writer left message for the customer stating we would contact back

03/08/10. Writer provided CAIR, CAC and EXT for return call if required.

Writer spoke with Kerry SA at dealer who states repairs are complete and customer has picked up the vehicle.

****Begin structured narrative T2 - PCCP Survey

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

Customer states was taken to wrong dealership and would not comment

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

could not get number but was satisfied with the dealership's work

****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.

Customer Assistance Inquiry Record (CAIR)# 19354907

VIN	3D7KS29D1 6G [REDACTED]	Open Date	03/01/2010	Built Date	03/01/2006
Model Year	2006	Body	DH7H81 DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	11/11/2006	Mileage	49,000	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	23251	ANTWERPEN MOTOR CARS LTD			
Dealer Address	6440 BALTIMORE NATIONAL PIKE				
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21228
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WESTMINSTER MD [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Linkage - Defective - Default	
Product - Unknown - Unknown - Accident - Default	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 What are the customer s expectations?
 ****End structured narrative T2 - Beginning Narrative
 1. Who is calling and what is their contact information?
 Preferred: Cell [REDACTED]
 2. What happened? Customer states she has had the vehicle in a few times with complaints about the steering. Customer states she was having a hard time keeping it on the road. Customer stated the dealer had done some repairs one of which she believed to be the steering linkage. Also had ball joints replaced. Customer stating this did not fix the problem. Customer stated that while driving the vehicle the tie rod end broke and the truck went into a tree.
 3. What is the current location of the vehicle? Customers home
 [REDACTED]
 WESTMINSTER , MD-[REDACTED]

 03.02.10
 Left Message for customer
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
 VEHICLE LOCATED AT: RESIDENCE
 MR [REDACTED]
 WESTMINSTER MD [REDACTED]
 Per OGC Matrix, reassigned to 82T. MG17
 3.2.10 One Open Recall:

_H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA

3.2.10 Assigned to TNT16. MJK

CAIR NUMBER 19354907 REQUEST EAA INSPECTION 03-02-2010 11:14

CAIR NUMBER 19354907 E-MAIL SENT TO EAA 03-02-2010 11:14

CCRG Open Date: 03/02/2010 11:04:21

Letter Sent: Acknowledgement 03/03/2010 13:52:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/08/10 AT 04:19:44 19354907

Doug Klung from progressive insurance called in to get information about this claim. Writer informed him that it was a SI case and so I wasn't able to talk about it at this time. Writer did inform him that our SI investigator would contact the customer as soon as they have any more questions or information. Doug asked how long that would take. Writer informed him that I wasn't sure on that because it depended on how fast the case was worked.

Letter Sent: Denial 03/11/2010

Customer states that he would like to know what Dodge is going to do about it.

Writer informed customer that a letter was sent on 03/11/2010. Customer states he would like to speak with the agent that has been working on it.

Writer informed customer of

Direct line to Detroit SI agents:

MG17 - [REDACTED]

Doug Klung called in to get update on the SI. Writer advised Doug a letter was sent out and he could contact the customer to get update on what is in that letter.

Customer called seeking repairs to her vehicle. Writer informed the customer to contact the agent handling her case. The direct line for the Detroit SI agent MG17 is noted above. That number is provided to the customer. Writer informed the customer that because this is an SI case I am unable to discuss anything further with her. Customer agrees to call the Detroit SI agent.

Customer called in, has been unable to get in contact with the special investigations agent handling the case. Agent advised the claim was denied, with a letter sent out. Customer still wanted to talk to previous agent. Agent could not get a hold of MG17 - [REDACTED] listed above, advised customer to try alternate number JSS15 - [REDACTED]

Customer Assistance Inquiry Record (CAIR)# 19367806

VIN	3D7KS28D8 7G [REDACTED]	Open Date	03/05/2010	Built Date	06/20/2007
Model Year	2007	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB	
In Service Dt	09/22/2007	Mileage	25,691	Dealer Zone	51 CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	66804	MANCARI'S CHRYSLER JEEP, INC.			
Dealer Address	4630 WEST 95TH STREET				
Dealer City	OAK LAWN	Dealer State	IL	Dealer Zip	60453
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	BRIDGEVIEW IL [REDACTED]	Country	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 - Other - Unknown	
Recall - H46: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2010-03-03
 Road Side File Created 03-05-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 8800 S HARLEM AVENUE 4630 WEST 95TH STREET
 W 87TH PLACE
 BRIDGEVIEW OAK LAWN
 IL USA IL
 CALLER_COMMENTS LOT 0207 TOW_COMMENTS VENDOR_COM
 DEALER CODE : 66804 MANCARI S CHRYSLER JEEP DODGE,
 DEALER CONTACT Date & time of Dealer contact? 3/5/10 at 9:50 am.
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 SA-Tony at 66804
 Is the vehicle at the dealer now?
 Yes
 When did it arrive at the dealer?
 3/3/10
 What is the current mileage?
 25,691
 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?
 Tie rod expected to be repaired on 3/5/10 but dealership will diagnosed
 other cutomer concerns. Unknown when vehicle will be completed.
 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.

****End structured narrative T2 - PCCP

Dealership stated they will address the H46 recall on the repair order.

CONTACT UPDATE - Date & time of customer contact? 3/5/10 at 10:03 am.

Writer reaches customer s wife who provides cell # as 708-476-0937.

Attempts cell: Informed customer agent is following up on recent roadside services and tracking repairs at dealership to provide final follow up call once vehicle is released. Customer requests a rental vehicle.

Writer informs will review with SM if more repairs are recommended today after diagnosis. Agent ext. 66130 and ref # provided. Customer was informed of open recall H46.

Writer contacts dealership 66804 to speak with SM-Mario to inform of customer s rental request. Advised to contact agent at ext. 66130 after tie rod repair and diagnosis if customer s vehicle will have more down time.

SA-Tony contacts Writer to discuss that after tie rod repair and diagnosis if more repairs are needed will contact for rental review.

Customer contact on 3/9/10 at 4:00 pm.

Customer stated owner is not available and requests a return call on 3/10/10 after 5 pm. Vehicle has been returned to customer.

Customer contact on 3/10/10 at 4:49 pm.

****Begin structured narrative T2 - PCCP Survey

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

9 or 10

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

9 or 10

****End structured narrative T2 - PCCP Survey

Customer states the dealership released his vehicle on 3/5/10 after repairs were complete. Customer states they could not duplicate his other concerns of idle drop when the vehicle is stopped such as at red light, and a cruise control concern going in and out at 47 MPH. Customer states there seems to be some damage caused from when the tie rod broke and wants to know if that is covered under warranty. Advised the customer to take that to a dealership for diagnosis and see if it may be covered under warranty or as consequential damage as soon as possible.

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.

Customer Assistance Inquiry Record (CAIR)#						19368062
VIN	3D7MS48C9 5G [REDACTED]	Open Date	03/05/2010	Built Date	01/29/2005	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	05/26/2005	Mileage	71,000	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68540	SARATOGA CHRYSLER-JEEP-DODGE, INC				
Dealer Address	617 MAPLE AVE					
Dealer City	SARATOGA SPRINGS		Dealer State	NY	Dealer Zip	12866
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GANSEVOORT NY [REDACTED]			Country	UNITED STATES	

Corporate - Warranty Coverage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states his tie rod broke.

What are the customer s expectations?

Customer wants to know why this is not a recall, and why his vehicle did not show signs this may happen.

****End structured narrative T2 - Beginning Narrative

Customer calls seeking recall information. Advised the customer of incomplete recall ?H46? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Writer advised customer that warranty for tie rods, fall under the 3/36 which he has expired by over 30,000 miles. Customer states this is recall for a 2009 Dodge Ram that he looked up on a non Chrysler website. Writer advised customer that Chrysler is not responsible for other companies websites. Writer advised customer that Chrysler is not responsible for other companies websites. Writer advised customer he can look up recalls pertaining to his vehicle on Chrysler, Jeep or Dodge.com under the for owners tab. Customer wants to know why there were no signs that the tie rod was failing. Writer advised customer that I am not a mechanic or a technician and referred customer to dealership to seek answers. Customer states Chevrolet would cover this and he would rather deal with them.

Writer advised customer that recalls are VIN specific.

Customer called back about above issue and states that they are being charged about a grand for the repair of the vehicle. Customer states that they won t pay for the repair. Customer feels that the dealer is not very good and doesn t hold their promises. Customer is infuriated that the dealer is unable to tell them the part on the vehicle and if it is one of the parts used for the 09 vehicles. And as well as if the part was not recalled then why did they put a different part on 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

Preferred call back number is [REDACTED] husband cell, [REDACTED] owner cell

Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes 68540
Reassigned to 88F

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

Customer is OOW by time and mileage

Customer has an expired SC

Customer is the 1st owner, current 1

CONTACT UPDATE - Customer was contacted today at 10:34 am. Customer states that the issue is fixed, and her husband was arguing with the dealership. Customer states that the 2009 s have an issue with this. Customer states that the dealership told them that the towing would be covered. Customer states that she feels that the dealership is not being honest with the repair. Customer states that this is the same issue as the other vehicles. Customer was informed that a call would be placed to the dealership for further information.

Agent attempted to contact dealer Service Manager Harry, however, SM not available. Left message for a return call at extension 66196.

Dealer called in seeking Tina, agent sent to Tina 66196

Agent spoke with SM. SM Harry states that the component that broke was on a recall, however his vehicle did not apply. Customer assumed that the dealership was going to pay for the towing which was not the agreement. SM states that the GM put a \$60 credit towards this repair. SM states that the customer was screaming and yelling and causing a scene at the dealership, and they refused to pay for the repair bill. Dealer was going to charge them for theft if they tried to remove the vehicle due to the agreement they had. Agent thanked the SM for the heads up.

2nd attempt made to contact customer on 03/09/10 at 12:37 pm. Agent spoke with the spouse. Customer states that they got mail regarding the recall H46. Customer reading off the paid invoice. Customer reads regarding the complaints to the dealership. Customer states that her husband is wondering why did they replace the whole front end. Customer states that her husband is going to call the DMV, and the Attorney General's Office, and others. Customer states that they don't trust this dealership. Customer doesn't feel that the vehicle has been aligned from the last repair. Customer states that her husband is really, really upset. Customer states that she wants the dealership to put back the old parts on her vehicle if it didn't apply to the recall. Agent informed customer that agent isn't a technician however, putting the old parts back on the vehicle is not helping the situation especially since they had a broken tie rod. Customer was informed that she is welcome to get a 2nd opinion if needed. Customer states that she is going to get a lawyer.

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

CLOSED LOOP UPDATE - customer was contacted today at 12:57 pm
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 Assistance Inquiry Record (CAIR)# 19373297

VIN	3D7LS38C0	5G [REDACTED]	Open Date	03/08/2010	Built Date	10/01/2004
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	02/12/2005	Mileage	100,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED] L				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	EATON CO [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Caller stated that the driver side tie rod broke after being repaired twice.
 What are the customer s expectations?
 Caller is requesting assistance with the cost of repairs to the steering to make the vehicle safe to drive.
 ****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 [REDACTED]
 Who has possession of the vehicle? dealer
 Has the vehicle been diagnosed by a CDJ dealer? yes
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 Writer contacted the dealer and spoke with SA Dan. SA stated that they fixed the vehicle yesterday at no cost to the customer.
 CONTACT UPDATE - Customer was contacted today at 1:32 pm ET.
 Customer stated that he was happy that the dealer took care of the issue.
 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.

Customer Assistance Inquiry Record (CAIR)#						19376487
VIN	3D7MS48C1	5G [REDACTED]	Open Date	03/09/2010	Built Date	12/15/2004
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	03/04/2005	Mileage	89,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44001	DON DAVIS CHRYSLER DODGE				
Dealer Address	214 WEST HWY 332					
Dealer City	LAKE JACKSON	Dealer State	TX	Dealer Zip	77566	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	SWEENY TX	[REDACTED]	Country	UNITED STATES		

Product - Steering - Linkage - Other - Default	The customer stated the steering linkage broke.
Corporate - Excessive Contacts - Default - Default - Default	
Recall - H46: - Information Request	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

The customer called because the steering linkage broke.

What are the customer s expectations?

The customer is seeking assistance for the repair.

****End structured narrative T2 - Beginning Narrative

The customer stated they never received the recall notice for the steering linkage. Writer verified the address. Customer is seeking assistance with the 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

Preferred call back number is [REDACTED]

Who has possession of the vehicle? Customer

Has the vehicle been diagnosed by a CDJ dealer? no

Reassigned to 88F

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

The writer called the only phone number provided: 979-647-4952

This number is to a Credit Union, the hours of operation will make it difficult for the case manager to contact the customer. Please provide TWO contact phone numbers for the customer.

CONTACT UPDATE - Customer was contacted today at 8:32 AM MT.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

The writer was not able to leave a voice mail.

Customer calling on status. Customer states she was told she would get a call today, but states she never got one. Writer informed customer that

contact was attempted today but case manager was unable to get to a

person. Writer got new contact information. Customer can be reached

11am-12pm at [REDACTED] (Cell) after that time from 12pm to 5pm she can

be reached at [REDACTED] ext. 33. Customer asking to speak with case

manger, writer advised that she could be sent to VM. Writer transferred

customer to ext. 66042.

Customer is very unhappy that she wasn t contacted already and states

that this is an emergency because this is their only vehicle.

The customer was concerned that she hasn t been followed up with from the

CM. The customer states she is needing reimbursement for the towing costs to get her vehicle into the dealer for recall repair. The customer states she wasn't informed of the recall and her husband was traveling at 70 mph when the tie rod broke and could have been fatal. Writer gave the customer instructions on what is needed for reimbursement for towing and contact information for roadside assistance customer service. The customer isn't certain the part that is being repaired is the recall, and would like the CM to call the dealer to verify this and call the customer back as well.

2nd attempt made to contact customer on 3/11/10 at 2:14 pm mst
Agent advised that attempts were made to contact the customer on 3/10.
Agent advised that I would research further with the dealer and contact her back.

Agent contacted dealer 44001 and spoke with SA Jonathon who stated that the left front tie rod broke which caused the left front tire to go into a different direction of the rest of the vehicle. SA Jonathon who stated that the tie rod failure was not due to the recall. SA Jonathon said that Ram reengineered the whole tie rod area. SA Jonathon and the agent agreed to do a parts labor split.

Bruce

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty attempting to be created. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$461.80

Labor = \$360.00

With the concurrence of the Service Manager, Bruce the customer will have a co-pay of \$429.95 Labor at customer pay and alignment.

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 Emily at 800-992-1997 extension # 66016. 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.

Agent contacted the customer again and advised them of the offer. Agent advised that the towing would not be covered.

REASSIGNED TO BC/DLR 63 44001 03/11/10 16:37 R 19376487
3/19- DM sent service manager an email seeking an update. daa21
*Contact Date:03/19/2010

Dealer 44001 has updated the mileage to 88739.
DCX goodwill repair is documented on Repair Order#93025
CAIR RETURNED FROM DEALER ON 3/19/2010 AT 04:43:347 R 19376487
CLOSED LOOP UPDATE - customer was contacted today at 11:15
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 Assistance Inquiry Record (CAIR)#	19379812
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VIN	3D7MX46C8 7G [REDACTED]	Open Date	03/10/2010	Built Date	08/16/2006
Model Year	2007	Body	D18L62	DODGE RAM ST 4X4 3500 REG CAB	
In Service Dt	01/06/2007	Mileage	60,833	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO 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	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	DOYLINE LA [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
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Roadside Assistance Contacted - DATE : 2010-03-08
Road Side File Created 03-10-10 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
329 WHITTINGTON ROAD 2701 BENTON RD
COKER ROAD
BENTON BOSSIER CITY
LA USA LA
CALLER_COMMENTS 1 TON PICK UP 4X4 KEYS IN GAS C
DEALER CODE : 45160 LANDERS DODGE CHRYSLER JEEP
DEALER CONTACT Date & time of Dealer contact? 3/10/10 8:34
Writer spoke with Dawn in service and it was front tie rod that broke and
it was customer pay repair. Writer is closing cair.

Customer Assistance Inquiry Record (CAIR)#						19385694
VIN	3D7MS48C9 5G [REDACTED]	Open Date	03/11/2010	Built Date	01/29/2005	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	05/26/2005	Mileage	71,000	Dealer Zone	32 NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68540	SARATOGA CHRYSLER-JEEP-DODGE, INC				
Dealer Address	617 MAPLE AVE					
Dealer City	SARATOGA SPRINGS	Dealer State	NY	Dealer Zip	12866	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	GANSEVOORT NY [REDACTED]	Country	UNITED STATES			

Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	
Recall - H46: - Consequential Expenses Not Covered	

Why is the customer contacting Chrysler?

Customer states Recall H46 letter says that Chrysler will pay for the repairs. Customer was unhappy that CAIR 19368062 was closed. Customer states she has the Attorney General papers coming in the mail. Customer states her husband was stranded on a busy intersection when the steering linkage and tie rod broke. Customer states she is disappointed to have paid \$814.96 to dealer 68540. (AAA is evidently paying the tow portion of the total bill of \$1,018.21)

What are the customer s expectations?

Customer wants reimbursement from Chrysler for the \$814.96.

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] (husband s cell).

When is the preferred call back time? Morning or Afternoon

Who has possession of the vehicle? Customer

Has the vehicle been diagnosed by a CDJ dealer? Yes Reassigned to 88F

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

CONTACT UPDATE - Customer was contacted today at 8:24 AM MST

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer informed the customer that if she feels the parts that were repaired should have been covered under the H46 recall.

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 Assistance Inquiry Record (CAIR)# **19390386**

VIN	3D6WH46A9 7G [REDACTED]	Open Date	03/12/2010	Built Date	09/07/2006
Model Year	2007	Body	DC8L64	DODGE RAM 4X4 3500 REG CAB CHASSIS	
In Service Dt	10/31/2006	Mileage	114,000	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE			
Transmission	DBB				

Dealer	42604	DAVE SMITH MOTORS			
Dealer Address	210 NORTH DIVISION				
Dealer City	KELLOGG	Dealer State	ID	Dealer Zip	83837

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	
	LIBBY MT [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	Customer states that ball stud on tie rod broke.
Referral - Other - Default - Default - Default	

POSTMARK DATE: 021810; DATE RECEIVED: 022210
transferring CAIR to SH854 per Ray.
Received letter from customer making a complaint about the steering issues he has had with this vehicle. Customer states that the steering has gone out on this vehicle twice. One repair was covered under the warranty, but the other was not. Customer states that the ball stud on the tie rod broke, which are to small for the weight of the vehicle. Customer also states that because of this issue and it not being covered, he will not be purchasing another Chrysler vehicle.
Per notes in case 19313354, customer was declined goodwill assistance with the repair as this repair had nothing to do with Recall H46, and that the vehicle was out of warranty by time and mileage.
Writer called and spoke with customer, customer transferred writer to Amanda who is the Sales receptionist. Writer advised Amanda that Ram was unable to help with the repair of the vehicle as stated before because vehicle is out of warranty. Amanda asked writer to also send a letter stating the decision.
**** 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 Assistance Inquiry Record (CAIR)# 19396153

VIN	3D3MX38C8 7G [REDACTED]	Open Date	03/15/2010	Built Date	08/21/2006
Model Year	2007	Body	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB	
In Service Dt	09/21/2006	Mileage	49,600	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	68679	GRIFFIN C-D-J			
Dealer Address	961 E US HWY 74				
Dealer City	ROCKINGHAM	Dealer State	NC	Dealer Zip	28379
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	CHESTERFIELD SC [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver
 Recall - H46: - Advise Owner/Incomplete Recall

Why is the customer contacting Chrysler?
 Caller states that last April the vehicle was taken to the CDJ to replace the steering. Caller states that while pulling into a parking lot the driverside front tie rod end sheared off. Caller states that they not safe while driving this vehicle.

What are the customer s expectations?
 Caller is seeking buy-back or replacment.

Customer calls seeking recall information. Advised the customer of incomplete recall 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 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 xxx-xxx-xxxx

Who has possession of the vehicle? dealer
 Is this a request for Lemon Law, buy-back or replacement? replacement
 Reassigned to 88L

***** SENIOR RESOLUTION TEAM *****
 Writer assigned to 88L for proper handling.

Customer called for her case manager, transferred to 66076
 Customer called in wanting to speak with her case manager. Customer states someone told her she would get a call back yesterday before 5 pm and then today by noon. Writers supervisor took the case to an agent and writer let customer know she would get a call back with in 30 minutes.

