

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

| | | | | | | |
|---|---------------------------|-------------------------------|------------------|---------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19641009 |
| VIN | 3D7KS19D4 | 6G [REDACTED] | Open Date | 06/16/2010 | Built Date | 02/13/2006 |
| Model Year | 2006 | Body | DH6H81 | DODGE RAM 1500 SLT MEGA CAB 4X4 | | |
| In Service Dt | 02/23/2007 | Mileage | 108,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Dealer | 44911 | LONE STAR DODGE CHRYSLER JEEP | | | | |
| Dealer Address | 1309 SOUTH PACIFIC STREET | | | | | |
| Dealer City | MINEOLA | | | Dealer State | TX | Dealer Zip 75773 |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] |
| | LUFKIN TX [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Drive Shaft/Universal Joint - Unknown - Defective - Unknown | Ball joint fell apart - claims there |
| Product - Steering - Unknown - Other - Default | tie rod came apart and front wheel came apart. |

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer claims the tie rod has come off his vehicle and caused damage to the front bearings and other parts of the vehicle

What are the customer s expectations?

Wants chrysler to pay for all damage caused by the ball joint because he has other friends who have had recalls on their vehicle for this same problem

****End structured narrative T2 - Beginning Narrative

Customer contacted dealer and customer claimed there is a recall on it. Dealership claimed there is no warranty and he needs to pay out of his pocket. Customer called us. Writer informed him that he needs to pay out of pocket since he is OOW and there is not recall on his vehicle. Writer verified in Vlp that there is no recall at all on the vehicle. Customers claim is that if other vehicles have a recall on tie rods or ball joints, then his should be covered also. I advised that this is not the situation. Recalls on other trucks do not guarantee that the same recall belongs to other trucks. Customer was insistant that we do something about it. I denied customer at least 5 times and he still wants us to do something.

He asked if call was recorded and writer informed him yes. Customer wanted the number of the call. Writer advised we will not provide the call unless he did try legal action and his lawyer was to supeon 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 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?44911

Reassigned to 88F

***** CASE MANAGER TEAM *****

Customer is the original owner, 2 new currently owns 1, oow by 72,000

miles and 4 months, no CSC.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:31 PM EST.

Customer was not available. Left a message indicating another attempt would be made. Writer will stand behind the decline because the customer is 72,000 miles out of warranty and he does not have a recall that is incomplete on the vehicle. Goodwill assistance is being declined. ** Next agent** please inform the customer of the decline. Writer will follow up on 06/21/10.

Contact attempt, phone number dialed, [REDACTED] at 2:42 PM EST.

Customer feels that this should be taken care of because there were recalls on other vehicles. Customer states that they should extend the recall to other people. Writer informed customer that the recall was not issued to his vehicle and that Chrysler will not be paying for the cost of the repair. Customer states that he would like the recording of his phone calls. Writer informed customer that it is proprietary information and he can not receive a copy of the recording. Customer states that he does not care if the recall is not issued to his vehicle, it will be fixed at Chrysler expense. Writer informed customer that Chrysler will not be assisting with the cost of the repair. Customer states that he will never buy another Dodge vehicle again. Customer would like to speak to a supervisor. Writer informed customer that the decision will remain unchanged. Customer states that Chrysler should be doing the research to make this right. Customer states that he is going to contact his lawyer. Writer advised customer that he can do what ever he feels necessary.

**** 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.

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|---|-----------------|-------------------------------|------------------|---------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19643350 |
| VIN | 3D7MX48C8 | 6G | Open Date | 06/17/2010 | Built Date | 03/27/2006 |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 04/29/2006 | Mileage | 82,630 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Dealer | 44231 | DEMONTROND AUTO COUNTRY INC | | | | |
| Dealer Address | 888 IH 45 SOUTH | | | | | |
| Dealer City | CONROE | | | Dealer State | TX | Dealer Zip 77304 |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | MONTGOMERY TX | | | | 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: 060710; DATE RECEIVED: 061010

Received customer letter seeking reimbursement for steering repairs under the H46 recall.

Writer will reimburse the broken pitman arm, labor and alignment only.

Reimbursement Request Received request for reimbursement on recall H46, for repair completed at customer home and dealer.

Breakdown on invoice is as follows:

Parts - \$475.67

Labor - \$134.70

Shop Supplies - \$13.47

Tax - \$40.35

Total - \$664.19

Customer seeking reimbursement of this amount, however, there is no proof of payment.

Based on the documentation thus far, agent will submit a check in the amount of \$220.93 for approval for partial goodwill reimbursement of repairs, pending proof of payment being sent in by the customer.

Called DeMontrond and spoke to SA Kevin. He stated customer paid with a credit card.

Writer will submit a check in the amount of 220.93 for approval.

Writer approved and issued check in the amount of \$220.93.

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|---|-------------------------|-------------------------------------|------------------|------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19646927 |
| VIN | 3D7KS28C7 | 5G [REDACTED] | Open Date | 06/18/2010 | Built Date | 10/18/2004 |
| Model Year | 2005 | Body | DH7H41 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | |
| In Service Dt | 11/30/2004 | Mileage | 183,112 | 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 | DG8 | 4-SPD. AUTOMATIC 48RE TRANSMISSION | | | | |
| Dealer | 43609 | RAZZARI DODGE CHRYSLER | | | | |
| Dealer Address | 1605 AUTO CENTER DR | | | | | |
| Dealer City | MERCED | Dealer State | CA | Dealer Zip | 95340 | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | |
| | DOS PALOS CA [REDACTED] | | | | Country | UNITED STATES |

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

Customer called in seeking recall information. Advised the customer of incomplete recall H46. Customer stated that the tie rod broke, and wants to know if it is covered. Agent advised it would have to be diagnosed first to confirm if that is part of the recall.

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|---|---------------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19650406 | |
| VIN | 1D7KS28C1 | 6 | Open Date | 06/21/2010 | Built Date | 11/22/2005 | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 01/19/2006 | Mileage | 50,000 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | | Market | U | US | |
| Dealer | 24165 | TOWN & COUNTRY CHRY-JEEP INC | | | | | |
| Dealer Address | 13733 AURORA AVENUE NORTH | | | | | | |
| Dealer City | SEATTLE | | | Dealer State | WA | Dealer Zip | 98133 |
| Owner | | | | | | Contact Type | ROADSIDE |
| Address | | | | | | Home Phone | |
| | FORT RUCKER AL | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | |

Roadside Assistance Contacted - DATE : 2010-06-19
 Road Side File Created 06-21-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 I-5 N 13733 AURORA AVE N
 EXIT 170
 SEATTLE SEATTLE
 WA USA WA
 CALLER COMMENTS - CUST VERY UNHAPPY RE SERV,,,R
 DEALER CODE : 24165 TOWN & COUNTRY CHRYSLER JEEP DODGE
 ****Begin structured narrative T2 – PCCP
 Who did you speak with at the dealer and what is their dealer code?
 Spoke with Tim, service advisor at dealer 24165
 Is the vehicle at the dealer now?
 No
 When did it arrive at the dealer?
 06/19
 What is the current mileage?
 61633
 If known, what is the reason for the tow?
 Broken right front tie rod end
 Have the repairs been completed?
 Yes
 If yes, when were they completed?
 06/24
 Are there any parts that need to ordered?
 Yes
 If yes, what are the part & order #'s?
 Drag link, tie rod, other parts
 Rental provided?
 No
 In your opinion is the condition caused by a defect; normal wear and tear
 or by another factor.
 Failure,
 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.
 Warranty

Has this been reviewed with the DM?

No

Has this information been passed on to the customer?

Yes

****End structured narrative T2 – PCCP

Contacting TOWN & COUNTRY CHRYSLER JEEP DODGE, dealer code 24165. Spoke with Tim, service advisor. Dealer states that the vehicle has been repaired.

***** 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. Spoke with Carlsen Hoyt, customer states that he is extremely displeased. When he contacted roadside and they came to get the vehicle they told him that he would have to find a way home. Customer states that they were around 50 miles away from the dealer. Customer states that luckily he had family close by to come get him and his family. Customer states that he was not provided a rental. Customer states that he is at work and needs to be contacted later in the afternoon.

end narrative

Another Agent will attempt to contact customer later tonight.

Contacted [REDACTED] to follow up on his previous comments. Cust says he is very, very disappointed with the tow event. Cust says when he called about getting a rental car he was told he was on his own and would have to pay for a taxi out of pocket, and hopefully get it reimbursed. Cust says agent could not even guarantee that it would be reimbursed. Cust says he thought it would be covered under warranty. He says he had 4 children on the side of a busy highway. Cust says he was told that he would be provided rental car assistance when he purchased the warranty. Cust says the tow system is very poor. Cust states he had to hunt down the dealership himself; he had to call Roadside back to find out where the vehicle was towed to and where the dealership was located. Cust says no one ever called him to tell him where his vehicle was; the level of communication needs to be improved. Cust says he doesn't know why Chrysler is not set up to send Enterprise cars to customers automatically in tow situations. Cust says even if he rode along in the tow truck the dealership was closed as it was Saturday so he would not have been better off. Cust says his experience with the dealership was fine after the tow event. CSR informed customer that his concerns would be reviewed by his case manager.

Contacted [REDACTED] regarding the cost of the of taxi. No answer, agent will attempt to contact customer tomorrow.

end narrative

Contacted [REDACTED] regarding the cost of the of taxi. Customer asked if agent could call a little later.

end narrative

Contacted [REDACTED] regarding the cost of the taxi. Customer states that his family was able to pick him, his wife and kids. Customer states that the whole roadside was just a overall inconvenience. CSR advised customer that they will look into the situation a little more and see if there is anything Chrysler can do. Agent advised customer that they could not make any promises but would definitely look into it.

end narrative

Contacted [REDACTED] regarding goodwill. Customer states that he does have the vehicle back and repaired. Agent states that on behalf of Chrysler we will give customer 2 free oil changes for the inconvenience that he had to experience. Agent will contact customer when oil changes are attached to the file.

end narrative

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19651956 | |
|--|--------------------------|------------------------------------|-----------|--------------------------------|--------------|---------------|--|
| VIN | 3D7MX48A6 | 7G | Open Date | 06/21/2010 | Built Date | 03/13/2007 | |
| Model Year | 2007 | Body | D18L42 | DODGE RAM ST 4X4 3500 QUAD CAB | | | |
| In Service Dt | 10/31/2007 | Mileage | 50,000 | 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 | 66648 | SOUTHERN CHRYSLER DODGE JEEP, LTD. | | | | | |
| Dealer Address | 2711 SOUTH MEDFORD DRIVE | | | | | | |
| Dealer City | LUFKIN | Dealer State | TX | Dealer Zip | 75901 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | CHARLOTTE TN | | | | Country | UNITED STATES | |

| | |
|---|---|
| Recall - H46: - Reoccurrence or Related Problem | customer believes the issue is due to this recall |
|---|---|

Why is the customer contacting Chrysler? customer believes her vehicle got ruined due to the steering linkage recall. customer stating she went to get in her car and the front collapsed. customer thought it was due to the tire popping. Customer took the vehicle to a firestone for repairs. Customer alleges the firestone says the tie rod blew causing a stress fracture.

What are the customer s expectations? chrysler to assist with repairs with no cost to customer and chrysler to pay for her vehicle to get towed to a 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 by COB their time Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle?IRF

Has the vehicle been diagnosed by a CDJ dealer? no

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Customer stated she had the vehicle towed to firestone, it is about 5 miles from the dealer, but it is not driveable, informed customer that she may need to have the vehicle towed, she stated that she does not want to pay for towing, she stated that because the steering linkage was replaced a year and about 20,000 miles ago, the towing should be covered, informed her that the parts warranty is expired, and would not cover towing anyway, she stated that she will see if the dealer will tow this, however she is not satisfied.

CONTACT UPDATE -

5.13p Service Director, Don, at 43300 called DM regarding above. Current repair may be related to previously performed. Dealer states he went down to Firestone and inspected vehicle. Dealer states repairs may be recall related. DM authorizes repair work as goodwill.cco1

Caller wanted to know where her reimbursement check was for the towing. Advised her we have no information that towing was being covered.

She states that Mr Bailey the Operation manager promised her a refund and she needs to update the address and she is moving to Wyoming for a while. Advised her to contact dealership to get correct offer.

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|---|----------------------|--------------------------------|------------------|--|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19654019 | |
| VIN | 3D7MX48C3 | 6G [REDACTED] | Open Date | 06/21/2010 | Built Date | 11/28/2005 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 02/28/2006 | Mileage | 115,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 44743 | MIKE SMITH CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 1945 INTERSTATE 10 S | | | | | | |
| Dealer City | BEAUMONT | | | Dealer State | TX | Dealer Zip | 77701 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | |
| | BUNA TX [REDACTED] | | | | | Country | UNITED STATES |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | | | | Customer alleges the driver side outer tie rod needs to be replaced. | | | |

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer stated that he had to replace the steering linkage last year in March. Customer stated that the outer tie rod end broke off of the vehicle.

What are the customer s expectations?

Customer is seeking for assistance with the repair.

****End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [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? 44743

Reassigned to 88F

***** CASE MANAGER TEAM *****

SA Lauren states the customer came in on the twelvth of August, 2009 for the recall.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] at 12:30.

Customer was not available.

Line was busy.

2nd attempt made to contact customer on 06/23/10 at 4:16.

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

Customer states he put an new steering system in 2009, but he purchased the new part today. Customer states he is upset with the principle that he will have to pay for this. Customer is the original owner, owned one other used vehicle. Customer states he had the repair done at an IRF but they purchased the part from the dealer. Customer states a dealer did not diagnosis the problem. Customer states h will seek legal advice.

**** 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.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19661650 |
|--|--------------|-------------------------------|-----------|------------------------------------|--------------|---------------|
| VIN | 3D7KS28C7 | 5G | Open Date | 06/23/2010 | Built Date | 03/07/2005 |
| Model Year | 2005 | Body | DH7H42 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | |
| In Service Dt | 06/03/2005 | Mileage | 91,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | BELLVILLE TX | | | | Country | UNITED STATES |

| | |
|---|---|
| Product - Suspension - Lower Control Arms/Ball Jnts - Poor Handling - Unknown | Caller states taht lower passenger ball joint seperated from vehicle-VOR. |
| Corporate - Dealer Information - Default - Default - Default | Corrected preferred servicing dealer information - 60432. |
| Recall - H46: - Advise Owner/Incomplete Recall | H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA |

Why is the customer contacting Chrysler? Mr. [REDACTED] calling on behalf of his SON - MR [REDACTED] and advises that the lower passenger ball joint seperated from the vehicle. Caller states that the vehicle was inspected for H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA and nothing was found wrong. Caller now states vehicle VOR. ISD : 06/03/2005 with 91,000 miles.

What are the customer s expectations? Caller seeking OOW assistance with repair/replacement of the components involved.

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 cell - [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner - needs to be towed

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No

If a CDJ dealer has diagnosed, what is the dealer name or code?60432

Reassigned to 88F

Customer calls seeking recall information. Advised the customer of incomplete recall H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA 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 *****

CONTACT UPDATE - 1st Contact made,

agent and customer discussed his concerns that his sons vehicle was taken to an IRF and they repaired a suspension component and told him to call Dodge. Agent informed him that he is OOW and Chrysler does not work with IRF s.

**** 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.

Customer states that the stabilizer is shot and states that many other trucks of the same year have been having similar problems. Writer advsided customer of goodwill decline and also that he should keep his receipts in case of a future recall on the vehicle.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19663702 | |
|--|------------------|-------------------------------------|-----------|---------------------------------|------------|--------------|---------------|
| VIN | 3D7KS28C2 | 6G | Open Date | 06/24/2010 | Built Date | 06/29/2005 | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 02/24/2007 | Mileage | 90,000 | 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 | 68940 | BANKSTON CHRYSLER JEEP DODGE | | | OF FRISCO | | |
| Dealer Address | 6600 HIGHWAY 121 | | | | | | |
| Dealer City | FRISCO | | | Dealer State | TX | Dealer Zip | 75034 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | SOPER OK | | | | | Country | UNITED STATES |

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| 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 she had her dealership diagnose the vehicle for recall #H46 and they told her she didn't need any repairs.

What are the customer's expectations?

Customer states the next day her tie rods broke with her family in the vehicle. Customer states she had repair performed by an independent mechanic and requests CAC to pay for diagnosis at an authorized dealership to ensure her vehicle is safe.

****End structured narrative T2 - Beginning Narrative

Please refer to CAIR #19657301 documented under the wrong VIN. This CAIR is documented under the correct VIN.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 580-317-5009 at 11:20 am.

Explained to customer CAC does not review goodwill with Independent Mechanics.

*** 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.

Also explained to customer, she may take vehicle to an authorized dealership for diagnosis/safety evaluation at her responsibility. Informed Chrysler does not assist with diagnosis. Customer inquires if her family was injured when the tie rod broke if she would be told the same thing. Writer explained with the repairs already completed, the situation can't be reviewed further. But every situation is handled on a case by case basis.

CLOSED LOOP UPDATE -

Customer was reminded if their concern recurs, they will need to call the

800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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|---|-------------------------|-----------------------------------|------------------|------------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19670452 |
| VIN | 3D6WD66A6 | 8G | Open Date | 06/27/2010 | Built Date | 08/08/2007 |
| Model Year | 2008 | Body | DM9L64 | DODGE RAM 4X4 4500 REG CAB CHASSIS | | |
| In Service Dt | 10/31/2008 | Mileage | 71,000 | 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 | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | | |
| Dealer | 61667 | COLE CHRYSLER DODGE | | | | |
| Dealer Address | 3550 BROAD STREET | | | | | |
| Dealer City | SAN LUIS OBISPO | | | Dealer State | CA | Dealer Zip 93401 |
| Owner | [REDACTED] | | | | Contact Type | ROADSIDE |
| Address | [REDACTED] | | | | Home Phone | |
| | LOS BANOS CA [REDACTED] | | | | Country | UNITED STATES |

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|---|--|
| Corporate - Roadside Services - Warranty - Towing - Default | |
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Roadside Assistance Contacted - DATE : 2010-06-25
 Road Side File Created 06-27-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1124 BLACK OAK DRIVE 3550 BROAD STREET
 RIVERSIDE AVENUE
 PASO ROBLES SAN LUIS OBISPO
 CA USA CA
 CALLER_COMMENTS 01-BROKEN TIE ROD/NEED 1 HOUR EXT
 DEALER CODE : 61667 COLE CHRYSLER DODGE JEEP

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|---|----------------------------|---------------------------------|------------------|-------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19670872 |
| VIN | 3D7MX48C3 | 6G [REDACTED] | Open Date | 06/28/2010 | Built Date | 08/29/2005 |
| Model Year | 2006 | Body | D18P42 | DODGE RAM 3500 LARAMIE QUAD CAB 4X4 | | |
| In Service Dt | 11/04/2005 | Mileage | 100,000 | Dealer Zone | 66 | ORLANDO |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 60068 | LAKE NORMAN CHRYSLER JEEP DODGE | | | | |
| Dealer Address | 20700 TORRENCE CHAPEL RD | | | | | |
| Dealer City | CORNELIUS | Dealer State | NC | Dealer Zip | 28031 | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] |
| | HUNTERSVILLE NC [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|--|
| Dealer - By-Pass - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | |
| Recall - H46: - Reoccurrence or Related Problem | |

Customer called about the H46 steering linkage recall. It was inspected, and Lake Norman said it was not part of the recall. 2 weeks later, the tie rod end on the front right side completely failed and fell apart. It was repaired by Lake Norman Dodge for \$900. Customer is seeking to be reimbursed for these costs. He feels this should have been repaired under the H46 recall. Agent advised the customer of what documentation to send in, and the address of where to send it so we can review for a reimbursement.

| | | | | | | | |
|---|------------------|-------------------------------|------------------|--------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19670915 | |
| VIN | 3D7KS26C9 | 6G | Open Date | 06/28/2010 | Built Date | 10/31/2005 | |
| Model Year | 2006 | Body | DH7H62 | DODGE RAM 2500 SLT REG CAB 4X4 | | | |
| In Service Dt | 03/31/2006 | Mileage | 80,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 37058 | R I SURESKEY & SON INC | | | | | |
| Dealer Address | RTE 17A HATFIELD | | | | | | |
| Dealer City | GOSHEN | | | Dealer State | NY | Dealer Zip | 10924 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | STONY POINT NY | | | | | Country | UNITED STATES |
| Dealer - By-Pass - Default - Default - Default Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | | | | | | | |

Customer states they got the recall notice and brought the truck back in to the dealer in April. They said it was fine and nothing was wrong. This weekend, the tire fell off the tie rod on the right passenger side. Customer thinks this is related to the H46 recall, and would like it fixed at no cost.

****END OF CUSTOMER CONTACT****

This CAIR is being escalated because the customer is seeking cost assistance

****END OF RATIONALE FOR ESCALATION****

Customer called stating that she has not received a telephone call yet and she is upset that her vehicle is not driveable. Advised customer that it takes 24 to 48 hours. Please call customer at:

***** CASE MANAGER TEAM *****

Agent has reviewed. Customer seeking relief under H46 recall for tie rod repairs. The H46 recall is for MOPAR parts for the steering linkage. It only applies to vehicle that have had the steering linkage replaced in the past, either under warranty or customer pay (customer must provide proof of repair). This vehicle has already been inspected and the H46 recall does not apply to the vehicle. Furthermore, the tie rods are not a part of the steering linkage. This issue is not recall related. In regards to goodwill assistance, the following research has been done:
 Vehicle purchased new.
 No other vehicles in household.
 Vehicle over 1 year and 44,000 miles oow.
 No service contracts.
 No related repairs in history.
 No related recalls in history.

Goodwill assistance will not be considered for tie rod repairs, as the vehicle is too far oow. Agent will contact customer to discuss.
 ***** 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.
 Tie rod issue is not related to H46 recall.
 Unless the customer offers new information, decision remains unchanged.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ at 8:40 MST

Customer was not available.

Left a message indicating another attempt would be made.

NEXT AGENT-- If customer calls back, please inform of decline.

Customer called in stating she was returning the call to her case manager. As per notes, writer informed customer of the decline decision.

Customer stated she wanted to speak to the president of the Chrysler.

Writer informed customer that there is no way to get in contact with him.

Customer stated she would write a letter to president. Writer informed she is free to do that, but that the decline would still stand. Customer stated she still wants to speak with the case manager. Writer informed customer that case manager stated that another contact attempt would be made.

Customer has already been informed of decline. There is no more information case manager can offer. Agent is closing the case.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|------------------------|-------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19671015 | |
| VIN | 3D7MS48C1 | 5G [REDACTED] | Open Date | 06/28/2010 | Built Date | 08/05/2004 | |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | | |
| In Service Dt | 12/08/2004 | Mileage | 50,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 57765 | FREEHOLD DODGE INC | | | | | |
| Dealer Address | SOUTH STREET AT RT9 | | | | | | |
| Dealer City | FREEHOLD | | | Dealer State | NJ | Dealer Zip | 07728 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | |
| | RED BANK NJ [REDACTED] | | | | | Country | UNITED STATES |
| Recall - E17: - Advise Owner/Incomplete Recall | | | | | | | |
| Recall - H46: - Reimbursement | | | | | | | |

Customer s drag link fractured, and he ordered the replacement parts through his local dealer. After he had ordered the parts, he received the recall notice in the mail. Customer has the drag link removed on his truck since he can t drive it, and has to go pick up the parts today. Customer will talk to the dealer about covering the cost of the parts under the terms of the recall, and call us back if necessary.