***** QUALIFIER TEAM *****
 ***** 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 re

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: Customer has only 1 related repair under the warranty, per state law 3 or more must be attempted within warranty. Customer is also out side the time period for filing claim.

Writer contacted customer and informed that it does not appear the vehicle qualifies for a buyback. Writer offered to send D2D, customer released line. Writer is closing CAIR.

Customer Assistance Inquiry Record (CAIR)# 19411380

VIN	3D3LX39C6	6G [REDACTED]	Open Date	03/22/2010	Built Date	11/10/2005
Model Year	2006	Body	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4		
In Service Dt	12/22/2005	Mileage	120,000	Dealer Zone	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	COLUMBUS IN [REDACTED]				Country	UNITED STATES

Recall - H46: - Information Request	Recall information request
Product - Steering - Unknown - Other - Default	Tie rod

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer calling about his ball falling off of his vehicle.
 What are the customer s expectations?
 Customer requesting goodwill assistance.
 ****End structured narrative T2 - Beginning Narrative
 Customer calling about his vehicle ball dropped off of the tie rod while towing his trailer.
 Customer stated that he needs a short swing arm to replace.
 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 anytime 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 will be calling back with a dealer where he will be towing to today.
 Customer is also requesting that we assist for goodwill assistance with the towing \$1429.23 with Dicks Towing 419-424-1733.
 ***** SENIOR RESOLUTION TEAM *****
 Original owner, 8 household, No CSC.
 CONTACT UPDATE - Customer was contacted today at 10:11 am ET.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 **If customer calls please verify dealer.
 Writer verified dealer. The dealer code:26796
 Writer contacted the dealer and spoke SA Mike was unavailable, left vm requesting a return call.
 Writer received message from SA stated that the tie rod end came apart and that his DM was contacted that the customer was declined for goodwill.
 ***** 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, unable to leave VM because mailbox was full.
 Writer attempted to contact the customer, left vm.
 Writer attempted to contact the customer, unable to leave VM because mailbox was full.

Writer attempted to contact the customer, left vm.
Writer attempted to contact the customer, left vm. 5th attempted to
contact customer, closing cair.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 19414156

VIN	3D7KS29AX 7G [REDACTED]	Open Date	03/22/2010	Built Date	03/12/2007
Model Year	2007	Body	DH7P81 DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
In Service Dt	05/25/2007	Mileage	45,000	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	26550	BOB BAKER CHRYSLER JEEP			
Dealer Address	5555 CAR COUNTRY DR				
Dealer City	CARLSBAD	Dealer State	CA	Dealer Zip	92008
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SAN MARCOS CA [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front	customer states this is the problem
Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Front	

Why is the customer contacting Chrysler? Customer calls in stating his ball joint on the left side broke yesterday.

What are the customer s expectations? Customer expects someone to help him with this issue and his engine issue.

Customer calls stating yesterday his ball joint on the left side broke. Customer states 5/12/2010 his steering linkage and ball joints, steering dampner were all replaced. Customer states his vehicle has been in the shop over 20 times. Customer wants assistance resolving this issue and the issue with his engine. Customer states he wants to speak to a Cummings Dodge Representative. Writer explained there is no such contact because Cummings is the engine manufacturer and Dodge is the vehicle manufacturer. Customer states the dealership does not know what they are talking about.

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) 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? 26550 Reassigned to 88F.

Customer states his vehicle is completely undriveable.

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

CONTACT UPDATE - Customer was contacted today at 1:13pm.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer has no SC, purchased 2 new Chrysler vehicle, OOW by 9,000 miles and still under on months.

Customer stated that he just got a call from the case manager. Customer did not allow agent to look at the notes. Agent informed the if I can not look at the notes the only thing I can do is send him to voice mail.

Agent sent customer to voice mail system.

Customer states he was treated badly/rudely by agent EH664, therefore, calling back. Customer states that the ball joints are not what is wrong with vehicle but the tie rods are the problem. Customer indicates he has several other issues with vehicle but only wants to inform agent responsible for his case. Customer stated that [REDACTED] home is the best number to contact him anytime.

Writer tried warm transferring customer but agent KL330 s extension was busy. Writer offered to transfer customer to voice mail system or to wait for agent KL330 to call him back. Customer chose to wait for agents return call.

Customer states he was not receiving a call back and writer informed him that agent KL330 will contact him back today.

REASSIGNED TO BC/DLR 71 26550 03/24/10 17:56 O 19414156

Customer states that he is not frustrated with dealer # 26550, he just wants to express his frustration with the previous dealer and the multiple repairs on this fairly new vehicle.

*Contact Date:03/24/2010

DCX goodwill repair is documented on Repair Order#131875

CAIR RETURNED FROM DEALER ON 3/24/2010 AT 07:11:023 R 19414156

CLOSED LOOP UPDATE - customer was contacted today at 1:25pm.

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 Assistance Inquiry Record (CAIR)#						19417414
VIN	3D7MX46C8 6G [REDACTED]	Open Date	03/23/2010	Built Date	06/17/2005	
Model Year	2006	Body	D18H62	DODGE RAM 3500 SLT REG CAB 4X4		
In Service Dt	01/04/2006	Mileage	98,000	Dealer Zone	63 DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	56614	PEARMAN MOTOR COMPANY				
Dealer Address	204 N MARCUS ST					
Dealer City	ALTO	Dealer State	TX	Dealer Zip	75925	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	LOVELADY TX [REDACTED]	Country	UNITED STATES			
Product - Steering - Linkage - Defective - Default						
Recall - H46: - Advise Owner/Incomplete Recall						

Why is the customer contacting Chrysler? He has just purchased the 3rd steering linkage, they are continuing to break on him. He said the DM told the dealership that participation could not be given this time.. On his 08 he had the same thing replaced. Writer did explain that with the DM being involved with this it would be hard to overturn the decision by the DM. He did say the dealership could not say why the steering linkage is breaking. What are the customer s expectations? He would like assistance with the repair but would also like to know why they are breaking. 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] anytime. Preferred Afternoon/Evening call back number is [REDACTED] anytime. 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? 56614 PEARMAN MOTOR COMPANY. Reassigned to 88F Advised the customer of incomplete recall H46 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 *****

Agent contacted dealer 56614 and spoke with ASM Jeremy who stated that the customer is loyal. Agent confirmed the customer has owned 6 originally owned vehicles, 1 used vehicle. Customer has only requested assistance twice on this vehicle. ASM Jeremy states that the DM declined the current repair as the last one was done at an IRF. Agent advised ASM Jeremy that the agent would do further research and contact the dealer and the customer with an update when available. Reviewed with AR931 and a decline was decided as the final decision per the DM.

**** 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 8:04 am mst. Agent advised the customer that the DM had made the final decision and that would not be overturned. Agent advised that the brand appreciates the customer s loyalty. The customer stated that he would try to contact the DM through the dealership.

CLOSED LOOP UPDATE - customer was contacted today at 8:13 am 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.

Customer Assistance Inquiry Record (CAIR)# 19426938

VIN	3D6WH46A6 7G [REDACTED]	Open Date	03/27/2010	Built Date	04/12/2007
Model Year	2007	Body	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS	
In Service Dt	05/18/2007	Mileage	23,900	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE			
Transmission	DBB				
Dealer	65146	KEENE CHRYSLER DODGE JEEP			
Dealer Address	410 WINCHESTER ST				
Dealer City	KEENE	Dealer State	NH	Dealer Zip	03431
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	TROY NH [REDACTED]	Country	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	Steering Linkage Broken
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-03-25
 Road Side File Created 03-27-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 QUARRY ROAD 410 WINCHESTER ST
 STATE HIGHWAY 12
 TROY KEENE
 NH USA NH
 CALLER_COMMENTS 01-POWER STEERING OUT/DUALLY TRU
 DEALER CODE : 65146 KEENE CHRYSLER DODGE JEEP
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 Nick at 65146
 Is the vehicle at the dealer now?
 No
 When did it arrive at the dealer?
 3/27
 What is the current mileage?
 22900
 If known, what is the reason for the tow?
 Steering linkage broken
 Have the repairs been completed?
 Yes
 If yes, when were they completed?
 friday 3/26
 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?

If yes, how many days? (either by the dealer or USCAC)
Dealer provided the following customer contact information.
****End structured narrative T2 - PCCP
RRT was taken care of when the vehicle was brought in.

Customer Assistance Inquiry Record (CAIR)# **19431364**

VIN	3D7KS29C9 6G [REDACTED]	Open Date	03/29/2010	Built Date	08/26/2005
Model Year	2006	Body	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4	
In Service Dt	12/26/2005	Mileage	120,322	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	QUINTON OK [REDACTED]			Country	UNITED STATES

Corporate - Recall - Default - Default - Default

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 stated that his tie rods ends have broken he wanted to know if it was part of recall H46. writer explained that it was the steering linkage that was recalled.

Customer Assistance Inquiry Record (CAIR)# 19431940

VIN	3D7KS28D4 7G [REDACTED]	Open Date	03/30/2010	Built Date	06/20/2007
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	09/30/2007	Mileage	38,000	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	42174	ALLEN MELLO DODGE INC			
Dealer Address	13 MARMON DRIVE				
Dealer City	NASHUA	Dealer State	NH	Dealer Zip	03060
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PEPPERELL MA [REDACTED]	Country	UNITED STATES		

Recall - H46: - Information Request	Safety Recall H46 - Mopar Steering Linkage
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Product - Unknown - Unknown - Accident - Default	

Why is the customer contacting Chrysler? Customer Mr. MARIANO is calling because he was in an accident, he stated that the steering went bad and the tie rod snapped. He and his friends are OK, but when he went to the Repair facility Chevrolet dealer and they told him it was OK. So he did not take it in for the recall after receiving the information on the recall in July 2009. Csr verified that the recall does apply to this vehicle according to techconnet and the vin on the vehicle. Writer is requesting a case work for further assistance.

What are the customer s expectations? Customer is looking to chrysler to cover the expenses on repairing the vehicle.

Mr mariano can be reached at [REDACTED] cell.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - Customer was contacted today at 1:38pm on both phone numbers provided.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Please advise the case was sent to proper department for review.

1. Who is calling and what is their contact information? Mr [REDACTED]

Alternate [REDACTED]

2. What happened? Customer states that the vehicle was in an accident per the steering going bad on the vehicle.

3. What is the current location of the vehicle? Unknown.

Customer called in stating that he was not sure of the number that was left on the voicemail for a return call.

Writer informed customer to call this number with his reference number anytime he wanted to call in for an update or speak with case manager

about his situation.

Writer transferred call to TLVM ext 66066 so that customer could leave a detailed message for case manager

04.01.10

Called and left a VMM for [REDACTED] for more information on this. I need Brian s last name, where is vehicle located, etc

04.05.10

Spoke to customer - he said MA Inspection was done in Feb 2010 - all checked out fine - on 3-27-10 his tie rod broke and Conway Chevy in Pepperill, MA replaced it - after that - his vehicle suddenly went right hit a curb, blew out tire and rim and other damage.

H46 42991 OPEN STEERING LINKAGE SAFETY

CNA Match Date: 2009-04

VEHICLE LOCATED AT:

ALLEN MELLO DODGE INC / Mike is contact

13 MARMON DRIVE

NASHUA NH 03060

603-888-7550

> Note - this is customers personal vehicle

Per OGC Matrix, reassigned to 82T. MG17

4.5.10 One Open Recall:

_H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE

4.5.10 Assigned to TNT16. MJK

CAIR NUMBER 19431940 REQUEST EAA INSPECTION 04-05-2010 13:49

CAIR NUMBER 19431940 E-MAIL SENT TO EAA 04-05-2010 13:49

CCRG Open Date: 04/05/2010 09:28:18

Letter Sent: Acknowledgement 04/06/2010 10:18:05

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/08/10 AT 19:41:47 19431940

Letter Sent: Denial 04/12/2010

Customer Assistance Inquiry Record (CAIR)# **19433092**

VIN	3D7KS28D7	5G [REDACTED]	Open Date	03/30/2010	Built Date	11/17/2004
Model Year	2005	Body	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	06/08/2005	Mileage	85,000	Dealer Zone	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45030	SIMMONS ROCKWELL DODGE-CHRY-JEEP		INC		
Dealer Address	7329 HAMMONSPORT ROAD					
Dealer City	BATH		Dealer State	NY	Dealer Zip	14810
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	PRATTSBURGH NY [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Unknown	customer unhappy with dealer service
Corporate - Lost Customer - Default - Default - Default	
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	
Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	
Product - Body / Trim / Paint Finish - Body Hardware - Rusted - Unknown	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Product - Transmission / Transaxle - Unknown - Other - Default	
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer is uphappy with the vehicle and the dealership.
 What are the customer s expectations?
 Customer wanted to file a complaint.
 ****End structured narrative T2 - Beginning Narrative
 Customer states her vehicle has had nothing but problems since she purchased it.
 Customer states this vehicle is supposed to be a heavy duty model but it has been disintegrating. Customer states she never too the vehicle off-road and always took care of the vehicle. Customer states the vehicle is falling apart. There was a tie rod that went through her rim, and customer states there could have been a serious accident. Customer states this all happened outside of warranty as well. Customer states there has been transmission problems and u-joints replaced as well. Customer states there is also rust on the body panels, on the gas tank area, as well as the bolts. Customer states the dealer could not schedule her vehicle in fast enough and did not have a loaner vehicle for her so she had the vehicle repaired at an IRF. Customer states the vehicle is a piece of junk.
 Customer states when she was in for the recall, the dealer charged her a \$45 diagnostic while they looked at another issue. Writer explained that the dealer is independently owned. Customer states she knew that already but it was ridiculous that the dealer would charge her after the vehicle had other extensive work. Customer states she is displeased with the dealership and will not go back to them. Customer states she will never purchase another Dodge vehicle either, nor would she recommend it to others. Writer apologized and advised that her complaints have been documented.
 Customer calls seeking recall information. Advised the customer of

incomplete recall H46 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)#						19438811
VIN	3D7MS48C7 5G [REDACTED]	Open Date	04/01/2010	Built Date	03/07/2005	
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	06/27/2005	Mileage	150,000	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44198	GREENBRIER DODGE OF CHESAPEAKE INC				
Dealer Address	1717 S MILITARY HWY					
Dealer City	CHESAPEAKE	Dealer State	VA	Dealer Zip	23320	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	CHESAPEAKE VA [REDACTED]	Country	UNITED STATES			

Product - Steering - Linkage - Other - Default	Customer alleges steering linkage broke
Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer alleges tie rods need repair due to steering linkage braking
Recall - H46: - Dealer Delayed/Refused Appointment	

Customer alleges that steering linkage broke causing tie rod to need repairs as well. Customer alleges that when she took vehicle to DL Greenbrier Dodge in October of last year, to get recall h46 taken care, they looked at it and said it was ok and didn't do any work on it, unknown if they did actual diagnosis. Customer had vehicle towed to a local mechanic Mizelle Front End and Frame Service (757) 627-4745. Customer states that she is glad it didn't happen on the interstate, she alleges it broke on the on ramp as she was entering it. 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? Mizelle Front End and Frame Service (757) 627-4745
 Has the vehicle been diagnosed by a CDJ dealer? Unknown see notes
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 GREENBRIER DODGE OF CHESAPEAKE INC 44198, diagnosis unknown
 Reassigned to 88F

***** CASE MANAGER TEAM *****

- 114000 miles out of warranty
- Vehicle bought used
- 5 chrysler vehicles owned
- No SC

Customer is seeking reimbursement for the repair on the steering linkage completed at an IRF.

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.

CONTACT UPDATE - Customer was contacted today at 1:54 pm
Customer was provided with agent s name and brand number if the customer
needs to re-contact the agent.

Writer informed customer she will need to have the vehicle looked at by
the dealership to insure the repair.

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.

Customer Assistance Inquiry Record (CAIR)# 19442147

VIN	1D7KS28CX 6J [REDACTED]	Open Date	04/02/2010	Built Date	12/14/2005
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	07/29/2006	Mileage	80,000	Dealer Zone	32 NEW YORK
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Dealer	68665	FRANKLIN SUSSEX AUTO MALL INC			
Dealer Address	ROUTE 23				
Dealer City	SUSSEX	Dealer State	NJ	Dealer Zip	07461
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HAMBURG NJ [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated that the tie rod has broken on his vehicle called dealer and they stated there was only a 1 year warranty on the parts. Customer had repairs doen under recall previously. Writer advised that if it is the recall parts that failed then they would be covered beyond the year. However if it was not the recalled part it would be at his expense. Customer understands and is seeking assistance on the repair if it is not a recall issue. Cusotmer was broken down on the side of the road, not sure if he was going to get a tow from dealer or not.
 What are the customer s expectations?
 Assistance in the cost of repair if not covered under 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?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 2:47 PM MT. Writer contacted customer who stated that he had tie rods replaced recently on 04/07/2009 at 58,000 miles and now is needing same repair at 80,000 miles. Customer has not had a diagnoses done yet. Writer apologized about situation and informed that Chrysler will not be assisting with repair due to vehicle being out of warranty by 22,000 miles.
 ***** 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 Assistance Inquiry Record (CAIR)#						19444941
VIN	3D7KS28D9	5G [REDACTED]	Open Date	04/05/2010	Built Date	09/08/2004
Model Year	2005	Body	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP		
In Service Dt	11/27/2004	Mileage	124,000	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	60296	DARCARS CHRYSLER JEEP OF ROCKVILLE				
Dealer Address	755 ROCKVILLE PIKE					
Dealer City	ROCKVILLE			Dealer State	MD	Dealer Zip 20852
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	BELTSVILLE MD [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Front tie rod broken
Corporate - Warranty Coverage - Default - Default - Default	
Recall - H46: - Advise Owner/Incomplete Recall	
Service Contract - New Contract Coverage - Added Coverage - Unknown - Default	

Why is the customer contacting Chrysler? Customer is calling about the front tie rods being defective.

What are the customer s expectations? Customer is seeking goodwill assistance.

Customer stated that he took into a dealer and they diagnosed and stated that the front tie rod went bad and needs to be upgraded and replaced. Customer stated that the dealer had extended his service contract up to 92,000 miles for service work.

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]

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? 60296 Reassigned to 88F

***** CASE MANAGER TEAM *****

CONTACT UPDATE - Customer was contacted today at 12:46 PM MT. Writer contacted customer to inform that Chrysler will not be assisting with repair/replacement of tie rods due to vehicle being out of warranty.

**** 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 is unhappy with decision and feels that the tie rods should not have been replaced this early.

Customer Assistance Inquiry Record (CAIR)# 19445796

VIN	1D7KS28C1 6[REDACTED]	Open Date	04/05/2010	Built Date	05/15/2006
Model Year	2006	Body	DH7P41 DODGE RAM 2500 LARAMIE QUAD CAB 4X4		
In Service Dt	07/07/2006	Mileage	67,000	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Dealer	44530	DIEHL CHRYSLER JEEP DODGE			
Dealer Address	258 PITTSBURGH RD				
Dealer City	BUTLER	Dealer State	PA	Dealer Zip	16002
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WEST SUNBURY PA [REDACTED]	Country	UNITED STATES		

Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver	
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated that the left outer tie rod broke while driving down the road. Customer stated that in order to get the part they would need to redesign the whole front end. Customer stated that the repair will cost around \$400.
 What are the customer s expectations?
 Customer is seeking for reimbursement of 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 [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 *****
 Agent has reviewed case. Customer seeking assistance with tie rod repair. Per case notes, customer claims that the whole front end needs to be replaced because the parts have been redesigned.
 Vehicle purchased used (less than 1 yr ago)
 No other vehicles in household.
 Vehicle over 30,000 miles and nearly 1 yr oow.
 No service contracts.
 No related recalls.
 No related repairs in history.
 No assistance will be provided for repairs to used vehicle so far oow.
 **** 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 10:52 MST
 Spoke with customer and informed that assistance has been declined.