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 19677438 |
|---|-----------------|

| | | | | | |
|----------------------|-------------------------|-------------------------------|---------------|---------------------------------|------------|
| VIN | 3D7KS29C4 6G [REDACTED] | Open Date | 06/29/2010 | Built Date | 09/09/2005 |
| Model Year | 2006 | Body | DH7H81 | DODGE RAM 2500 SLT MEGA CAB 4X4 | |
| In Service Dt | 12/12/2005 | Mileage | 81,000 | Dealer Zone | 63 DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US |

| | | |
|-----------------------|----------------------|--|
| Dealer | 60133 | RANDALL RILEY CHRYSLER DODGE JEEP |
| Dealer Address | 3400 HIGHWAY 71 EAST | |
| Dealer City | BASTROP | Dealer State TX Dealer Zip 78602 |

| | | | |
|----------------|---------------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | TELEPHONE |
| Address | [REDACTED] | Home Phone | [REDACTED] |
| | SCHULENBURG TX [REDACTED] | Country | UNITED STATES |

| | |
|---|-----------------|
| Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Defective - Default | Air not working |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | Broken tie rod |

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer wanted to know why air and tie rods have failed.
 What are the customer s expectations?
 ****End structured narrative T2 - Beginning Narrative
 Writer advised that we have no idea how the first customer treated the vehicle, and since OOW we cannot help with any current problems.

| | | | | | | | |
|---|----------------|-------------------------------|------------------|--------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19678292 | |
| VIN | 3D7KS28C2 | 6G | Open Date | 06/29/2010 | Built Date | 08/04/2005 | |
| Model Year | 2006 | Body | DH7L41 | DODGE RAM 2500 ST QUAD CAB 4X4 | | | |
| In Service Dt | 09/29/2005 | Mileage | 145,000 | Dealer Zone | 42 | DETROIT | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 67188 | BROOKFIELD CHRY-PLYM INC | | | | | |
| Dealer Address | 544 NO MAIN ST | | | | | | |
| Dealer City | WATERVLIET | | | Dealer State | MI | Dealer Zip | 49098 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | HARTFORD M | | | | | Country | UNITED STATES |
| Dealer - By-Pass - Default - Default - Default | | | | front end problems | | | |

Dealership Brookfield, 269-463-5656, Dana
 Caller s vehicle was making noise. Steering linkage broke and front tire
 shot off to the right. Redesign parts do not fit with the old parts.
 Dealership is going to charge Caller for redesigned parts.
 Caller is very irated about the issue.
 F19 ROLL OVER VALVE HOSE recall was fixed in 2006 before recall came out.
 Caller has receipts for above.
 Caller need vehicle now.
 Caller is totally dissatisfied. Caller wants his vehicle fixed and costs
 covered.

Contact number anytime Central.

***** CASE MANAGER TEAM *****

Writer contacted dealership and spoke with SM Dana who states that the
 tie rod is what broke on the vehicle and they have redesigned the part
 which means they also need to replace the pitman arm, and steering
 dampner. SM states that this isn t related to the incomplete recalls what
 so ever.

Original owner

has owned one other used CDJR

No CSC

OOW by 109,000 miles and 2 years

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 269-621-3865 at 1:08 p.m.

Writer contacted customer and informed him that this repair isn t related
 to the recall and the part is redesigned and that is why he has to pay
 for the other parts that go with it to fit the vehicle. Writer informed
 customer that he can be reimbursed for the recall that was performed in
 the past with the proper documents. Customer states that is fantastic and
 is never going to purchase another CDJR again and disconnected.

**** 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.

****NEXT AGENT ****

if customer calls back in please inform them of the reimbursement for
 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.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|-------------------------|-------------------------------|---------------|---------------------------------|---------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19678697 |
| VIN | 3D7KS29C1 6G [REDACTED] | Open Date | 06/29/2010 | Built Date | 02/03/2006 | |
| Model Year | 2006 | Body | DH7H81 | DODGE RAM 2500 SLT MEGA CAB 4X4 | | |
| In Service Dt | 06/21/2006 | Mileage | 149,500 | Dealer Zone | | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Owner | [REDACTED] | | | Contact Type | LETTER | |
| Address | [REDACTED] | | | Home Phone | [REDACTED] | |
| | VICTORIA TX [REDACTED] | | | Country | UNITED STATES | |

| | |
|--|--|
| Corporate - Reimbursement - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |

POSTMARK DATE: 061410; DATE RECEIVED: 061410

Received letter from customer seeking reimbursement for the H46 recall. Writer called IRF and spoke with John. John states that part # 45A0920 is a tie rod end that attaches to the steering box and not the pitman arm. John also states that part 45A3081 is the right outer tie rod end. John also states that part 45A3080 was purchased and then returned because it was the wrong part. Per John the customer paid for cash for the repair. Writer called customer for more information on repair and documentation sent in. Customer states that he purchased the wrong part, returned it and purchased the right part. Customer states that he is happy with the vehicle and will accept what ever decision is made. Writer also advised customer that the parts replaced were not part of the H46 recall. Customer has purchased 3 new vehicles.

Writer discussed case with MF728. Writer will reimburse customer for parts and alignment due to customer loyalty.

Reimbursement Request Received request for reimbursement for parts purchased for a repair of a broken tie rod end and alignment.

Breakdown on invoice 9-187684 is as follows:

Parts - \$14.66

Labor - \$

Shop Supplies - \$

Tax - \$1.21

Total - \$15.87

Breakdown on invoice 54710 is as follows:

Parts - \$

Labor - \$

Alignment - \$55.00

Tax - \$

Total - \$55.00

Total both invoices - \$70.87

Customer seeking reimbursement of this amount, however, there is no proof of payment.

Based on the documentation thus far, agent will submit a check in the amount of \$70.87 for approval for full reimbursement of recall repairs, pending proof of payment being sent in by the customer.

Writer called IRF (Victoria Aligning Service) and spoke with Joe. Joe states that writer would need to speak with Connie, book keeper, for information on how customer paid for alignment. Writer asked Joe to leave a message for Connie with writers name, brand number, extension, case number, customers name, and invoice number for a return call.

Writer called IRF (Victoria Aligning Service). Writer was advised to contact Connie at 3616764825 for information on how customer paid for the repair. Writer left a voice mail for Connie asking for a return call.

Writer called customer about proof of payment. Customer states that he paid for the alignment with a check, and that he will fax over a copy of the check. Writer called customer at 11:30 AM MST 07/08/2010.

Received proof of payment from customer.

Writer will submit a check for approval in the amount of \$70.87.

Check pending image to be scanned in to the system.

POSTMARK DATE: 071210; DATE RECEIVED: 071310

Check approved in the amount of \$70.87

| | | | | | | | |
|---|-----------------------------|-----------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19679368 | |
| VIN | 3D7MS46C1 | 5G [REDACTED] | Open Date | 06/30/2010 | Built Date | 09/22/2004 | |
| Model Year | 2005 | Body | DH8H62 | DODGE RAM SLT 3500 REG. CAB PICKUP | | | |
| In Service Dt | 11/30/2004 | Mileage | 62,000 | 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 | ROADSIDE |
| Address | [REDACTED] | | | | | Home Phone | |
| | NORTH READING MA [REDACTED] | | | | | Country | UNITED STATES |

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

Roadside Assistance Contacted - DATE : 2010-06-28
 Road Side File Created 06-30-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 151 ANDOVER STREET 107 ANDOVER ST
 PARKING LOT
 DANVERS DANVERS
 MA USA MA
 CALLER_COMMENTS NATL TIRE & BATTERY//KEYS ON DR F
 DEALER CODE : 44436 HERB CHAMBERS CHRYSLER JEEP DODGE
 Contacting HERB CHAMBERS CHRYSLER JEEP DODGE code 44436 @ 978-774-8840
 to check on any repairs needed for 2005 DODGE RAM under MR MICHAEL
 PAONESSA - spoke with Craig SA
 Csr sts: calling to gather info on the repairs done on Mr Paonessa
 Craig SA sts: the vehicle came in because the tie rod end fell apart -
 Csr sts: was this a warranty repair -
 Craig sts: it was covered under Mopar - and the same thing happened a yr
 ago
 Csr sts: do you have any contact info on this customer
 Craig sts: I have 978-664-1419
 Csr sts: I will get in touch with the customer - thank you for your time
 Is the vehicle at the dealer now? No
 When did it arrive at the dealer? 6/28/10
 What is the current mileage? 64000 mls
 If known, what is the reason for the tow? tie rod fell apart - mopar
 covered repair
 Have the repairs been completed? yes
 If yes, when were they completed? 6/29/10
 Are there any parts that need to be ordered? No
 Rental provided? No
 Contact info [REDACTED]
 ***** End of Narrative *****
 1st attempt contacting MR [REDACTED] to follow up on the repairs
 done on his Dodge Ram -
 Csr sts: Were you satisfied with the way the dlr handled your repair
 Customer sts: we were very satisfied -

Csr sts: any questions or concerns I can answer for you
Customer sts: is this going to be a warranty on this repair
Csr sts: It was done under a Mopar warranty - and the dlrshp should be
able to give you the answer to that question - anything else I can do for
your today
Customer sts: No - but thank you for calling
Csr sts: your welcome - I will close the file - thank you for being a
Dodge owner
***** End of Narrative *****

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19684963 | |
|--|----------------|----------------------------------|-----------|-------------------------------------|------------|--------------|---------------|
| VIN | 3D6WD68A0 | 8G | Open Date | 07/01/2010 | Built Date | 11/06/2007 | |
| Model Year | 2008 | Body | DM9L43 | DODGE RAM 4X4 4500 QUAD CAB CHASSIS | | | |
| In Service Dt | 01/18/2008 | Mileage | 59,000 | Dealer Zone | 35 | WASHINGTON | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | | | |
| Dealer | 45102 | NEW HOLLAND DODGE CHRYSLER JEEP | | | | | |
| Dealer Address | 508 W MAIN ST | | | | | | |
| Dealer City | NEW HOLLAND | | | Dealer State | PA | Dealer Zip | 17557 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | COATESVILLE PA | | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |
|---|--|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
 Customer states that his tie rod has broken again for the second time.
 Customer states that first time it broke it was covered under warranty.
 Customer states that this is unsafe and does not trust the vehicle for him or his employees that drive it. Customer states this is too much of a liability issue. Customer states the dealership told him they can not guarantee it not happening again.

Briefly summarize what the customer is expecting:

Customer would like Chrysler to fix this problem and if they can't to give him another vehicle that will be 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 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? 45102
 Reassigned to 88F

***** CASE MANAGER TEAM *****

The writer contacted the SD John who states the DM has authorized the repair to covered at no cost to the customer even though the warranty has expired by miles.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:48 AM MT.

Customer was not available.

Left a message indicating another attempt would be made.

The writer left a message informing the customer of the offer and to follow up with the dealer to let them know whether or not to move forward with the repair. The writer informed the customer Mopar brand parts will need to be used if he is seeking Chrysler's assistance, or he can choose

to use after market parts if he prefers. The writer was informed by the SD that the customer would prefer after market.

Transfer to 66362.

***** Below Corporate Resources Contacted *****

STAR

on 2010-07-07 @ 12:40

The customer states he doesn't feel safe taking his vehicle on the road because the tie rods have broken twice now and he thinks this is going to happen again. The customer doesn't think anything he is doing could cause this and would like to know what is going on with the part.

The writer left a message for the customer informing him STAR has been contacted and the SD John and the writer will get back to him with any new information about the part, but at this time, we cannot speculate the part will fail again and cause an accident. The writer left a message for the SM Carl who has been working with this customer to contact the writer about what part will be used for the repair the vehicle needs currently and if it is different than part 68045421AA used previously.

***** START OF SUPPORT ESCALATION FROM STAR USA by T5262SM*****

Reviewed concern with engineering and they are aware of the concern.

Engineering stated the tie rod ball joint socket is particular on its orientation when torqued to specs and when performing an alignment.

Dealer will be notified.

***** END OF SUPPORT ESCALATION FROM STAR USA*****

The writer contacted the customer and informed him of the information provided by STAR. The writer also informed the customer that STAR contacted the dealer and informed them as well. The customer is satisfied.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|--------------------|-------------------------------------|------------------|-------------------------------------|---------------------|-----------------|--|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19688819 | |
| VIN | 3D7MX48CX | 7G | Open Date | 07/02/2010 | Built Date | 10/03/2006 | |
| Model Year | 2007 | Body | D18P42 | DODGE RAM LARAMIE 4X4 3500 QUAD CAB | | | |
| In Service Dt | 01/16/2007 | Mileage | 84,000 | Dealer Zone | 42 | DETROIT | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | | |
| Engine | ETH | 5.9L HO CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG8 | 4-SPD. AUTOMATIC 48RE TRANSMISSION | | | | | |
| Dealer | 60085 | HAROLD ZEIGLER CHRYSLER DODGE JEEP | | | | | |
| Dealer Address | 4200 PARKWAY PL SW | | | | | | |
| Dealer City | GRANDVILLE | Dealer State | MI | Dealer Zip | 49418 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | HUDSONVILLE M | | | | Country | UNITED STATES | |

| | |
|---|--|
| Corporate - Complaint Contact - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Recall - H46: - Consequential Expenses Not Covered | |
| Recall - H46: - Reimbursement | |

Customer called wanting to be reimbursed for the repairs that he has had done for the H46 recall, because before he received the recall notification, the right outer tie rod broke and the vehicle was taken to a Dodge dealership (Roys Dodge: 308-384-8300) to have the entire steering linking and pitman arm repaired after breaking on the highway (Interstate 80). Customer has sent in all his information to the Auburn Hills address (CAIR 18875684) and was declined. Customer brought the vehicle to the dealership and was told that they didn't need to do the recall repairs because the customer had the repairs done. Customer would like to get his reimbursed for his out of pocket expenses. Best number to reach customer is: [REDACTED] anytime.

*****END OF NARRATIVE*****

Due to customer seeking goodwill, will reassign to 88F

----END OF RATIONALE FOR ESCALATION-----

***** CASE MANAGER TEAM *****

Writer contacted dealership and spoke with SA Jerney who states he came to the dealership on 6/22/10 for the recall.

Writer then contacted dealer 44950 and spoke with SD Ron who states that they only did the right ball joint.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:51 p.m.

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer contacted customer and informed him that in the past he wasn't apart of this recall. Customer states that the dealership informed him that he had already had this recall done when he was at the dealership

6/22/10. Customer states that he doesn't want to do business with Chrysler because he feels that he had to pay for this repair and now it is a recall. Writer informed customer to mail in his information to. 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 1968881. Advised customer the reimbursement is dependent upon verification of all documents requested.

Writer contacted dealership and spoke with SA Justin who states left tie rod end was inspected which is the recall (H46). SA states that they inspected it but never replaced it because it had already been replaced with the newer part.

Agent reviewed case and H46 parameters, this vehicle is not part of the H46 recall.

Customer would have to have had prior work done by a CDJ dealership on steering linkage.

P/N 52122362AE is the part that would be installed if there were defective components installed during a prior visit, for example if customer would have replaced steering linkage in 2008 with P/N 52122362AC, then those defective parts (steering dampener bracket and inner tie rod at pitman arm) would need to be replaced.

Agent suggests a 50/50 split
Invoice breakdown as follows:

Parts- \$ 466.89
Labor- \$ 139.00
Shop supplies- \$ 5.56
Tax- \$ 33.07
TOTAL- \$ 644.52
Less 50%- (\$322.28)

Agent will submit a check for \$ 322.28 for approval

Reassign to SS1496 upon check approval.

Check approved in the amount of \$322.28, please reassign to RO166 after customer follow up for final processing.

Agent attempted customer and inform of decision, left message for call back with brand # and case #.

*****Next Agent*****

Inform customer of lines 45-62.

Customer wanted to know what the status of his file was. I informed customer that the case has been closed and the check was approved in the amount of \$322.28. I informed customer as this vehicle is not part of the H46 recall due to the original parts were not charged for Mopar parts in the past we did this under goodwill. I informed customer that due to this it is a 50% reimbursement of costs under a goodwill gesture.

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 19690094 |
|---|-----------------|

| | | | | | |
|----------------------|-------------------------|-------------------------------------|---------------|---------------------------------|------------|
| VIN | 3D7KS28C1 7G [REDACTED] | Open Date | 07/02/2010 | Built Date | 12/04/2006 |
| Model Year | 2007 | Body | DH7H42 | DODGE RAM SLT 4X4 2500 QUAD CAB | |
| In Service Dt | 02/01/2007 | Mileage | 75,652 | Dealer Zone | 74 DENVER |
| 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 | 54409 | LUNT MOTOR COMPANY | | | |
| Dealer Address | 39 S MAIN ST | | | | |
| Dealer City | CEDAR CITY | Dealer State | UT | Dealer Zip | 84721 |

| | | | |
|----------------|-------------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | LETTER |
| Address | [REDACTED] | Home Phone | [REDACTED] |
| | NEWCASTLE UT [REDACTED] | Country | UNITED STATES |

| | |
|---|----------------|
| Product - Steering - Linkage - Other - Default | Broken tie rod |
| Corporate - Reimbursement - Default - Default - Default | |
| Recall - H46: - Reimbursement | |

POSTMARK DATE: 061510; DATE RECEIVED: 061810
Received customer request for reimbursement of repairs related to the H46 recall.
Agent contacted IRF and was told to call back and speak to Jamie or Mike, the owners.
Agent spoke with Mike the owner, he states the tie rod at pitman arm failed.
Agent contacted IRF and spoke to mike the owner, he states customer paid same day with cash.
Based on documentation received, H46 recall and conversation with Mike @ IRF, Agent will reimburse \$ 1,100.00 for the towing and repair of this vehicle.
COIN shows second owner, however this is an update error.
Original owner is Platt Livestock, second is Platt, Livestock.
Customer has 6 in household.
This repair was necessary due to vehicle towing a trailer loaded with livestock on a Sunday.
Vehicle was towed to IRF who used Mopar parts for repair.
Invoice breakdown as follows:
Parts- \$ 459.96
Labor- \$ 874.95
Shop supplies- \$ 7.60
Tax- \$ 0.00
TOTAL- \$ 1342.51
Less customer co-pay (\$ 242.51)
Agent will submit a check for \$ 1,100.00 for approval
Reassign to SS1496 upon check approval.

Approved and Processed
Customer entitled to full reimbursement
of \$1342.51



| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19691234 | |
|--|------------------------------|-------------------------------------|-----------|------------------------------------|--------------|---------------|--|
| VIN | 3D3KS28C6 | 5G | Open Date | 07/03/2010 | Built Date | 11/06/2004 | |
| Model Year | 2005 | Body | DH7H41 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | | |
| In Service Dt | 05/15/2005 | Mileage | 48,600 | 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 | 65940 | FRESNO CHRYSLER JEEP | | | | | |
| Dealer Address | 4880 NORTH BLACKSTONE AVENUE | | | | | | |
| Dealer City | FRESNO | Dealer State | CA | Dealer Zip | 93726 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | OAKLEY CA | | | | Country | UNITED STATES | |

| | |
|--|--|
| Corporate - Rental Vehicle - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
| Product - Wheels and Tires - Tires - Other - Front | |

Briefly summarize why the customer is contacting Chrysler: Customer is calling because a tie rod end repaired under a recall broke and punctured his tire.

Briefly summarize what the customer is expecting: Customer expects tie rod to be repaired under the recall, tire replaced, rental car provided if needed and assurance that the tie rod will not break again.

Customer would like his tire replaced because when the tie rod broke it punctured the tire. Customer is concerned because when the tie rod broke and punctured the tire and locked up the tire/wheel (they were only going 20 mph at the time). Customer said if he had been going down the freeway and it locked up they would have had a bad accident.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?65940

Reassigned to 88F

Dealer is trying to repair truck on Saturday but if he cannot a rental car is requested.

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 Tuesday.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Reassigned to 88R

Please assign to 88F after rental consideration.

the customer is stating that they are longer in need of rental assistance. the customer is wanting to speak to the case manager.

writer transferred to NS705.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
at 1:05 PM EST.

Writer spoke with [REDACTED] owner s wife. Owner claims she is not interested in a rental vehicle. Owner wants her vehicle fixed and back on the road.

Writer called the dealer at 1:12 PM EST and spoke with Ryan-SM. Craig is the SA assigned to this vehicle. Diagnosis has not been performed. However, the concern with the front end seems to be related to previous repairs performed by 44646 in Concord, CA. Previous goodwill was provided back in 12/2008 for the upper ball joints, a tie rod end and the track bar. Owner is afraid to drive her vehicle and is concerned that she could ve gotten killed while driving the unit in the freeway. Owner states that her husband called this case in originally on Saturday but she was not expecting a call from the rental department but from our goodwill department in hopes to get assistance to repair this vehicle. Owner may tow her vehicle back into dealer 44656 Lithia CDJR in order for them to perform the work again under 3/36 warranty. 12/12 is out on the performed back in 2008. Vehicle is out of basic manufacturer s warranty as well.

Advised owner that a case manager will be in contact with her tomorrow with further assistance on possible assistance for this repair. Owner would like to get this case expedited.

***** CASE MANAGER TEAM *****

Original Owner
Only CJD vehicle
OOW by 12,600 Miles / 2 years
No CSC

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
925-628-0811 at 9:32

Customer was advised that the writer needs to speak with the dealership before any decision can be made.

Agent attempted to contact dealer Service Manager (SM), Ryan however, SM not available. Left message for a return call at extension 66397.

Agent attempted to contact dealer Service Manager (SM), Ryan however, SM not available. Left message for a return call at extension 66397.

Ryan s.m called in with additional information regarding the vehicle.

The customer had recall work done while ago and the steering tie rod broke on it , and turns out the repairs that were done had nothing to do with the recall, but there was a deep mettlet gash where the tie rod broke as if someone hit the vehicle.

Ryan stated the vehicle was in a front end accident recently and the body shop missed on fixing that part of the vehicle. Customers insurance is coming out for inspections.

*This is not a Chrysler or manufacture defect.

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

Chrysler will not participate in the repair due to vehicle damage from an accident which contributed to the failure of the tie rod.

Unless the customer offers new information, decision remains unchanged.

Customer s wife was informed of decline. Customer understood and was not upset. Customer states she wasn t sure if it was the recall or the accident and just wanted to make sure.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19691375 | |
|--|-----------------------|------------------------------------|-----------|---------------------------------|------------|--------------|---------------|
| VIN | 3D7MX39A2 | 7G | Open Date | 07/06/2010 | Built Date | 05/25/2007 | |
| Model Year | 2007 | Body | D18H81 | DODGE RAM SLT 4X4 3500 MEGA CAB | | | |
| In Service Dt | 12/29/2007 | Mileage | 67,000 | 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 | 68960 | WESTGATE CHRYSLER JEEP DODGE INC | | | | | |
| Dealer Address | 2695 EAST MAIN STREET | | | | | | |
| Dealer City | PLAINFIELD | | | Dealer State | IN | Dealer Zip | 46168 |
| Owner | | | | | | Contact Type | E-MAIL |
| Address | | | | | | Home Phone | |
| | BROWNSBURG IN | | | | | Country | UNITED STATES |

| | |
|--|----------------------------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | Customer complaint about tie rod |
| Dealer - By-Pass - Default - Default - Default | |

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

Broken tie-rod end.