Customer Assistance Inquiry Record (CAIR)# **19455929**

VIN	1D7KS28C6 7J [REDACTED]	Open Date	04/08/2010	Built Date	12/15/2006
Model Year	2007	Body	DH7H42 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	01/09/2007	Mileage	54,000	Dealer Zone	42 DETROIT
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				
Dealer	44900	JEFF WYLER DODGE			
Dealer Address	1501 HILLCREST AVE				
Dealer City	SPRINGFIELD	Dealer State	OH	Dealer Zip	45504
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	URBANA OH [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer states that he just had assistance repairing the front end and now the tie rod broke and the vehicle is at the dealer again.
 What are the customer s expectations?
 Customer seeks Chrysler s goodwill assistance for the tie rod.
 ****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? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? 44900 Reassigned to 88F
 BS653 was the case manager for Cair 19412823. Agent assigning the customer s new case to BS653.
 Writer contacted SM they stated the vehicle has not yet been diagnosed will look at today. Follow up 4/12/10
 ***** CASE MANAGER TEAM *****
 CONTACT UPDATE - Customer was contacted today at 2:14 PM
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 The writer spoke with the customer. He stated he just went there this afternoon and they had just finished the diagnosis.
 The writer spoke with SM Gary. he stated he doesn t believe they missed the tie rod repair whil repairing the front end two weeks ago. he stated it is possible that it happened within the two week period that it loosened and broke. Based off of customer satisfaction on the previous repair he is willing to work at warranty rates and will call back with the prices.
 Customer called back. Customer states that he would like a call back.
 The writer spoke with SA John stering dampener
 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 = 62.72 + 122.29+ 270.20 +1.40
Labor = 121.68

With the concurrence of the Service Manager, Gary, 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 Brian at 800-992-1997 extension # 66146. 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 customer also paid over \$500.00 to have his vehicle towed back to the dealer. Writer advised him to send in for \$100.00 of reimbursement on the tow bill.

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 42 44900 04/13/10 15:09 O 19455929

*Contact Date:04/23/2010

Dealer 44900 has updated the mileage to 53400.

DCX goodwill repair is documented on Repair Order#552428

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/23/2010 AT 08:25:161 R 19455929

Customer Assistance Inquiry Record (CAIR)# 19458573

VIN	3D7KS29A9 7G [REDACTED]	Open Date	04/09/2010	Built Date	02/02/2007
Model Year	2007	Body	DH7P81 DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
In Service Dt	06/05/2007	Mileage	32,000	Dealer Zone	42 DETROIT
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	41906	COMMONWEALTH DODGE INC			
Dealer Address	6408 PRESTON HIGHWAY				
Dealer City	LOUISVILLE	Dealer State	KY	Dealer Zip	40219
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LOUISVILLE KY [REDACTED]	Country	UNITED STATES		

Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Product - Unknown - Unknown - Accident - Default	

- Who is calling and what is their contact information? Steve Sacra (Owner)
Preferred [REDACTED]
- What happened? Customer stated that he was driving at about 70 MPH when the tie rod broke on the front of the vehicle and caused the accident. Customer stated that he has the parts that were defective.
- What is the current location of the vehicle? Owner has the vehicle at home. Customer stated that the vehicle was fixed.
Writer called customer back to let him know that he would need to have his insurance company contact Chrysler for the problem. Customer stated that he didn't want to get his insurance company involved with this and then stated that he was going to trade the vehicle in for a Ford because he was worried the vehicle would have the same problem.

Customer Assistance Inquiry Record (CAIR)# **19458577**

VIN	3D7KS29A9 7G [REDACTED]	Open Date	04/09/2010	Built Date	02/02/2007
Model Year	2007	Body	DH7P81 DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
In Service Dt	06/05/2007	Mileage	32,000	Dealer Zone	42 DETROIT
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	41906	COMMONWEALTH DODGE INC			
Dealer Address	6408 PRESTON HIGHWAY				
Dealer City	LOUISVILLE	Dealer State	KY	Dealer Zip	40219
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LOUISVILLE KY [REDACTED]	Country	UNITED STATES		

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Product - Unknown - Unknown - Accident - Default	

Duplicate CAIR.

Customer Assistance Inquiry Record (CAIR)# 19459576

VIN	1D7KS28C9 6[REDACTED]	Open Date	04/09/2010	Built Date	05/14/2006
Model Year	2006	Body	DH7H42 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	09/30/2006	Mileage	98,649	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Dealer	45298	BLAKE FULENWIDER CHRYSLER DODGE	JEEP, LTD		
Dealer Address	110 N ACCESS RD # IH-20				
Dealer City	CLYDE	Dealer State	TX	Dealer Zip	79510
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ALBANY TX [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front	
Recall - H46: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler? Customer states that he was driving his vehicle and the tie rod end broke, and put him in the ditch. Customer states that he had his vehicle towed to the DL, and sent in papers for reimbursement. See Cair 19326962. Customer states that he has a recall of H460 on the steering linkagae. Customer states that he feels this is all related and should be covered.

What are the customer s expectations? Customer is seeking assistance on the repair on the tire rod end that 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/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? 45298 Reassigned to 88F

***** CASE MANAGER TEAM *****

Customer is OOW by time and miles 62,000, still in for diesel, perforation, and emissions
 Customer has no SC
 Customer is 1st owner, previous 3, current 1
 Agent spoke to Scott SW. SW states that he hasn t been there for any related issues to the tie rod, or recalls. Customer has been there when he first purchased the truck and did some really good maintenance on the vehicle, however, hasn t been there recently.

CONTACT UPDATE - Customer was contacted today at 7:18 am. Agent caught customer at a bad time, and requesting that agent return the call within 30 minutes.

2nd attempt made to contact customer on 04/15/10 at 3:51 pm. Customer states that tomorrow during the day would be a better time to contact him. He is absolutely busy.

3rd attempt made to contact customer on 04/20/10 at 2:31 pm. Customer states that the invoice is at home. They are currently at a lake. Customer requests a call back on Monday 26th. Customer was informed that agent is seeking to merit some reimbursement. Customer understood.

4th attempt made to contact customer on 04/26/10 at 11:02 am. Customer states that he went home and got so busy that he started to late looking for his receipts, and he was unable to find them. Customers spouse will

be searching for these and then they will contact agent back. Customer was provided with agents contact information and the reference number. 5th attempt made to contact customer on 04/28/10 at 9:33 am MST. Customer states that he hasn t even gotten a hold of his wife yet. Customer will contact his wife this evening. Agent informed customer that a follow up call will be placed on 04/30/10. Customer agreed. CONTACT UPDATE - Customer was contacted today at 04/30/10 at 8:03 am mst. Customer states that he hasn t even talked to her yet. Customer was informed that when he is able to attain those receipts, he can call back in. Customer was provided with agents contact information, and the reference number.

Customer Assistance Inquiry Record (CAIR)#						19464947
VIN	3D3MS46C7	5G [REDACTED]	Open Date	04/12/2010	Built Date	10/19/2004
Model Year	2005	Body	DH8H62	DODGE RAM SLT 3500 REG. CAB PICKUP		
In Service Dt	05/20/2005	Mileage	54,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43064	WINDWARD DODGE-CHRY-PLYM-JEEP				
Dealer Address	46-177 KAHUHIPA ST					
Dealer City	KANEOHE	Dealer State	HI	Dealer Zip	96744	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	WAILUKU HI [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	
Recall - E17: - Advise Owner/Incomplete Recall	
Recall - H46: - Advise Owner/Incomplete Recall	

Customer calling is owners fiance. Customer states had 2008 steering pkg. installed due to recall at Island Dodge who is terminated dealer. Customer states was almost in accident as tie rod has now broken and wants to know if assistance is available. Customer does not have paperwork related to repair and states it may be over 12 months but less than 12000 miles ago. Customer was not aware of any other dealership on island. Customer states vehicle will need to be towed and writer advised that Ram will not cover cost of towing. Writer advised he will need to work with his case manager to see what options are available. Customer states it was Mopar parts installed.

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 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 work with 02351

Reassigned to 88F

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states tie rod broke

What are the customer s expectations?

Ram to assist with repair needed as he states it is due to recall

****End structured narrative T2 - Beginning Narrative

43064 is the dealer that handles sublets to the island of Maui through Kiwi car care.

Spoke to SA Eddison at dealer who gives phone number for Kiwi car care as [REDACTED]

CONTACT UPDATE - Customer was contacted today at 5:29.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Advised customer of the same.

The customer states he purchased tie rods from dealer 57812 before they closed. The customer states the steering linkage recall is going to be completed by Kiwi Car Care but the parts they received didn t include tie

rods, and the customer feels they broke because of the recalled steering linkage. The customer is seeking assistance with the repair of the tie rods. The customer states he has to work with Kiwi Car Care because there is no certified dealer on his island and they are authorized to complete recall work. The writer informed the customer CB783 will be notified to contact him at 808-250-2146.

SA Nick of Kiwi car care states that they have diagnosed the tie rod as a parts failure, not caused by the customer, however this part is not included in the recall.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66186
Customer called to get status of case.

Writer transferred to CB783 at extension 66186.

Customer seeking to speak with CB783. Customer left Voice message for a return call with resolution to the case.

SM is not in yet.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66186.

Customer alleges his vehicle has been at Kiwi Auto Service for 1 1/2 weeks. Customer alleges the dealership didn't order the correct parts for the recall. Customer alleges the dealership has a new phone number: 808-242-7744 and Nick is the SM. Customer alleges Nick is waiting for CB783 to call him at the dealership and let him know if Chrysler will be assisting with the cost of repairs before he starts the repairs.

Customer alleges he upgraded to the 2008 steering linkage assembly last year and has already had a tie rod go bad. Customer alleges the dealership said they can't just order a tie rod, they have to order the whole steering assembly.

Informed customer that Casey would be contacting the dealership today to update them on our decision.

Customer calls requesting to speak with agent CB783.

Customer/Caller transferred to extension # 66186.

SM Nick has called in and requested to be transferred to case manager.

Writer transferred to cr803. SM also state that the best number to reach him @ is [REDACTED]

Writer actually transferred to CB783

Customer calls requesting to speak with CB783

Customer/Caller transferred to extension # 66186

Writer was able to warm transfer the call.

SM Jerry at 43064 is open to goodwill and defers to Nick at Kiwi car care for pricing and goodwill decision.

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 = 469.65

Labor = 242

With the concurrence of the Service Manager, Jerry/Nick the customer will have a co-pay of labor.

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 Casey at 800-992-1997 extension # 66186. 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 71 43064 05/05/10 16:37 R 19464947

Customer called requesting to speak with Casey CB783, Writer transferred caller to 66186

Nick spoke with customer and told customer his copay was around \$250 to \$300. He was ok with that. Tie rod end had to be ordered, waiting on part.

Customer has left a message stating he accepts this offer. vehicle repaired and delivered yesterday.

Line 100 should say offer in place of offer,

CLOSED LOOP UPDATE - customer was contacted today at 4:53.

800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# 19469163

VIN	3D7MX48A1 7G [REDACTED]	Open Date	04/14/2010	Built Date	06/21/2007
Model Year	2007	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB	
In Service Dt	10/27/2007	Mileage	79,000	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	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	45407	COUNTRY DODGE CHRYSLER JEEP			
Dealer Address	HIGHWAY 37 SOUTH				
Dealer City	CASSVILLE	Dealer State	MO	Dealer Zip	65625
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	LOWELL AR [REDACTED]	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	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-04-12
 Road Side File Created 04-14-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 MO-37 HIGHWAY 37 SOUTH
 FARM ROAD 2182
 CASSVILLE CASSVILLE
 MO USA MO
 CALLER_COMMENTS 1/4 MILE FROM HIGHWAY 37 & SALEBAR
 DEALER CODE : 45407 COUNTRY DODGE CHRYSLER JEEP
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 45407 Cathy
 Is the vehicle at the dealer now?
 Yes
 When did it arrive at the dealer?
 4/12
 What is the current mileage?
 79,470
 If known, what is the reason for the tow?
 tie rod end had fallen off
 Have the repairs been completed?
 Yes
 If yes, when were they completed?
 4/12
 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)

Dealer provided the following customer contact information.

****End structured narrative T2 - PCCP

Cathy provided CAC with the following contact number for the customer:

[REDACTED]

CAC made 2nd call attempt to customer, left voicemail message. CAC also left a message yesterday, but forgot to document this in the CAIR.

CAC made final call attempt, left voicemail message.

Customer Assistance Inquiry Record (CAIR)# 19471438

VIN	3D7MX48CX 7G [REDACTED]	Open Date	04/14/2010	Built Date	07/19/2006
Model Year	2007	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB	
In Service Dt	03/20/2007	Mileage	74,000	Dealer Zone	66 ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DBB				
Dealer	51010	WELLS DODGE CHRYSLER			
Dealer Address	1600 US 27 SOUTH				
Dealer City	AVON PARK	Dealer State	FL	Dealer Zip	33825
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LAKE WALES FL [REDACTED]	Country	UNITED STATES		

Corporate - Rental Vehicle - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer s passenger side outer tie rod fell off. Customer could have been killed. Vehicle was taken to dealer for repair - dealer allegely informed customer Ram had had problems with tie rod design and system was redesigned. Ram no longer makes the tie rod that would repair vehicle. Dealer wants to sell Inner and outer tie rods to customer to repair vehicle. Customer is wondering if tie rod design was redone as dealer stated why a recall was not announced. Customer s vehicle has been down for 3 days and customer is losing money.
 What are the customer s expectations?
 Wants vehicle repaired
 ****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? 51010 Reassigned to 88F
 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
 ***** CASE MANAGER TEAM *****
 CONTACT UPDATE - Customer was contacted today at 3:45pm MST. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Customer states that he is not seeking rental assistance. Customer states that he is seeking goodwill

assistance. Customer states that he was advised by the owner of dealership 51010 that they will not assist the customer with part and repair from his own money since the customer has only spent \$1000.00 at the shop. Customer states that he wanted that documented. Writer advised customer that has been documented and the writer advised customer that writer will send case to 88F and will be contacted by the end of business day tomorrow 4/16/10. Customer agreed.

The vehicle is 38,000 miles OOW and the vehicle was purchased used. The customer has no brand loyalty and did not purchase a service contract.

*** 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 9:52 AM.

Customer was informed of the decline. The customer was upset and disconnected the call.

Customer called stating he does not feel it is right to change the design of a part and not recall the vehicle affected. Customer wanted to know if there are any of the old parts available. Writer informed the customer the old parts are not available. Customer stated he will never buy another Dodge vehicle.

Customer Assistance Inquiry Record (CAIR)# **19479341**

VIN	3D7KS28A7 7G [REDACTED]	Open Date	04/18/2010	Built Date	06/27/2007
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	08/31/2007	Mileage	47,288	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	44578	RIVERSIDE AUTOPLEX LLC			
Dealer Address	916 SO. GEORGE NIGH EXPRESSWAY				
Dealer City	MCALESTER	Dealer State	OK	Dealer Zip	74501

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	ATOKA OK [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod end broken
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 - G30: - Other	
Recall - H34: - Other	
Recall - H46: - Other	
Recall - J35: - Other	

Roadside Assistance Contacted - DATE : 2010-04-16
 Road Side File Created 04-18-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1313 S SAWMILL ROAD 916 SO. GEORGE NIGH EXPRESSWAY
 E PRAIRIE ROAD
 ATOKA MCALESTER
 OK USA OK
 CALLER_COMMENTS TOW_COMMENTS VENDOR_COMMENTS
 DEALER CODE : 44578 RIVERSIDE AUTOPLEX LLC
 Who did you speak with at the dealer and what is their dealer code?
 44578 918-423-5291 - Katie
 Is the vehicle at the dealer now?
 yes
 When did it arrive?
 4/16
 What is the current mileage?
 47,288
 If known, why was the vehicle towed?
 tie rod end broke, recalls
 Have the repairs been completed?
 no
 If so, when were the repairs completed?
 n/a
 If no, what is the estimated repair date?
 tomorrow

Are there any parts that need to be ordered?

don t know yet

If so, what are the part and order # s?

don t know yet

Rental provided?

no

If yes, for how many days?

n/a

Dealer provided the following customer contact info:

Dealer also advised that they do not know yet whether any parts will be needed.

END OF DEALER NARRATIVE

Agent called customer at [REDACTED] and left message providing contact information to follow up on tow event.

END OF NARRATIVE

Agent called customer at [REDACTED] and left message providing contact information to follow up on tow event.

END OF NARRATIVE

Agent called the dealer 918-423-5291 - and asked for Katie. Dealer advised that the Customer picked vehicle and it was customer pay for the linkage and tie rod, not same parts as covered by the recall. But the recall was completed. Agent advised that we will document that should the customer have any questions.

END OF NARRATIVE

Agent made contact with Mr. [REDACTED] who advised that he just got the truck back, he has not driven it yet, he had to pay for repairs. Agent advised that the repairs that were done were not same parts as covered by the recall, the customer can call customer assistance if there are any further issues.

*** END OF NARRATIVE***

Customer Assistance Inquiry Record (CAIR)# 19483987

VIN	3D7KS28C0 7G [REDACTED]	Open Date	04/20/2010	Built Date	12/22/2006
Model Year	2007	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB	
In Service Dt	08/08/2007	Mileage	105,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PB5	ELECTRIC BLUE PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	65888	COUNTRY CLUB CHRYSLER DODGE INC			
Dealer Address	ROUTE 19 SOUTH				
Dealer City	CLARKSBURG	Dealer State	WV	Dealer Zip	26301
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LUMBERPORT WV [REDACTED]	Country	UNITED STATES		

Referral - Executive Referrals - Other - Default - Default	Supplier Relations
Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

EXECUTIVE REFERRAL (see linked CAIRs). Owner is still seeking resolution to issue documented in prior CAIR. From Robert Baldwin/Supplier Relations >> (Tie Line: 776-2196)

The customer is [REDACTED]
 He owns an 07 3/4-Ton Ram Diesel. His right tie-rod broke. Chrysler would not sell only the right tie-rod to him, so he had to replace the entire set - \$1450, on 1/20/10. Now it has been less than 6000 miles later, it is broke again, in the very same spot. Chrysler will not replace it for free.

 4/20/10 Left message/ext with customer this am to discuss.
 Owner calls back- leaves vm- states he can best be reached after noon.
 Spoke with owner- states Kevin is the main contact at dealership.
 **Owner has since paid for the above referenced repair, however is concerned that the tie-rod will break again and wants some form of direction from Chrysler on what he should do .Owner does not have faith in the structural integrity of the tie-rods and front end suspension.
 Kenny is the Service Manager.
 Left message with Kenny to discuss.

*****4/21/2010

Kenny confirmed prior repairs
 Front end kit(including both front tie-rods) replaced at 66,000 miles- goodwill 50/50 split after reviewing with BC.
 at 99,137 left front tie-rod end broke- customer pay as out of warranty.
 at 104,955 same left front tie-rod end broke- (mopar warranty).
 *Vehicle was in some kind of accidnet between replacement of the two latest tie-rod end replacements - in that accident the rear of bed was damaged -- minimal damage to front of truck and both Service Manager and Bodyshop manager do not believe the accident may have contributed to the

damage to the tie-rods- which were both damaged/broken in the same spot.
Kenneth did review with DM Tom Sheehan.

Advised owner that per my conversation with dealership, truck is fixed and
Chrysler/Dodge will continue to honor all applicable warranties on repair
in relation to both parts and labor. Advised owner if there are any future
recalls issued related to his truck he will be advised as such.

Sent note to Lonnie Chesnut/PQRC Quality Manager, and Lead truck & suspensn
for Customer Satisfaction Teams (Kelly Kyle/ Frank Allerton).

Part# 68038054AB

**ISSUE HAS BEEN FORWARDED TO CST/ENGINEERING/ CLOSING CAIR AS OWNER HAS
BEEN ADVISED OF CHRYSLER S POSITION ON THE MATTER/ MJF5

Customer Assistance Inquiry Record (CAIR)# 19490780

VIN	3D6WG48A8	7G [REDACTED]	Open Date	04/22/2010	Built Date	06/25/2007
Model Year	2007	Body	DC3L43	DODGE RAM 4X2 3500 QUAD CAB CHASSIS		
In Service Dt	05/29/2008	Mileage	48,675	Dealer Zone	66	ORLANDO
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	42576	JIM COGDILL DODGE COMPANY				
Dealer Address	8544 KINGSTON PIKE					
Dealer City	KNOXVILLE	Dealer State	TN	Dealer Zip	37919	
Owner	[REDACTED]			Contact Type	ROADSIDE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	STRAW PLAINS TN [REDACTED]			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	

Roadside Assistance Contacted - DATE : 2010-04-20
 Road Side File Created 04-22-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 4333 HIGHWAY 11 E 8544 KINGSTON PIKE
 DRIVEWAY
 LENOIR CITY KNOXVILLE
 TN USA TN
 CALLER_COMMENTS TIE ROD BROKE\\@HIGHLAND BAPTIST
 DEALER CODE : 42576 JIM COGDILL DODGE COMPANY
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 Service Advisor Gary
 Is the vehicle at the dealer now?
 no
 When did it arrive at the dealer?
 04/20
 What is the current mileage?
 48,679
 If known, what is the reason for the tow?
 tie rod broke
 Have the repairs been completed?
 yes
 If yes, when were they completed?
 04/21
 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

Service Advisor Gary says that the front end suspension was replaced due to the recall on the vehicle.

*****End of Narrative*****

Attempted to call customer. Unable to contact. Left a message stating that I will try again on 04/23 but they may call me back at [REDACTED]

[REDACTED]

*****End of Narrative*****

Customer says he is very satisfied with the quick and efficient service provided by the dealership.

*****End of Narrative*****

Customer Assistance Inquiry Record (CAIR)# 19493883

VIN	3D6WX46C9 6G [REDACTED]	Open Date	04/23/2010	Built Date	01/26/2006
Model Year	2006	Body	D18H62	DODGE RAM 3500 SLT REG CAB 4X4	
In Service Dt	02/27/2006	Mileage	72,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	43860	CHAPRELL CHRY-DODGE-JEEP INC			
Dealer Address	1109 NORTH BROADWAY				
Dealer City	ADA	Dealer State	OK	Dealer Zip	74820
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	WANETTE OK [REDACTED]	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	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-04-21
 Road Side File Created 04-23-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 STATE HIGHWAY 39 1109 NORTH BROADWAY
 192ND STREET
 WANETTE ADA
 OK USA OK
 CALLER_COMMENTS DIESEL -SINGLE CAB TOW_COMMENTS
 DEALER CODE : 43860 CHAPRELL CHRY-DODGE-JEEP INC
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 CHAPRELL CHRY-DODGE-JEEP INC code 43860 spoke with David Bush SM
 Is the vehicle at the dealer now?
 no
 When did it arrive at the dealer?
 4/21/10
 What is the current mileage?
 720645 mls
 If known, what is the reason for the tow?
 tie rod end broke off
 Have the repairs been completed?
 yes
 If yes, when were they completed?
 4/22/10
 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.
 ****End structured narrative T2 - PCCP
 Contacting Chaprell Chrysler Dodge Jeep code 43860 @ 580-332-9400 spoke

with David Bush SM - vehicle was picked up last night - came in for a
broken tie rod end - repaired under SC -
CAC sts: will follow up with customer - thanks

***** End of Narrative *****

Contacting [REDACTED] regarding the roadside event and
the repairs done on your 06 Dodge Ram -

Customer sts: I was very satisfied with the repairs - the dlrshp was good
- no issues

CAC sts: if everything is good - I will close the file and want to thank
you for being a Dodge owner

***** End of Narrative *****

Customer Assistance Inquiry Record (CAIR)# **19502519**

VIN	3D3MX48A3	7G [REDACTED]	Open Date	04/27/2010	Built Date	04/18/2007
Model Year	2007	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
In Service Dt	06/08/2007	Mileage	74,000	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	43718	GO DODGE ARAPAHOE				
Dealer Address	10743 EAST ARAPOHOE RD					
Dealer City	ENGLEWOOD	Dealer State	CO	Dealer Zip	80111	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ELIZABETH CO [REDACTED]			Country	UNITED STATES	

Recall - H46: - Advise Owner/Incomplete Recall Steering Linkage inquiry

Customer called in as he was in an accident 2 hours ago. The customer has contacted his insurance company and has had the vehicle towed to Go Dodge. While the customer was traveling down the road at 40 MPH the steering linkage broke. He avoided a head on collision and ended up in an embankment. The customer is a fireman and was on his way to work. The customer has had the vehicle towed to the dealership. Customer is not sure how this is going to be paid for but the dealer is requesting \$1048 for the repair. Customer stated that the vehicle was in at the dealership a few days ago for an oil change and had the inspection done on it. Inquired if there were any injuries. The customer stated that there were not any injuries. Customer is seeking assistance for repairs and information on what he should do now. The customer filed a claim with the insurance company and is not sure if there is any additional body damage done to the vehicle. Customer is working with Go Dodge - telephone number is [REDACTED]. Todd is the service advisor and the customer left a message with Den the service manager. Informed the customer I would escalate his concerns to the Special Investigations Office and someone would be in contact with him soon. left message for dealer

Spoke to Ben SM, vehicle. Vehicle was not in an accident, tie rod end failed. Unrelated to recall H46. Repairs are being covered by service contract. No further action needed. jss15.

Customer Assistance Inquiry Record (CAIR)#						19508540
VIN	3D7MX48C9	6G [REDACTED]	Open Date	04/29/2010	Built Date	06/12/2006
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	07/20/2006	Mileage	18,100	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44678	GLENN POLK AUTOPLEX				
Dealer Address	4330 N INTERSTATE 35					
Dealer City	GAINESVILLE			Dealer State	TX	Dealer Zip 76240
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	VALLEY VIEW TX [REDACTED]				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	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Front	

Roadside Assistance Contacted - DATE : 2010-04-27
Road Side File Created 04-29-10 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
COUNTY ROAD 207 4330 N INTERSTATE 35
COUNTY ROAD 322
VALLEY VIEW(COOKE/DENTON) GAINESVILLE
TX USA TX
CALLER_COMMENTS TOW_COMMENTS VENDOR_COMMENTS
DEALER CODE : 44678 GLENN POLK AUTOPLEX
Contacting GLENN POLK AUTOPLEX code 44678 @ 940-665-3461 regarding tow
event for 2006 DODGE RAM under [REDACTED] spoke with Steve SA sts:
came in for a broken tie rod - repaired with \$100 deductible -
Crs sts: was a rental given
Mike SA sts: no rental - vehicle left 4/28/10
Crs sts: will follow up with the customer - thank you
***** End of Narrative *****
****Begin structured narrative T2 PCCP
Who did you speak with at the dealer and what is their dealer code?
Spoke with Steve SA
Is the vehicle at the dealer now? No
When did it arrive at the dealer? 4/27/10
What is the current mileage? 80802 mls
If known, what is the reason for the tow? Tie rod ends / broke
Have the repairs been completed? Yes
If yes, when were they completed? 4/28/10
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?
Recalls? no
Customer pay or warranty repair? Customer paid \$100 deductible
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 Mr [REDACTED] regarding roadside event and the repair to 06 Dodge Ram - customer unavailable - left message with contact info / office hrs & ref: 19508540 - will try again 4/30/10

***** End of Narrative *****

2nd attempt Contacting Mr [REDACTED] regarding roadside event and the repair for your 06 Dodge Ram - customer unavailable - left message with contact info / office hrs & ref: 19508540 will follow up on 5/3/10

***** End of Narrative *****

3rd attempt Contacting Mr [REDACTED] regarding roadside event and the repair for your 06 Dodge Ram - customer unavailable - left message with contact info / office hrs & ref: 19508540 closing cair

***** End of Narrative *****

Customer Assistance Inquiry Record (CAIR)# 19511787

VIN	3D7MX39A9 7G [REDACTED]	Open Date	04/30/2010	Built Date	06/05/2007
Model Year	2007	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB	
In Service Dt	08/28/2007	Mileage	94	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	43485	CHARBONNEAU CHRYSLER CENTER			
Dealer Address	346 FIRST STREET WEST				
Dealer City	DICKINSON	Dealer State	ND	Dealer Zip	58601

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	NOXON MT [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Front tie rod broke and fell off.
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 : 2010-04-28
 Road Side File Created 04-30-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 CR-55 346 FIRST STREET WEST
 CR-10
 KEENE DICKINSON
 ND USA ND
 CALLER_COMMENTS 41ST ST NW//2.1 MILES DOWN 55 TO
 DEALER CODE : 43485 CHARBONNEAU CHRYSLER CENTER
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 Scott at 43485 (Service Advisor)
 Is the vehicle at the dealer now?
 No
 When did it arrive at the dealer?
 4/28/2010
 What is the current mileage?
 94,787
 If known, what is the reason for the tow?
 Front tie rod broke and fell off.
 Have the repairs been completed?
 Yes
 If yes, when were they completed?
 4/29/2010
 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.

N/a

****End structured narrative T2 - PCCP

CSR spoke to Scott at 43485 (Service Advisor). Scott stated that the vehicle was towed in because the front tie rod broke, fell off and needed to be replaced. No parts needed to be ordered. Scott stated that the vehicle has been successfully repaired and returned as of yesterday (4/29/2010). CSR advised [REDACTED] that they would follow up with the customer to address any further issues or concerns.

CSR attempted to contact customer, however there was no answer. CSR will try to contact customer again later on today (4/30/2010).

CSR spoke with customer's spouse and she confirmed vehicle had been repaired and returned. She also stated that there was a \$97.00 charge for something and she had no idea what it was. CSR offered to find out and get back to her. Customer stated that CSR should speak to her husband [REDACTED]. CSR will follow up with dealership before calling customer back.

CSR spoke to [REDACTED] (Service Advisor). [REDACTED] stated that the \$97.00 charge was for the vehicle alignment, however everything else was covered under warranty other than the \$100 deductible. CSR advised Scott that he would relay the information with customer.

CSR spoke to customer and confirmed everything is running fine with the vehicle. Customer stated that he wanted to know if there was anything Roadside Assistance could do in regards to reimbursing the alignment charge of \$97.00 that he had to pay. Advised customer to contact Roadside Assistance at 1-800-521-2779. Customer stated that he had no further issues or concerns and that he was very pleased with his service. Closing CAIR.

Customer Assistance Inquiry Record (CAIR)#						19511896
VIN	3D7KS28DX	7G [REDACTED]	Open Date	04/30/2010	Built Date	06/26/2007
Model Year	2007	Body	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
In Service Dt	11/30/2007	Mileage	123	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	61210	BAXTER CHRYSLER JEEP DODGE				
Dealer Address	17950 BURT ST					
Dealer City	OMAHA	Dealer State	NE	Dealer Zip	68118	
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	OMAHA NE	[REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2010-04-28
 Road Side File Created 04-30-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 S 13TH STREET 17950 BURT ST
 ARBOR STREET
 OMAHA OMAHA
 NE USA NE
 CALLER_COMMENTS BROKEN TIE ROD TOW_COMMENTS VEND
 DEALER CODE : 61210 BAXTER CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#	19513628
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VIN	3D7LS38C4 5G [REDACTED]	Open Date	04/30/2010	Built Date	02/02/2005
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP	
In Service Dt	03/05/2005	Mileage	162,000	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	42604	DAVE SMITH MOTORS			
Dealer Address	210 NORTH DIVISION				
Dealer City	KELLOGG	Dealer State	ID	Dealer Zip	83837
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	GREENACRES WA [REDACTED]	Country	UNITED STATES		

Corporate - Company Information Contact - Default - Default - Default	Chrysler Financial information
Product - Transmission / Transaxle - Unknown - Broken or Cracked - Default	Stick shifter broken
Product - Suspension - Unknown - Other - Front-Driver	Tie rod snapped

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer calling about the tie rod snapping.
 What are the customer s expectations?
 CUstomer is requesting a new tie rod end for the vehicle and would like to send the kit back.
 Customer is also requesting reimbursement for the shredded/ripped off tire.
 ****End structured narrative T2 - Beginning Narrative
 Customer stated that one year ago the previous owner had a tie rod put in and now the current customer has a minor accident which ripped and shredded the tire off.
 Customer stated that he took his vehicle into Les Schwab and they said that there was a hair line crack in the tie rod and wasn t an install issue by the dealer but was a defective part.
 Customer stated that he purchased a \$600 upgraded kit.
 Customer says that the shifter stick also broke off all the way down to the transmission and has previously ordered a new shift handle.
 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 anytime call back number is [REDACTED]
 Who has possession of the vehicle? IRF Les Schwab
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? Took the part into Dishman Dodge 25034 509-924-3250.
 Reassigned to 88F
 Customer states that last summer he received a letter in the mail for an overpayment on a previous vehicle.
 Writer told the customer that he would need to check with Chrysler Financial 800-556-8172.
 ***** CASE MANAGER TEAM *****
 Writer contacted dealer 25034 and spoke with SM Bob who states the customer brought the tie rod in with out the vehicle. SM Bob states the previous owner had replaced the steering linkage and the tie rod that was over a year ago. SM Bob states the vehicle has been modified.

The vehicle is 126,000 miles OOW and the customer purchased the vehicle OOW as well. The vehicle is at an IRF and there is no way of knowing what caused the damage.

*** 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 9:15 AM.

Customer states the part is defective. Writer advised the customer of the decline.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **19514940**

VIN	3D7KS28C0	5G [REDACTED]	Open Date	05/01/2010	Built Date	09/14/2004
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	11/29/2005	Mileage	95,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44303	WYATT ARP CHRY-DODGE INC				
Dealer Address	1550 W KINGSBURY					
Dealer City	SEGUIN	Dealer State	TX	Dealer Zip	78155	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone				
	GONZALES TX	[REDACTED]	Country	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 - Buzz, Squeak, Rattle - Default	Wheel feel off on the passenger side while traveling.
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-04-29
 Road Side File Created 05-01-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 2816 CR-252 1550 W KINGSBURY
 COUNTY ROAD 452
 STOCKDALE SEGUIN
 TX USA TX
 CALLER_COMMENTS -01 CUST STATES TIE ROD IS BROKEN
 DEALER CODE : 44303 WYATT ARP CHRYSLER DODGE JEEP, INC
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 44303 Ray-Service Advisor.
 Is the vehicle at the dealer now?
 Yes.
 When did it arrive at the dealer?
 April 29th.
 What is the current mileage?
 98565.
 If known, what is the reason for the tow?
 tire on the passenger side fell off while traveling.
 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?

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

CSR contacted the dealership in regards to the tow event on May 3rd. Service Advisor-Ray states the reason of the tow was that the wheel fell off while traveling on the passenger side. When the CSR asked if that was normal the Advisor stated no. Advisor alleged that the repairs will be completed on the 4th of May and was aware of the recalls.

*****END OF NARRATIVE*****

CSR contacted the dealership in regards to status of the repairs on May 4th. Service states that the repairs haven't started due to the customer hasn't approved of the cost of the repairs. CSR thanked Service for their time and hung up.

*****END OF NARRATIVE*****

CSR contacted the dealership on May 6th in regards to the status of the repairs. Deb-Service states that the customer picked up the vehicle on May 5th and stated that the customer will repairs the vehicle himself. CSR thanked Service for their time and hung up.

*****END OF NARRATIVE*****

CSR contacted the customer in regards to tow event May 6th. Left name, message and phone number. 2nd contact will happen this afternoon.

*****END OF NARRATIVE*****

CSR contacted the customer in regards to tow event on May 6th. Left name, message and phone number. Will call again on May 7th.

*****END OF NARRATIVE*****

CSR contacted the customer on May 7th in regards to tow event. Left name, message and phone number. CAIR will be closed due to tow event was resolved and the customer was unavailable.

*****END OF NARRATIVE*****

CSR received a call back from the customer in regards to tow event on May 7th. CSR asked how was their customer service at the dealership, how was the vehicle and if he had any questions. Customer states that he had poor customer service due to he was told that the repairs are covered and they weren't. Also customer alleges that he fixed the vehicle himself however he's unsure that he completed it well. Customer had the question of why was a tire rod issue not a recall. CSR apologized in regards to the situation and stated that for the process to make a recall starts with Chrysler being aware of the problem. CSR also alleges that by customers letting us know of this issue and if we have enough reports on this issue we can make it a recall. CSR mentioned that if he called the 1 800 Chrysler number they would be able to provide him information in regards to recalls in detail. CSR apologized for his roadside issue and wished him a good day.

*****END OF NARRATIVE*****

Customer Assistance Inquiry Record (CAIR)#						19520153
VIN	3D7KS28CX	5G [REDACTED]	Open Date	05/04/2010	Built Date	05/16/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	10/19/2005	Mileage	73,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43870	HEARTLAND MOTORS INC				
Dealer Address	717 NINTH STREET					
Dealer City	HAWARDEN			Dealer State	IA	Dealer Zip 51023
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LENNOX SD [REDACTED]				Country	UNITED STATES
Product - Wheels and Tires - Wheels - Other - Front-Driver						tire rods
Corporate - Recall - Default - Default - Default						

My t-id is t6971bd, borrowing Stacey t-id due to COIN issue. Customer was calling in stating that they had to replace the tie rods on their vehicle as it broke while driving last week. When looking for the tie rod it was completely off of the vehicle. Customer had the part replaced on the vehicle. Also when looking in that area the customer had to have the u joint replaced on the vehicle as it wasn't greased properly on the vehicle when they had it done for maintenance. This cost that the customer received was over \$800 on this vehicle. What is left for the customer to have done on the vehicle is they have to have the alignment done on the vehicle as it is out since having the tie rods and the u joints replaced. Customer feels the vehicle is not safe to drive at this time and they hope to have this work done for the alignment today or tomorrow on their vehicle.

*****END OF NARRATIVE*****

This cair is being escalated on the customers behalf for good will.
 ***** CASE MANAGER TEAM *****

OOW by time and miles - still in for diesel, perforation, and emissions
 No SC

1st owner, current 1

CONTACT UPDATE - Customer was contacted today at 7:08 am MST on the preferred number taken from closed cair #19486198, [REDACTED]. Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.

Customer calls requesting to speak with CF303
 Customer/Caller transferred to extension # 66196
 Caller is calling to speak with Case Manager CF303. Writer transferred caller to extension #66196.
 Customer called for recall information.

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.

Customer requesting calls on [REDACTED].
 Customer calls requesting to speak with CF303
 Customer/Caller transferred to extension # 66196
 2nd attempt made to contact customer on 05/07/10 at 3:27 pm MST.

Customer states that she is seeking assistance on the whole repair. There wasn't any grease specs on the tie rod ends, however, it was rusted. Customer has the vehicle in her possession. They have a maintenance contract with the dealership. She states that she will not go back to the dealership. She states that the dealership told them to go to an IRF due to the contract expiration. The customer states that the repair has been completed at an IRF and her husband has worked on it. Customer seeking reimbursement. Customer also requests a call back on her husband's cell [REDACTED]. Agent informed customer that agent will follow up with customer on Monday.

Why is the customer contacting Chrysler? Customer is calling to speak to her case manager Agent#CF303.

What are the customer's expectations? Customer expects to have received a phone call yesterday the 05/10/2010.

Writer told the customer that he'll transfer the call over to Agent#CF303.

Customer called requesting to speak with case manager CF303.

Customer/Caller transferred to 66196.

Agent attempted to contact the dealership. No answer on the other line.

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

Informed customer that Chrysler will not participate in the repair.

We do not reimburse for work done at an IRF.

Unless the customer offers new information, decision remains unchanged.

Agent spoke with someone at dealer #43870 who referred me to this number 1-800-866-8547. Agent spoke with Service Manager Joe. SM states that Heartland Motors transferred over to their shop. They are no longer a CJD dealership.

3rd attempt made to contact customer on 05/18/10 at 12:08 pm MST.