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

The front differential was leaking and my check engine light came on so I had an appointment at Westgate Monday (7-5-10) morning. Last night I took

my family to a barbeque, I was driving home with four small children and the tie-rod end completely broke in two!! I am awe inspired that this could happen! I have serviced this vehicle as required and more through only Dodge dealerships...I am very particular with my vehicles and take excellent care of them. In all my years of owning trucks I have never had

myself or my family put in such obvious harms way with a faulty vehicle. Since purchasing this truck I have had it in and out of service from the start. However, as inconvenient as it has been taking it in and out of service that is nothing compared to the feeling of something so serious completely just failing when your family is in your vehicle. I am surprised and dismayed at the amount of danger we were placed in, I am very

thankful we were driving in a residential area, had we been traveling at highway speed we would most certainly be severely injured. A tow truck has

been notified and my truck has been towed. I certainly wish I could just leave it where it sits and become financialy free from it. My childrens lives are far more important to me! I am wondering if there have been other cases of tie-rod failure and if so why was there no notification of a

recall? I am awaiting your response.

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

Dear Jay:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2007 Dodge Ram 3500. We were sorry to learn of the accident, and understand your being upset over it.

These types of issues are handled on a personal basis, over the telephone. One of our Customer Service agents will contact you to discuss the matter.

The agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the accident, the place, information about an accident report, where the vehicle is currently located, the vehicle identification number of your vehicle, and other pertinent information.

If you need immediate assistance, please call our Customer Care Center at 1-866-RAM-INFO (726-4636) between 8 a.m. and 8 p.m. (Eastern Time), Monday through Friday, and 9 a.m. - 5 p.m. (ET) on Saturday. Before calling the Customer Care Center, please have the above information handy.

Our agent will then advise you concerning further actions.

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

07.06.10

Spoke to customer

VEHICLE LOCATED AT:

WESTGATE CHRYSLER JEEP DODGE INC

2695 EAST MAIN STREET

PLAINFIELD IN 46168

317-839-6554

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE CAUSE OF THIS INCIDENT.

PLEASE PROVIDE COMPLETED PVIR REPORT, INCLUDING SECTIONS A, B, J, & ALL APPLICABLE SECTIONS RELATED TO ALLEGATION, PHOTOS, DRB CODES, POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. THANKS. MG17

CAIR NUMBER 19691375 REQUEST EAA INSPECTION 07-06-2010 14:58

CAIR NUMBER 19691375 E-MAIL SENT TO EAA 07-06-2010 14:59

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/07/10 AT 21:37:16 19691375

07.08.10

Reviewed EAA report and photos

Did not see manufacturing defect with tie rod

Sending dictated letter explaining

Inspector said it was separated from base

Both the joint and base has no lubricant/grease

rust and corrosion were present

LETTER MAILED. MG17

| | | | | | | |
|---|-------------------------|-------------------------------|------------------|------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19692689 |
| VIN | 3D7MS48CX | 5G | Open Date | 07/07/2010 | Built Date | 02/17/2005 |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | |
| In Service Dt | 05/14/2005 | Mileage | 0 | Dealer Zone | 66 | ORLANDO |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 68570 | BLEECKER CHRY-DODGE-JEEP INC | | | | |
| Dealer Address | 1110 EAST CUMBERLAND ST | | | | | |
| Dealer City | DUNN | Dealer State | NC | Dealer Zip | 28334 | |
| Owner | | | | | Contact Type | E-MAIL |
| Address | | | | | Home Phone | |
| | WARRENTON VA | | | | Country | UNITED STATES |

| | |
|--|----------------------------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | Customer complaint about tie rod |
| Dealer - By-Pass - Default - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 tie rod broke in truck, nearly caused a bad accident
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 i have a 2005 dodge dually with about 79000 miles on it and i know there is
 a recall on it for something to do with the steering. me and my pregnant wife were driving and the tie rod broke and almost caused us to hit on coming traffic luckily i forced the steering wheel to turn and we got over
 to the side of the road safely, the break was all of a sudden i had no clue
 that this was going, in my mind this is something that u all should take a
 look at, im very unhappy about what happend and i would appreciate if someone would give me a call and help me getting my truck repaired.
 *****END OF CUSTOMER EMAIL *****
 Dear Richard:
 Thank you for contacting the Chrysler Group Customer Assistance Center.
 We were sorry to learn of the incident, and understand your being upset over it.
 Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.
 This referral action will provide the best opportunity for your request.
 *****END OF CAC EMAIL*****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 at 8:20 am.
 Called customer and he said the tie rod broke on vehicle and he almost got in an accident. Said he had a recall on them that was done a couple of months ago. I said that was for the linkage not the tie rod. The dealer would be able to see if the problem he currently has is related but I am not sure they are. Said if they are to call back.
 CLOSED LOOP UPDATE - customer was contacted today at 8:25 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 Assistance Inquiry Record (CAIR)# | | | | | | 19699194 |
| VIN | 3D7MX48C3 | 6G [REDACTED] | Open Date | 07/07/2010 | Built Date | 08/10/2005 |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 03/29/2006 | Mileage | 100,000 | Dealer Zone | 66 | ORLANDO |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 42346 | BOB WILLIAMS D-C-P-J | | | | |
| Dealer Address | 2500 NEW CALHOUN RD N E | | | | | |
| Dealer City | ROME | Dealer State | GA | Dealer Zip | 30161 | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] |
| | ROME GA [REDACTED] | | | | Country | UNITED STATES |
| Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Defective - Default Product - Suspension - Tie Rods / Drag Link - Broken - Front | | | | | | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Tie rod left front has broken 4 times. Dealership replaced twice free of charge. A/C compressor has been replaced twice and still does not work. Customer states navigation system reads disc error. Customer has taken to dealer for all problems.

Briefly summarize what the customer is expecting: Customer is expecting Dodge to assist in repairing vehicle. Customer depends on truck to make their living.

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? 42345

Reassigned to 88F

***** CASE MANAGER TEAM *****

1 new add service contract

Cm spoke with SM Lenny customer hasn t been in since april, customer want reimburstment for the repair he made.

Navtech support system Contact number for Customer service for problems 1-866-733-5492

CONTACT UPDATE - 1st Contact CM spoke Customer state that the tie rod broke again and customer would like reimburstment for tie rod end cost of tie rod end is \$258.14

Customer will mail in invoice for tie rod end and get appointment to have the a/c looked at

CONTACT UPDATE - 1st contact

[REDACTED] @ 2:47 vehicle has been down and cann t afford to by the part

Diagnostic fee at dealership is \$60.00 hr and for a/c is about \$55.00

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ @ 6:28

Customer was not available.

Left a message indicating another attempt would be made.

Customer calls requesting to speak with TRICIA

Customer/Caller transferred to extension # 66187

CM spoke with customer this is the 4th tie rod end, customer paid for the 1st one and two have broke this would be the 4th one that they would install. It brakes in the same spot everytime

██████████ cell mrs

Mopar warranty part starts from the first original purchase date

Customer states that they think the tie rod end is not pour right, customer uses the vehicle on the farm

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 19699194 Advised customer the goodwill offer is dependent upon verification of all documents requested.

Writer called customer ██████████ 3:00PM EST, to request documents for reimbursement are sent in. Customers number has been disconnected.

Writer is closing CAIR.

| | | | | | | | |
|---|-------------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19703014 | |
| VIN | 3D7MX48C0 | 6G [REDACTED] | Open Date | 07/08/2010 | Built Date | 12/08/2005 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 04/13/2006 | Mileage | 92,514 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 60179 | QUINN CHRYSLER DODGE, LLC | | | | | |
| Dealer Address | 3250 SE WASHINGTON BLVD | | | | | | |
| Dealer City | BARTLESVILLE | | | Dealer State | OK | Dealer Zip | 74006 |
| Owner | [REDACTED] | | | | | Contact Type | ROADSIDE |
| Address | [REDACTED] | | | | | Home Phone | |
| | DEWEY OK [REDACTED] | | | | | Country | UNITED STATES |

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

Roadside Assistance Contacted - DATE : 2010-07-06
 Road Side File Created 07-08-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 E MODOC AVENUE 3250 SE WASHINGTON BLVD
 S CEDAR STREET
 NOWATA BARTLESVILLE
 OK USA OK
 CALLER_COMMENTS STEERING LINKAGE BROKEN, 1 TON DU
 DEALER CODE : 60179 QUINN CHRYSLER DODGE, LLC

| | | | | | | |
|---|-------------------------|-------------------------------|------------------|---------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19703069 |
| VIN | 3D7MX48C0 | 6G [REDACTED] | Open Date | 07/08/2010 | Built Date | 12/08/2005 |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 04/13/2006 | Mileage | 92,514 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 60179 | QUINN CHRYSLER DODGE, LLC | | | | |
| Dealer Address | 3250 SE WASHINGTON BLVD | | | | | |
| Dealer City | BARTLESVILLE | | | Dealer State | OK | Dealer Zip 74006 |
| Owner | [REDACTED] | | | | Contact Type | ROADSIDE |
| Address | [REDACTED] | | | | Home Phone | |
| | DEWEY OK [REDACTED] | | | | Country | UNITED STATES |

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

Roadside Assistance Contacted - DATE : 2010-07-06
 Road Side File Created 07-08-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 E MODOC AVENUE 3250 SE WASHINGTON BLVD
 S CEDAR STREET
 NOWATA BARTLESVILLE
 OK USA OK
 CALLER_COMMENTS STEERING LINKAGE BROKEN, 1 TON DU
 DEALER CODE : 60179 QUINN CHRYSLER DODGE, LLC

| | | | | | | | |
|---|------------------------|-------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19704048 | |
| VIN | 3D7KS28C3 | 5G [REDACTED] | Open Date | 07/08/2010 | Built Date | 10/07/2004 | |
| Model Year | 2005 | Body | DH7H41 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | | |
| In Service Dt | 11/05/2004 | Mileage | 0 | Dealer Zone | 42 | DETROIT | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 67037 | SCHROEDER MOTORS | | | | | |
| Dealer Address | 2149 E NAPIER | | | | | | |
| Dealer City | BENTON HARBOR | | | Dealer State | MI | Dealer Zip | 49022 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | WATERVLIT M [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Complaint Contact - Default - Default - Default | |
| Corporate - Recall - Default - Default - Default | |
| Corporate - Reimbursement - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Steering - Linkage - Defective - Default | |
| Recall - H46: - Reimbursement | |

RE: CAIR #: 19605931

customer has called in seeking resolution on his case via previous CAIR referenced above. Last note added my agent was June 29 2010 and customer has not heard from anyone from Chrysler since his last call. Customer has been advised of the decline for his request however he would like to know why he has been declined, questioning how chrysler would know whether or not it was a mopar part based on the number on the part...dealership may have coated the number. the defective part broke while customer was driving, lost his steering, had to be towed in, went to the closest licensed certified repair clinic. Customer questioning if any other part on a vehicle that isn't mopar doesn't meet safety standards since we will only cover mopar. This case has been ongoing and customer would like a callback as soon as possible regarding resolution.

end of narrative

customer can be reached at [REDACTED] anytime. or cell, [REDACTED] if can not be reached at home line.

end of rationale for escalation

***** CASE MANAGER TEAM *****

Writer reassigned for the original agent AB1126 to speak with the customer.

Writer called customer at [REDACTED]. Writer left message for customer to call back. The recall only applies to vehicles that have been replaced by a mopar steering linkage. The customer must have had it repaired once with the mopar part, and that is the part that is defect so we would reimburse him if he had it repaired one more time after that. Customer would have had to have steering linkage replaced one more time prior to the time that he is requesting.

Customer called back wanting to talk to Alex because he missed the call. CSR read the note above but it was not clear. Customer would like to talk to Alex for him to clarify the reason for decline. Please call the cell phone number [REDACTED]. Best time to contact the customer is 3 PM to 6 PM. If unable to reach the customer on his cell please try

calling this number [REDACTED].

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 19708225 |
|---|-----------------|

| | | | | | | |
|----------------------|------------|-----------------------------------|------------------|---------------------------------|-------------------|------------|
| VIN | 3D7MX48A5 | 7G [REDACTED] | Open Date | 07/09/2010 | Built Date | 03/21/2007 |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | |
| In Service Dt | 05/15/2007 | Mileage | 100,000 | 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 | DBB | | | | | |

| | | | | | | |
|-----------------------|---------------|------------------------------------|----|-------------------|-------|--|
| Dealer | 66932 | FULLERTON CHRYSLER JEEP DODGE CORP | | | | |
| Dealer Address | 1050 ROUTE 22 | | | | | |
| Dealer City | SOMERVILLE | Dealer State | NJ | Dealer Zip | 08876 | |

| | | | |
|----------------|------------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | LETTER |
| Address | [REDACTED] | Home Phone | [REDACTED] |
| | SOMERSET NJ [REDACTED] | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Excessive Contacts - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Steering - Linkage - Bent - Default | |
| Recall - H46: - Reoccurrence or Related Problem | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer has an issue with the steering linkage for his vehicle. Customer alleges that the dealership installed it incorrectly and now the part is now broken.
Briefly summarize what the customer is expecting:
Customer wants the part replaced.
****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] C
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
Customer would like this safety recall redone
Contacted service department who states that the vehicle has not been at that shop, but one of the dealers that has closed down, all of the phones are going to their dealer. This dealer's hoist cannot handle that big of a truck, so they recommended Bueller Dodge in Eatonton 732-544-5515.
DL#43637
***** CASE MANAGER TEAM *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 7:02.
Customer was not available. Left a message indicating another attempt would be made 7/13/2010. Informed customer that they are able to take their vehicle to DL 43637. Informed customer of their case number, case manager name, number, text number, and phone number.
Customer returning call. Writer transferred customer to CM at 66334

Customer requesting to speak to case manager, stating that he was told to go to a dealer. Customer says that the nearest IRF is 6 miles away and the nearest dealer is about 20 miles away. Customer seeking for towing to be covered.

Customer calls requesting to speak with ST756

Customer/Caller transferred to extension # 66334

Customer called to verify that he had roadside assistance. Phone number was provided [REDACTED] Customer was going to call and set up an appointment with the dealership to have the part repaired. The repair was done less than 11 months ago, so the part that is broke, should be covered.

Customer called in and wanted to know if he had to pay for his diagnosis and be reimbursed on it later. Writer advised that was something that needed to be discussed with the case manager. Writer transferred to case manager, extension #66334.

Customer calls requesting to speak with ST756

Customer/Caller transferred to extension # 66334

Contacted Bueller Dodge in Eatonton 732-544-5515. 6:34am MST Spoke with the service manager Ken who states that the customer probably went to the other location in Haslom 732-264-5000.. Contacted Haslom location 6:36am MST . The phone just rang. Another attempt to contact the dealer will be made at a later time.

Customer called, requesting to speak with ST756

Writer explained that case manager is trying to contact SM Ken but there is no answer.

Customer states his vehicle is at Fullerton CDJ (66932)-Somerset,NJ and he is working with [REDACTED] Writer will pass along the updated information.

Customer would like a decision today if possible since vehicle has been down for several days. Writer explained that case manager may need time for additional information.

Case manager contacted Fullerton CDJ 66932 (updated in COIN) Spoke with Collin McNamara x 286. Collin was not available, and call went to his voice message including case manager name, phone number, case number, text number. Case manager is waiting to speak to service manager.

Customer calls requesting to speak with ST756

Customer/Caller transferred to extension # 66334

Contacted customer [REDACTED] C 2:29pm MST. Informed customer that a call would be made to him on 7/23/2010 with more information.

Case manager contacted service manager Collin McNamara-908-722-2500 ext 286 at 12:11pm MST. There was no answer. A message was left for a call back which included case manager name, number, case number, text number, and that a call would be made back to him on 7/26/2010.

Contacted customer 12:14pm MST. Customer gave the authorization for Collin to fix the vehicle, and then if there is any goodwill assistance, he would pay the bill and then send in for reimbursement. Customer states that he was going to contact Collin, and then get back with case manager. A call will be made back to the customer on 7/26/2010

Dealer calls back with information previously requested.

Dealer transferred to original agent working CAIR

Customer requesting to speak to ST756 . Writer transferred to ext. 66334.

Customer called to speak to ST756, writer transferred call.

Contacted service manager to verify that the customer does qualify for reimbursement. Collin states that the left front tie rod end was broken off. Left side outer tie rod end broke. The pitman arm that was on there was not the new one. The H46 recall could be just to inspect the part. If the correct parts are there, there is no service that needs to be done. DL 42103 is the dealer that did the recall. If the parts were replaced, then possible reimburse. It is a big heavy duty work truck. It is the only time the vehicle was there. Tie rod ends do not brake off. The technician states it was sheered off, which per the dealer that is what happens when the vehicle runs into something hard, not just from normal wear and tear.

Contacted DL 42103 to verify what was done on the recall performed on this vehicle in 2009 for the H46 recall. The dealer was closed down and none of the records were pulled over. There is no way of knowing what was done on the recall.

Original owner, OOW by 64000 miles, 1 other new, 1 used in household, no

Customer called in requesting to speak with their case manager,
transferred the customer to customer assistance.
Customer called in to talk with the agent working on this case. Writer
transferred the customer to the agent's extension.
* * * * 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.

Contacted customer and left a message a call would be made back to
customer on 8/2/2010. If customer calls in, inform of the decline.
1:16pm MST

Customer left a message indicating that they have picked up their vehicle
and they are seeking reimbursement. Unfortunately, there is no goodwill
assistance per the notes.

Contacted customer [REDACTED] Customer states the reason it broke off,
is because when the other dealer when they changed it, they did not put
the part on right, so it has been rubbing on the tire. Customer was
informed that Collin from the dealership told case manager that it looks
like it is sheered off, and that part does not just sheer off and brake
unless it is hit into something. Customer was informed that if he has
the paperwork, and wants to dispute this, he would need to take the
paperwork into the dealer and show Collin. 7:42am MST. Customer was
going to contact case manager after this is done.

Customer calls requesting to speak with ST756
Customer/Caller transferred to extension # 66334
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 still argues that he paid for the RECALL to be done. Customer
was informed to send in the information for the RECALL center to make a
decision. 7:24am MST

Customer called in indicating is sending information in to case manager
and not sure how to spell case manager name writer looked up agent st756
advised customer is Sheri Customer asked for last name writer advised
unable to provide but advised to put case number in letter.

POSTMARK DATE: 081010; DATE RECEIVED: 081610

Customer has submitted request for goodwill, for repair to their steering
linkage Customer's proof of payment is: mastercard receipt

Date of Repair: 07/22/2010

Mileage: 100309

Loyalty: 1 CDJ 1 new

Original Owner: Yes

Out-of-Pocket: \$1,037.93

Multiple Repairs: yes

Authorized Chrysler Dealership: yes

Dealer Opinion: left hub broke off

Service Contract/Warranty: No

In-Service Date: 05/15/2007

Writer is submitting check for approval in the amount of \$1,037.93

Approved and Processed

customer is calling in to find out why both amounts were not paid seeing
as they were both recalls 792.77 and the 20 dollars from the one that was
paid but not the full amount customer wants to know why this was not paid
and is looking to get paid for this amount approved by jw833 and
reassigned to ND172 for it to be looked into

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19720055 | |
|--|----------------------|----------------------------------|-----------|---------------------------------|--------------|---------------|--|
| VIN | 3D7MX48A1 | 7G | Open Date | 07/13/2010 | Built Date | 05/22/2007 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 09/22/2007 | Mileage | 94,512 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | | | |
| Dealer | 45230 | MARTIN CHRYSLER LLC | | | | | |
| Dealer Address | 226 S WASHINGTON AVE | | | | | | |
| Dealer City | CLEVELAND | Dealer State | TX | Dealer Zip | 77327 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | DAYTON TX | | | | Country | UNITED STATES | |

| | |
|---|---|
| Recall - J35: - Advise Owner/Incomplete Recall | customer states that the dealership didn't do anything for recall |
| Corporate - Excessive Contacts - Default - Default - Default | |
| Product - Fuel System - Unknown - Poor Fuel Economy - Default | |
| Product - Suspension - Lower Control Arms/Ball Jnts - Poor Handling - Unknown | |

Briefly summarize why the customer is contacting Chrysler:

Customer states the clutch went out at 13,000 miles. Then the check engine light came on and the dealership cleared the code. Customer states this went on for several weeks. Every time there is an upgrade on the computer to fuel mileage gets worse. Customer states that all he gets now is avg of 8 mpg. Customer states he s had valve body, transmission, jake brake, fuel problems. All these issues are from day one. Customer states that the steering linkage was replaced at 63,000 miles under recall. Last week when customer went to back up the tie rods broke. Customer then and purchased a whole new suspension system and repaired and then drove to the dealership to have vehicle fixed. On the way home after repairs were done on vehicle, it still was not driving well. Customer went back to dealership and customer was told that the ball joints have extensive slack and the differential has a leak. Customer has spent a fortune on this vehicle.

Briefly summarize what the customer is expecting:

Customer is seeking assistance with repairs because he s so many problems. Customer has owned a total of 5 vehicles and current 2. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? yes

Reassigned to 88F

Writer also advised the customer of incomplete recall J35 for this vehicle. Customer stated that two different dealership did nothing on the recall even when customer asked.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] at 12:30 PM mst .

Writer spoke to dealership and found out the upper and lower ball joint has slack and right and front assembly as well. Front end alignment will be needed after front end work and the front pinion field is leaking. Customer is seeking assistance with the repair. Customer is quite loyal to the dealership and well and chrysler. Writer is considering goodwill will be calling dealership tomorrow 7-14-2010 for warranty pricing. Customer is now stating he was a replacement vehicle. First stated he is wanting repair assistance and is not stating replacement/buyback vehicle. Customer still is wanting this to be sent to buybacks for consideration. Did not make any promises on what the answer will be.

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] at 8:50 am.

Customer was not available.

Left a message indicating another attempt would be made.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Does not qualify as there are no repairs within the term of protection.

Number of related repair attempts = 0

Number of days out of service = 0

Customer calls requesting to speak with JW832

Customer/Caller transferred to extension # 66005

CONTACT UPDATE - Phone number dialed,
[REDACTED] at 2:29 pm.

Writer called the customer and advised the vehicle does not qualify for repurchase or replacement. Writer advised the case will be sent to the dealership for further handling and documentation to make Chrysler more available for repairs to address the concern to provide the customer with a resolution.

Writer called the dealership and informed Jodi/SM that the case will be sent for further handling

The customer's concern is the emission system.

Writer will forward the case to 88D for further handling.

Jodi called requesting to speak with JW832. Writer transferred call.

REASSIGNED TO BC/DLR 63 45230 07/15/10 18:12 O 19720055

*Contact Date:07/22/2010

Repair is not covered by warranty and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 7/22/2010 AT 11:24:103 R 19720055

OOW of 3/36 by 58,512 miles

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] at 4:52 p.m.

Customer was not available.

Left a message indicating another attempt would be made.

Writer contacted customer who states that he traded in his new vehicle because he couldn't afford it. Customer states that he no longer owns the vehicle. Writer informed customer he is closing out this case because he has no longer possession of the vehicle.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|-----------------------|-------------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19720326 | |
| VIN | 3D7MX48C3 | 6G [REDACTED] | Open Date | 07/13/2010 | Built Date | 08/12/2005 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 12/05/2005 | Mileage | 76,500 | Dealer Zone | 51 | CHICAGO | |
| 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 | 44372 | TAYLOR CHRYSLER DODGE INC | | | | | |
| Dealer Address | 1497 N STATE ROUTE 50 | | | | | | |
| Dealer City | BOURBONNAIS | | | Dealer State | IL | Dealer Zip | 60914 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | DWIGHT IL [REDACTED] | | | | | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Property Damage - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Front | |
| Product - Unknown - Unknown - Accident - Default | |
| Recall - H46: - Advise Owner/Incomplete Recall | |

Customer stated that the ball joint on the vehicle broke. Customer stated there was a loud popping
Left rear tire popped, right rear suspension is damaged bad. Customer stated that the damage was caused but losing control and going over a curb and into the ditch. Customer stated that this was caused by a product failure. Customer did not call police regarding this. Customer stated that the only damage was on his vehicle. Customer has contacted his insurance company. Vehicle was towed to his mechanic but nothing has been touched yet as the insurance company wanted to see the vehicle first.