Customer states that had no way to get it to anyplace. Customer was informed of the decline. Customer states that Chrysler is not standing behind their product. Customer states that this is ridiculous.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **19522350**

VIN	3D7KS28A0 7G [REDACTED]	Open Date	05/04/2010	Built Date	04/11/2007
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	10/12/2007	Mileage	65,870	Dealer Zone	35 WASHINGTON
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	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Dealer	60098	KELLY CHRYSLER JEEP DODGE			
Dealer Address	78 ZENTS BLVD				
Dealer City	BROOKVILLE	Dealer State	PA	Dealer Zip	15825

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	RIDGWAY PA [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Customer said the front tie rod end broke.
Recall - H46: - Reimbursement	Customer seeking reimbursement for H46 recall repair.
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 042610; DATE RECEIVED: 042910
 Customer said the front tie rod end broke. Customer seeking reimbursement for H46 recall repair. Writer received customer s letter and dealer repair invoice. The invoice did not indicate payment method. Writer called dealer 60098 and spoke to Kristy the receptionist who said the SM was not available. Writer left a message with the cair number, phone number and writer s name and ext. requesting payment verification. Josh SM with dealer 60098 called back and said to call tomorrow and he would be able to get the payment method information. Writer tied to call SM josh back, but he was unavailable. Writer left a message for him to call writer back with the phone number and cair number and writer s ext. SM Josh called writer back and verbally verified customer had paid for the repair with a credit card. The dealer invoice shows a repair cost of \$707.87 for the H46 recall repair. Writer submitted a check for \$707.87 for approval. An alignment is necessary whenever th steering components are replaced. Total cost of recall - \$803.29

 Approved and Processed

Customer Assistance Inquiry Record (CAIR)# **19523414**

VIN	3D7MX39A2 7G [REDACTED]	Open Date	05/05/2010	Built Date	06/06/2007
Model Year	2007	Body	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB	
In Service Dt	09/13/2007	Mileage	55,000	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	60062	LITHIA CHRYSLER DODGE OF MISSOULA			
Dealer Address	5001 GRIZZLY COURT				
Dealer City	MISSOULA	Dealer State	MT	Dealer Zip	59802

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	MISSOULA MT [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Broken Tie Rod
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 : 2010-05-03
 Road Side File Created 05-05-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 S SIDE ROAD 5001 GRIZZLY CT
 COUNTY HIGHWAY 30
 MISSOULA MISSOULA
 MT USA MT
 CALLER_COMMENTS CLARK FORK CATTLE RANCH /CALL CUS
 DEALER CODE : 60062 LITHIA CHRYSLER JEEP DODGE OF
 CSR called Todd the service manager but unfortunately there was no response, I will call back tomorrow. CSR left message stating contact and customer information.
 *****End of Narrative*****
 CSR called dealership in hopes of contacting Todd the service manager, unfortunately there was no response. CSR left contact number, name and vehicle identification number. CSR will call back on Monday if there is no call back from Todd.
 CSR tried calling the service manager Todd but unfortunately there was no response. CSR left message stating name, contact number and reason for call. CSR will try calling back tomorrow in hopes of reaching Todd the service manager.
 CSR called dealership in hopes to contact the service manager Todd but unfortunately there was no response. CSR left a message stating name, contact number and reason for call. CSR will call back later today if not tomorrow.
 *****End of Narrative*****
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 Spoke to the sevice manager Todd from dealership 60062

Is the vehicle at the dealer now?

No

When did it arrive at the dealer?

May 3rd

What is the current mileage?

65158

If known, what is the reason for the tow?

The vehicle had a broken tie rod

Have the repairs been completed?

Yes

If yes, when were they completed?

May 4th

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.

No

****End structured narrative T2 - PCCP

Service manager Todd called CSR and confirmed the vehicle has been repaired and returned to the customer. The reason for the tow was due to a broken tie rod. The dealership did not have to order parts for the repair. There was no rental car provided to the customer during the repair. The current mileage is 65158.

*****End of Narrative*****

CSR called the customer at [REDACTED] left a voicemail message. CSR will call the customer again on 05/14.

CSR called the customer, left a voicemail message. CSR will call the customer again on 5/17.

CSR made final attempt to contact the customer, left a voicemail message.

CSR is closing the CAIR as unable to reach the customer.

Customer Assistance Inquiry Record (CAIR)# 19528147

VIN	3D7MX49CX 7G [REDACTED]	Open Date	05/06/2010	Built Date	11/28/2006
Model Year	2007	Body	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB	
In Service Dt	04/23/2007	Mileage	135,897	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				
Dealer	45072	CHRY-JEEP-DODGE OF WARWICK LLC			
Dealer Address	185 ROUTE 94 SOUTH				
Dealer City	WARWICK	Dealer State	NY	Dealer Zip	10990
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SUSSEX NJ [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Tie Rods fell out of vehicle
Corporate - CNA Change - Default - Default - Default	
Corporate - Recall - Default - Default - Default	
Recall - H46: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated that the passenger front tie rod fell out of the vehicle.
 What are the customer s expectations?
 Customer calling to see if covered under the recall.
 ****End structured narrative T2 - Beginning Narrative
 Writer informed customer that there is no recall on the customer vehicle for the Tie Rods and the vehicle is way outside the warranty for the basic warranty there for would be at customer expense for the repairs.
 Customer stated thanks for no help and ended the call.
 Customer calls seeking recall information. Advised the customer of incomplete recall H46 # 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)#						19528898
VIN	3D7KS28C7	6G [REDACTED]	Open Date	05/06/2010	Built Date	08/16/2005
Model Year	2006	Body	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4		
In Service Dt	11/14/2005	Mileage	95,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43347	TOM ADDIS DODGE INC				
Dealer Address	314 W CLAYTON AVE					
Dealer City	COEUR D ALENE	Dealer State	ID	Dealer Zip	83815	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	POST FALLS ID [REDACTED]				Country	UNITED STATES
Product - Steering - Steering Wheel / Column - Improper Installation/Missing - Default						

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that as he was approaching an intersection with the intention to turn, the entire steering column came off in his lap. Caller states he was able to proceed straight through the intersection. Customer states he has called his dealer and was told this would not be covered under warranty.
What are the customer's expectations?
Customer would like Chrysler to cover this repair as this is not something that should have happened. Customer mentioned previous steering linkage recall H46.
****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? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Alternate phone number if needed: [REDACTED]
Customer called back to let us know a tie rod broke, not the steering column.
***** CASE MANAGER TEAM *****
The vehicle is out of warranty by 59,000 miles and a year and a half by time.
**** 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 9:47 AM. Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.
CONTACT UPDATE - Customer was contacted today at 2:24 PM. Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.

CONTACT UPDATE - Customer was contacted today at 1:34 PM.
Customer was provided with agent s name and brand number if the customer
needs to re-contact the agent.
CONTACT UPDATE - Customer was contacted today at 11:12 AM.
Customer was advised of the decline.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19547864
VIN	3D7MS48C1	5G [REDACTED]	Open Date	05/13/2010	Built Date	12/09/2004
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	01/04/2005	Mileage	117,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43491	GLADSTONE DODGE INC				
Dealer Address	5610 NORTH OAK					
Dealer City	GLADSTONE	Dealer State	MO	Dealer Zip	64118	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SMITHVILLE MO	[REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Other - Front-Driver	fell out
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Linkage - Defective - Default	
Product - Unknown - Unknown - Accident - Default	

Customer stated that Tie rod end came apart (fell out) and dropped to the ground. The customer had no steering in the vehicle. This caused the vehicle to loose control in the steering wheel. Customer stated he braked and the left front tire turned sideways across oncoming traffic into a guard rail. Customer stated that everyone is okay him son received some bruising and is sore, receiving treatment for neck and headaches. Customer stated it was faulty parts that caused this concern
 Work - [REDACTED]

Please follow proper procedure for this type of CAIR.
 Reassigning to km674 to ensure proper handling.
 Reassigning to km674 to ensure proper handling.

Customer Assistance Inquiry Record (CAIR)# 19549768

VIN	3D6WC66A3 8G [REDACTED]	Open Date	05/14/2010	Built Date	08/03/2007
Model Year	2008	Body	DM4L63	DODGE RAM 4X2 4500 REG CAB CHASSIS	
In Service Dt	12/27/2007	Mileage	160,000	Dealer Zone	66 ORLANDO
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	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	26534	RICK HENDRICK JEEP-CHRY			
Dealer Address	8333 RIVERS AVENUE				
Dealer City	NORTH CHARLESTON	Dealer State	SC	Dealer Zip	29406
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CAHRLESTON SC [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front

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 Why is the customer contacting Chrysler?Customer called in wanting to get reimbursed for tie rod repair. What are the customer s expectations?Customer feels that the tie rod was a recall and that his vehicle was not in the recall but the vehicle is suffering similar problem to recall. Customer states that he has replaced his tie rods on two different occasions at a irf but with a chrysler tie rod part.Customer states that it keeps breaking and he does not feel that he should have to pay for it again.Customer states that he has seen recalls and the 2008 dodge ram 4500 but his vehicle got no recall but his vehicle is having similar issues to the recall.

***** CASE MANAGER TEAM *****

Agent reviewed and as the vehicle has an excessive miles for the age of the vehicle. Agent will currently decline.

**** 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 10:33 am mst Agent advised that due to the mileage of the vehicle that Ram would not have any avenues of assistance for the customer. The customer stated that they have had the tie rods replaced 4 times and most of which with in the past year. The agent advised that if the needed repairs were done

within the 12/12 warranty then the component could be replaced, but if the vehicle is out by mileage then Ram would not assist. The customer stated that they have too many miles on the vehicle to be under the 12/12. Agent advised the decline would stand unless further information is provided.

CLOSED LOOP UPDATE - customer was contacted today at 10:37 am 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.

Customer Assistance Inquiry Record (CAIR)# 19552885

VIN	3D6WH46A1	7G [REDACTED]	Open Date	05/16/2010	Built Date	06/16/2007
Model Year	2007	Body	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS		
In Service Dt	12/12/2007	Mileage	54,000	Dealer Zone	42	DETROIT
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	52664	JUNCTION AUTO SALES INC				
Dealer Address	12423 MAYFIELD					
Dealer City	CHARDON	Dealer State	OH	Dealer Zip	44024	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone				
	HUNTSBURG OH	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Roadside Assistance Contacted - DATE : 2010-05-14
 Road Side File Created 05-16-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 15545 CHARDON WINDSOR ROAD 12423 MAYFIELD
 PRINCETON ROAD
 HUNTSBURG CHARDON
 OH USA OH
 CALLER_COMMENTS -01 DIESEL AND DUALLIES// BROKEN
 DEALER CODE : 52664 JUNCTION AUTO SALES INC
 Who did you speak with at the dealer and what is their dealer code?52664
 Larry
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer?May 14,2010
 What is the current mileage?54502
 If known, what is the reason for the tow?Broken tie rod
 Have the repairs been completed? No
 If yes, when were they completed?
 If no, what is the estimated repair date? May 18 Tomorrow by lunch
 Are there any parts that need to be ordered? All parts are in
 If yes, what are the part & order #'s?
 Rental provided? Uncertain, not by dealer
 If yes, how many days? (either by the dealer or USCAC)
 Who did you speak with at the dealer and what is their dealer code?52664
 Larry
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer?May 14,2010
 What is the current mileage?54502
 If known, what is the reason for the tow?Broken tie rod
 Have the repairs been completed? No
 If yes, when were they completed?
 If no, what is the estimated repair date? May 18 Tomorrow by lunch

Are there any parts that need to be ordered? All parts are in

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

Rental provided? Uncertain, not by dealer

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

Parts covered under service contract.

*****end of narrative*****

First attempt to contact customer unsuccessful. Tried secondary number, which is no longer in service.

Calling again on primary number to leave call back number. Left message that vehicle is expected to be completed tomorrow.

*****end of narrative*****

Second attempt to contact customer unsuccessful, left call back message.

*****end of narrative*****

Attempted to contact customer a third time. Call was answered by another party who indicated this was not the correct number and was unhappy for the long messages. Agent apologized for any inconvenience. Agent will contact dealer to obtain new number.

*****end of narrative*****

Agent spoke with service and obtained an updated telephone number for the customer. Vehicle is ready. Agent will contact customer later today.

*****end of narrative*****

Agent spoke with customer who was satisfied with service from tow company and the Dealer from this tow and repair. Customer is however very unhappy regarding an unresolved issue. He has experienced a issue with the transfer case. In January ' DM and TA drove owner s vehicle on 1/9/09 and did duplicate vibration concern on deceleration in 6th gear.

An appt was made for owner to bring vehicle back to dealer on 1/12 for diagnosis and repair.

Agent will contact dealer to determine if an attempt to repair the vehicle was made. Also customer tried to purchase a new truck and was angry that the Dealer will not put a deal together for him. Customer will purchase another Dodge, but not from this dealer.

*****end of narrative*****

Spoke with Larry in Service, who stands firm in the belief that there is LK227

nothing further to complete and that there is nothing wrong with the vehicle. Agent will contact customer to let him know that the matter is closed. Call made May 20/10.

*****end of narrative*****

Agent spoke with customer and forwarded information from Service (Larry at Dealer 52664). Mr Wedge asked agent to pass on his concerns and disappointment to the head of Chrysler. Agent advised customer that was not a possibility, however the request would be noted in this narrative. Customer appeared to be satisfied with this.

*****end of narrative*****

Customer Assistance Inquiry Record (CAIR)#	19555997
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VIN	3D7KS29C1 6G [REDACTED]	Open Date	05/17/2010	Built Date	09/01/2005
Model Year	2006	Body	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4	
In Service Dt	02/20/2006	Mileage	74,848	Dealer Zone	32 NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	66894	WARNOCK DODGE CHRYSLER JEEP			
Dealer Address	175 ROUTE 10				
Dealer City	EAST HANOVER	Dealer State	NJ	Dealer Zip	07936
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MORRISTOWN NJ [REDACTED]	Country	UNITED STATES		

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursemen for H46.
Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass	Customer states that the tie rod was replaced.
Corporate - Recall - Default - Default - Default	
Recall - H46: - Reimbursement	

POSTMARK DATE: 050710; DATE RECEIVED: 051310
 Received letter from customer seeking reimbursement for recall H46.
 Customer states that his vehicle started having a steering issue on March 15. Customer states that he was having a hard time controlling the vehicle. Customer states that the tie rod connection had come apart on the right side. Customer states that he does think that this repair should have been covered under the recall H46. Customer also states that he is very lucky that his vehicle was not in an accident, because of this issue.
 Per the documentation customer sent in, on the repair order it states that the dealership checked for open recalls on the vehicle and states that the repair completed does not qualify for the recall.
 Writer will reimburse customer for the Damper - part number 52122370AB \$146.00.
 Part number 52122370AB should be covered under recall H46.
 Writer will submit a check for approval in the amount of \$146.00
 Check Approved in the amount of \$146.00

Customer Assistance Inquiry Record (CAIR)# 19559948

VIN	3D7MX49C7 6G [REDACTED]	Open Date	05/18/2010	Built Date	06/05/2006
Model Year	2006	Body	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4	
In Service Dt	09/22/2006	Mileage	54,894	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE			
Dealer Address	26433 SOUTHWEST FREEWAY				
Dealer City	ROSENBERG	Dealer State	TX	Dealer Zip	77471
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RICHMOND TX [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver

Why is the customer contacting Chrysler? Customer states that he was making a right hand turn when his tie rod end had come unattached and punctured his left tire. Customer has been to numerous part houses and they along with a dealership have states that the part has been discontinued. The SM MR. Cook is who has been assisting customer. What are the customer s expectations? Customer states he would like to have his part replaced. Customer needs further research performed to see what he could do to get the part needed for his tie rods. 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? 26756 Reassigned to 88F

***** CASE MANAGER TEAM *****

Writer contacted dealer, 26756, and spoke with Parts Advisor, Chris, as the Parts Manager was not available. PA states that tie rods are not available individually and they come as a kit with the linkage. CONTACT UPDATE - Customer was contacted today at 1:09pm, and he states that he is seeking assistance with the repairs. Writer contacted 26756, and spoke with SM, Jim, and he states that the vehicle needs a outter tie rod end. SM states that he will gather warranty rates and have SA email them into t2email@chrysler.com. Writer advised customer of follow up tomorrow.

*****Dealer email received*****

ESTIMATE FOR MR. [REDACTED] VEHICLE IS AS FOLLOWS. INNER TIE ROD AND TIRE(BF GOODRICH RUGGED TRAIL T/A 265-70-17) 1 TIRE AND ALIGNMENT. TECH STATES HE NEEDS TO INSTALL TIE ROD TO GET IT INTO THE SHOP FOR FURHTER DIAGNOSTIC. ALIGNMENT \$119.95- TIRE 210.00 PLUS TAX PLUS 16.00 MOUNT/BALANCE INNER TIE ROD \$84.91 PLUS/TAX LABOR IS 85.40. THANK YOU , SAL HERNANDEZESTIMATE FOR MR. PARR VEHICLE IS AS FOLLOWS. INNER TIE ROD AND TIRE(BF GOODRICH RUGGED TRAIL T/A 265-70-17) 1 TIRE AND ALIGNMENT. TECH STATES HE NEEDS TO INSTALL TIE ROD TO GET IT INTO THE SHOP FOR FURHTER DIAGNOSTIC. ALIGNMENT \$119.95- TIRE 210.00 PLUS TAX PLUS 16.00 MOUNT/BALANCE INNER TIE ROD \$84.91 PLUS/TAX LABOR IS

85.40.

THANK YOU , SAL HERNANDEZ ESTIMATE FOR MR. PARR VEHICLE IS AS FOLLOWS. INNER TIE ROD AND TIRE(BF GOODRICH RUGGED TRAIL T/A 265-70-17) 1 TIRE AND ALIGNMENT. TECH STATES HE NEEDS TO INSTALL TIE ROD TO GET IT INTO THE SHOP FOR FURHTER DIAGNOSTIC. ALIGNMENT \$119.95- TIRE 210.00 PLUS TAX PLUS 16.00 MOUNT/BALANCE INNER TIE ROD \$84.91 PLUS/TAX LABOR IS

85.40.

THANK YOU , SAL HERNANDEZ ESTIMATE FOR MR. [REDACTED] VEHICLE IS AS FOLLOWS. INNER TIE ROD AND TIRE(BF GOODRICH RUGGED TRAIL T/A 265-70-17) 1 TIRE AND ALIGNMENT. TECH STATES HE NEEDS TO INSTALL TIE ROD TO GET IT INTO THE SHOP FOR FURHTER DIAGNOSTIC. ALIGNMENT \$119.95- TIRE 210.00 PLUS TAX PLUS 16.00 MOUNT/BALANCE INNER TIE ROD \$84.91 PLUS/TAX LABOR IS

85.40.

THANK YOU , SAL HERNANDEZ

*****Dealer email ended*****

CONTACT UPDATE - Customer was contacted today at 4:52pm.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer contacted dealer, 26756, and spoke with SA, Sal, and he states the vehicle needs to have the tie rods put on the vehicle before the vehicle can be diagnosed for any further problems. Writer advised customer SA that ONLY the tie rod end will be assisted with, and the tires, alignment and balancing will be at the customer s expense. SA states that the vehicle may need further repairs. Writer advised SA that any further repairs will be considered, but not guarenteed. Customer will be responsible for a \$100.00 co payment towards the tie rod ends. As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Customer Satisfaction, With the concurrence of the Service Manager, Jim, 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 Kourtney at 800-992-1997 extension # 66160. 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 63 26756 05/21/10 13:41 O 19559948 Friday May 14, 2010 while driving my truck the left tie rod disconnected away from the wheel hub, and the truch came to a halt because the tie rod

end punctured through my left tire and blew it out. I had it towed to the dealer. The linkage on the truck is the new upgraded linkage that was installed before I purchased the truck last year. I am concerned that this is an upgrade, and had I been going faster, I could have wrecked the truck

and very possibly hurting or killing someone or myself. As it stands it liioks like will have to come out of pocket for the wrecker, the repairs/alignment to the truck and a new front tire. I would hope that Chrysler Dodge would stand behind their upgrades on these trucks. I am scared that if this happened once, it could happen again also. Please can

you help me with the costs that I will be enduring on this problem that should not have ocured on new parts/upgrade. I will appreciate your immidiate response. Sincerely [REDACTED]

***** END OF CUSTOMER EMAIL *****

Thank you for contacting the Dodge Customer Assistance Center requesting assistance with the repairs of your 2006 Dodge Ram.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

Please contact your dealer for further resolution. They will be happy to assist you.

*Contact Date:05/26/2010

DCX goodwill repair is documented on Repair Order#108379

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/26/2010 AT 08:24:904 R 19559948

The case is not resolved, sending back to case manager for resolution.

The writer called the customer for the first time.

The writer called the customer for the second time.

CLOSED LOOP UPDATE - customer was contacted today at 2:37 PM.

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.