IRF Name: NAPA auto supply

IRF Phone: 815-634-3266 - Jerry Szeplak

Customer would like to be contacted at [REDACTED]

***** CASE MANAGER TEAM *****

1. Who is calling and what is their contact information? [REDACTED]

Preferred [REDACTED]

Alternate [REDACTED]

2. What happened? On way to work had a loud pop and thought it was a tire that popped. Tried to turn wheel to the right and the vehicle was going to the left. The vehicle went over drain culvert and smashed the culvert and popped the right rear tire. And then went into a bean field. The left front tire was turned to the left and the front right tire was straight. Got under the vehicle and the tire rod was loose and off the vehicle, stabilizer bar is broken, and lower control was pushed under the differential.

3. What is the current location of the vehicle?

Napa Store

860 east Division Street
Coal City, IL 60416
Customer has a claim number for the insurance company. Claim #
0172442451.
Insurance company is Allstate.
Allstate agent is Misty Whitlow and she is located at:
516 East Broadway
Bradley, IL
815-933-9396

Per OGC Matrix, reassigned to 82T.
INCOMPLETE RECALL: H46 STEERING LINKAGE
7/15/10 ASSIGN TO TNT16.
CAIR NUMBER 19720326 REQUEST EAA INSPECTION 07-15-2010 10:24
CAIR NUMBER 19720326 E-MAIL SENT TO EAA 07-15-2010 10:24
CCRG Open Date: 07/15/2010 09:11:25
Letter Sent: Acknowledgement 07/16/2010 08:11:49
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/17/10 AT 14:39:23 19720326
Letter Sent: Denial 07/13/2010

| | | | | | | | |
|---|----------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19720455 | |
| VIN | 3D7KS28C3 | 6G [REDACTED] | Open Date | 07/13/2010 | Built Date | 07/20/2005 | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 06/16/2006 | Mileage | 96,000 | Dealer Zone | 51 | CHICAGO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 26730 | PALMEN DODGE JEEP OF RACINE | | | | | |
| Dealer Address | 8320 WASHINGTON AVE | | | | | | |
| Dealer City | RACINE | | | Dealer State | WI | Dealer Zip | 53406 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | RACINE WI [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | |
|---|--|

Tie rod end was manufactured as a new design. Customers snapped off and customer had to pull the vehicle into the ditch. Tie was punctured from the tie rod end. Passenger side tie rod end is what customer needs. I informed customer to work with a Chrysler dealership to find the parts needed.

| | | | | | | |
|---|-----------------------|------------------------------------|------------------|--------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19737298 |
| VIN | 3D7KS26A7 | 7G | Open Date | 07/19/2010 | Built Date | 04/03/2007 |
| Model Year | 2007 | Body | DH7L62 | DODGE RAM ST 4X4 2500 REG. CAB | | |
| In Service Dt | 10/31/2007 | Mileage | 76,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Color | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | |
| Dealer | 45000 | RANDOLPH DODGE | | | | |
| Dealer Address | 1310 EAST MAIN STREET | | | | | |
| Dealer City | EASTLAND | Dealer State | TX | Dealer Zip | 76448 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | EDMOND OK | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Property Damage - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Other - Unknown | |
| Product - Unknown - Unknown - Accident - Default | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: The customer alleges that one of his employees was driving the vehicle and the vehicle experienced an accident due to the tie rods.

Writer informed the customer that he would need to contact CaC back for further information.

1. Who is calling and what is their contact information? -owner

Preferred

Alternate: Not available

2. What happened? The customer alleges that one of his employees was driving the vehicle and the vehicle experienced an accident due to the tie rods.

3. What is the current location of the vehicle? With owner

07.21.10

Spoke to customer

He said driver was going 10 mph and went into a ditch but there was no damages other than broken tie rod. His concern is this is unable to be greased like other manufacturers, feels its a poor design.

Took complaint, but this is an OOW condition.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19739410 |
|--|--------------------------|------------------------------------|--|---------------------------------|------------|------------|
| VIN | 1D7KS28A9 | 7. [REDACTED] | Open Date | 07/19/2010 | Built Date | 05/22/2007 |
| Model Year | 2007 | Body | DH7H41 | DODGE RAM SLT 4X4 2500 QUAD CAB | | |
| In Service Dt | 12/15/2007 | Mileage | 66,323 | Dealer Zone | 32 | NEW YORK |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | 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 | 60322 | DARLING'S CHRYSLER DODGE AUGUSTA | | | | |
| Dealer Address | 439 WESTERN AVE | | | | | |
| Dealer City | AUGUSTA | Dealer State | ME | Dealer Zip | 04330 | |
| Owner | [REDACTED] | Contact Type | TELEPHONE | | | |
| Address | [REDACTED] | Home Phone | | | | |
| | MANCHESTER ME [REDACTED] | Country | UNITED STATES | | | |
| Product - Suspension - Tie Rods / Drag Link - Worn - Front | | | Customer alleges that he can not purchase the tie rod end. | | | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer stated that the tie rod end just completely snapped. Customer stated that he can not just purchase the tie rod end because it is no longer being manufactured.
Briefly summarize what the customer is expecting:
Customer is seeking for assistance with the repair.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [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? 60322
Reassigned to 88F
Customer stated that the vehicle has been at the dealership for over a week. Writer apologized about the situation.
***** CASE MANAGER TEAM *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:16 am EST
Customer was not available.
Left a message indicating another attempt would be made.
If customer calls back ask her if she has a different contact number for the dealer. I can't get a hold of the dealer.
Customer calls requesting to speak with OD55
Customer/Caller transferred to extension # 66315
Caller states that the dealer number is [REDACTED]
Customer wants to speak with the case manager. agent transferred to 66315
Erick is the SA.
Writer contacted the dealer and spoke to Erick, SA, he states that they can't order just the tie rod end anymore because Chrysler doesn't make just that part by itself and they have to order and replace the whole front end. Erick can not tell why this happened, he says the metal is

broken and doesn't understand how this happened. He alleges that the three parts that need to be replaced are:



The retail price for this parts goes up to \$540.00. Erick is going to have the parts department give him warranty information. Writer requested to speak to SM but he's on vacation.

Customer states that he was driving down the road, probably at 20 or 25MPH, when the steering got really hard to turn, the vehicle started shaking and finally the steering became all free, he was able to rotate the steering but the vehicle would not turn to anywhere. He got the vehicle towed to the dealership and then he found out that the tie rod end was broken.

Writer spoke to Erick, requesting warranty price information, he said he's going to talk to the warranty administrator and will return my call.

Writer spoke to Erick, requesting warranty price information, he said he's going to talk to the warranty administrator and will return my call.

Customer calling requesting an update on his case. Writer told customer that CM is waiting for a return call from the dealership with pricing for the repair.

Dealer transferred to OD55.

Parts: 535.40

Labor: 232.00

Total: 767.40

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty with the dealer and been under warranty by time (oow by miles.) . According to the dealer, the warranty

costs of the repair are as follows:

Parts: \$535.40

Labor: \$232.00

Total: \$767.40

With the concurrence of the Service Manager, Erick the customer will have a co-pay of \$150.00

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 Ober at 800-992-1997

extension # 66315. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

Customer was informed of the decision.

REASSIGNED TO BC/DLR 32 60322 07/22/10 10:43 O 19739410

CAIR revived by the area manager. Will discuss with the service staff at Darlings.

*Contact Date:08/03/2010

Warranty repair has been documented on Repair Order#678962

CAIR RETURNED FROM DEALER ON 8/03/2010 AT 11:41:120 R 19739410

Writer contacted the customer to find out how the repair went. Customer said it went awesome. Closing Case/.

CLOSED LOOP UPDATE - customer was contacted today at 7:15 pm EST

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)# | | | | | | 19741800 | |
| VIN | 3D7MX49A8 | 7G | Open Date | 07/20/2010 | Built Date | 02/13/2007 | |
| Model Year | 2007 | Body | D18H81 | DODGE RAM SLT 4X4 3500 MEGA CAB | | | |
| In Service Dt | 06/16/2007 | Mileage | 44,162 | 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 | 45010 | GARY MATHEWS DODGE & DODGE TRUCKS | | | | | |
| Dealer Address | 1623 I-45 BYPASS | | | | | | |
| Dealer City | JACKSON | Dealer State | TN | Dealer Zip | 38305 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | GREENFIELD TN | | | | Country | UNITED STATES | |

| | |
|---|-----------------|
| Product - Steering - Unknown - Other - Default | Tie rod snapped |
| Corporate - Complaint Contact - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

Customer has had on going concerns with a shake on his vehicle. Customer stated that the vehicle has shaken over and over, his tie rod end has snapped in half. Customer states that this is not normal, tie rod ends should not snap they wear out. Customer is not sure why they cannot get rid of the shake in the front end. Customer stated that the tie rod broke when he had his grandson and 2 nephews. Customer states that the track bar and a front alignment customer states that this is bad because the death row wobble on his truck. Customer is states the estimate is \$705 to repair. Customer feels that this is not right, he spends alot of money on Dodge.

*****END OF NARRATIVE*****

This CAIR is being escalated as the customer is seeking Goodwill

*****END OF RATOINALE FOR ESCALATION*****

PHONE

***** CASE MANAGER TEAM *****

Customer is orginal owner, only vehicle, no SC, and oow by one month/4,000 miles.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at

Writer called customer and he stated that last March of 2009 he went into the dealer and they stated he had a death row wobble, dealer redid the whole front end. Customer than pick up the vehcile and after going down the road the same thing happened. Customer than had to take the vehicle back to the dealer as they forgot a couple bolts. Customer than lost control of the steering on July 5 and found out the tie rod broke in half. Customer than took the vehicle to dealer 45010. Dealer fixed the vehicle and gave customer a loaner car. After the customer went 190 miles the same thing happened again. Customer stated that the dealer is telling him it is the track bar and he needs to pay \$705. Customer is upset being

that he has had this same issue and the dealer is not fixing the problem. Writer informed the customer that we will speak with dealer and call customer back. Writer called dealer and spoke with SM Olson, he stated that this issue with the track bar is different than the previous issue. Writer informed the dealer that we would like to assist due to the issue the customer has had with his vehicle. SM will contact agent back with more information.

Customer/caller transferred to CR769.

customer called in as he missed call from CR769 and needs this case manager call him back today as vehicle is at the dealership

customer phone number is [REDACTED]

Writer called dealer and spoke with SM Olson, he stated that they have not gotten the prices of the repair yet. Writer will contact the dealer back tomorrow. Writer called customer and informed him that we are still working on the resolution his case and will contact him back once we speak with the dealer.

Writer called dealer and left message for SM Olson to contact agent back.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.

According to the dealer, the warranty costs of the repair are as follows:

Parts and Labor= \$287.75

With the concurrence of the Service Manager, Olson, the customer will have a co-pay of \$0.

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 Cecilia at 800-992-1997 extension # 66068. 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. (repair has been completed)

#####

REASSIGNED TO BC/DLR 63 45010 07/27/10 16:40 O 19741800

*Contact Date:08/02/2010

Service Manager at the dealership has closed the Cair# 19741800

DCX goodwill repair is documented on Repair Order#314178

CAIR RETURNED FROM DEALER ON 8/02/2010 AT 05:45:435 R 19741800

| | | | | | | | |
|---|-----------------------|-------------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19744301 | |
| VIN | 3D7KS28C1 | 7G | Open Date | 07/20/2010 | Built Date | 12/19/2006 | |
| Model Year | 2007 | Body | DH7H42 | DODGE RAM SLT 4X4 2500 QUAD CAB | | | |
| In Service Dt | 08/25/2007 | Mileage | 71,000 | 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 | DGB | | | | | | |
| Dealer | 66802 | ADVANTAGE DODGE-CHRY-JEEP | | | | | |
| Dealer Address | 3200 EAST MAIN STREET | | | | | | |
| Dealer City | FARMINGTON | | | Dealer State | NM | Dealer Zip | 87402 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | IGNACIO CO | | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Suspension - Tie Rods / Drag Link - Worn - Front | |
|--|--|

Briefly summarize why the customer is contacting Chrysler:
 Caller states that last night and the tie rod broke.
 Caller states that the dealer has diagnosed it.
 Briefly summarize what the customer is expecting:
 Caller is seeking OOW assistance.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED] (cell)
 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?ADVANTAGE DODGE-CHRY-JEEP
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 Writer spoke with Service Manager (SM) Mike who states customer is not loyal to dealer. SM Mike stated he will give customer a discount on part.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 970-759-5957 at 8:53 AM MT.
 Writer informed customer informed customer if he would like to have the vehicle towed to dealer for assistance that would be fine, but based on information given Ram would not be able to assist with repair. Writer informed customer tow and diagnosis would be at his discretion. Customer stated he would contact SM Mike at dealer and set up an appointment for diagnosis. Writer informed customer of no guarantee for assistance.
 Next agent if customer calls back please update case with diagnosis appointment information thank you
 Customer stated he repaired vehicle himself. Writer informed customer the case would be closed.
 CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|-----------------------------|-------------------------------|------------------|---------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19748213 |
| VIN | 3D7KS28C4 | 6G | Open Date | 07/21/2010 | Built Date | 06/09/2006 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 07/10/2006 | Mileage | 78,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Dealer | 43308 | GRIFFIS MOTORS, INC | | | | |
| Dealer Address | HIGHWAY 19 AT ST FRANCES DR | | | | | |
| Dealer City | PHILADELPHIA | | | Dealer State | MS | Dealer Zip 39350 |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | UNION MS | | | | Country | UNITED STATES |

| | |
|---|-------------------------------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | Customer said the tie rod fell off. |
|---|-------------------------------------|

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer said the tie rod fell off.
 Briefly summarize what the customer is expecting:
 Customer asked if it was part of the H46 recall.
 ****End structured narrative T2 - Beginning Narrative
 Writer told him the H46 recall was on the inner drag link. Customer understood.

| | | | | | | |
|---|---------------------------|-------------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19776435 |
| VIN | 3D7MX48C8 | 6G | Open Date | 07/29/2010 | Built Date | 09/23/2005 |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 07/22/2006 | Mileage | 171,080 | 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 | 44911 | LONE STAR DODGE CHRYSLER JEEP | | | | |
| Dealer Address | 1309 SOUTH PACIFIC STREET | | | | | |
| Dealer City | MINEOLA | Dealer State | TX | Dealer Zip | 75773 | |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | LINDALE TX | | | | Country | UNITED STATES |

| | |
|---|---|
| Product - Unknown - Unknown - Accident - Default | . |
| Product - Unknown - Unknown - Insurance / Subrogation - Default | . |
| Corporate - Property Damage - Default - Default - Default | |
| Recall - H46: - Advise Owner/Incomplete Recall | |

POSTMARK DATE: 072710; DATE RECEIVED: 072910
 H46 44911 OPEN STEERING LINKAGE SAFETY
 CNA Match Date: 2010-04 2009-04
 Liberty Mutual Ins _
 Notice Of Subrogation Claim
 Rep: Andre D McBride 800.332.3226
 Claim# 404032850
 DOL 05.08.10
 Steering linkage damage caused accident and damage to vehicle
 I called below to see if they still had vehicle
 Foshee Wrecker Services
 17634 U.S. 69
 Lindale, TX 75771
 (903) 882-0185
 Its not there anymore.
 I am sending a need for location and police report request
 LETTER MAILED. MG17
 POSTMARK DATE: 081810; DATE RECEIVED: 082310

 08.24.10
 VEHICLE LOCATED AT:
 Copart Inc
 3046 State Highway 322
 Longview, TX 75603-7006
 903-643-9705
 Lot# 15169560
 Per OGC Matrix, reassigned to 82T. MG17
 8.24.10 One Open Recall:
 _H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE
 8.24.10 Assigned to TNT16. MJK

CAIR NUMBER 19776435 REQUEST EAA INSPECTION 08-24-2010 16:01
CAIR NUMBER 19776435 E-MAIL SENT TO EAA 08-24-2010 16:02
CCRG Open Date: 08/24/2010 13:03:58
Letter Sent: Acknowledgement 08/25/2010 10:10:17

09.01.10

Liberty Mutual Ins

Rep: Andre D McBride 800.332.3226 636-825-3170

Claim# 404032850

Would like to set a joint inspection

Per OGC Matrix, reassigned to 82T. MG17

9/1/10 UPDATED CCRG FILE. TNT16/LSE6

09.03.10

Liberty Mutual Ins

Rep: Andre D McBride 800.332.3226 636-825-3170

Claim# 404032850

Would like to set a joint inspection to deconstruct on 09.07.10

Per OGC Matrix, reassigned to 82T. MG17

9/3/10 UPDATED CCRG FILE. TNT16/LSE6

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/09/10 AT 00:23:26 19776435

Letter Sent: Denial 09/10/2010

| | | | | | | |
|---|-------------------------|-------------------------------|------------------|---------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19787513 |
| VIN | 3D7LX38C5 | 6G [REDACTED] | Open Date | 08/02/2010 | Built Date | 06/02/2006 |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 08/23/2006 | Mileage | 60,000 | Dealer Zone | 42 | DETROIT |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Dealer | 44560 | TAYLOR MOTORS INC | | | | |
| Dealer Address | 250 NORTH COLUMBUS ROAD | | | | | |
| Dealer City | ATHENS | | | Dealer State | OH | Dealer Zip 45701 |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | |
| | ATHENS OH [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|---|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | Customer states the front passenger tie rod broke |
|---|---|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer states the front passenger tie rod broke

Briefly summarize what the customer is expecting:
goodwill assistance.

****End structured narrative T2 - Beginning Narrative

Customer states the front passenger tie rod broke. Customer states the

dealer told him to contact Chrysler for assistance because MOPAR is

making stronger tie rods than the ones installed at the factory.

Customer is seeking goodwill assistance.

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

Preferred Morning/Midday call back number is Cell: [REDACTED]

Preferred Afternoon/Evening call back number is Cell: [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? 44560

Reassigned to 88F

***** CASE MANAGER TEAM *****

SM David states that customer does not do any work with the dealer except
for warranty work, and customer is 24000 miles OOW. For these reasons SM
and writer agree that no goodwill would be appropriate.

Customer is original owner, only vehicle, no CSC, oow 3/36 by 24000 miles
and 1 year.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]
Customer was not available.

Left a message indicating another attempt would be made.

The writer called the customer's wife and found that the customer was out
of the office. The writer provided his contact info.

The decision remains the same we will not assist with the repairs.

*** 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.

The writer called the customer and left a message.

Customer returning the call from the case manager.
Writer informed the customer a note will be placed on the case managers desk
for a priority call back.
The writer called the customer and informed the customer of the decision.
The customer was very upset that we wouldn't cover the part that he replaced by himself. The writer stated that this was the final answer.
CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | | | |
|---|-------------------------|-------------------------------|------------|---------------------------------|------------|---------------------|---------------|--|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19793212 | | | |
| VIN | 3D7KS19D4 6 [REDACTED] | Open Date | 08/03/2010 | Built Date | 01/30/2006 | | | | |
| Model Year | 2006 | Body | DH6H81 | DODGE RAM 1500 SLT MEGA CAB 4X4 | | | | | |
| In Service Dt | 03/08/2006 | Mileage | 74,562 | 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 | TELEPHONE | | |
| Address | [REDACTED] | | | | | Home Phone | | | |
| | PALMERTON PA [REDACTED] | | | | | Country | UNITED STATES | | |
| <table border="1"> <tr> <td>Product - Suspension - Tie Rods / Drag Link - Broken - Unknown</td> <td>tie rod broke</td> </tr> </table> | | | | | | | | Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | tie rod broke |
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | tie rod broke | | | | | | | | |

Caller wanted to know if tie rod and steering linkage recall were involved with each other. CSR suggested Caller contact dealership for the particulars of steering linkage recall repairs.

| | | | | | | | |
|---|--------------------------|-------------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19797083 | |
| VIN | 3D7LX39CX | 6G [REDACTED] | Open Date | 08/04/2010 | Built Date | 01/23/2006 | |
| Model Year | 2006 | Body | D18P81 | DODGE RAM 3500 LARAMIE MEGA CAB 4X4 | | | |
| In Service Dt | 05/30/2006 | Mileage | 72,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PJC | LIGHT KHAKI METALLIC CLEAR COAT | | | | | |
| Engine | ETH | 5.9L HO CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG8 | 4-SPD. AUTOMATIC 48RE TRANSMISSION | | | | | |
| Dealer | 45165 | WOLFE DODGE-CHRYSLER-JEEP | | | | | |
| Dealer Address | 2801 WILBARGER STREET | | | | | | |
| Dealer City | VERNON | | | Dealer State | TX | Dealer Zip | 76384 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | NEW IBERIA LA [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|-----------------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | tied rod front driver |
|---|-----------------------|

Caller s tied rod broke in half. Caller had his vehicle towed to parents shop.
 Caller said he had to buy many parts instead of an approximately \$80 part. Caller has to buy \$500 with of other parts.
 Caller states that he could have been in a bad accident because he lost control of the vehicle.
 Caller does not understand why this is not covered by recall and warranty. Caller states that this is unfair. Caller does not understand why he has to pay for a defective part.
 Caller is seeking the buy the part. Dealership said the part has been changed because of defective part.
 Caller is without a vehicle.
 Contact number [REDACTED]
 Escalating
 ***** CASE MANAGER TEAM *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:37.
 Writer contacted the customer and informed him that because the vehicle is so far OOW Chrysler would be unable to provide any financial assistance with repairing the vehicle. Customer states that he was able to get a part for \$120.00 instead of having to pay for the upgraded front end kit for \$580.00.
 *** 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.

| | | | | | | | |
|---|---------------------|-------------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19811091 | |
| VIN | 3D7KS29C3 | 7G | Open Date | 08/09/2010 | Built Date | 08/21/2006 | |
| Model Year | 2007 | Body | DH7H81 | DODGE RAM SLT 4X4 2500 MEGA CAB | | | |
| In Service Dt | 03/16/2007 | Mileage | 7,000 | Dealer Zone | 42 | DETROIT | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PJC | LIGHT KHAKI METALLIC CLEAR COAT | | | | | |
| Engine | ETH | 5.9L HO CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DGB | | | | | | |
| 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 | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | BRITTON MI | | | | | Country | UNITED STATES |

| | |
|--|---------------------------------------|
| Recall - H46: - Advise Owner/Incomplete Recall | advised customer of incomplete recall |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |

Customer states they were driving and the tie rod broke in half. Customer was able to control vehicle and get it off the road. Vehicle is at involved dealer and the repair estimate is \$700.00. Customer would like cost assistance for this repair as he feels with the low mileage this should not have happened.

*****END OF NARRATIVE*****

***** CASE MANAGER TEAM *****

OOW by time, still in for diesel, perforation, and emissions

No SC

1st owner, previous 4, current 2

Agent spoke to SM Chris. SM states that the tie rod end snapped on this, which is a part failure. SM provides agent with vehicle warranty estimations. They have seen the vehicle 4 times at their dealership. SM states that the parts is \$446.81 and labor is \$143.07. SM was informed that agent will make an offer to customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 734-216-6537

Customer was not available.

Left a message indicating another attempt would be made.

Customer called to speak with CM, writer gave message for call back.

2nd attempt made to contact customer on 08/11/10 at 8:06 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

3rd attempt made to contact customer on 08/11/10 at 11:37 am MST.

Left detailed message for a return call if required.

Customer calls requesting to speak with CF303

Customer/Caller transferred to extension # 66196

Agent spoke to SM Chris. SM states that customer has contacted him and

he informed him of the \$200 deductible. Customers vehicle is almost half way done.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on part failure and customer loyalty.