*****Dealer email received*****

warranty adminostrator is telling me the pa # is not being taken. can you email me the exact amount of what you approved and the pa# . Thank You, Sal Hernandez

*****Dealer email ended*****

*****Dealer email received*****

I NEED YOUR ASSISTANCE WITH MR.PARR RO. THE WARRANTY ADMINISTRATOR IS HAVING PROBLEM WITH THE PRE AUTHORIZATION. SHE NEEDS THE PRE-AUTHORIZATION # AND THE EXACT AMOUNT CHRYSLER APPROVED. THANK YOU, SAL HERNANDEZ---281-342-9318

*****Dealer email ended*****

Writer called dealer 26758 and left message for SM Gloria to see what needs to done to resolve the PA not paying out on this vehicle for repair has been completed. Writer provided callback number, CAIR number, and extension for CM who set up the PA -- 66160.

SM Gloria is returning Suzi s call, per notes writer transferred SM Gloria to 66160.

Customer Assistance Inquiry Record (CAIR)#						19559981
VIN	3D7KS29C4	6G [REDACTED]	Open Date	05/18/2010	Built Date	01/11/2006
Model Year	2006	Body	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	06/01/2006	Mileage	79,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	43585	RAMSEY MOTOR COMPANY				
Dealer Address	502 HWY 62-65					
Dealer City	HARRISON			Dealer State	AR	Dealer Zip 72601
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	COMPTON AR [REDACTED]				Country	UNITED STATES
Product - Steering - Linkage - Defective - Default						
outer driver side tie rod end broke in half						

Customer states the dealer replaced the outer tie rods (H36). The dealer then had to change these parts again and the outer tie rod with defective ones (pullman and sons tie rod ends). The rest was replaced with the quality ones. The dealer is now saying even tho he admitted putting the wrong ones on will not replace them with the proper ones unless customer pays. Customer is going to get estimate of cost later today. Customer was driving on Friday May 14 when the truck immediately stopped. Both front wheels were facing the wrong way, the drag link was jammed into the wheel. The disc brake shield was bent, tires were scuffed. Customer also states they have had to replace the lower ball joints 5 times. Vehicle is at the dealer now and dealer also states ball joints need to be replaced again. The best number to contact customer is [REDACTED] Husband is looking after this.

*****END OF NARRATIVE*****

This CAIR is being escalated as customer is seeking goodwill for the repairs above.

*****END OF RATIONALE FOR

ESCALATION*****

***** CASE MANAGER TEAM *****

REASSIGNED TO BC/DLR 63 43585 05/19/10 12:05 O 19559981

CONTACT UPDATE - Customer was contacted today at 9:31am.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer has an expired max care service contract.

Customer states that the dealer put the incorrect part on the vehicle and are unable to repair the part again unless the customer pays. Writer confirmed the repair was completed 6/5/10 on the tie rods and this should be covered under the Mopar parts warranty.

Customer states that the Mopar ball joints have been replaced 5-6 times and they are thinking about getting aftermarket ball joints that will last longer. Customer wants to know if there is another ball joint that can be replaced which are a better quality.

Jeff Wiese SM at dealer states that the information that the customer is getting is from a forum and not the dealer. Dealer states that the left front outer tie rod end needs to be replaced. Dealer states that the recall which was performed included and the parts that were supplied from Chrysler were installed. Dealer states the left front ball joint also

needs to be replaced and these are both defective parts. Dealer states that good will is merited in this case due to it being a recurring issue. 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 = \$213.08
Labor = \$217.35
Total = \$430.43

With the concurrence of the Service Manager Jeff Wiese the customer will have a co-pay of \$100.

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 Keala at 800-992-1997 extension # 66310. 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.

#####

*Contact Date:05/21/2010

Service Manager at the dealership has updated the Cair# 19559981

Parts have been ordered.

5/21/10 - vehicle to be finished on 5/24/10 - SM will update CAIR.

*Contact Date:06/01/2010

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 6/01/2010 AT 04:11:375 R 19559981

Customer was contacted for quality check. Writer wanted to verify repairs were adequate and satisfactory.

Writer was unable to leave message.

Next agent-Please verify if the customer s concerns have been resolved for customer satisfaction.

Customer was contacted for quality check. Writer wanted to verify repairs were adequate and satisfactory.

Writer left message requesting a call back.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **19565091**

VIN	3D7KS28C0	5G [REDACTED]	Open Date	05/20/2010	Built Date	01/17/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	04/02/2005	Mileage	72,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45235	LITHIA CHRYSLER DODGE OF EUREKA				
Dealer Address	4320 BROADWAY ST					
Dealer City	EUREKA	Dealer State	CA	Dealer Zip	95503	
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	ZENIA CA	[REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front	Front-right tie rod broke and all tie rods were replaced.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Proactive Customer Alert - Roadside - Phone Number Blocked/Incorrect/Missing	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2010-05-18
 Road Side File Created 05-20-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 ALDERPOINT ROAD 4320 BROADWAY ST
 BELL SPRINGS ROAD
 GARBERVILLE EUREKA
 CA USA CA
 CALLER_COMMENTS TOW_COMMENTS VENDOR_COMMENTS
 DEALER CODE : 45235 LITHIA CHRYSLER JEEP DODGE OF
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 Larry Johnson at 45235 (Service Advisor)
 Is the vehicle at the dealer now?
 Yes
 When did it arrive at the dealer?
 5/18/2010
 What is the current mileage?
 72,279
 If known, what is the reason for the tow?
 Front-right tie rod broke and needed to be replaced.
 Have the repairs been completed?
 Yes
 If yes, when were they completed?
 5/20/2010
 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.

N/a

****End structured narrative T2 - PCCP

CSR spoke to Larry Johnson at 45235 (Service Advisor). Larry stated that the vehicle was towed in because the front-right tie rod had broke and needed to be replaced. Larry stated that at the time of repairs, all the tie rods were replaced. All repairs were completed as of yesterday (5/20/2010) and vehicle is ready to be picked up. CSR advised Larry that he would follow up with customer to inform her that the vehicle is ready to be picked up and address any further questions or concerns.

CSR attempted to contact customer at [REDACTED] however the woman who answered the phone stated that the customer (Mrs. Deana Johnson) does not live there anymore. No contact information is available for customer.

CSR cannot contact customer to follow up. Closing CAIR.

Customer Assistance Inquiry Record (CAIR)#						19570244
VIN	3D7MX49C7 6G [REDACTED]	Open Date	05/21/2010	Built Date	02/16/2006	
Model Year	2006	Body	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4		
In Service Dt	04/21/2006	Mileage	70,000	Dealer Zone	66 ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	61820	BOB PFORTE MTRS INC				
Dealer Address	4214 WEST LAFAYETTE ST					
Dealer City	MARIANNA	Dealer State	FL	Dealer Zip	32446	
Owner	[REDACTED]	Contact Type	LETTER			
Address	[REDACTED]	Home Phone				
	CHULUOTA FL [REDACTED]	Country	UNITED STATES			

Recall - H46: - Advise Owner/Incomplete Recall	Customer calls seeking recall information.
Recall - H46: - Reimbursement	

Customer calls seeking recall information. Advised the customer of incomplete recall H46 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer took his vehicle to the dealership for a steering linkage recall and was told that he did not need the repair. Now the customer is stating that the repair has failed. He stated that the tie-rod broke on him and he almost got into an accident. Customer had to pay for the repairs out of his pocket. Writer gave customer reimbursement information.

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.

*****END OF NARRATIVE*****

POSTMARK DATE: 070810; DATE RECEIVED: 071410

Customer submitted request for reimbursement for recall H46 for steering linkage, as well as the towing and hotel expenses he incurred as he had to have the vehicle towed to a Dodge dealership, while on vacation.

Customer's proof of payment is: Visa Receipt

Recall applies to customer's vehicle: NO (confirmed with dealership)

Date of repair: 04/30/2010

Labor \$289.95

Parts \$479.33

Tax \$34.57

Misc. Charges \$20.88

Total \$824.73

Writer spoke with Dodgeland of Columbia dealership who confirmed that diagnosis was performed for H46 recall however repair was not necessary. Any out of pocket expense customer incurred within that service order was not related to the recall. Dealership guidance matches our records;

Vehicle Information reflects recall is still incomplete, verifying recall repair was not completed/paid for. Ownership Event History also confirms no previous history of customer having the mopar accessory part installed on the vehicle during a previous service appointment.

Based on the inconvenience customer experienced, writer is considering goodwill. Customer seeking full reimbursement for the cost of his repair (\$824.73), towing expense (\$15.00) and hotel accomodation (\$143.19). Writer will reimburse 25% of repair cost, totaling \$206.18, as well as towing expense, totaling \$15.00. Recall repair reimbursement does not cover any incidental or consequential effects in connection with the recall repair, therefore lodging reimbursement request has been declined.

--

Writer is submitting check for approval in the amount of \$221.18.

reassigned to NJI for review -- PLF

As goodwill, Chrysler will reimburse customer for the entire expenses.

\$824.73 (repair order for tie rods)

\$ 15.00 (tow)

\$143.19 (hotel)

\$982.92 (total)

NJI contacted the customer and reviewed the above. The customer was happy with the decision. Customer verified address. Check approved.

Customer Assistance Inquiry Record (CAIR)#						19570974
VIN	3D7KS28C0	5G [REDACTED]	Open Date	05/21/2010	Built Date	01/17/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	04/02/2005	Mileage	73,000	Dealer Zone	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45235	LITHIA CHRYSLER DODGE OF EUREKA				
Dealer Address	4320 BROADWAY ST					
Dealer City	EUREKA	Dealer State	CA	Dealer Zip	95503	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	ZENIA CA	[REDACTED]	Country	UNITED STATES		

Product - Steering - Linkage - Other - Default

Customer called in regarding their vehicle; customer stated the front right steering linkage for the tire rod fell apart. . Customer is seeking assistance for the repair of the vehicle.
Customer is seeking tp have his cocerns documented.
Writer advised the customer that their concerns would be documented.
Customer is calling in concerning a call back for this case which he hadn t received. Writer noted that Jaqlin never setup a call back for this issue at all. Customer s number is [REDACTED]
Writer spoke with Bryan in order to get a escalation callback today, as the customer didn t get a callback previously.
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/)
BB893 was the Bryan previously mentioned
Customer calling back and he is very upset that nobody has called him regarding his case.
Writer noticed the initially the case has not been assigned to 88F and that has caused the problem.
XXXX CASE IS IN 88F NOW AND THE CASE MANAGER IS CT684 XXXXXX.
Writer advised the customer of the situation and transferred the call to the agent CT684 and also hand delivered the message to the agent for a call back to customer through one of the floor support team.
***** CASE MANAGER TEAM *****
CONTACT UPDATE - Customer was contacted today at 11:35 am MST
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer calls requesting to speak with CT684
Customer/Caller transferred to extension # 66181
Customer calls requesting to speak with CT684
Customer/Caller transferred to extension # 66181
Customer calls requesting to speak with CT684
Customer/Caller transferred to extension # 66181
CUstomer stated that the current mileage on the vehicle is 72,283, and that he spoke to Larry at the dealership. Spoke the SM, Nathan, SM stated that this was cause by a defective part, and the customer paid

748.43

Writer has decided to reimburse the customer 498.43, due to the repair being a safety issue, and the customer is the original owner.

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 Assistance Inquiry Record (CAIR)# 19571981

VIN	3D7LX39C6 6G [REDACTED]	Open Date	05/23/2010	Built Date	12/08/2005
Model Year	2006	Body	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4	
In Service Dt	04/29/2006	Mileage	98,841	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	VERSAILLES KY [REDACTED]	Country	UNITED STATES		

Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	Trading Vehicle In
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 : 2010-05-21
 Road Side File Created 05-23-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 RD 3400 4120 W 6TH AVE
 HWY 105
 TRYON STILLWATER
 OK USA OK
 CALLER_COMMENTS RT FRONT TIE ROD TOW_COMMENTS V
 DEALER CODE : 45459 BARRY SANDERS SUPERCENTER
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 BARRY SANDERS SUPERCENTER code 45459 spoke Ron SA
 Is the vehicle at the dealer now?
 yes
 When did it arrive at the dealer?
 5/21/10
 What is the current mileage?
 98841 mls
 If known, what is the reason for the tow?
 right frt tie rod broke - not covered under warranty - customer pay
 Have the repairs been completed?
 no
 If yes, when were they completed?
 If no, what is the estimated repair date?
 possibly 6/2/10
 Are there any parts that need to ordered?
 yes
 If yes, what are the part & order # s?
 rt frt tie rod and steering parts
 Rental provided?
 no
 If yes, how many days? (either by the dealer or USCAC)
 Dealer provided the following customer contact information.
 Contact # [REDACTED]
 ****End structured narrative T2 - PCCP
 Contacting BARRY SANDERS SUPERCENTER code 45459 @ 405-742-6000 to check
 on the repairs done on MR RAY DONNELL s 2006 DODGE RAM 3500 spoke with
 Ron SA
 Csr sts: calling to get the status of a repair on Ray Donnells 2006
 Dodge Ram
 Ron sts: it is under a company - but it came in for a broken right frt
 tie rod

Csr sts: is the repair done

Ron sts: no it isn't - have parts on order and it won't be til next wk before it will done

Csr sts: is this customer pay or on a SC

Ron sts: the customer has been informed that this will be customer pay -

Csr sts: I will call back next wk to check on the repairs - thank you for your time -

***** End of Narrative *****

Add on:

Jack sts: the RECALL does not have to be done - has the upgraded part - not related to the repair

***** End of Narrative *****

Contacting BARRY SANDERS SUPERCENTER @ 405-742-6000 to check on the status of Ray Donnell's 2006 Dodge Ram -

Csr sts: calling to find out the status of 2006 Dodge Ram for Mr [REDACTED]

George SA sts: I show this vehicle under Charlyn Ranch - and # I have 405-850-7805

Csr sts: I have [REDACTED] -

George sts: the # I have [REDACTED] and we did speak with someone but they still haven't come to get the vehicle -

Csr sts: I will call the # to see if I can get in touch with her - thanks

George

***** End of Narrative *****

1st attempt contacting the customer of 06 Dodge to see if will be picking up the vehicle since it is repaired -

Csr sts: looking to speak with the person who owns this vehicle

Kerry Klein sts: you are speaking with him

Csr sts: I show that the vehicle belongs to [REDACTED]

Kerry sts:- it is still there because they were looking into some body work for me and then I am looking to trade it in -

Csr sts: I show [REDACTED] as the owner so I will change that in the system - did you want a call back once you get the vehicle back

Kerry sts: don't see a reason since I am trading it off - I will call if I need to

Csr sts: Okay - thank you for being a Dodge owner - I will close the file

***** End of Narrative *****

Customer Assistance Inquiry Record (CAIR)#					19575255	
VIN	3D7MX49C7 6G [REDACTED]	Open Date	05/24/2010	Built Date	06/05/2006	
Model Year	2006	Body	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4		
In Service Dt	09/22/2006	Mileage	57,000	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone		
	ROCHMOND TX [REDACTED]			Country	UNITED STATES	

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 2006 ,3500 Dodge Ram, upgraded left tie rod end broken
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Friday May 14, 2010 while driving my truck the left tie rod disconnected away from the wheel hub, and the truck came to a halt because the tie rod end punctured through my left tire and blew it out. I had it towed to the dealer. The linkage on the truck is the new upgraded linkage that was installed before I purchased the truck last year. I am concerned that this is an upgrade, and had I been going faster, I could have wrecked the truck and very possibly hurting or killing someone or myself. As it stands it looks like will have to come out of pocket for the wrecker, the repairs/alignment to the truck and a new front tire. I would hope that Chrysler Dodge would stand behind their upgrades on these trucks. I am scared that if this happened once, it could happen again also. Please can you help me with the costs that I will be enduring on this problem that should not have occurred on new parts/upgrade. I will appreciate your immediate response. Sincerely, [REDACTED]
 ***** END OF CUSTOMER EMAIL *****
 ***** SEE LINKED CAIR 19559948 *****

Customer Assistance Inquiry Record (CAIR)# 19579726

VIN	3D6WC76L1 9G [REDACTED]	Open Date	05/26/2010	Built Date	07/06/2009
Model Year	2009	Body	DM5L64	DODGE RAM 4X2 5500 REG CAB CHASSIS	
In Service Dt	07/27/2009	Mileage	23,780	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	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION			
Dealer	43705	CARDINAL CHRYSLER JEEP DODGE, INC			
Dealer Address	5311 DIXIE HWY				
Dealer City	LOUISVILLE	Dealer State	KY	Dealer Zip	40216
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	BIRMINGHAM AL [REDACTED]	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 : 2010-05-24
 Road Side File Created 05-26-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 6900 ENTERPRISE DRIVE 5311 DIXIE HWY

 LOUISVILLE LOUISVILLE
 KY USA KY
 CALLER_COMMENTS 01) @ LOUISVILLE GAS & ELECTRIC C
 DEALER CODE : 43705 CARDINAL CHRYSLER JEEP DODGE, INC
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 CARDINAL CHRYSLER JEEP DODGE, INC code 43705 spoke with Tony SA
 Is the vehicle at the dealer now?
 yes
 When did it arrive at the dealer?
 2010-05-24
 What is the current mileage?
 23782 mls
 If known, what is the reason for the tow?
 tie rod
 Have the repairs been completed?
 no
 If yes, when were they completed?
 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)

Dealer provided the following customer contact information.

****End structured narrative T2 - PCCP

CARDINAL CHRYSLER JEEP DODGE, INC code 43705 @ 502-449-1900 to check the status of the KENTUCKY UTILITIES CO which is a 2009 DODGE RAM - spoke with Tony SA

Csr sts: calling to gather info on the 09 Dodge Ram under Kentucky Utilities - what did it come in for

Tony SA sts: a broken tie rod - and we have it on order

Csr sts: do you have an ETA on this part

Tony sts: should be here in the next day or two

Csr sts: I will call tomorrow to follow up on this repair - thank you

***** End of Narrative *****

Contacting CARDINAL CHRYSLER JEEP DODGE @ 502-449-1900 to check on the status of 09 Dodge Ram under Kentucky Utilities -

Tony SA sts: the vehicle was finished on friday

Csr sts: Okay - I will contact the Utilities company - thank you

***** End of Narrative *****

1st attempt contacting [REDACTED] = to follow up on the repairs done on 09 Dodge Ram -

Csr sts: following up on the repairs done on the tie rod

Chris sts: I am not sure what vehicle you are referring to - but if it wasn't fixed right I would have heard of it -

Csr sts: I will leave you with my # and if you need to get in touch with me regarding this repair - you will be able to call me - and I can reopen the file within 30 days - thank you for your help

***** End of Narrative *****

Customer Assistance Inquiry Record (CAIR)# 19588247

VIN	3D7MX48C6	6G [REDACTED]	Open Date	05/28/2010	Built Date	07/23/2005
Model Year	2006	Body	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4		
In Service Dt	12/06/2005	Mileage	131,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				
Dealer	44990	ALLEN SAMUELS DODGE				
Dealer Address	21777 KATY FREEWAY					
Dealer City	KATY	Dealer State	TX	Dealer Zip	77450	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	BELLVILLE TX [REDACTED]			Country	UNITED STATES	

Product - Steering - Power Steering Pump / Bkts - Defective - Default	Customer alleges steering failed and it caused an accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

1. Who is calling and what is their contact information? [REDACTED]
 Safety Coordinator representing Payton Corporation; Owner of the vehicle.
 Preferred: [REDACTED]

2. What happened? The vehicle was in an accident due to an alleged steering failure.

3. What is the current location of the vehicle?
 Better Than New (Body Shop)
 196 Hay Road
 Belleville, TX 77418

05.28.10
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
 Per OGC Matrix, reassigned to 82T. MG17
 5.28.10 Assigned to LSE6. MJK
 CAIR NUMBER 19588247 REQUEST EAA INSPECTION 05-28-2010 13:53
 CAIR NUMBER 19588247 E-MAIL SENT TO EAA 05-28-2010 13:54
 CCRG Open Date: 05/28/2010 13:49:36
 Letter Sent: Acknowledgement 06/01/2010 09:55:26
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/02/10 AT 17:44:50 19588247
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/02/10 AT 18:01:22 19588247
 Letter Sent: Denial 06/04/2010

Customer Assistance Inquiry Record (CAIR)# 19590230

VIN	3D7KS28C5 5G [REDACTED]	Open Date	05/28/2010	Built Date	10/01/2004
Model Year	2005	Body	DH7H41 DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	06/14/2005	Mileage	62,833	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	60148	DON-A-VEE CHRYSLER JEEP			
Dealer Address	777 WEST ORANGETHORPE AVE.				
Dealer City	PLACENTIA	Dealer State	CA	Dealer Zip	92870
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GARDEN GROVE CA [REDACTED]	Country	UNITED STATES		

Product - Steering - Linkage - Poor Handling - Default	Customer said the steering linkage shook heavily.
Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement for H46 recall.
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 052110; DATE RECEIVED: 052610
 Customer said the steering linkage shook heavily. Customer seeking reimbursement for H46 recall. Writer received customer's letter, paid dealer repair invoices and paid receipt. Repair cost for the steering linkage shows as \$1122.76 with tax. Writer submitted a check for \$1122.76 for approval.
 H46 was completed in 07/2009. According to customer and RO the steering repair was based on a TSB.
 This is a Goodwill not Recall reimbursement.
 Parts - \$ 546.10
 Labor - \$ 552.00
 Tax - \$ 45.05
 Total reimbursement - \$1143.15

Approved and Processed

 Customer alleges ball joint broken again. Customer states he will call back if he needs to open case.