According to the dealer, the warranty

costs of the repair are as follows:

Parts = \$446.81

Labor = \$143.07

With the concurrence of the Service Manager, Chris

the customer will have a co-pay of \$200.00

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

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

extension # 66196. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 42 68541 08/11/10 14:40 O 19811091

Customer called back to talk to CM CF303. Advised customer of Chrysler s decision, and advised to bring vehicle to the dealer to have repaired.

Dealer working with owner to complete repairs.

4th attempt made to contact customer on 08/13/10 at 7:57 am MST.

Customer states that he got the vehicle back, and he paid the deductible.

He states that everything seems to be okay.

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)# | | | | | | 19813412 |
| VIN | 3D7KS29CX | 7G [REDACTED] | Open Date | 08/09/2010 | Built Date | 11/15/2006 |
| Model Year | 2007 | Body | DH7H81 | DODGE RAM SLT 4X4 2500 MEGA CAB | | |
| In Service Dt | 06/30/2007 | Mileage | 70,000 | Dealer Zone | 71 | LOS ANGELES |
| 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 | DBB | | | | | |
| 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 | [REDACTED] |
| | FALLON NV [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Warranty Coverage - Default - Default - Default | |
| Recall - H46: - Information Request | |
| Recall - K01: - Advise Owner/Incomplete Recall | |

Customer had a lift kit install through the dealership, and inquiring if that voids the warranty. Advised if done through the dealership, then it shouldn't, and they would have advised him otherwise. Customer also stated that the drag link broke on his truck. Advised the recall is only for trucks that already had the steering linkage replaced.

| | | | | | | |
|---|-------------------|-------------------------------|------------------|---------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19827543 |
| VIN | 3D7KS19D7 | 6G | Open Date | 08/12/2010 | Built Date | 04/25/2006 |
| Model Year | 2006 | Body | DH6H81 | DODGE RAM 1500 SLT MEGA CAB 4X4 | | |
| In Service Dt | 09/01/2006 | Mileage | 54,000 | Dealer Zone | 32 | NEW YORK |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Dealer | 26214 | BOB MARIANO JEEP DODGE INC | | | | |
| Dealer Address | 146 MANCHESTER ST | | | | | |
| Dealer City | CONCORD | | | Dealer State | NH | Dealer Zip 03301 |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | BRADFORD NH | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Reimbursement - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |
| Recall - H46: - Reoccurrence or Related Problem | |

Briefly summarize why the customer is contacting Chrysler:
 Caller states that she has rear end damage.
 Caller states she already had repairs and would like reimbursement.
 Briefly summarize what the customer is expecting:
 Caller is seeking reimbursement for repairs.
 Caller was lost before more information could be obtained.
 Writer gave customer recall reimbursement instructions.
 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

Briefly summarize why the customer is contacting Chrysler:
 Customer stated that he would like a reimbursement for the problems he has been having with the front tie rod
 Briefly summarize what the customer is expecting:
 reimbursement

****End structured narrative T2 - Beginning Narrative

Customer stated that he had the problems replaced back with the recall.
 Customer stated that he did the repair himself. Customer stated that the dealer did the recall work last year but he was out of the 12/12 warranty.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is 6032524800
 Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
 Who has possession of the vehicle? (Owner/Dealer/IRF)owner
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)no
 If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer was not available.

Left a message indicating another attempt would be made.

2nd attempt made to contact customer on 8/16.

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

2nd attempt made to contact customer on 8/17.

Spoke with customer and he said that he had to replace the tie rods and would like to be reimbursed for the parts. Stated that he had a TSB that was done in 08 and the dealer helped him with that and I explained that would no longer be under warranty and he said this is a known problem and I said that would be under the warranty and the vehicle is almost 20000 miles OOW. Said he will take to dealer and to have them look at it and said I will call back later in the week.

Called dealer and could not speak with anyone so will call back.

Dealer called DM and the owner has dropped off the part. The part is broken. Since the owner replaced it himself and the dealer never saw the truck it is impossible to make any determination of anything. Don't even know if this part infact was even from his truck. He did buy the part from the dealer.

Called and the SM Ken was not there and asked that I call on Monday. Said I will. Read notes.

Called and missed Mike and they asked I call tomorrow.

Agent attempted to contact dealer Service Manager Mike, however, SM not available. Did not leave message

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Called dealer and they said that he did bring the vehicle in and they no longer have the part and he may have replaced the recall item previously but they could not tell and they no longer have. Said they could be related to the recall and the repairs that were just done in January OOW. Said I may give the benefit of the doubt and reimburse.

Called customer after talking to dealer and said we may just reimburse.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 603-252-4800.

Called and spoke with customer as the dealer said the repair may be due to recall on linkage but unable to determine. Customer did the work himself and is just asking for reimbursement for the part. the part was \$113.42 and asked customer to mail in and we will reimburse. Loyal Chrysler customer 2 current vehicle and history of at least 2 others.

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)# | | | | | | 19835323 |
| VIN | 1D7KS28C4 | 6 | Open Date | 08/15/2010 | Built Date | 04/28/2006 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 05/29/2006 | Mileage | 85,440 | Dealer Zone | 63 | DALLAS |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | 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 | | | | | Contact Type | ROADSIDE |
| Address | | | | | Home Phone | |
| | LAKE CHARLES LA | | Country | UNITED STATES | | |

| | |
|---|--|
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
|---|--|

Roadside Assistance Contacted - DATE : 2010-08-13
 Road Side File Created 08-15-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 3884 PAUL WHITE ROAD 3777 GERSTNER MEMORIAL DRIVE
 HICKORY BRANCH ROAD
 LAKE CHARLES LAKE CHARLES
 LA USA LA
 CALLER_COMMENTS DEALER AWARE BROKEN RT TIE ROD T
 DEALER CODE : 44690 MARK DODGE, CHRYSLER, JEEP, LLC
 _ PER RCH3 CLOSING CAIR FROM IN BASKET 86A. MFY

| | | | | | | |
|---|---------------------|--------------------------------------|------------------|-------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19847539 |
| VIN | 3D6WD78A1 | 8G | Open Date | 08/18/2010 | Built Date | 09/21/2007 |
| Model Year | 2008 | Body | DM0L43 | DODGE RAM 4X4 5500 QUAD CAB CHASSIS | | |
| In Service Dt | 12/29/2008 | Mileage | 42,000 | 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 | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | |
| Dealer | 45178 | JIM RIEHL'S FRIENDLY CHRYSLER | | | | |
| Dealer Address | 1515 S. LAPEER ROAD | | | | | |
| Dealer City | LAPEER | Dealer State | MI | Dealer Zip | 48446 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | DIMONDALE M | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Steering - Linkage - Defective - Default | |
|--|--|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called in asking about a nearby dealership because the front drag link has broken. Customer claims that a vibration in the engine had been brought up to a dealer before and no resolution was found.

Briefly summarize what the customer is expecting:

Help with the vehicle.

****End structured narrative T2 - Beginning Narrative

Customer called to request assistance in getting a part taken from one dealership to another. Writer informed the customer that after escalating the case that a Case Manager would be able to get back with them no latter than by the end of business day tomorrow and the customer stated that she needed to have this done today. Writer apologized and explained that there is no way to expedite the process. Customer stated that this was a waste of her time and she would do it herself and ended the call.

| | | | | | | |
|---|--------------------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19848523 |
| VIN | 1D7KS28D1 | 6 | Open Date | 08/18/2010 | Built Date | 10/19/2005 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 01/29/2007 | Mileage | 80,000 | Dealer Zone | 32 | NEW YORK |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 23069 | FALVEY'S MOTORS INC | | | | |
| Dealer Address | 395 WEST THAMES ST RT#32 | | | | | |
| Dealer City | NORWICH | Dealer State | CT | Dealer Zip | 06360 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | LEDYARD CT | | | | Country | UNITED STATES |

| | |
|--|-----------------------|
| Product - Steering - Linkage - Other - Default | outer tie rod snapped |
| Recall - H46: - Advise Owner/Incomplete Recall | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer stated the driver s side outer tie rod snapped in half.

Briefly summarize what the customer is expecting:

Customer stated he was told by dealership that this should not have happened and to call for assistance.

****End structured narrative T2 - Beginning Narrative

Customer stated the parts for the steering linkage recall are not the same parts. Customer stated it was approximately two years ago the same tie rod was replaced.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 23069

Reassigned to 88F

Customer seeking status of case. Writer informed customer he will get a call from CM today. Customer states that dealership is not repairing his vehicle until CAC calls them.

Customer calls requesting to speak with CF303

Customer/Caller transferred to extension # 66196

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

at 3:43pm. Writer advised customer that case is still in progress and he will receive a call back tomorrow. Customer understood.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Customer requested to leave a voicemail for CF303.

Customer calls requesting to speak with CF303

Customer/Caller transferred to extension # 66196

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Agent spoke with Stella SA. She states that the tie rod broke and the steel pin snapped off. The recall is not part of the problem. Customer

wants an aftermarket part instead of the recommended upgraded kit by Mopar. He wanted Chrysler to cover this, and he was informed that this is wear and tear. The dealer has checked out aftermarket parts however, they are too short for his 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.

2nd attempt made to contact customer on 08/20/10 at 10:00 am MST.

Customer was informed of the decline. He states that this same dealership worked on the same tie rod before. He states that the tie rod snapped. Customer seeking resolution. Agent sending unresolved concern over for possible workmanship issue.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is tie rod snapped.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 32 23069 08/20/10 12:05 O 19848523

Don Piscatella called requesting status of case. Writer checked, informed caller that case manager not available. Customer requested a note to case manager s desk, writer will send. Customer said okay.

Writer informed caller of incomplete recall H46.

customer calling stating that he wants to speak with case holder writer

informed customer that at this time it has been sent over to the DM

customer got upset asked to speak with manager writer went to get one and customer ended call

*Contact Date:08/23/2010

Customer pay repair is documented on Repair Order#19127

CAIR RETURNED FROM DEALER ON 8/23/2010 AT 07:45:166 R 19848523

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Customer called stating that he is speaking with Tim Falvey, the owner of the dealer who told him that the CM should have called him directly because the SA may have provided wrong information pertaining to the decision, he would like this further reviewedm, and a call placed to the owner.

3rd attempt made to contact customer on 08/23/10 at 11:33 am MST.

Left detailed message for a return call if required.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Agent spoke to Tim Falvey. The vehicle was towed to their dealership.

The tie rod actually snapped off. Prior to this, the customer is very loyal to their dealership. Customer had the tie rod replaced at a earlier time. GM states that at 46,675 he had this replaced. Since then the TSB came in for the upgraded part. GM states that this customer should receive assistance due to the same issue occurring. GM provides warranty estimations on the repair at parts \$398.51 and labor \$252.00, and alignment should be customer pay. Agent agrees to a deductible for the customer due to the recall, and due to customer having had this repair done before.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty, and the nature of the repair.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$398.51

Labor = \$252.00

With the concurrence of the General Manager: Tim

the customer will have a co-pay of \$100 and the alignment

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Tina at 800-992-1997 extension # 66196. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

4th attempt made to contact customer on 08/23/10 at 11:49 am MST.
Left detailed message for a return call if required.

REASSIGNED TO BC/DLR 32 23069 08/23/10 13:52 O 19848523

*Contact Date:08/23/2010

Warranty repair has been documented on Repair Order#15585

CAIR RETURNED FROM DEALER ON 8/23/2010 AT 01:59:365 R 19848523

Please send back after the repairs are finished.

REASSIGNED TO BC/DLR 32 23069 08/24/10 17:28 O 19848523

*Contact Date:08/25/2010

Warranty repair has been documented on Repair Order#15585

CAIR RETURNED FROM DEALER ON 8/25/2010 AT 08:28:223 R 19848523

Why is the Dealer Adjustment for \$26 & not the agreed Cust co-pay of \$100?

DM called dealer & spoke w/Warranty Admin, she verified they did collect the \$100 co-pay from the customer. She will Self CB the claim & re-enter with the proper Dealer Adjustment amt. MAD

The writer called the customer for the first time and left a message.

The writer called the customer for the second time.

CLOSED LOOP UPDATE - customer was contacted today at 3:42 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.

Agent returning Tim Falvey s call regarding the VM left about the PA.

| | | | | | | |
|---|-------------------------|-------------------------------|------------------|--------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19848889 |
| VIN | 3D7KS26D6 | 7G [REDACTED] | Open Date | 08/18/2010 | Built Date | 12/04/2006 |
| Model Year | 2007 | Body | DH7L62 | DODGE RAM ST 4X4 2500 REG. CAB | | |
| In Service Dt | 02/20/2007 | Mileage | 93,512 | Dealer Zone | 42 | DETROIT |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Dealer | 42457 | CONWAY HEATON INC | | | | |
| Dealer Address | 810 NORTH THIRD STREET | | | | | |
| Dealer City | BARDSTOWN | | | Dealer State | KY | Dealer Zip 40004 |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] |
| | NASHVILLE TN [REDACTED] | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Steering - Linkage - Defective - Default | |
|--|--|

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Gary, SM called and stated that the customer has brought the vehicle in because the left tie rod keeps breaking. He stated that the vehicle has an open recall that has not been completed and he thinks this may be causing the problem.
Briefly summarize what the customer is expecting:
Caller would like to know how this should be handled because at this point since it is an older model the whole steering linkage needs to be replaced. Please research and advise.
****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 502.3483929 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?42457
Reassigned to 88F
***** CASE MANAGER TEAM *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 502-348-3929 at 12:52pm.
Called CONWAY HEATON and spoke to Steve. He mostly had questions about the H46 recall but the Parts Manager answered them while we were on the phone.
Writer is closing the case.

| | | | | | | | |
|---|-------------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19851078 | |
| VIN | 3D7LX38C5 | 6G [REDACTED] | Open Date | 08/19/2010 | Built Date | 03/22/2006 | |
| Model Year | 2006 | Body | D18H41 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 09/29/2006 | Mileage | 50,026 | 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] M | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | LAS VEGAS NV [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Driver | |
| Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Pass | |
| Recall - K01: - Information Request | |

Customer is stating that the truck needs new tie rods on the vehicle. Customer claims that after such low mileage the parts should not be going out. Customer wanted to know if there were any parts upgrades for the vehicle. Writer referred caller to dealership. Writer also informed customer of recall on the vehicle.

| | | | | | | |
|---|-------------------------|-------------------------------|------------------|------------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19851750 |
| VIN | 3D7MS46C6 | 5G [REDACTED] | Open Date | 08/19/2010 | Built Date | 10/29/2004 |
| Model Year | 2005 | Body | DH8H62 | DODGE RAM SLT 3500 REG. CAB PICKUP | | |
| In Service Dt | 12/17/2004 | Mileage | 44,720 | Dealer Zone | 35 | WASHINGTON |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 23461 | MCCALL MOTORS, INC. | | | | |
| Dealer Address | 4914 ADMIRAL PEARY HWY | | | | | |
| Dealer City | EBENSBURG | | | Dealer State | PA | Dealer Zip 15931 |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] |
| | JOHNSTOWN PA [REDACTED] | | | | Country | UNITED STATES |

| | |
|-----------------------|--|
| Recall - H46: - Other | |
|-----------------------|--|

Customer states that the steering linkage fell off in his driveway, the vehicle was towed to the dealer and the repairs were made. Dealer charged customer for the repairs. Customer would like this taken care of.

Customer can be reached at [REDACTED]

***** CASE MANAGER TEAM *****

H46 recall is open

Writer would like to verify dealership with customer and look into the issue further

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 3:31 pm

Customer was not available. No message left due to line given for call back was a general business number that is closed.

2nd attempt made to contact customer on 08/23/10 at 4:21 pm

Customer was not available. No message left due to line given for call back was a general business number that is closed.

Customer was provided with agent's name and Brand number.

Customer requested to speak with the case manager (MH1129). Writer transferred customer to Dodge CAC to get case manager (MH1129).

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Caller requested to speak to case manager. CSR conferenced Caller through to *1102.

Writer confirmed the number [REDACTED] is correct. Customer did not know about the phone message case manager was receiving but then stated his office is closed on Mondays so that may be why. Customer states he is available Tues-Fri 9-7 EST. Customer was charged for what he believes was part of the recall repair and should not have been charged anything.

Customer wants reimbursement.

Writer contacted SM Tom and he states that the vehicle was towed in and they found that the Tie rod was torn apart causing damage to other components. SM Tom states that if the damage was caused by the steering linkage failing the repairs would have been covered under warranty but because the issue was not the recall customer was charged for the repairs. SM Tom states that the recall was repaired while at the dealership because it was still open but the steering linkage did not

cause the failure/damage.

2 CHrysler vehicles owned

bought new

Writer contacted customer and informed customer of the information.

Writer was going to provide customer with Recall reimbursement information for customer to send in documentation and have the recall reimbursement team look into but customer stated that he is never going to buy another Chrysler vehicle again. Customer disconnected call.

Next agent IF customer calls in explain to customer that he can send the information for recall reimbursement and they will verify if issue is related and make a decision.

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.

Area Mgr discussed customer complaint with Dealer Principal...Woody McCall

Decision was made to reimburse owner \$375 or 1/2 the total repair cost in the interest of customer satisfaction

| | | | | | | |
|---|------------------------------|-------------------------------|------------------|-------------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19851896 |
| VIN | 3D7MX48C9 | 6G [REDACTED] | Open Date | 08/19/2010 | Built Date | 09/13/2005 |
| Model Year | 2006 | Body | D18P42 | DODGE RAM 3500 LARAMIE QUAD CAB 4X4 | | |
| In Service Dt | 12/17/2005 | Mileage | 41,331 | 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 | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | (417) 948-2333 |
| | MOUNTAIN GROVE MO [REDACTED] | | | | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Excessive Contacts - Default - Default - Default | |
| Product - Steering - Steering Wheel / Column - Defective - Default | |
| Product - Steering - Unknown - Other - Default | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
 Customer called in stating that the steering column on the vehicle has broken off while driving. Customer claims that she is lucky she has not been injured.

Briefly summarize what the customer is expecting:
 Chrysler's assistance in towing and with paying 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? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No.
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F

Customer stated the steering rods in her vehicle broke. Customer states she would like to speak with someone about her case.
 Customer calls requesting to speak with MH1129
 Customer/Caller transferred to extension # 66170.
 Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

***** CASE MANAGER TEAM *****

2 Chrysler vehicles owned
 Bought new
 No SC
 1 1/2 years and 5331 miles out of 336
 Vehicle is under the 5/100 warranty
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
 Customer was not available.
 Left a message indicating another attempt would be made.
 Customer stated that she has not received a call back yet and is going to go to her tv station on the issue and sue Dodge for the steering

breaking. Customer stated that she would like to know if Chrysler would pay for the horses if they were hurt and would like to know how she is supposed to pay her bills or if she is supposed to ride a horse to town. Customer stated that the case manager better call back today or she will go back to Ford.

Writer contacted customer and she states that the vehicle is getting repaired at an IRF because the closest Dealership is over 50 miles away and she couldn't afford towing the vehicle. Customer states that right before the steering rod broke she had a strong feeling to turn around and go back home before picking up her young grandkids. Customer states that it was then the Steering rod broke. Customer states that she is concerned about this and would like Chrysler to look into the concern further.

Customer states that the repairs are being done and she will have the vehicle back tomorrow. Writer set up call back with customer for 08/24/10 to gather price information on repair.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

2nd attempt made to contact customer on 08/27/10 at 10:33 am

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

Customer called in stating she keeps missing the case manager call.

Customer stated she has to get the money to pay for this repair. Customer stated repair is \$280 and will need an alignment after that which is \$50.

Writer informed customer that her call has been documented.

Customer states she just got it re-aligned and the dealer found bearings are loose. Customer states the dealer needs get the bearings replaced before they can align the vehicle. Customer is very upset and states her whole vehicle is falling apart. Customer states she's now out of money and doesn't even have enough to go to the hospital now.

Writer informed the customer that her case manager is scheduled to call her today. Customer understood.

Caller alleges is calling to speak to case manager. Caller alleges was supposed to receive call back today.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Customer called in asking to speak to agent MH1129. Customer transferred to ex. 66170.

Customer states that she paid for the repair and towing 326.96. Customer states that the vehicle now needs new bearing because the current ones are loose. Customer states that the bearings should not be going out and feels Chrysler should be covering the bearing repair. Writer informed customer that the bearing repair will be at her expense and Chrysler will reimburse 326.96 for the repairs just completed for the steering rod.

Customer is not happy and feels the vehicle should never fail and she takes care of her vehicle. Customer states that she is going to go back to Ford. Customer states that the dealership should have caught this issue when the vehicle was under warranty. Customer states that she will send the information in

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

Auburn Hills, MI 48321

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

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

The customer is calling due to the customer's not accepting the decision of the case manager stating that the cost of the customer's bearings will be at the customer's cost. The customer feels this is something that Chrysler should pay for due to the customer feels that the bearings caused the steering rod to break. Writer verified with the customer that the decision from the case manager has been made and the decision is final.

Caller SA from dealer states customer contacted him stating we will be

with the customer and decision is final. Caller states the vehicle has not been at the dealer

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|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 19858664 |
|---|-----------------|

| | | | | | |
|-----------------------|--------------------------|--------------------------------|--|---------------------|---------------|
| VIN | 3D3KS29C9 6G [REDACTED] | Open Date | 08/21/2010 | Built Date | 06/16/2006 |
| Model Year | 2006 | Body | DH7H81 DODGE RAM 2500 SLT MEGA CAB 4X4 | | |
| In Service Dt | 12/18/2006 | Mileage | 93,377 | Dealer Zone | 42 DETROIT |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U US |
| 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 | LETTER |
| Address | [REDACTED] | | | Home Phone | [REDACTED] |
| | MANCHESTER MI [REDACTED] | | | Country | UNITED STATES |

| | |
|--|--|
| Dealer - By-Pass - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer stated that the tie rods went out on his truck while driving 25 mph on a side street.
 Customer states that he has since had the parts replaced and work done at a local dealer who told him that the parts in there were meant for a smaller truck.
 Briefly summarize what the customer is expecting:
 Customer would like to be partially reimbursed as he feels that Chrysler has admitted there was a problem with the parts that were originally used.
 ****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] 9 (W)
 Preferred Afternoon/Evening call back number is [REDACTED] (C)
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68541
 Reassigned to 88F
 ***** CASE MANAGER TEAM *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] work) at 11:30 a.m. EST
 The customer stated that he is not looking for something for free, however he thinks this is an issue that Chrysler should be addressing on these vehicles. Customer stated that the dealer told him the the parts on this vehicle are for 1/2 tons not 3/4 tons vehicles, the customer stated that he lost the steering so he had to have the vehicle towed to the dealership. The customer states that he has gotten the vehicle repaired and everything is good on the vehicle so far, customer just looking for some help with the cost of the repairs. Agent advised the customer that we would contact the dealer and gather some information from them and contact him back.
 Agent attempted to contact dealer Service Advisor JT, JT stated that this is a common issue and they have new part number for an upgrade when these parts go out. JT and the agent agree that a 50/50 split sounds far on this issue.

Customer is seeking reimbursement for a repair on his vehicle, due the the repair being a new upgraded part the agent is looking to reimburse the customer \$415.00 on the repairs.

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

Auburn Hills, MI 48321

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

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

Customer faxed in receipt for steering repair per agents decision writer to reimburse \$415 towards repair cost check sent on 10/8/10.

POSTMARK DATE: 100710; DATE RECEIVED: 100810

| | | | | | | | |
|---|----------------------|-------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19860727 | |
| VIN | 3D7MS48C6 | 5G [REDACTED] | Open Date | 08/23/2010 | Built Date | 02/18/2005 | |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | | |
| In Service Dt | 06/28/2005 | Mileage | 61,810 | Dealer Zone | 51 | CHICAGO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 42602 | BRIAN BEMIS WORLD AUTO | | | | | |
| Dealer Address | 1825 DEKALB AVE | | | | | | |
| Dealer City | SYCAMORE | | | Dealer State | IL | Dealer Zip | 60178 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | DEKALB IL [REDACTED] | | | | | Country | UNITED STATES |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass Recall - H46: - Advise Owner/Incomplete Recall | | | | | | | |

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer stated the right front tie rod end broke and damaged the tire.
 Briefly summarize what the customer is expecting:
 Wants this repair to be covered by Chrysler
 ****End structured narrative T2 - Beginning Narrative
 Customer alleges the last maintenance was done by October 2009. Customer alleges at this time there was no grease on the tie rod and this is because the dealer did not maintain properly the vehicle.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [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? 42602
 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 *****
 Customer has 3 new Chrysler vehicle s in household.
 Vehicle purchased new.
 Vehicle is 26,000 miles, and 27 months OOW.
 Vehicle still covered by Powertrain, and diesel engine warranty.
 No CSC on file.
 Writer contacted 42602, and spoke with SM Ron who states that the customer is extremely loyal to their dealership. SM states that the vehicle needs the front steering linkage assembly replaced. SM states that it closely resembles the effects of Recall H46. SM states that if Chrysler is willing to assist with the repairs to the steering linkage assembly then he would be okay with accepting a PA. SM states that he will gather warranty pricing for the steering linkage repairs, and then recontact writer.
 Writer contacted 42602, and spoke with SM Ron who states that warranty pricing for the steering linkage repairs is as follows:

Parts - \$576.40

Labor - \$140.25

Total - \$716.65

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Customer to dealer loyalty.

According to the dealer, the warranty

costs of the repair are as follows:

Parts = \$576.40

Labor = \$140.25

With the concurrence of the Service Manager, Ron,

the customer will have a co-pay of \$350.00.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

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

extension # 66367. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

CONTACT UPDATE - SM Ron states that he will contact customer to extend offer to keep assistance on dealer level.

REASSIGNED TO BC/DLR 51 42602 08/24/10 16:12 O 19860727

*Contact Date:08/26/2010

DCX goodwill repair is documented on Repair Order#325878

CAIR RETURNED FROM DEALER ON 8/26/2010 AT 09:47:937 R 19860727

CLOSED LOOP UPDATE - customer was contacted today at 10:51 am 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 Assistance Inquiry Record (CAIR)# | | | | | | 19862090 |
| VIN | 3D7MX48C7 | 6G [REDACTED] | Open Date | 08/23/2010 | Built Date | 03/03/2006 |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 03/30/2006 | Mileage | 86,547 | Dealer Zone | 42 | DETROIT |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | |
| Engine | ETH | 5.9L HO CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | | |
| Dealer | 60175 | MORAN ST. CLAIR CHRYSLER JEEP | DODGE | | | |
| Dealer Address | 1250 S CARNEY DR | | | | | |
| Dealer City | SAINT CLAIR | | | Dealer State | MI | Dealer Zip 48079 |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | |
| | CHINA MI [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|--|
| Dealer - By-Pass - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Other - Front | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states tie rods snapped while his wife was driving vehicle, barely avoided accident
Briefly summarize what the customer is expecting:
goodwill assistance
****End structured narrative T2 - Beginning Narrative
Writer received call from customer seeking goodwill for tie rod ends 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 none
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? 60175
Reassigned to 88F
***** CASE MANAGER TEAM *****
Writer called dealer and spoke with SA Paul, he stated that the customer has not been into the dealer
has not been in in two years. Dealer is stating that the vehicle is a 06 with 80,000 miles. Vehicle needs a two tie rod ends on both sides. Dealer is stating that there are a new style front end that the customer can replace for \$700, or the tie rods can be replaced for \$400. Dealer does not think that Chrysler should assist as the customer has not been in to the dealer to have vehicle looked at.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 4:36 PM.
Writer called customer and informed him that if he get the new style we will reimburse the customer all but \$250. If customer replaces the tie rods we will reimburse all but \$150. Customer will send in the needed

documentation.

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

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

REASSIGNED TO BC/DLR 42 60175 08/24/10 16:38 R 19862090

Dealer calls back with information previously requested. Dealer transferred to original agent working CAIR. SM Paul states that customer thinks that he only has to pay 250.00 and he can have his vehicle fixed. Also dealer has found Broken U-Joints and need to know what to do with that repair.

*Contact Date:08/27/2010

Service Manager at the dealership has updated the Cair# 19862090
Parts have been ordered.

Writer called SM Paul to inform him that we told the customer that he would have to pay full price for the repair and we would reimburse half.

Writer left voicemail informing the customer that we will let the customer know they must pay for the repair than be reimbursed.

S/M Paul calls requesting to speak with CR769 at extension # 66068.

C/M was unavailable, Agent sent note.

S/M Paul is calling to confirm terms of reimbursement and is wondering if CAC is going to assist with the U-joint repairs.

caller SM Paul would like to speak with Cecilia caller states he has left several message and needs to know how to proceed with his vehicle.

writer informed caller would send a message to CM to get assistance as soon as possible .

Writer spoke with SM Paul, he stated that the customer is now having issues with the Ujoints, dealer is stating that this is nothing to do with the tie rods. Writer is only offering reimbursement on the repair of the tie rods. CHRYSLER WILL REIMBURSE \$500 ON THE TIE ROD REPAIR. NO ASSISTANCE IS GOING TO BE GIVEN ON THE UJOINTS.

Dealer calling back regarding the reimbursement for the customer and asking for the mailing address for the invoices to be mailed.

Writer advised the dealer of the lines 29-41.

Dealer appreciated the information.

| | | | | | | | | | | | |
|--|-------------------|--------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|--|--------|-------------------------------------|--|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19867256 | | | | | |
| VIN | 3D7KS28C5 | 5G | Open Date | 08/24/2010 | Built Date | 08/04/2004 | | | | | |
| Model Year | 2005 | Body | DH7H41 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | | | | | | |
| In Service Dt | 11/13/2004 | Mileage | 119,500 | Dealer Zone | 63 | DALLAS | | | | | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | | | | | |
| Dealer | 45281 | RAINBOW CHRYSLER DODGE JEEP OF | | | MCCOMB, L.L.C | | | | | | |
| Dealer Address | 2300 DELAWARE AVE | | | | | | | | | | |
| Dealer City | MCCOMB | | | Dealer State | MS | Dealer Zip | 39648 | | | | |
| Owner | | | | | | Contact Type | TELEPHONE | | | | |
| Address | | | | | | Home Phone | | | | | |
| | MAGNOLIA MS | | | | | Country | UNITED STATES | | | | |
| <table border="1"> <tr> <td>Product - Steering - Linkage - Other - Default</td> <td>Broken</td> </tr> <tr> <td>Recall - H46: - Information Request</td> <td></td> </tr> </table> | | | | | | | | Product - Steering - Linkage - Other - Default | Broken | Recall - H46: - Information Request | |
| Product - Steering - Linkage - Other - Default | Broken | | | | | | | | | | |
| Recall - H46: - Information Request | | | | | | | | | | | |

Customer called stating that his steering linkage broke and he was informed that there was a recall for the steering linkage (H46). Agent read the recall letter to the customer and advised the customer that the recall applies to customers who had service work done on the steering linkage after being in the manufactured. Agent advised the customer to bring the broken parts to his dealership to see if the vehicle had work done prior (if it is a Mopar steering linkage). And if it is, customer may send in receipts for reimbursement. Customer broke down and has had repairs done at an IRF.

| | | | | | | | |
|---|-----------------------|----------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19867641 | |
| VIN | 3D7MX48A2 | 7G [REDACTED] | Open Date | 08/24/2010 | Built Date | 02/12/2007 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 07/31/2007 | Mileage | 94,000 | 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 | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | | | |
| Dealer | 44272 | DARRELL YATES AUTO MALL INC | | | | | |
| Dealer Address | 3001 SOUTH MUSKOGEE | | | | | | |
| Dealer City | TAHLEQUAH | | | Dealer State | OK | Dealer Zip | 74464 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | CRESANT OK [REDACTED] | | | | | Country | UNITED STATES |

| | |
|--|----------------------------------|
| Product - Unknown - Unknown - Accident - Default | . |
| Corporate - Complaint Contact - Default - Default - Default | accident - related to recall H46 |
| Dealer - By-Pass - Default - Default - Default | accident - related to recall H46 |
| Corporate - Property Damage - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
| Recall - H46: - Reoccurrence or Related Problem | |

Customer s girlfriend was driving the vehicle when the steering let loose and she had no steering - took to a repair facility and they told customer that it was the tie rod that broke and it was related to the recall H46 that was performed in 2009 - at DARRELL YATES AUTO MALL INC- customer sts she had a knot on her head and that her chest was sore and bruised - verified address and phone # - pls call [REDACTED] (girlfriend) @ [REDACTED] - vehicle is at a repair shop - customer will call and stop them from working on vehicle until Chrysler has contacted her - reassigning to 82S to be investigated

08.26.10

I called and left a VMM seeking where vehicle is located
VEHICLE LOCATED AT:

Wilkins Auto Body
5011 S Division St
Guthrie, OK 73044-7020
(405) 282-7675

Per OGC Matrix, reassigned to 82T. MG17

8/30/10 ASSIGN TO LSE6.

RECALL H46 (STEERING LINKAGE) COMPLETED MAY 2009

CAIR NUMBER 19867641 REQUEST EAA INSPECTION 08-30-2010 08:56

CAIR NUMBER 19867641 E-MAIL SENT TO EAA 08-30-2010 08:56

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/31/10 AT 18:43:52 19867641

CCRG Open Date: 08/30/2010 08:46:11

Letter Sent: Acknowledgement 08/31/2010 09:27:12

Letter Sent: Denial 09/02/2010

| | | | | | | | |
|---|------------|-------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19871971 | |
| VIN | 3D7LX38C8 | 6G | Open Date | 08/26/2010 | Built Date | 08/25/2005 | |
| Model Year | 2006 | Body | D18P41 | DODGE RAM 3500 LARAMIE QUAD CAB 4X4 | | | |
| In Service Dt | 01/15/2006 | Mileage | 110,011 | Dealer Zone | | | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Owner | | | | | | Contact Type | E-MAIL |
| Address | | | | | | Home Phone | |
| | CARVER MA | | | | | Country | UNITED STATES |
| Product - Body / Trim / Paint Finish - External Ornamentation - Other - Unknown | | | | | | | |

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

Warranty info on parsts

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

I have upgraded My 2006 Ram 3500 front end to the TSB 08 Ram front end. After 20K mi the tie rod end sheared off.(good thing I was on a side street. I was towing 4 tons of skidsteer equipment about three miles from the highway) Contacted Good Brothers in Weymouth to get a new one. Parts counter was extremely awesome. Got my new one under the year warranty. My question is from original date of purchase of the front end is Jan. now if the second front end brakes after the Jan date I have to purchase the front end that ya all knew had problems with. I have already spent over \$400 for the original front end, and Dodge hasn t found a fix for this problem. What am I going to do when this front end fails?

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

Dear Pat:

Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!

We recommend that if you are experiencing problems with your front end to contact your local factory-authorized dealer and schedule an appointment.

If, after meeting with your dealer, these concerns are still not resolved to your satisfaction, please re-contact us by email or by phoning our office at 1-800-4A-DODGE (423-6343). We will be happy to review the situation with you at that time.

As well, the following unfinished recall information is available for your vehicle:

Recall # Description

H46 STEERING LINKAGE

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

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

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

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

I contacted the dealership and they said it was an inspection only. I have paid (\$400) and installed it and 20k mile later one of the tie rod ends sheered off. Now I am 7 months into the original purchase warranty. My question is what happens after the warranty expires if a tie rod end breaks and I can't get aftermarket parts for it? I shouldn't have to shell out another \$400 for a whole new front end....

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

Dear Pat:

Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!

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

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

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

you still haven't answered my question. What happens when the original warranty runs out on the front end and I can only buy it from Dodge? I have already purchased it once and a tie rod end broke after 20K mi.

*****END OF CUSTOMER EMAIL REPLY*****

Dear Pat:

Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!

The inspection will need to take place before any action can be taken by your dealership or by Chrysler. We advise you to book an appointment with your dealership and if any issues arise during your meeting, feel free to contact us at [REDACTED].

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL REPLY*****

| | | | | | | | |
|---|----------------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19880527 | |
| VIN | 3D7MX48C5 | 6G [REDACTED] | Open Date | 08/28/2010 | Built Date | 11/14/2005 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 01/07/2006 | Mileage | 50,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 66689 | ROCKLAND CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 60 ROUTE 304 | | | | | | |
| Dealer City | NANUET | | | Dealer State | NY | Dealer Zip | 10954 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | TOMKINS COVE NY [REDACTED] | | | | | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Excessive Contacts - Default - Default - Default | |
| Corporate - Reimbursement - Default - Default - Default | |
| Recall - H46: - Consequential Expenses Not Covered | |

Briefly summarize why the customer is contacting Chrysler:Customer states recall on vehicle, involves new parts. Customer states dealership wants \$2800 to do involved repairs for recall issue.

Briefly summarize what the customer is expecting:Customer does not believe customer should have to pay for additional cost due to the recall part being replaced.

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?

Reassigned to 88F

***** CASE MANAGER TEAM *****

- 2nd owner

- 1 used vehicle in household history

- no SC

- oow by times expired January 7, 2009

Case manager called the dealer listed and the spoke with the SM Jeremy, and the SM states that the vehicle has not been ther sine 2007, under a different name. case manager informed the SM that the customer is the 2nd owner.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:36 am. the customer states that the vehicle is at RockLand Chrysler #66689, customer states that the recall # H46 for the STEERING LINKAGE is not being produced anymore. The customer staes that the sterring damper is needing to be replaced, and other parts also.

Case manager called the dealer #66689. the customer SA is Frank, the SA states that the Tie rod is broken. The SA sates that the vehicle is around 53,000 miles, and the vehicle was towed in on Saturday 8/28. the SA Franks states that tthe vehicle is going to be needing a ball joint kit, 2 hubs, pitman arm, sterring damper, 2 axel shields. the SA states that the repairs that are need have nothing to do with the recall #H46. the total costs for the reapiers are around \$2,800.

**** 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 has not been informed of the decline.
customer is now by time expired January 7, 2009 and by 14,000 miles. And
the repairs have nothing to do with the recall #H46.

2nd attempt made to contact customer on 9/1 at 3:02 pm. The customer is
stating that the STEERING LINKAGE is not being made any more for the
vehicle, the customer stating that he would have done the repair
himself, but the STEERING LINKAGE is no longer available and that's why
the dealer is wanting to replace all the other parts that hook up to the
STEERING LINKAGE. Customer states that all of this is all due to the open
recall. Customer is wanting somebody higher up to fix the vehicle.

DIRECT-TO-DEALER

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 Manager, Business Center or STAR.

The unresolved concern is the repairs for the open recall.

Agent called dealer and spoke to ?name?, informed that CAIR
was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 32 66689 09/01/10 15:14 O 19880527

Customer states dealership called, customer states for dealership to
just reinstall recall part, customer states dealership declines not to
reinstall part. caller informed customer case has been reassigned.
Service Mgr, John, Advises that the repairs needed have nothing to do with
the recall and in fact the vehicle was inspected for the recall and does not
need the procedure performed. closed.

Customer requesting to speak with their Case Manager. Call-back note
completed and delivered to floor support for distribution to Case
Manager. Customer still under the impression we are going to help and
claimed a team lead/supervisor was going to contact him by end of last
week. Now it is the end of this week and he either wants Crystal or her
lead to call him back.

Customer was being transferred by the recall center and the connection did
not go through.

Customer was not on the line.

Customer was being transferred by the recall center and the connection
did not go through. Customer was not on the line.

Client was very irate, using foul language, wanting to speak to agent
CF334. Agent tried to do a conference call but client hung up on the
phone. Agent called back to Dodge 800-423-6343 and left a message with
another agent for CF334 to call the client back.

Writer contacted the customer at [REDACTED] at 1:31 regarding his
recall concern.

Customer states he has already purchased the parts, he is a mechanic and
capable of performing the repair. He just wants the recall performed. He
is upset that the part is no longer manufactured individually. The
dealership advised he has to purchase the three parts to get the piece he
needs. He is asking if there is anything that can be done. He mentioned
reimbursement compensation for the time he has been without his vehicle
and the \$168.00 he was charged for a diagnosis.

**** Reimbursement HAS BEEN DECLINED ****

Informed customer that Chrysler will not compensate for time lost of the
vehicle and the diagnosis fee.
Unless the customer offers new information, decision remains unchanged.

Customer states he will contact his attorney, he asked if the calls are
being recorded so when he decides to sue and how to go about getting the
recorded calls. Writer advised the customer the calls are recorded and if
he seeks legal assistance his attorney will know what to do.
CLOSED LOOP UPDATE - Customer was advised the case will be closed. He
stated I am sure it will be and hung up.

No need for additional follow-up.

During the conversation with the customer, writer attempted to address

question or reiterated the previously documented information.

| | | | | | | |
|---|-------------------------|-------------------------------|------------------|-----------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19887264 |
| VIN | 3D7KS28CX | 5G | Open Date | 08/31/2010 | Built Date | 11/24/2004 |
| Model Year | 2005 | Body | DH7L41 | DODGE RAM ST 2500 QUAD CAB PICKUP | | |
| In Service Dt | 12/20/2004 | Mileage | 28,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Dealer | 43351 | PYNES CHRYSLER INC | | | | |
| Dealer Address | 2000 SOUTH FIFTH STREET | | | | | |
| Dealer City | LEESVILLE | | | Dealer State | LA | Dealer Zip 71446 |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | BUILDING 7018 | Home Phone | |
| | FORT POLK LA | | | | Country | UNITED STATES |

| | |
|--|---------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | on 2 vehicles |
| Corporate - Recall - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer called in inquiring about open recalls on their vehicle.
Customer is having trouble with tie rods. Tie rods fell off when someone was driving the vehicle and no one was hurt but they have a fleet and this same situation has happened to another vehicle. Customer does not have the VIN for the other vehicle but will have it when they are contacted. What is Chrysler specifications for the tie rods, ball joints. How do you determine when tie rods, ball joints need to be replaced? CAC updated COIN information. CAC advised customer that there are no outstanding recalls that need to be completed on their vehicle. Customer states that Chrysler should be responsible for the repair.
*****END OF CUSTOMER CONTACT*****
Customer was advised due to the nature of their contact a call back is required and will take place within 1-2 business days.
Preferred morning/midday call back number is before 4pm Central 337-531-5980, if no answer there is a machine
Preferred Afternoon/evening call back number is before 4pm Central 337-531-5980
Who has possession of vehicle? customer, fleet
Has the vehicle been diagnosed by a CDJ ? no
If a CDJ has diagnosed, what is the dealer name or code? n/a
Reassigned to 88f
***** CASE MANAGER TEAM *****
Original owner
61 new CDJR
No CSC
OOW of basic 3/36 by 3 years
CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 9:42 a.m.
Customer was not available.
Left a message indicating another attempt would be made.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ at 3:06 p.m.

Writer spoke with the customer who states that they don't want any compensation but just to know when to replace the Tie Rods, ball joints, and idler arms. Customer states they would like to know the specs of when to change them because they currently have 6 vehicles with the same issue. Writer advised the customer that CM will look into this for them. Writer contacted the dealership but the number is no longer in service. Writer checked owners manual for maintenance schedule and found to inspect the dampers at every 30,000 miles and lubricate outer tie rod ends at every 7,500 miles also front drive shaft fittings every 7,500 miles as well.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ at 1:43 p.m.

Writer spoke with the customer and informed her of the information above. Customer wanted to know about maintenance on the ball joints. Writer informed the customer that there isn't information on maintenance in the manual for ball joints. Customer understood the information given to her. CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|---------------------|-------------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19895475 | |
| VIN | 3D7KS29C2 | 7G | Open Date | 09/01/2010 | Built Date | 11/01/2006 | |
| Model Year | 2007 | Body | DH7H81 | DODGE RAM SLT 4X4 2500 MEGA CAB | | | |
| In Service Dt | 10/27/2007 | Mileage | 74,000 | Dealer Zone | 35 | WASHINGTON | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | | |
| Engine | ETH | 5.9L HO CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DGB | | | | | | |
| Dealer | 41946 | URSE DODGE-CHRY-JEEP | | | | | |
| Dealer Address | 14 TYGART MALL LOOP | | | | | | |
| Dealer City | WHITE HALL | | | Dealer State | WV | Dealer Zip | 26554 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | WELLSBURG WV | | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |
|---|--|

Customer called because he has broken the front tie-end on the driver s side and has contacted a CDJ dealership and was informed that the part has been discontinued, and the repair will now cost over \$1000.00. Vehicle was purchased used and is outside of warranty. Customer inquired if this issue was ever under recall and writer advised customer that it was not.

| | | | | | | | |
|---|-----------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19905518 | |
| VIN | 3D7KS28C9 | 6G | Open Date | 09/03/2010 | Built Date | 07/06/2005 | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 09/07/2005 | Mileage | 87,950 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 44181 | SHETLER-CORLEY MOTORS LTD | | | | | |
| Dealer Address | N. HIGHWAY 13 | | | | | | |
| Dealer City | CROWLEY | | | Dealer State | LA | Dealer Zip | 70527 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | CHURCH POINT LA | | | | | Country | UNITED STATES |
| Recall - H46: - Reoccurrence or Related Problem <div></div> | | | | | | | |

Agent contacted writer to confirm whether his vehicle was included in the H46 recall. Agent advised caller that his vehicle is included. Caller informed me he is upset that he did not receive a letter because he is on the side of the road and his tie rods are broken. Agent apologized and advised to contact a dealer to have the repairs taken care of.

| | | | | | | |
|---|-----------------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19925801 |
| VIN | 3D7LX39C5 | 6G [REDACTED] | Open Date | 09/10/2010 | Built Date | 01/27/2006 |
| Model Year | 2006 | Body | D18H81 | DODGE RAM 3500 SLT MEGA CAB 4X4 | | |
| In Service Dt | 10/23/2006 | Mileage | 90,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] |
| | CAMERON TX [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|--------------------------------|
| Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default | Dealer 60432 Brenham Chrysler. |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |

[REDACTED] called, states 07/09/2010 brought to dealer for front tie rod end broke, 60432 Brenham Chrysler dealer fixed, started having issues again, brought to IRF, informed customer that dealer replaced tie rod with an aftermarket part, pitman part is falling apart and worn, should have been replaced during time or tie rod repair, customer complaining that he does not understand why dealer installed an after market part and did not advise customer what brand he request, not able to drive vehicle due parts will fall apart. Writer informed customer that he would need to follow up with dealer to dispute of workmanship matter, between customer and dealer.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19926558 | |
|--|---------------------|-------------------------------------|-----------|---------------------------------|------------|--------------|---------------|
| VIN | 3D7MX48C2 | 6G | Open Date | 09/10/2010 | Built Date | 08/17/2005 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 12/28/2005 | Mileage | 130,000 | 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 | DG8 | 4-SPD. AUTOMATIC 48RE TRANSMISSION | | | | | |
| Dealer | 57317 | BODWELL CHRYSLER-DODGE INC | | | | | |
| Dealer Address | 169 PLEASANT STREET | | | | | | |
| Dealer City | BRUNSWICK | | | Dealer State | ME | Dealer Zip | 04011 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | FRANKLIN MA | | | | | Country | UNITED STATES |

| | |
|--|---------------------------------------|
| Product - Steering - Unknown - Other - Default | Steering rod seperated from the wheel |
| Dealer - By-Pass - Default - Default - Default | |

Mrs. [REDACTED] called in regarding the steering rod on her vehicle that seperated from her vehicle while pulling out of her driveway. The customer states they had their entire front end replaced in 2009 at approximately 106,000 miles. The customer does not feel they should be responsible for repairs needed just over 1 year later. The vehicle is currently at Dealer 57317. CRS advised the case would be reviewed for possible assistance but due to the mileage on the vehicle, and the fact she is well outside part warranty we cannot make any guarantees. Customer was advised a case manager would follow up in 1-2 business days. Customer states the best number to contact her on is [REDACTED]

*****End of customer contact*****

Case is being reassigned to 88F with approval of supervisor AA966. Customer is requesting goodwill to repair her vehicle. Case requires dealer contact to determine the current full diagnosis of the cause of the separation and to determine if the parts involved in the current concern were in fact replaced last year, to determine if goodwill is warranted.