Customer Assistance Inquiry Record (CAIR)# **19590292**

VIN	3D3MX49C4 6G [REDACTED]	Open Date	05/28/2010	Built Date	02/28/2006
Model Year	2006	Body	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4	
In Service Dt	10/01/2006	Mileage	70,000	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	44984	LITHIA DODGE OF SOUTH ANCHORAGE			
Dealer Address	9600 OLD SEWARD HIGHWAY				
Dealer City	ANCHORAGE	Dealer State	AK	Dealer Zip	99515
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	WASILLA AK [REDACTED]	Country	UNITED STATES		

Recall - H46: - Information Request	Customer alleges damages caused by recall.
Product - Steering - Linkage - Defective - Default	Customer alleges linkage broke and damaged tire and rim.
Dealer - By-Pass - Default - Default - Default	STEERING LINKAGE

Brice says that the steering linkage broke off, shove rod through tire, bent the rim. Brice had it towed home.
 Brice wants the towing costs. tire and rim replaced.
 Dealership not cooperating. Truck has been in six times just for the transmission.
 Lithia Dodge and Chrysler
 Contact number [REDACTED] home; 7am to 9 pm; leave message if no answer.
 Brice wants it towed to Anchorage.
 Sherri Stein -- Owner is very upset.

[REDACTED]
 ***** CASE MANAGER TEAM *****

CONTACT UPDATE - Customer was contacted today at 11:24 AM.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Customer states that the customer got the message and is seeking more information as to who would be paying for the towing and consequential damage. Writer conferred with RO166 and advised the customer that towing and damages caused by the recall will be covered under that recall, but that the vehicle would have to be diagnosed first to determine if the recall did cause that damage. Writer advised the customer that the towing would initially be the responsibility of the customer and that if it is determined the damages were caused by the recall Chrysler will reimburse the customer the towing expense. Writer also advised the customer that the vehicle could be taken to any Dodge dealership as the customer indicated that the customer did not want to go to Lithia. Customer states that it might be a week before the customer can bring the vehicle into the dealership.
 2nd attempt made to contact customer at 1:39 PM.
 Left message indicating another attempt will be made.
 Customer was provided with agent s name and Brand number.
 3rd attempt made to contact customer at 11:12 AM.
 Left detailed message for a return call if required.
 4th attempt made to contact customer at 1:26 PM.
 Left detailed message for a return call if required.

5th attempt made to contact customer at 11:41 AM.
The writer advised the customer of the open recall. The customer states that she will have a mechanic look at her vehicle in order to decide if it is recall related. The customer would like the writer to follow up on 06/28/10.

6th attempt made to contact customer at 11:06 AM.

Left detailed message for a return call if required.

7th attempt made to contact customer at 11:37 AM.

Left detailed message for a return call if required.

8th attempt made to contact customer at 11:29 AM.

The customers mail box was full.

9th attempt made to contact customer at 12:14 PM.

The customers mail box is full.

10th attempt made to contact customer at 11:48 AM.

The customers mail box is full. Due to the lack of contact the writer is closing the case. Approved by TP324.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **19591378**

VIN	3D7KS28A2 7G [REDACTED]	Open Date	05/30/2010	Built Date	06/27/2007
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	04/02/2008	Mileage	34,276	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	66771	GENE STEFFY CHRY-PLYM-DODGE-JEEP			
Dealer Address	2545 EAST 23RD AVENUE SOUTH				
Dealer City	FREMONT	Dealer State	NE	Dealer Zip	68025

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	BENNINGTON NE [REDACTED]	Country	UNITED STATES

Product - Steering - Unknown - Worn - Default	front left tie rod end broke
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-05-28
 Road Side File Created 05-30-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1920 COUNTY ROAD C 2545 EAST 23RD AVENUE SOUTH
 COUNTY ROAD 19
 CRAIG FREMONT
 NE USA NE
 CALLER_COMMENTS 01- KEYS IN FUEL CAP. BROKEN FROM
 DEALER CODE : 66771 GENE STEFFY 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 Rick, service advisor at dealer 667771
 Is the vehicle at the dealer now?
 No
 When did it arrive at the dealer?
 05/28
 What is the current mileage?
 34276
 If known, what is the reason for the tow?
 tie rod end broken left front
 Have the repairs been completed?
 Yes
 If yes, when were they completed?
 06/02
 Are there any parts that need to ordered?
 No
 Rental provided?
 No
 In your opinion is the condition caused by a defect; normal wear and tear

or by another factor.

Wear and tear

Recalls & RRT s Have they been completed?

None

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.

Covered by warranty

Has this been reviewed with the warranty rep?

No

Has this information been passed on to the customer?

Yes

****End structured narrative T2 PCCP

Contacting GENE STEFFY CHRY-PLYM-DODGE-JEEP, dealer code 66771 @ 402-727-8550. Spoke with Rick, service advisor. Dealer states that the vehicle has been repaired.

***** END NARRATIVE *****

Contacting [REDACTED] regarding follow-up. Wrong number, closing CAIR due to wrong number.

CLOSING CAIR

Customer Assistance Inquiry Record (CAIR)# 19592454

VIN	3D7MX48A6 7G [REDACTED]	Open Date	06/01/2010	Built Date	05/25/2007
Model Year	2007	Body	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB	
In Service Dt	09/05/2007	Mileage	75,000	Dealer Zone	66 ORLANDO
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	60218	TRAPNELL CHRYSLER DODGE JEEP			
Dealer Address	1000 HIGHWAY 301 SOUTH				
Dealer City	STATESBORO	Dealer State	GA	Dealer Zip	30458
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	STATESBORO GA [REDACTED]	Country	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	
Recall - H34: - Reoccurrence or Related Problem	

Customer s drag link separated from the tie rod. Customer feels that the repair should be covered under the terms of recall H46. Customer is requesting that we cover the cost of repairing his truck. Please look into and contact the customer on his cell phone [REDACTED]
 *****END OF RATIONALE FOR ESCALATION*****
 ***** CASE MANAGER TEAM *****
 CONTACT UPDATE - Customer was contacted today at 11:54 am MST
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Customer paid over 700.00 to have the repairs complete, he stated that he will get the exact amount, informed him that upon receipt and confirmation of all requested paperwork, Chrysler will reimburse 400.00
 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 Assistance Inquiry Record (CAIR)#	19593562
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VIN	3D7KS29C5 6G [REDACTED]	Open Date	06/01/2010	Built Date	09/29/2005
Model Year	2006	Body	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4	
In Service Dt	10/21/2006	Mileage	97,000	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	63370	SPENCER AUTO SALES INC			
Dealer Address	46 EAST 200 SOUTH				
Dealer City	HEBER CITY	Dealer State	UT	Dealer Zip	84032
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	PARK CITY UT [REDACTED]			Country	UNITED STATES

Recall - F05: - Advise Owner/Incomplete Recall	Customer seeking recall information.
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Customer calls seeking recall information. Advised the customer of incomplete recall ?recall H46? for this vehicle. Customer was advised to contact a Dodge dealer to schedule an appointment to complete recall repair. Customer states that his tie rod broke and he feels that might be because of the recal issued on his vehicle.

Customer Assistance Inquiry Record (CAIR)# **19597858**

VIN	3D7KS19D1 6G [REDACTED]	Open Date	06/02/2010	Built Date	02/14/2006
Model Year	2006	Body	DH6H81 DODGE RAM 1500 SLT MEGA CAB 4X4		
In Service Dt	10/16/2006	Mileage	55,000	Dealer Zone	66 ORLANDO
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	44143	TIM WHITEHEAD CHRYSLER DODGE JEEP	INC
Dealer Address	123 PLAZA DRIVE		
Dealer City	ENTERPRISE	Dealer State	AL
		Dealer Zip	36331

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	DOTHAN AL [REDACTED]	Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown Tie rod ends

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Tie rod ends have gone bad
 What are the customer s expectations?
 Chrysler to assist with repair.
 ****End structured narrative T2 - Beginning Narrative
 Customer called in stating that the tie rod ends have gone bad on the vehicle and the dealership is charging him for a \$1300 package and he does not need all the parts that come in the package.
 Customer is seeking assistance with the 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 [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/No)
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 OOW by time, still in for perforation
 No SC
 1st owner, previous 3, current 1
 CONTACT UPDATE - Customer was contacted today at 8:59 am MST. Customer states that he is still driving the vehicle, and he feels it is causing more damage. He states that the tie rod ends are not available, and it comes in a set. Customer states that the power steering pump has gone bad due to this issue. Customer was informed that agent will contact the SM at the dealership. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Agent spoke to SA Tommy who states that they don t have a SM, and refers agent to SW Jan. SW states that she is handling the SM duties presently. SW states that the last time customer was there was in 10/2006. SW was provided with agents contact information, and recommends that customer call in and set an appointment.

2nd attempt made to contact customer on 06/03/10 at 9:13 am MST. 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 will set an appointment with the dealership sometime next week. Agent will follow up with customer on Wednesday 06/09/10.

customer calling stating that he wants to speak with case holder writer transferred customer

Customer calls requesting to speak with CF303. Writer informed customer agent was unavailable and a follow up was scheduled for 06/09/2010. Customer alleges his tie rod snapped this morning and needs an immediate decision. Writer informed customer that when assistance is in question an immediate decision can never be determined. Writer offered to transfer to VM and send a not to CF303 so agent knows to call the customer back sooner. Customer accepted.

Customer didn't make it to the dealer vehicle broke down, customer had to go to the Dodge dealership to get parts. Customer stated that the vehicle is at a service shop right now and the mechanic working on it is a certified Dodge. Customer had to pay \$597.10 yesterday for the parts because he couldn't get the vehicle to a Dodge dealer. Dealer couldn't get the right part so customer had to purchase everything from the Dodge dealer. Customer stated he will have to pay whatever the labor fee is. Customer is requesting a call back from the case manager. Customer is requesting the part reimbursement and possible labor. The mechanic name is Greg who stated that the steering box has clay in it.

3rd attempt made to contact customer on 06/09/10 at 1:17 pm MST. Customer states that he had a certified Daimler Chrysler tech work on the truck. He had no choice but to get this done. He stated that the parts price was \$597.10. He went to Express Lube Tune and Service and their contact number is [REDACTED]. The mechanic's name is Greg Shipes. Customer states that the other thing he found out from the mechanic was that the tie rod has caused play in the steering gear box. He was recommended to replace that. He spoke with the dealership who informed him that this would be another \$600 repair. Customer was informed that agent will get further information from Greg and return his call.

Agent spoke with Ervin Manager of the IRF. Ervin states that Greg is off today. Manager unable to pull up any information and recommends that agent speak with Greg about the repair. Greg will be there tomorrow and for agent to call back. Agent will inform customer.

4th attempt made to contact customer on 06/09/10 at 1:33 pm MST. Agent informed customer that agent will contact Greg in the morning and return his call. Customer understood.

Agent spoke with Greg from the IRF. Greg states that the tie rod end that connects to the pitman arm was broken. Greg did not recommend customer driving the vehicle. The little ball joints in the tie rod ends were so worn and ready to pull out. This was a hazard.

5th attempt made to contact customer on 06/11/10 at 11:56 pm MST. Left detailed message that agent has approved \$597.10 for reimbursement of the parts. Customer was advised to call in for the remainder of the information to send in for 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.

NEXT AGENT: Please provide customer with the following information above for reimbursement. Agent has approved the amount. Thanks.

CLOSED LOOP UPDATE - customer was contacted today at 8:23 am MST. Customer was provided with the reimbursement address, and the approved amount for the parts.

POSTMARK DATE: 062110; DATE RECEIVED: 062410

for approval for \$597.10.

Check amount has been approved.

7-27-10 - CHECK RETURNED BY POST OFFICE - NO SUCH NUMBER. REMAILING CHECK
TO: 21 LONIE YOUNG CIRCLE, DOTHAN, AL 36303 AS PER CAIR 19742093.

Customer Assistance Inquiry Record (CAIR)# **19598529**

VIN	3D7MX49C3 6G [REDACTED]	Open Date	06/02/2010	Built Date	12/21/2005
Model Year	2006	Body	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4	
In Service Dt	05/23/2006	Mileage	41,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	60167	LITHIA CHRYSLER JEEP DODGE OF	SANTA FE		
Dealer Address	4470 CERRILLOS RD.				
Dealer City	SANTA FE	Dealer State	NM	Dealer Zip	87507
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SANTA FE NM [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer allegedly took to dealership as he could feel the axle shifting every time he made a turn and was allegedly told that it needs to have the drag link replaced again. Dealership replaced drag link 11/2009 and should still be under 12/12 warranty.
 What are the customer s expectations?
 Customer stated he just wants vehicle to be fixed especially since it was just fixed for the same reason 11/2009.
 ****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? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 60167 LITHIA CHRYSLER JEEP DODGE
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 OOW by time, still in for diesel, perforation, emissions, extended. fed. emissions, and multi-function switch
 No SC
 2nd owner, previous 3, current 2
 Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 66196.
 CONTACT UPDATE - Customer was contacted today at 8:29 am MST. Customer states that he has the vehicle. He took it in on Tuesday, and they told him that this might not be under warranty. He was told by the mechanic that they would check on the warranty. The SM was going to check on it as well, and return customers call. Customer states that when this happened in November, he had a \$500 deductible to replace the whole axle.

When he got the bill, he ended up paying the \$1200. Customer doesn't want to end up paying all over again. Customer was informed about the 12/12 warranty. Agent will check in with SM.

Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.

ASM Zeke called in and states that he had been told that if a part is covered under goodwill then there is no warranty on the part. Writer advised the dealer that if there was a co-pay on a goodwill then the part has that 12/12 part warranty. ASM states that they will try to run the claim through on a part warranty. ASM states that the previous repair was at about 39000 miles.

Agent attempted to contact dealer Assistant Service Manager Zeke however, SM not available. Left message for a return call at extension 66196.

Agent attempted to contact dealer Assistant Service Manager Zeke, however,

SM not available. Left message for a return call at extension 66196.

2nd attempt made to contact customer on 06/07/10 at 3:24 am MST. Someone answered the phone and hung up. Agent will try back again.

Agent attempted to contact dealer Assistant Service Manager Zeke, however,

ASM not available. Left message for a return call at extension 66196.

3rd attempt made to contact customer on 06/09/10 at 2:18 pm MST.

Left detailed message for a return call if required.

Agent attempted to contact dealer Assistant Service Manager Zeke, however,

ASM not available. Left message for a return call at extension 660196.

4th attempt made to contact customer on 06/11/10 at 12:37 pm MST.

Customer states that he picked up his vehicle after we spoke. Customer states that he picked up the truck on Saturday, and that the ASM told him that he still needs to work out the details with Chrysler. Customer states that so far the vehicle looks good. No further assistance needed.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#					19601552	
VIN	3D7MX48C9 6G [REDACTED]	Open Date	06/03/2010	Built Date	12/19/2005	
Model Year	2006	Body	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4		
In Service Dt	01/24/2006	Mileage	115,000	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	LETTER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CARRIERE MS [REDACTED]			Country	UNITED STATES	

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement under the H46 recall.
Dealer - By-Pass - Default - Default - Default	
Product - Steering - Linkage - Worn - Default	
Recall - H46: - Reimbursement	

POSTMARK DATE: 052710; DATE RECEIVED: 060110

Received customer letter seeking reimbursement.

Called customer at 10:00. Customer thinks his steering linkage should last longer than 115,000 miles. Told customer to have the recall done. He said 'he ain't got time for that'. Customer hung up on writer. Writer closing case.

Customer called back in customer is stating that he has already paid for the recall part. Customer is stating that while he was driving the steering linkage broke. Customer originally brought it to Dub Harring Dodge, however, they were unable to get the part in for several days. Customer needed his vehicle so he then brought the vehicle to Picking Tire centre. Customer is requesting reimbursement for the steering linkage. Customer is stating that he did not have time to discuss this with the csr yesterday because he was at work. Customer wants to be contacted after 3:30 pm.

Called customer back. Left message.

2:30 pm 6/7/10

Called customer to inform him, he needs to have a dealer perform the recall so we know what to reimburse. Told dealer that if he bought the steering kit from Chrysler and it is a bad kit, we can reimburse but the dealer will need to check it. Customer stated it will be awhile since he had the engine out. Customer called writer a 'smart a\$\$' and hung up...again.

Writer closing case...Again.

Customer Assistance Inquiry Record (CAIR)# **19602373**

VIN	3D7LS38C5 5G [REDACTED]	Open Date	06/03/2010	Built Date	05/20/2005
Model Year	2005	Body	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP	
In Service Dt	07/13/2005	Mileage	167,000	Dealer Zone	51 CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Dealer	43401	LUCAS-SMITH DODGE			
Dealer Address	1600 PARKWAY WEST				
Dealer City	FESTUS	Dealer State	MO	Dealer Zip	63028
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	FLETCHER MO [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer alleges the tire rods were a recall on the vehicle, the tie rod broke when the vehicle was driving and broke the steering out on the passenger side of the vehicle, and dealership did inspect the vehicle and determined nothing was wrong
 What are the customer s expectations?
 Customer is seeking assistance with the out of pocket expense for 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 [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 No
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Dealership name LUCAS-SMITH CHRYSLER CENTERE Dealer code 43401
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 Writer called dealer and spoke with Brian SA. Brian states vehicle is there but no one has looked at it yet and the customer is under impression that H46 recall has to do with tie rod ends. Brian states they need to be replaced due to age and mileage.
 ***** GOODWILL ASSISTANCE HAS BEEN DECLINED *****
 Chrysler will not participate in the repair.
 The vehicle warranty has expired by time and mileage.
 Unless the customer offers new information, decision remains unchanged.

 Customer is 131000 miles out of warranty for the tie rods and the H46 recall was completed and it had the original steering linkage and recall was not applicable to this vehicle.
 CONTACT UPDATE - Customer was contacted today at 2:52 pm. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Customer was not available. Message was left that a goodwill decision has been made and to please call Ram.

*****Next agent*****

Please provide the decline.

Customer called in wanting a status update. Writer provided customer with decline. Customer took it ok, states that everytime he calls in the answer is no, but took it very well.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19604821
VIN	3D7KS28C4 5G [REDACTED]	Open Date	06/04/2010	Built Date	10/25/2004	
Model Year	2005	Body	DH7L42	DODGE RAM ST 2500 QUAD CAB PICKUP		
In Service Dt	02/17/2005	Mileage	0	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]			Contact Type	LETTER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SABINAL TX [REDACTED]			Country	UNITED STATES	

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement under H46 recall.
Product - Steering - Linkage - Bent - Default	
Product - Steering - Unknown - Defective - Default	
Recall - H46: - Reimbursement	

POSTMARK DATE: 052710; DATE RECEIVED: 060110

Received letter seeking reimbursement under H46 recall.

Called customer at 8:18 am. Customer has to take the vehicle in for the recall first.

Customer was returning call from SS1333 writer informed customer he needs to take care of first recall. Customer states he had to fix it himself since he was broke down on side of road.

Customer, Mr. Palar, stated that he has gotten the truck looked at by Brown Dodge in TX and they told him the recall was performed correctly. Customer states that he was told by the dealer to send in his receipt of the money he spent on the part for the recall to be reimbursed by Chrysler.