*****End of rationale for escalation*****

***** CASE MANAGER TEAM *****

Owner # = yes

of NEW =3

of USED =0

Service Contract =no

OOW by miles = 94,000

OOW by time = 2 years

Previous Rental =no

Recall H46 - steering linkage done 6/15/2009

Customer states that this part was replaced last year sometime.

Spoke with Jennifer, the owner who states that the vehicle is at DL 57317 right now, and that she had the steering linkage done last year.

Customer states that there is no reason for this part to just break.

Customer was informed that a call will be made to the dealership and the customer will be kept in the loop as to what is going on with her vehicle, and if we are able to assist.

Called service manager Mike who states that the vehicle Replaced the left outer tie rod end, and now it needs an alignment. Case manager spoke with Supervisor Adrey, who confirms that this will be replaced under the recall. Case manager informed service manager and states that is great and he will do the alignment on 9/14/2010. Case manager contacted the customer Jennifer to inform her that it will be covered under the recall, and the truck should be ready 9/14/2010. Case manager informed customer that this case will be closed as the repairs have been taken care of, and if she has any other concerns to call back. CLOSED LOOP UPDATE - customer was contacted today at 2:39pm 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.

*****DMM9 Referral*****

Writer contacted owner to follow up on tie rod end repairs from 9/15/10. Owner states that vehicle has been repaired and is operating normally. Owner thanked writer for calling and follow up.

| | | | | | | |
|---|-------------|----------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19929991 |
| VIN | 1D7KS28DX | 6J | Open Date | 09/13/2010 | Built Date | 05/22/2006 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 11/13/2006 | Mileage | 63,039 | Dealer Zone | 42 | DETROIT |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 66231 | PINCKNEY CHRYSLER-DODGE-JEEP INC | | | | |
| Dealer Address | 1295 E M36 | | | | | |
| Dealer City | PINCKNEY | Dealer State | MI | Dealer Zip | 48169 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | PINCKNEY MI | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Steering - Linkage - Defective - Default | |
|--|--|

The vehicle has had the steering linkage fall apart, he is seeking help with the costs for the repairs and possibly with the towing costs. Writer advised that he would have a case manager call to discuss the issue due to the lower mileage on the vehicle. The customer has been the original owner of three Chrysler vehicles. Customer was advised to have the vehicle repaired and speak with the case manager for possible reimbursement of the costs.

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

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 *****

3/1 all purchased new out of warranty by time and mileage no service contract

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at Customer states i was towed in yesterday, haven t heard back from them yet

SA Dave states that tie rod end broke while driving. They need a big host to lift the truck to do diagnose

Customer called in requesting to speak with TP352. Writer contacted TP352 who said she is about to contact the dealer and will be happy to call back customer. Advised customer of the same. Writer verified call back number is correct.

Sm Dave tie rod was broken and needs to replace the tie rod with drag link pitman arm, several other parts needs to be replace per Chrysler.

\$279.99 Labor

\$543.00 Parts

Sm and Cm agreed with a \$200.00 co-pay for customer

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty and the changes chrysler made to this part

goodwill is being offered?. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$279.99

Labor = \$543.00

With the concurrence of the Service Manager, Dave

the customer will have a co-pay of \$200.00
DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance with this PA, you may contact Trish at 800-992-1997
extension # 66187 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 42 66231 09/15/10 10:19 O 19929991
Agent advised customer that costs for towing is included.
Per SM Tim, repairs completed and vehicle returned to owner. _
Customer is happy with repair and the help from chrysler ok to close case
CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|------------------------|-----------------------------------|------------------|---------------------------------|-------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19938280 |
| VIN | 3D7MX48A5 | 7G [REDACTED] | Open Date | 09/14/2010 | Built Date | 03/21/2007 |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | |
| In Service Dt | 05/15/2007 | Mileage | 100,000 | 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 | DBB | | | | | |
| Dealer | 42103 | REMSEN DODGE | | | | |
| Dealer Address | 3391 RT. 35 NORTH | | | | | |
| Dealer City | HAZLET | Dealer State | NJ | Dealer Zip | 07730 | |
| Owner | [REDACTED] | | | Contact Type | TELEPHONE | |
| Address | [REDACTED] | | | Home Phone | [REDACTED] | |
| | SOMERSET NJ [REDACTED] | | | Country | UNITED STATES | |

| | |
|---|--|
| Corporate - Reimbursement - Default - Default - Default | |
|---|--|

customer is calling in to find out why both amounts were not paid seeing as they were both recalls 792.77 and the 20 dollars from the one that was paid but not the full amount customer wants to know why this was not paid and is looking to get paid for this amount approved by jw833 and reassigned to ND172 for it to be looked into refer to case #19708225

Writer contacted customer and attempted to leave a message advising that the reason why only one repair was reimbursed is because with the steering linkage recall the steering linkage would have had to be repaired and that the after market part is the one that is recalled. As per dealership in previous cair. it states that

*Contacted service manager to verify that the customer does qualify for 88 07/28/2010 2:17:11 ST756

reimbursement. Collin states that the left front tie rod end was broken off. Left side outer tie rod end broke. The pitman arm that was on there was not the new one. The H46 recall could be just to inspect the part.

If the correct parts are there, there is no service that needs to be done. DL 42103 is the dealer that did the recall. If the parts were replaced, then possible reimburse. It is a big heavy duty work truck. It is the only time the vehicle was there. Tie rod ends do not brake off.

The technician states it was sheered off, which per the dealer that is what happens when the vehicle runs into something hard, not just from normal wear and tear. * Writer will submit a check in the amount of \$20.00 which is the amount that was not included for the second repair.

| | | | | | | | |
|---|-----------------------|--------------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19939549 | |
| VIN | 3D6WD66L3 | 9G | Open Date | 09/14/2010 | Built Date | 08/13/2009 | |
| Model Year | 2009 | Body | DM9L63 | DODGE RAM 4X4 4500 REG CAB CHASSIS | | | |
| In Service Dt | 12/29/2009 | Mileage | 40,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PX8 | BLACK CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 66623 | STEVENS CHRYSLER DODGE | | | | | |
| Dealer Address | 739 BRIDGEPORT AVENUE | | | | | | |
| Dealer City | MILFORD | | | Dealer State | CT | Dealer Zip | 06460 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | HAMDEN CT | | | | | Country | UNITED STATES |

| | |
|---|---------|
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Air bag |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states tie rod is broken, and air bag light is on.
Briefly summarize what the customer is expecting:
Customer is seeking assistance.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is
Who has possession of the vehicle? (Dealer)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Caller did reach back and found previous case regarding air bag indicator, with FLEET 800 number. Caller advised customer to contact 800 number regarding the air bag indicator.
CONTACT UPDATE - See CAIR 19831025. Customer will need to call Fleet Services for any goodwill.

| | | | | | | | |
|---|----------------------|------------------------------------|------------------|-------------------------------------|---------------------|-----------------|--|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19944325 | |
| VIN | 3D7MX38A4 | 7G [REDACTED] | Open Date | 09/15/2010 | Built Date | 06/06/2007 | |
| Model Year | 2007 | Body | D18P42 | DODGE RAM LARAMIE 4X4 3500 QUAD CAB | | | |
| In Service Dt | 07/17/2007 | Mileage | 200,623 | 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 | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 43528 | VILLAGE CHRYSLER PLYMOUTH DODGE | | | | | |
| Dealer Address | 784 WOOSTER RD | | | | | | |
| Dealer City | MILLERSBURG | Dealer State | OH | Dealer Zip | 44654 | | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE | |
| Address | [REDACTED] | | | | Home Phone | | |
| | DUNDEE OH [REDACTED] | | | | Country | UNITED STATES | |

| | |
|---|--------|
| Product - Steering - Linkage - Other - Default | broken |
| Corporate - Complaint Contact - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer alleges his tie rod end broke off. The customer had this replaced part on 2008. The customer repaired the current concern with a mopar part.

Briefly summarize what the customer is expecting: The customer would like reimbursement.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) no

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

***** CASE MANAGER TEAM *****

Original Owner, 1 Vehicle, 2 Canceled Service Contracts, Not related to any recalls.

OOW 164,000 miles and 2 months.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:25.

Writer called customer and advised customer of decline.

customer is upset and stated he will no longer buy chryslers.

**** 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 is declining assistance due to customer is OOW 164,000 miles

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|------------------------|------------------------------------|------------------|---------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19944560 |
| VIN | 3D7MX48A2 | 7G [REDACTED] | Open Date | 09/15/2010 | Built Date | 05/02/2007 |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | |
| In Service Dt | 07/17/2007 | Mileage | 92,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | |
| Dealer | 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 | [REDACTED] |
| | MULBERRY AR [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|---|
| Dealer - By-Pass - Default - Default - Default | Tie rod fell out causing accident, totaling vehicle |
| Product - Unknown - Unknown - Accident - Default | Tie rod fell out causing accident, totaling vehicle |
| Corporate - Property Damage - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Caller alleges that he was driving down the road when the front passenger tie rod of his vehicle fell out. Caller alleges that this resulted in an accident, which totaled his vehicle.

Briefly summarize what the customer is expecting:

Caller alleges that his expectations are to have situation investigated and for assistance with vehicle.

****End structured narrative T2 - Beginning Narrative

1. Who is calling and what is their contact information? Carl Williams

Preferred [REDACTED]

Alternate [REDACTED]

2. What happened? Caller alleges that he was driving down the road when the front passenger tie rod of his vehicle fell out. Caller alleges that this resulted in an accident, which totaled his vehicle. Caller alleges that recently had repairs done to gear box, but dealer, BREEDEN DODGE CHRYSLER JEEP INC, is claiming that it wouldn't have an impact on tie rod and had advised caller to contact us.

3. What is the current location of the vehicle? Vehicle is at anthony's record service in alma, ak.

Reassign to il502

VEHICLE IS LOCATED AT:

Anthony's Wrecker & Collision & Auto Sales

127 Mulberry Highway 64 E

Mulberry, AR 72947

(479) 997-8175

Per OGC Matrix, reassigned to 82T.

9/16/10 ASSIGN TO TNT16.

CAIR NUMBER 19944560 REQUEST EAA INSPECTION 09-16-2010 10:58

CAIR NUMBER 19944560 E-MAIL SENT TO EAA 09-16-2010 10:58

CCRG Open Date: 09/16/2010 09:47:42

Letter Sent: Acknowledgement 09/17/2010 08:40:46

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/23/10 AT 17:07:58 19944560

Letter Sent: Denial 09/27/2010

Customer called inquiring about the status of his case; writer advised caller that a letter had been sent on 9/27/10 and that he should receive that in 7-10 business days. Writer did NOT indicate that it was a denial letter, just 'a letter.'

| | | | | | | |
|---|--------------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19949241 |
| VIN | 3D7KS28C5 | 6G | Open Date | 09/16/2010 | Built Date | 08/01/2005 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 09/30/2005 | Mileage | 48,750 | Dealer Zone | 35 | WASHINGTON |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Dealer | 44144 | MILFORD CHRYSLER SALES INC | | | | |
| Dealer Address | 500 ROUTES 6 & 209 | | | | | |
| Dealer City | MILFORD | Dealer State | PA | Dealer Zip | 18337 | |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | ELDRED NY | | | | Country | UNITED STATES |

| | |
|--|-----------------------------------|
| Product - Wheels and Tires - Tires - Other - Front | Tire punctured when linkage broke |
| Product - Steering - Linkage - Defective - Default | |
| Recall - H46: - Reimbursement | |

POSTMARK DATE: 081110; DATE RECEIVED: 081610

Customer submitted request for reimbursement for recall H46 for steering linkage.

Customer s proof of payment is: Chris, SA, verified payment received

Recall applies to customer s vehicle:3D7KS28C56G123848

Date of repair: 02/06/2010

Labor \$71.53 (just this repair -verified by Chris, SA)

Parts \$549.55

Tax (7%) \$ 38.47

Misc. Charges \$n/a

Total \$659.55

Agent called dealer to get help with breaking the repair bill down. Agent was informed all nuts and bolts where used to repair the linkage. Ball joints were replaced due to regular wear and tear; nothing related to recall H46. SA informed agent the tire replacement was due to damaged caused from the steering link letting go and puncturing the wall of the tire. Dealer highly suggested we help the customer out with the cost of tire replacement.

Goodwill, for replacement of tire damaged due to linkage breaking.

Customer's proof of payment is: Chris, SA verified payment

Date of Repair:02/06/2010

Mileage:48,750m

Loyalty:2 current new vehicles; 4 original owner

Original Owner:yes

Out-of-Pocket:yes

Multiple Repairs: repair caused do to a recall problem

Authorized Chrysler Dealership: 44144 Milford Chrysler Sales

Dealer Opinion: see note above

Service Contract/Warranty: no

In-Service Date:09/30/2005

Labor \$19.55

Parts \$246.30

Misc Fees \$4.50

Tax \$17.56

Total \$287.91

Agent will be reimbursing cost to replace tire.

Writer is submitting check for approval in the amount of \$ 947.46.

Approved

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19949996 |
|--|---------------|-------------------------------------|-----------|--------------------------------|--------------|---------------|
| VIN | 3D7MX46C2 | 7G | Open Date | 09/17/2010 | Built Date | 11/23/2006 |
| Model Year | 2007 | Body | D18H62 | DODGE RAM SLT 4X4 3500 REG CAB | | |
| In Service Dt | 05/22/2007 | Mileage | 69,000 | 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 | DGB | | | | | |
| Dealer | 26410 | ELLIOTT CHRYSLER DODGE JEEP | | | | |
| Dealer Address | 928 W 16TH ST | | | | | |
| Dealer City | MT PLEASANT | Dealer State | TX | Dealer Zip | 75455 | |
| Owner | | | | | Contact Type | ROADSIDE |
| Address | | | | | Home Phone | |
| | MT VERNON TX | | | | Country | UNITED STATES |

| | |
|--|---|
| Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable | 3rd attempt. |
| Product - Unknown - Unknown - No Start - Default | broken tie rod end. |
| Corporate - Outbound - Proactive Customer Alert - Roadside - Default | csr contacted the dealership in regards to tow event. |
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
| Dealer - By-Pass - Default - Default - Default | |

Roadside Assistance Contacted - DATE : 2010-09-15

Road Side File Created 09-17-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

3803 FARM ROAD 1896 2045 BURTON DRIVE

MT VERNON MT PLEASANT

TX USA TX

CALLER_COMMENTS DULEYS ON THE BACK - NOT // BEHIN

DEALER CODE : 26410 ELLIOTT CHRYSLER DODGE JEEP

****Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

26410 service manager: Bryan.

Is the vehicle at the dealer now?

yes.

When did it arrive at the dealer?

Sept 15th/2010.

What is the current mileage?

69 633.

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?

Sept 20th/10.

Are there any parts that need to ordered?

yes.

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

shaft.

Rental provided?

no/

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

n/a.

Dealer provided the following customer contact information.

903 573 6530.

****End structured narrative T2 - PCCP

CSR 1st attempt to contact cust. Line was busy

. Will try again 09/2010.

*****END OF NARRATIVE*****

CSR 2nd attempt to contact cust. Line was busy. Will try again.

09/21/10.

*****END OF NARRATIVE*****

CSR s final attempt to contact cust.Line was busy .CAIR closed due to tow
event resolved/customer s unavailable.

*****END OF NARRATIVE*****

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19950359 | |
|---|---------------------------|------------------------------------|--|-------------------------------------|--------------|---------------|--|
| VIN | 3D7KS29A2 | 7G | Open Date | 09/17/2010 | Built Date | 05/24/2007 | |
| Model Year | 2007 | Body | DH7P81 DODGE RAM LARAMIE 4X4 2500 MEGA CAB | | | | |
| In Service Dt | 02/24/2008 | Mileage | 46,230 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PB5 | ELECTRIC BLUE PEARL COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 43389 | EARNHARDT'S GILBERT DODGE INC | | | | | |
| Dealer Address | 1301 NORTH ARIZONA AVENUE | | | | | | |
| Dealer City | GILBERT | Dealer State | AZ | Dealer Zip | 85233 | | |
| Owner | | | | | Contact Type | E-MAIL | |
| Address | | | | | Home Phone | | |
| | GILBERT AZ | | | | Country | UNITED STATES | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | | | | Rod and Link Assembly are defective | | | |
| Recall - J35: - Advise Owner/Incomplete Recall | | | | | | | |

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

Rod and Link Assembly, Steering

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

To: Chrysler Customer Service From: Chris Marshall Re: VIN# 3D7KS29A27G (2007 Ram 2500 Mega Cab 4X4) Date: 9/16/2010 I have been a dedicated Dodge owner for the past 20 years. I have had owned two cars and five trucks. Two of the trucks have been Ram 2500 s. Currently I drive a a 2007 Ram 2500 Mega Cab. On 9/14/2010, I drove to work and everything was fine. I left my office at approximately 3:00pm and walked to the parking lot to drive home. I started my truck, put it in drive and proceeded to drive forward. As I started to drive, it felt as if something was blocking my tire and I was unable to move forward. I got out of the truck and inspected to see what was blocking me from moving forward. I noticed that my rod and link assembly was lying on the asphalt and my passenger front tire was steered to the right and my driver side tire was in the forward direction. I work for a public utility that employs nearly 5000 employees and has multiple garages that service 3500 light and heavy duty vehicles. One of the Heavy Duty Technicians came out and inspected the damage and said, In my 30 years as an Auto Technician, I have never seen anything like this happen in a parking lot . I explained that I drove to work normally as I do everyday. I travel on three different freeways and tend to drive at speed between 65 and 75 MPH. I asked him what would be the cause of this. He said, You have something that malfunctioned I immediately called my service advisor; Don Thompson at Earnhardt Dodge in Gilbert, AZ. Don immediately put me in touch with someone to have my truck towed to the dealer. The following day, I received a call from Don and he asked if I had been off road or hit a curb with the truck. I explained that

Dealer Contact - Service Adviser Don states that they goodwillled the repair with a \$100.00 co-pay and that they could not determine the cause

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] at 11:00 AM EST

Customer was not available.

Left a message indicating another attempt would be made.

Customer calls requesting to speak with LD357

Customer/Caller transferred to extension # 66021

2nd attempt made to contact customer on 9-20 at 5:38 PM EST

Customer feels that it was the same thing as H46 recall, and that he is still experiencing problems with the steering in the vehicle after repairs, customer states that the steering wheel is not level and that this happened after repairs to the vehicle, customer alleges that he has tried to contact the service manager and service advisor at the dealer to no avail. Writer informed customer that we will not reimburse the \$100.00 co-pay, customer states that he is concerned about his issues with his steering.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is recurring issues with his steering, customer states that after last goodwill repair he is still having issues with his steering.

Agent called dealer and spoke to Greg, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 71 43389 09/20/10 17:57 O 19950359

092110, jme2 to visit with service manager as to status.

092310, jme2 to f/u/s/svcmgr as to status.

*Contact Date:09/25/2010

Warranty repair has been documented on Repair Order#102753

CAIR RETURNED FROM DEALER ON 9/25/2010 AT 12:54:373 R 19950359

Customer Contact - Writer dialed customer contact phone number, the customer was unavailable. Writer left the customer a detailed message with contact information.

Customer states that when they got the truck back that the steering wheel is tilted to the right. Customer would like to see if they can get some help getting the repair finished.

Customer calls requesting to speak with Leo

Customer/Caller transferred to extension # 66021

Agent attempted to contact dealer Service Manager and Service Adviser Don, however,

SM not available. Left message for a return call at extension 66021

REASSIGNED TO BC/DLR 71 43389 10/04/10 14:20 O 19950359

Customer states that the vehicle was returned with the wheel tilted to the right and would like to have repairs performed in whole.

*Contact Date:10/05/2010

Warranty repair has been documented on Repair Order#102753

CAIR RETURNED FROM DEALER ON 10/05/2010 AT 11:25:869 R 19950359

Customer Contact - Writer attempted to make contact with the customer on provided contact number, customer was unavailable. Writer left detailed message with contact information.

NEXT AGENT ----- If the customer calls back can you ask them if their issues have been resolved or whats the current status of their situation.

Customer Contact - Customer states that the wheel is tilted to the right still and customer alleges that the dealer is ignoring his calls and emails and they have not contacted him back about this issue.

Dealer Contact - Writer spoke with Assistant Service Manager Don, ASM states that they believe the SM did reply to an email in regards to the customers concerns, ASM put writer on hold and said they would call the customer and assist them.

Customer Contact - Writer informed customer that he will have to continue to work with the dealer for these issues with repairs and customer states that he will take the vehicle in.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | | | | | |
|--|--------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|--|-----------|--|--|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19951437 | | | | | |
| VIN | 3D7LX39CX | 6G [REDACTED] | Open Date | 09/17/2010 | Built Date | 09/13/2005 | | | | | |
| Model Year | 2006 | Body | D18H81 | DODGE RAM 3500 SLT MEGA CAB 4X4 | | | | | | | |
| In Service Dt | 03/20/2006 | Mileage | 114,000 | Dealer Zone | 74 | DENVER | | | | | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | | | | | |
| Dealer | 68957 | DAKOTA CHRYSLER CENTER | | | | | | | | | |
| Dealer Address | HWY 13 WEST | | | | | | | | | | |
| Dealer City | WAHPETON | | | Dealer State | ND | Dealer Zip | 58075 | | | | |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE | | | | |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] | | | | |
| | KENT MN [REDACTED] | | | | | Country | UNITED STATES | | | | |
| <table border="1"> <tr> <td>Product - Steering - Linkage - Other - Default</td> <td>Broke off</td> </tr> <tr> <td>Recall - H46: - Advise Owner/Incomplete Recall</td> <td></td> </tr> </table> | | | | | | | | Product - Steering - Linkage - Other - Default | Broke off | Recall - H46: - Advise Owner/Incomplete Recall | |
| Product - Steering - Linkage - Other - Default | Broke off | | | | | | | | | | |
| Recall - H46: - Advise Owner/Incomplete Recall | | | | | | | | | | | |

Customer called seeking recall information because his steering linkage broke off and he remembered that he had a recall for the steering linkage H46. Customer had no service done on his steering linkage prior to the part breaking. Agent informed customer that the recall is for work done on the vehicle after the purchase. Agent verified COIN information. 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 Assistance Inquiry Record (CAIR)# | | | | | | 19952215 | |
| VIN | 3D7MX48C9 | 6G | Open Date | 09/17/2010 | Built Date | 09/13/2005 | |
| Model Year | 2006 | Body | D18P42 | DODGE RAM 3500 LARAMIE QUAD CAB 4X4 | | | |
| In Service Dt | 12/17/2005 | Mileage | 41,331 | 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 | | | | | | Contact Type | LETTER |
| Address | | | | | | Home Phone | |
| | MOUNTAIN GROVE MO | | | | | Country | UNITED STATES |
| Corporate - Reimbursement - Default - Default - Default | | | | | | | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | | | | | | | |

POSTMARK DATE: 090710; DATE RECEIVED: 091010

Previous Agent Promise

Customer submitted documents for request for reimbursement for repair to the tie rod and towing on their vehicle, (on line 80 and 81 in CAIR 19851896) reimbursement in the amount of (\$326.96).