Customer is wondering what would be taking so long for reimbursement. Writer advised customer that I would note the call and have his case manager notified.

Customer stated he can be contacted at [REDACTED] if there are any further questions.

Writer called customer and left message.

Reassigned to SS1496.

Agent researched P/N s on invoice submitted by customer.

P/N 410-1081 is a right outer tie rod end.

P/N SS10323 is a stabilizer shock.

Neither of these are part of the recall, Parts replaced in the recall are steering damper bracket and left inner tie rod end at pitman arm.

These parts are not part of the H46 recall.

Agent contacted customer and spoke to Mrs ackerman and Mr Palar and informed them the parts that were replaced are not part of the H46 Recall.

Closing CAIR.

Customer Assistance Inquiry Record (CAIR)#						19608515
VIN	3D3KS28C5	6G [REDACTED]	Open Date	06/06/2010	Built Date	08/01/2005
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	11/15/2005	Mileage	67,000	Dealer Zone	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45249	DAVID DODGE, LLC				
Dealer Address	1801 ROUTE 202					
Dealer City	GLEN MILLS			Dealer State	PA	Dealer Zip 19342
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	GROESBECK TX [REDACTED]				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-Pass	
Recall - H46: - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2010-06-04
Road Side File Created 06-06-10 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1400 ATHENS ROAD 1801 ROUTE 202
TULANE ROAD
WILMINGTON GLEN MILLS
DE USA PA
CALLER_COMMENTS FRONT RIGHT TIRE ROD BROKE. NEEDS
DEALER CODE : 45249 DAVID DODGE CHRYSLER JEEP
****Begin structured narrative T2 PCCP
Who did you speak with at the dealer and what is their dealer code?
Spoke with Terry, service advisor at dealer 45249
Is the vehicle at the dealer now?
Yes
When did it arrive at the dealer?
06/04
What is the current mileage?
67338
If known, what is the reason for the tow?
Front right tie rod broke
Have the repairs been completed?
No
Are there any parts that need to ordered?
Yes
If yes, what are the part & order # s?
Tie rod
Rental provided?
No
In your opinion is the condition caused by a defect; normal wear and tear
or by another factor.
n/a
Recalls & RRT s Have they been completed?
Recalls - completed
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.

Extended

Has this been reviewed with the DM?

No

Has this information been passed on to the customer?

Yes

****End structured narrative T2 PCCP

Contacting DAVID DODGE CHRYSLER JEEP, dealer code 45249 @ 610-358-5300.

Spoke with Terry, service advisor. Dealer states that the recall has been completed, the tie rod has not.

***** END NARRATIVE *****

Contacting DAVID DODGE CHRYSLER JEEP, dealer code 45249 @ 610-358-5300.

Spoke with Jeff, service advisor. Dealer states that the vehicle has been repaired. Dealer states that it was a pitman arm.

END NARRATIVE

Contacting [REDACTED] regarding follow-up. No answer, CSR left a message stating name, reason for call, 800# and CAIR#.

END NARRATIVE

Contacting [REDACTED] regarding follow-up. No answer, CSR left a message stating name, reason for call, 800# and CAIR#.

END NARRATIVE

Contacting [REDACTED] regarding follow-up. No answer, call was disconnected.

CLOSING CAIR

Customer Assistance Inquiry Record (CAIR)# **19611680**

VIN	1D3KS28D8 6[REDACTED]	Open Date	06/07/2010	Built Date	02/07/2006
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/31/2006	Mileage	100,000	Dealer Zone	74 DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Dealer	60163	FREMONT MOTOR ROCK SPRINGS, INC			
Dealer Address	1900 FOOTHILL BLVD				
Dealer City	ROCK SPRINGS	Dealer State	WY	Dealer Zip	82902
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LAS VEGAS NV [REDACTED]	Country	UNITED STATES		

Product - Suspension - Tie Rods / Drag Link - Other - Front	Tie rod came apart.
Referral - Other - Default - Default - Default	Tie rod recall information.

Why is the customer contacting Chrysler?
 Customer wanted Chrysler to be aware of problem.
 What are the customer s expectations?
 Lodge complaint.
 Customer wanted Chrysler to lodge a complaint about tie rods coming apart. Customer alleges dealer told him tie rods just came apart for the second time on this vehicle. writer advised customer complaint has been recorded.

Customer Assistance Inquiry Record (CAIR)#						19614343
VIN	3D7MS48CX	5G [REDACTED]	Open Date	06/08/2010	Built Date	02/23/2005
Model Year	2005	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	05/31/2005	Mileage	120,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44565	FRANK FLETCHER DODGE-CHRYSLER-JEEP				
Dealer Address	5922 WARDEN RD.					
Dealer City	SHERWOOD			Dealer State	AR	Dealer Zip 72120
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ROLAND AR [REDACTED]				Country	UNITED STATES

Product - Steering - Linkage - Defective - Default	
Product - Suspension - Tie Rods / Drag Link - Bent - Front	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated while truck was driving down highway 40 hit a bump in the road, steering linkage popped off and tie rod on vehicle was bent and knuckled. He said that the tire bent under the truck, had the truck towed to closest dealership that happened to be a Ford dealership that said they could do the bare minimum that would get him on the road. No warning that it was going to happen.
What are the customer s expectations?
Customer stated that he would like the recall to be done on the vehicle and reimbursement for the cost to repair it as it shouldn t have happened. Customer would like to be reimbursed for the expenses that he has incurred so far and any to come for the repairs.
****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? No
If a CDJ dealer has diagnosed, what is the dealer name or code? Frank Fletcher 44565
Reassigned to 88F
***** CASE MANAGER TEAM *****
OOW by time and miles
Expired SC
1st owner, current 1
CONTACT UPDATE - Customer was contacted today at 4:20 pm MST. Customer states that they were coming out of Arkansas and the vehicle broke down. Customer states that he took it to a Ford Dealership in Oklahoma. Customer states that he does have the information from the repair back at his office and seeking agent to contact him within 15 minutes time.
2nd attempt made to contact customer on 06/10/10 at 8:41 am MST. Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
Customer calls requesting to speak with CF303

Customer/Caller transferred to extension # 66196

Customer calls requesting to speak with Tina

Customer/Caller transferred to extension # 66196

3rd attempt made to contact customer on 06/15/10 at 3:28 pm MST.

Customer states that he had been to Henrietta Ford in Henrietta Oklahoma.

Customer states that he took his vehicle to Frank Fletcher for the recall work. The work wasn't done correctly. The clamps were loose and were tightened. The steering wheel seems loose as well. Customer called over to the dealership to voice his concerns. He states that he cannot believe that a dealership would let a vehicle go in that condition.

Customer states that he was dealing with Richard SW. Customer seeking to have agent contact the dealership regarding this concern. Customer was informed that agent will verify for the reimbursement first and then review the case for repair.

Left detailed message for a return call if required.

Consumer called in very upset that Tina had not returned his call. The dealership has not returned his call either. Customer wants a resolution now.

Agent spoke with SM Doug. SM states that he had front end parts replaced. His concern was a broken tie rod. The dealership did DSA for this customer. SM states that if he is back in the area, to refer him back to the dealership for this concern. SM states that if he isn't in the area, to refer him to Landers Dealership in Denton, AR.

4th attempt made to contact customer on 06/21/10 at 12:34 pm MST.

Customer states that he took the truck to an IRF and got the repair done. Customer was provided with the information from the SM. Customer states that Landers Dodge turned him away with this situation. Customer states that the dealerships didn't do anything about this concern, and he waited for agent to contact him, and it's been forever. Customer still seeking reimbursement from the repair done at the Ford dealership. Agent declined this request. Customer states to document how he feels about Chrysler. Customer using profanity regarding this concern stating that he will not call back in.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19622867
VIN	3D7KS28C0	5G [REDACTED]	Open Date	06/09/2010	Built Date	06/08/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	07/14/2005	Mileage	67,842	Dealer Zone		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	HOQUIAM WA [REDACTED]				Country	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer said the steering linkage broke.
Recall - H46: - Reimbursement	Customer seeking reimbursement for H46 recall repair.

POSTMARK DATE: 060310; DATE RECEIVED: 060710
Customer said the steering linkage broke. Customer seeking reimbursement for H46 recall repair. Writer received customer s letter, IRF repair invoice and parts invoice. The parts invoice shows customer bought performance parts. Writer called customer to refer to the dealer for H46 inspection. Customer said he would go to dealer 60239 today. Writer told him writer would base the reimbursement decision on the dealer s inspection.
Writer called the dealer and spoke to SM Dan who said the truck was lifted. Dan said the customer alleges he lifted the truck after the steering linkage broke. Dan said the truck had the updated steering linkage on it and that they had put in a claim for the H46 recall.
Writer called customer and explained that since the truck was lifted writer needed proof that the linkage broke before he put in the lift kit. Customer said the linkage on the Source Automotive invoice was put on when the linkage broke. Writer asked him which line it was. Customer said it was line one which says 3rd gen tie rod upgrade w/ hardware. Writer called Source Automitive and spoke to Bill who verified that was a steering linkage. Customer said the ball joints broke because he lost control of the vehicle when the steering linkage broke and went into a ditch. Writer told customer that the steering linkage would be reimbursed under the recall. Writer offered goodwill for half the cost of the ball jonts and half the labor for a total of \$504.50. Customer accepted the offer. Writer submitted a check for \$504.50 for approval.
H46 does NOT apply - No prior history of Mopar steering linkage repair. Writer to approve as Goodwill only.

Approved and Processed

Customer Assistance Inquiry Record (CAIR)#						19624289
VIN	3D7MX48C5 6G [REDACTED]	Open Date	06/10/2010	Built Date	07/11/2005	
Model Year	2006	Body	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4		
In Service Dt	10/29/2005	Mileage	100,000	Dealer Zone	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	44139	DODGE OF BLAINE INCORPORATED				
Dealer Address	9999 HIGHWAY #65					
Dealer City	BLAINE	Dealer State	MN	Dealer Zip	55434	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	CARVER MN [REDACTED]	Country	UNITED STATES			

Recall - H46: - Consequential Expenses Not Covered

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 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 Dodge of Blameor code? The phone is [REDACTED] service manager is rich.
Reassigned to 88F
Customer stated that the dealer needs us to contact them part installed on the vehicle, 20000 miles ago, had part fixed at a shop that is close to customer, got the part from a dodge dealership and now tierod drag link broke.
Informed customer that case has been escalated for review by a cm and they until the cob tomorrow to call him back. Customer asked to speak to cm. writer transferred customer.
correct dealer is 44139
***** CASE MANAGER TEAM *****
Customer is the original owner of vehicle. Has 6 other CDJR vehicles in household history (5 NEW, 1 USED). No service contract.
CONTACT UPDATE - Customer was contacted today at 8:59 am MST. Customer states that he had the tie rods and ball joints replaced at an IRF about 20000 miles ago. Customer state he just received the recall notice, which covers the same parts. Customer states that on 6/9, the same tie rod that was replaced, broke while he was driving. Customer states he had his vehicle towed to the DODGE OF BLAINE INCORPORATED and admits that he 'had words' with the SM when he was informed the repairs were not related to the recall and that it was going to cost around \$1200 to

repair. Writer apologized and explained that even if the previous repair was done at a certified dealership, it would be out of the 12/12 warranty. Writer advised that the dealership will be contacted for more information regarding the repair and then he would be contacted back. DODGE OF BLAINE INCORPORATED dealership was contacted at 11:54 am MST. Writer spoke with SM, Rich, who stated that the repair done at the IRF actually took care of the recall. SM states that the tie rod that broke, was the newer model that the H46 recall is replacing the defective part with. SM states that by the way the tie rod was sheared, he believes was caused by an impact of some sort and WAS NOT related to the recall.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:07 pm MST. Customer is still adamant that the newer model part was defective and broke on its own, which is why he is requesting reimbursement for the repair done at the dealership. Writer apologized, and advised that customer does have the option of getting a 2nd opinion from another certified dealership. Writer advised that with the current information at hand, CAC is unable to reimburse for the broken tie rod repair.

CLOSED LOOP UPDATE -

Customer was advised if he does get a 2nd opinion from a certified dealership stating that the new model part was, in fact, defective, and damage was not done by an impact, he will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)#						19625610
VIN	3D7MX48C1 6G [REDACTED]	Open Date	06/10/2010	Built Date	04/27/2006	
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	06/23/2006	Mileage	105,220	Dealer Zone	32 NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	68911	BOLLES CHRY-DODGE-JEEP				
Dealer Address	121A W STAFFORD RD					
Dealer City	STAFFORD SPRINGS	Dealer State	CT	Dealer Zip	06076	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	VERNON CT [REDACTED]	Country	UNITED STATES			

Product - Suspension - Tie Rods / Drag Link - Broken - Front

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] anytime Preferred Afternoon/Evening call back number [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? 68911 Reassigned to 88F

Why is the customer contacting Chrysler? customer is calling regarding tie rod ends on the vehicle sheered off while he was driving. Customer feels that since it is a defective part and shouldn't have to pay for the repairs.

What are the customer's expectations? Customer wants help in repairs
 ***** CASE MANAGER TEAM *****
 **** 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.

Vehicle is out of warranty by 69k miles.
 CONTACT UPDATE - Customer was contacted today at 4:15 PM.
 Customer was provided with agent's name and brand number if the customer needs to re-contact the agent. Writer contacted customer and informed of goodwill decision.

Customer Assistance Inquiry Record (CAIR)# **19631397**

VIN	3D7KS28A4 7G [REDACTED]	Open Date	06/14/2010	Built Date	02/08/2007
Model Year	2007	Body	DH7H41 DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	04/21/2007	Mileage	63,000	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	43585	RAMSEY MOTOR COMPANY			
Dealer Address	502 HWY 62-65				
Dealer City	HARRISON	Dealer State	AR	Dealer Zip	72601

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	EIGHT MILE AL [REDACTED]	Country	UNITED STATES

Recall - J35: - Information Request	Customer inquiring about recall
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Steering Linkage
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 I need information on the recall for the steering linkage on 2003 - 2008 Ram 2500. My ball joint stud broke almost causing a major accident. My truck is being repaired but no dealer was available. Thank you.
 *****END OF CUSTOMER EMAIL *****
 Thank you for contacting the Chrysler Customer Assistance Center in regards to your recall inquiry.
 This is the information about recalls on your 2007 Dodge Ram.
 G30 REPROGRAM ECM & REPLACE O2 CONTROL MODULE 10/31/2007 11/30/2007 COMPLETE USA
 H34 DASH SHIELD SAFETY 01/20/2009 02/17/2009 COMPLETE USA
 H46 STEERING LINKAGE SAFETY 04/27/2009 06/18/2009 COMPLETE USA
 J35 REPROGRAM ECM - REGENERATION STRATEGY 04/16/2010 INCOMPLETE USA
 Our records indicate that the following recall campaign has not been performed by an authorized dealer:
 J35 REPROGRAM ECM - REGENERATION STRATEGY 04/16/2010 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. 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 *****

Customer Assistance Inquiry Record (CAIR)# 19632762

VIN	3D7MX48C2 6G [REDACTED]	Open Date	06/14/2010	Built Date	09/13/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	03/25/2006	Mileage	139,000	Dealer Zone	42 DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION			
Dealer	60302	MANN CHRYSLER, DODGE, JEEP OF	MAYSVILLE, LLC		
Dealer Address	1502 INDUSTRIAL PARK DR				
Dealer City	MAYSVILLE	Dealer State	KY	Dealer Zip	41056
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	GEORGETOWN OH [REDACTED]	Country	UNITED STATES		

Product - Steering - Linkage - Defective - Default steering linkage broke.

customer calling to find out what assistance can be offered. writer advised that vehicle has open recall for steering linkage. customer states that steering linkage broke and that caused damage to vehicle. writer forwarding case due to recall concerns with needed 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 [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 *****

CONTACT UPDATE - 1st Contact made.

Agent called customer and he informed me that he had a tie rod repair that needs to be done and he was seeking reimbursement under the recall. Agent informed him that once the repairs are done he can submit for reimbursement but it would need to be determined to be recall related in order to be reimbursed. Customer will go to Mann Chrysler.

***** Attention Service Director/Service Manager *****

This CAIR is being sent to your dealership as a courtesy notification because this customer has contacted Customer Care seeking dealer and/or repair procedure information. Based on the customer s input, your dealership was either preferred and/or convenient. The customer s contact with Customer Care was in regards to a recall. There were no commitments made to the customer other than informing them an electronic file will be sent on their behalf providing you with prior notification.

There is no action required on this CAIR other than reading / closing it.

REASSIGNED TO BC/DLR 42 60302 06/15/10 14:01 O 19632762

Read

*Contact Date:06/18/2010

DCX operational issue has been addressed and customer has been provided with

explanation.

CAIR RETURNED FROM DEALER ON 6/18/2010 AT 02:23:477 R 19632762

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19636915
VIN	3D7KS28C9	5G [REDACTED]	Open Date	06/15/2010	Built Date	05/05/2005
Model Year	2005	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	05/24/2005	Mileage	70,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Dealer	45138	NORTH JACKSON CHRYSLER JEEP DODGE				
Dealer Address	5395 I 55 N					
Dealer City	JACKSON	Dealer State	MS	Dealer Zip	39206	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	SUMRALL MS	[REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default	
Recall - E17: - Advise Owner/Incomplete Recall	

customer called in as his steering linkage broke about 15 min ago and he does have a recall for steering linkage.i contacted nearest dealership and conference the two of them to make arrangement to get his vehicle in for the recall.

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.

the dealership was Mack Grubbs Motors...13.52 miles away1470 hwy 98 ecolumbia, MS 3942...Phone: 601-736-3432

Customer Assistance Inquiry Record (CAIR)# 19637540

VIN	3D7MX38C0 7G [REDACTED]	Open Date	06/15/2010	Built Date	08/15/2006
Model Year	2007	Body	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB	
In Service Dt	05/15/2007	Mileage	123,191	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DGB				

Dealer	43577	JOHN VANCE MOTORS INC			
Dealer Address	I-35 & GUTHRIE				
Dealer City	GUTHRIE	Dealer State	OK	Dealer Zip	73044

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	GUTHRIE OK [REDACTED]	Country	UNITED STATES

Product - Steering - Linkage - Defective - Default	Passenger tie rod end failure.
Corporate - Reimbursement - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Recall - H46: - Reimbursement	

POSTMARK DATE: 060710; DATE RECEIVED: 061010
 Received customer request for reimbursement of repairs related to the H46 recall.
 Agent will contact customer and request completion of recall.
 Agent left voice message with case #, agent name, brand #, and case #.
 *****Next Agent*****
 Inform customer open recall needs to be completed to determine which parts are covered.
 Customer called stating that dealership 43577 did work and replaced the whole front end.
 Writer asked customer if he had been back to the dealership since the work had been done and he stated yes, it was the dealer who advised customer to ask for reimbursement. Writer advised customer to contact dealership and have them mark the recall complete so reimbursement can be processed.
 customer s contact information is [REDACTED]
 Customer calls back stating that the customer has the paper that states that recall has been completed. Writer informed customer that the customer needs to have the vehicle inspected to see what parts had failed on the vehicle to make sure it falls under the recall. Customer stated will go and she what the dealership see and will call back in. Customer than ended the call.
 Agent contacted dealership and spoke to Woody the S/A, he states the original steering linkage failed at the right outer tie rod end.
 Based on documentation received and H46 recall, None of these repairs are related to the H46 recall.
 Agent attempted contact, left voice message for callback.
 *****Next Agent*****
 Inform customer of decision
 Agent attempted contact, left voice message for callback.

*****Next Agent*****

Inform customer of decision

Agent contacted dealership and spoke to woody to provide proof of payment. Woody states he will have the service writer Jeff call back with info.

Jeff the service writer called back and states Mr. Burlison paid with cash.

Based on documentation received, and to promote customer loyalty, Chrysler will offer a 50/50 split on these repairs.

Invoice breakdown as follows:

Parts- \$ 556.00

Labor- \$ 329.95

Shop supplies- \$ 20.99

Tax- \$ 53.37

TOTAL- \$ 960.31

Less 50 % - (\$480.15)

Agent will submit a check for \$ 480.16 for approval.

Reassign to SS1496 upon check approval.

Approved and Processed