Customer s proof of payment is: Check# 1672 and 1674

Date of repair: 08/25/2010

Labor \$n/a

Parts \$n/a

Tax \$n/a

Misc. Charges \$n/a

Total \$326.96

Writer is submitting check for approval in the amount of \$326.96.

* Note: Vehicle s in service date - 12/17/2005. The basic warranty expired after three years. Writer reviewed previous and will concur with decision.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19958391 |
|--|----------------|-------------------------------------|-----------|-------------------------------------|--------------|---------------|
| VIN | 3D7KS28C2 | 7G | Open Date | 09/20/2010 | Built Date | 11/16/2006 |
| Model Year | 2007 | Body | DH7P41 | DODGE RAM LARAMIE 4X4 2500 QUAD CAB | | |
| In Service Dt | 10/11/2007 | Mileage | 103,000 | Dealer Zone | 71 | LOS ANGELES |
| 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 | | | | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | WALLA WALLA WA | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
|--|--|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called and stated that recently had the whole front end on truck replaced. This past Sat. the front draglink completely snapped in half.

Customer states the work had been done at 42514.

Briefly summarize what the customer is expecting:

Customer is seeking assistance with cost of 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

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? no

If a CDJ dealer has diagnosed, what is the dealer name or code?9999

Reassigned to 88F

***** CASE MANAGER TEAM *****

- Customer is original owner with 1 other previous used Chrysler owned.

- No SC.

- No warranty history of front-end issues.

- OOW 3/36 by about 67,000 miles.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

509-520-1116 at 9:55 a.m. MST.

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

<> Next contact to customer 9/22.

NEXT AGENT: Please obtain more information about this customer s situation. Advise him that the 3/36 warranty expired by over 67,000 miles. Based on this information we cannot guarantee ANYTHING whatsoever.

If he wants to pay to have it diagnosed, we will take that into consideration, but cannot guarantee change. If customer believes this is workmanship, advise customer that this needs to be taken up with that repair facility. Thank-you.

Contact attempt, phone number dialed,

at 3:10 p.m. MST.

On June 2nd, customer had the whole front end replaced at STAR (42514).

At this point, there was a 12/12 warranty on the vehicle. When the

vehicle broke this last Saturday they were still within this range and the parts were under warranty according to the dealership. Customer states that on Saturday the dealership was not open so he took the vehicle to Les Shwab. Customer states the steering linkage had broken off on the vehicle. On Monday, Les Shwab called GILBERT (60050) regarding this situation and they stated the part would not be available until the next day. Customer could not wait so he went and bought the part from the other GILBERT (26791) for \$425 and the work was then done at Les Shwab IRF.

Calls to the appropriate dealerships need to be done. This would include the first dealer repairing the vehicle to find out what parts had 12/12. Then to the dealer that sold the part to find out which it was. Or vise-versa to verify part numbers.

Customer's office is reachable at [REDACTED] Collet needs to be spoke to.

Writer called dealer STAR (42514) at 10:04 a.m. MST.

[REDACTED] Writer spoke to SM Mike. On 6/11/2010 the following work was performed: H46 recall, front wheel alignment, ball joints, tie rod ends, and draglink. This was at 96,143 miles.

Writer called dealer GILBERT (26791) at 10:10 a.m. MST.

[REDACTED] Writer spoke to Debby in the parts department. According to Debby, the other GILBERT called and requested the part, but the customer would pick it up. Customer paid \$425.00 for this item.

Part Number: # 52122362AF. Invoice Number: # 5011557 dated 9/20/2010.

Contact attempt to customer's office, phone number dialed, 509-394-2663 at 10:16 a.m. MST.

Writer spoke to Collet. Customer states she will be faxing in the R/O from STAR, the invoice from GILBERT, and the R/O from Les Shwab to 801-736-3929.

As a one-time goodwill gesture, Chrysler will reimburse the customer for the cost of the steering component and labor at the IRF. Customer paid \$425 for the part which was verified to be within the 12/12 at this point, and \$251.14 for the labor. Chrysler will reimburse the customer a total of \$676.14.

Contact attempt, phone number dialed, 509-394-2663 at 3:01 p.m. MST.

Customer was not available.

Left a message indicating another attempt would be made and to call back for instructions.

Writer indicated details per lines 69-73.

NEXT AGENT: Please advise customer of lines 69-73 and provide mailing instructions to process reimbursement. Thank-you.

Writer advised the customer of lines 69-73.

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

Auburn Hills, MI 48321

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

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

Submitting to 86Y for further processing.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19962116 | |
|--|---------------|-------------------------------|-----------|---------------------------------|------------|--------------|---------------|
| VIN | 3D7KS29D1 | 7G | Open Date | 09/21/2010 | Built Date | 06/22/2007 | |
| Model Year | 2007 | Body | DH7H81 | DODGE RAM SLT 4X4 2500 MEGA CAB | | | |
| In Service Dt | 01/02/2008 | Mileage | 47,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 41917 | DUTCHESS CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 2285 SOUTH RD | | | | | | |
| Dealer City | POUGHKEEPSIE | | | Dealer State | NY | Dealer Zip | 12601 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | STAATSBURG NY | | | | | Country | UNITED STATES |
| Dealer - By-Pass - Default - Default - Default Product - Suspension - Tie Rods / Drag Link - Broken - Front | | | | | | | |

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer called stating that the front tie rods sheared off of the vehicle. Customer is extremely concerned about the safety of his vehicle. Dealer 41917 is performing the repairs under customer s service contract.

Briefly summarize what the customer is expecting:
 Customer would like an explanation as to why the tie rods sheared.
 Customer is concerned about the safety of the vehicle and wants the rear tie rods replaced as well. Customer is seeking goodwill assistance for the cost of replacing the rear tie rods and reimbursement for his deductible for his service contract.

****End structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is
 Preferred Afternoon/Evening call back number is
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 41917
 Reassigned to 88F

Customer and his wife have owned 4 CJD vehicles. (Mary Sotanski)

***** CASE MANAGER TEAM *****

Writer contacted Assistant Service Manager (ASM) Rick who stated the rear tie rod ends would be covered under the Chrysler Service Contract. ASM Rick states the vehicle is getting basically an entirely new front end.

ASM Rick states the tie rod ends have been revised.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 at 10:20 AM MT.

Customer states he is upset is that while he was had just pulled into the boat dealership when the tie rod ends fell off. Writer inquired about the assistance with the rear tie rod ends. Customer is seeking reimbursement for the deductible. Customer states his deductible is \$150.00. Writer has agreed to reimburse customer \$100.00. Customer states he will call back

for the reimburse information.

Please give customer the following information thank you.

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

Chrysler Customer 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)# | 19976212 |
|---|-----------------|

| | | | | | | |
|----------------------|------------|-------------------------------|------------------|------------------------------------|-------------------|------------|
| VIN | 3D7MS48C3 | 5G [REDACTED] | Open Date | 09/23/2010 | Built Date | 05/23/2005 |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | |
| In Service Dt | 07/05/2005 | Mileage | 101,708 | 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] |
|----------------|------------|-------------------|------------|

| | | |
|----------------------|----------------|---------------|
| OWASSA OK [REDACTED] | Country | UNITED STATES |
|----------------------|----------------|---------------|

| | |
|---|---|
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | Customer alleges dealer 65686 did not fix the vehicle correctly |
| Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Technician | Dealer 45160 did not have equipment to align the vehicle |
| Product - Steering - Linkage - Other - Default | separated from ball joints |
| Product - Differential Gear Assy's - Seals - Leaks - Front | |
| Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown | |
| Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Unknown | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called and stated that while he was driving the steering linkage seperated from the ball joints. He took vehicle in Lander s where steering linkage was fixed however they were not able to do the alignment so Lander s took over to Gateway where they refused to do alignment because they said the vehicles upper and lower ball joints needed to be replaced. Customer is being given conflicting information. Customer also stated that there was a leak in the differentials. Customer stated that he has other co workers with same issues on their Dodge trucks
Briefly summarize what the customer is expecting:
Customer is seeking assistance in getting issue resolved and possibly assistance with cost.

****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 9189061966cell
Preferred Afternoon/Evening call back number is 9189061966cell
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customer will call back to update VIN

***** CASE MANAGER TEAM *****
- Customer is original owner with no previous Chryslers owned.
- No SC.
- Per previous CAIR dated 7/10/2010: Customer called and is upset, because they took their vehicle in for service to fix the rear

differential, and instead the dealer fixed something else, and the customer asked for their money back from the dealer to fix the differential, but the dealer refused. Customer wants to know what can be done, was advised to contact the district manager. This was per WD122.

- OOW 3/36 as of July 5, 2008 and by over 65,000 miles.

- OOW 7/70 (\$100 deductible) by over 30,000 miles.

- OOW 5/100 (\$100 deductible) by mileage.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 918-906-1966 at 9:20 a.m. MST.

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer inquired about the current situation.

<> Next contact to customer 9/27.

NEXT AGENT: Please determine if the customer's vehicle is repaired yet.

If not, determine what dealership has been diagnosed at more recently (dealer codes). Determine the customer's current situation and specific expectations. Thank-you.

Customer stated that he wants to speak to the case manager. Case manager was not available. Agent informed the customer that I will let the case manager know of the call and the case manager will call back when available.

Contact attempt, phone number dialed,

918-906-1966 at 10:12 a.m. MST.

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer, once again, inquired about the current situation as more information was not obtained by EH664 as previously requested.

<> Next contact to customer 9/28 if more information is not obtained in between.

NEXT AGENT: Please obtain needed information per lines 44-47. Thank-you.

NEXT AGENT: Also determine if this customer is the original owner. If so determine relationship to MISS CHERYL PEARCE. Otherwise, please update COIN. Thank-you.

2nd Consecutive Contact attempt, phone number dialed,

918-906-1966 at 12:19 p.m. MST.

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer, once again, inquired about the current situation.

<> Next contact to customer 9/29.

NEXT AGENT: Please obtain needed information per lines 44-47 as well as 63-65. Thank-you.

Customer stated that the repair was done at Landers Dodge. Customer requested to speak with ET552.

Writer informed the customer

that the agent's extension went to VM, and a note will be made for the agent to contact them back.

Contact attempt, phone number dialed,

918-906-1966 at 11:11 a.m. MST.

Customer states the steering linkage was repaired at Landers Dodge.

Customer was told they didn't have the correct setup for the alignment because he had custom rims on his vehicle. The dealership then took the vehicle over to another IRF location to have it aligned, but customer was told they couldn't do so because it needed upper/lower ball joints. The dealer disagreed and stated that the vehicle didn't need these. The vehicle was then taken to another IRF who aligned this. Customer also wanted his tires rotated, but customer states they couldn't do this either.

Customer wants to note a complaint with the steering linkage as the vehicle dropped when he was driving and caused this problem. This is NOT related to the # H46 recall customer states.

Customer states the front differential seal had a leak. Customer states the dealership (65686) fixed the pinion seal instead. Customer didn't get

dealership should have noticed a loose sway bar.

Customer was advised his complaints will definitely be documented today for future reference if he needs to add to them or for potential recall investigation.

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 Case Management Team.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 19983001 | |
|--|--------------------------|-------------------------------------|-----------|------------------------------------|--------------|---------------|-------|
| VIN | 3D7KS28C1 | 5G [REDACTED] | Open Date | 09/27/2010 | Built Date | 12/02/2004 | |
| Model Year | 2005 | Body | DH7H42 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | | |
| In Service Dt | 05/27/2005 | Mileage | 205,000 | Dealer Zone | 51 | CHICAGO | |
| 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 | 44609 | WESTSIDE DODGE INC | | | | | |
| Dealer Address | 201 HANSEN BLVD | | | | | | |
| Dealer City | NORTH AURORA | | | Dealer State | IL | Dealer Zip | 60542 |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE | |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] 2 | |
| | MONTGOMERY IL [REDACTED] | | | | Country | UNITED STATES | |

| | |
|--|--|
| Corporate - Recall - Default - Default - Default | |
| Corporate - Rental Vehicle - Default - Default - Default | |

Customer called in inquiring about open recalls on their vehicle. Customer is having trouble with the steering linkage as the ball joints are fine but the other end of the linkage has fractured on the driver side. Just above the ball joint part of the tie rod end is where the fracture occurred. Customer was pulling into a parking lot and the part broke on his vehicle. Customer states if he were pulling a trailer and travelling at a higher rate of speed that this may have killed him. Customer would like to have this matter looked into and is afraid the passenger side is going to fracture aswell. Customer would like to know if this is still covered as part of the recall and needs to get this vehicle repaired. Agent updated COIN information. Agent advised customer that there are no outstanding recalls that need to be completed on their vehicle. Customer states that Chrysler should be responsible for the repair and is seeking cost assistance.

*****END OF CUSTOMER CONTACT*****

Customer was advised due to the nature of their contact a call back is required and will take place within 1-2 business days.

Preferred morning/midday call back number is [REDACTED]

Preferred Afternoon/evening call back number is [REDACTED]

Who has possession of vehicle? Customer

Has the vehicle been diagnosed by a CDJ? No

If a CDJ has diagnosed, what is the dealer name or code? N/A

Reassigned to 88f

*****END OF RATIONALE FOR ESCALATION*****

***Bob called in from dealership #68248 Bob states the customer said he thinks it s a broken tie rod. Bob states he has not looked at the vehicle. Bob states the vehicle would need the vehicle towed in. Bob states the customer wants a rental vehicle.

please reassign the case to 88F after 88R is done with the case

***** CASE MANAGER TEAM *****

Expired Service Contract.
Outside of warranty by over 100,000 mileage.
Original Owner.

2 New, currently owns 1.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] at 10:50am MST.

Writer advised customer the vehicle has no warranty on the vehicle.
Writer advised customer vehicle has no rental coverage. Writer advised
customer Chrysler will not be providing rental assistance. Customer
states the issue might be the same at recall H46 that has been completed.
Writer advised customer is the dealership finds that the issue is the
exact issue as the recall than the repair will be covered under the
recall. Writer advised customer rental assistance is not provided under
recall repair. Customer states he is going to take pictures first and
show the dealership before he brings the vehicle. in. Customer
understands rental assistance will not be provided. Writer advised
customer the case will be sent to 88F. Customer understood.

**** RENTAL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in rental
assistance.

The vehicle warranty has expired by time and/or mileage. High Mileage.
Unless the customer offers new information, decision remains unchanged.

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] 3

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

Customer has been advised of the rental decline. Writer is sending case
to 88F per line 30. Customer will be seeking goodwill assistance with
repair if the issue is found to be not the same as previous recall that
was done.

***** CASE MANAGER TEAM *****

Original owner

3 new CDJR

NEW MAXIMUM CARE CSC expired

OOW of basic 3/35 by 169,000 miles and 2 years

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

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 - 1st Contact attempt, phone number dialed,
630-273-1383 at 11:45 a.m.

Writer spoke with the customer and informed of the decline. Customer
states that as a consumer he isn't going to purchase another Dodge again
because the vehicle isn't heavy duty like it says on the truck. Customer
states he works for a company and they have over 200 vehicles and 90% of
them are Dodge. Customer states he is going to be putting up a bulletin
stating that Dodge vehicles are not safe. Customer states that he won't
purchase another Dodge product again because of this. Writer apologized
for the way the customer feels and advised him that if the vehicle has a
recall he can be reimbursed and the case has been documented but with the
mileage and age of the vehicle at this time Chrysler won't assist with
the repair financially. Customer understood the information given to him.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|-------------------------|------------------------------------|------------------|--------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20001389 |
| VIN | 3D7MX46A0 | 7G [REDACTED] | Open Date | 10/01/2010 | Built Date | 03/29/2007 |
| Model Year | 2007 | Body | D18H62 | DODGE RAM SLT 4X4 3500 REG CAB | | |
| In Service Dt | 05/22/2007 | Mileage | 79,770 | 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 | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | |
| Dealer | 05239 | MCCLANE MOTOR SALES INC | | | | |
| Dealer Address | 702 EAST JOURDAN STREET | | | | | |
| Dealer City | NEWTON | | | Dealer State | IL | Dealer Zip 62448 |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] |
| | ROBINSON IL [REDACTED] | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
| Referral - Other - Default - Default - Default | |

Clients wants a call back - cell - [REDACTED] Client had the H16 work done some time ago. One of the tie rods broke. The truck was back into the dealer for repair and they said that part was not part of the recall. Then in the same breath they said that you could not buy that part by it self but need to purchase the drag link assembly as a parcel. Client said that the broken part looked new. It would seem that the dealer has contradict themselves. The dealer - Wiseman Auto - Chad in parts - [REDACTED]. As this was a repair within one year client should not have to pay for the parts. Please call client anytime on his cell and check with the dealer .

***** CASE MANAGER TEAM *****

Original owner,no other vehicles,1 SC.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 2:51 pm MST.

Writer spoke with customer she has agreed to reimburse for this assembly.

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.

Waiting for documentation. Reassigned to JC1588.

Agent left message with friend to have customer call back agent and inform him if documentation has yet been sent. Agent provided contact number and ext as well as cair number.

Customers wife returned call and stated they are waiting for their repair order to arrive in the mail so it can be sent to chrysler. Wife stated the documentation should be sent very shortly, hopefully in the next

week. Customer called agent @ 1:36 PM
Agent is still awaiting documentation.

| | | | | | | | |
|---|-------------------------|-------------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20010243 | |
| VIN | 3D7MX48C7 | 7G [REDACTED] | Open Date | 10/05/2010 | Built Date | 10/31/2006 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 12/21/2006 | Mileage | 73,000 | Dealer Zone | 63 | DALLAS | |
| 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 | DBB | | | | | | |
| Dealer | 45393 | CLEAR LAKE DODGE | | | | | |
| Dealer Address | 15711 GULF FWY | | | | | | |
| Dealer City | WEBSTER | | | Dealer State | TX | Dealer Zip | 77598 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | |
| | DEER PARK TX [REDACTED] | | | | | Country | UNITED STATES |

| | |
|--|---|
| Product - Steering - Linkage - Poor Handling - Default | Caller states right side steering linkage fell off vehicle. |
|--|---|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Mr. [REDACTED] states right side steering linkage fell off vehicle.

ISD : 12/21/2006 with 73,000 miles.

Briefly summarize what the customer is expecting:

Caller seeking OOW assistance for this unusual premature failure.

****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 [REDACTED] cell

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? 45393 - DSAP1

Reassigned to 88F

***** CASE MANAGER TEAM *****

original owner,no other vehicles,1 expired SC.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:00 am MST.

Customer was not available.

Left a message indicating another attempt would be made.

Customer calls requesting to speak with TK329. The Customer/Caller would like a call back as soon as possible.

Writer informed the Customer/Caller that the Case Manager is unavailable.

2nd attempt made to contact customer on 10-8-10 at 8:37 am MST.

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

SM Chuck states that the steering linkage broke which caused loss of steering. Chuck states it is defect in material and the customer is very loyal to the dealer.

Chuck states

Parts= \$419.58

Labor= \$334.00
Chuck states that the customer would be satisfied with coverage for the parts cost and he be responsible for labor.
Agent attempted to contact dealer Service Manager Chuck, however, SM not available. Left message for a return call at extension 66106.
Dealer calls back with information previously requested.
Dealer transferred to original agent working CAIR TK329 EXT 66106
Dealer called and asked for CM voice mail.
Writer transferred
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty dealer, the warranty costs of the repair are as follows:
Parts = \$419.58
Labor = \$0
With the concurrence of the Service Manager, Chuck, the customer will have a co-pay of \$0
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 Tammy at 800-992-1997 extension # 66106. 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 63 45393 10/11/10 14:56 O 20010243
Left message for customer, will try again 10-14-10.
CLOSED LOOP UPDATE - customer was contacted today at 11:39 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)# | | | | | | 20022293 |
|--|------------------------|-------------------------------------|-----------|---------------------------------|--------------|---------------|
| VIN | 1D7KS28C2 | 6 | Open Date | 10/07/2010 | Built Date | 06/11/2006 |
| Model Year | 2006 | Body | DH7H42 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 07/13/2006 | Mileage | 76,804 | Dealer Zone | 42 | DETROIT |
| 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 | | | | |
| Dealer | 43275 | HILLSDALE CHRYSLER DODGE JEEP INC | | | | |
| Dealer Address | 308 WEST CARLETON ROAD | | | | | |
| Dealer City | HILLSDALE | Dealer State | MI | Dealer Zip | 49242 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | 0 |
| | CANTON MI | | | | 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 | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer reporting vehicle in accident

Briefly summarize what the customer is expecting:

Towing and repair assistance

****End structured narrative T2 - Beginning Narrative

Writer received call from customer reporting that his vehicle was in an accident. Customer states tie rod end came off, vehicle lost control. Customer states he brought the vehicle to dealer 43275 800 miles ago complaining of looseness in front end, dealer said there was nothing wrong. Customer also states that he also purchased another 06 ram, steering arm came apart on that vehicle, which also lost control and crashed in a parking lot. Customer is concerned that both of the 06 MY Rams he has purchased for his company have lost control and gone into oncoming traffic.

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

Preferred:

2. What happened? Customer states tie rod end came off, customer lost control and went into oncoming traffic, hit a ditch, and damaged his equipment.

3. What is the current location of the vehicle? Customer possession- 48631

MICHIGAN AVE, CANTON , MI- 48188-2202

H46 43275 INSPECTED / NO REPAIR 42 DETROIT 43275 2010-06-16 STEERING LINKAGE SAFETY

10.08.10

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

CANTON TOP SOIL INC / JOHN DENSKI

48631 MICHIGAN AVE

CANTON MI 48188-2202

Per OGC Matrix, reassigned to 82T. MG17

10/8/10 ASSIGN TO TNT16.

CAIR NUMBER 20022293 REQUEST EAA INSPECTION 10-08-2010 14:29

CAIR NUMBER 20022293 E-MAIL SENT TO EAA 10-08-2010 14:30

CCRG Open Date: 10/08/2010 14:18:17

Letter Sent: Acknowledgement 10/11/2010 08:50:50

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/15/10 AT 17:04:44 20022293

Letter Sent: Denial 10/19/2010

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20034121 |
|--|------------|-------------------------------------|-----------|------------------------------------|--------------|---------------|
| VIN | 3D7MS48CX | 5G | Open Date | 10/12/2010 | Built Date | 12/02/2004 |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | |
| In Service Dt | 06/07/2005 | Mileage | 246,182 | Dealer Zone | 66 | ORLANDO |
| 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 | | | | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | CLAYTON NC | | | | Country | UNITED STATES |

| | |
|---|-------------------------------|
| Product - Suspension - Unknown - Worn - Unknown | Pitman arm and stabilizer bar |
| Corporate - Reimbursement - Default - Default - Default | |
| Recall - H46: - Consequential Expenses Not Covered | |

Customer called to see why the dealership is charging him for the repair for a recall. Customer was reversing and the wheel went one way and the passenger side tie rod broke. Customer has a recall for the steering linkage. Customer brought the vehicle to Westgate Dodge (ph#919-865-5000) since it was the closest dealer. Paul the SA stated to the customer that it would cost \$1000+ for the repair. Customer feels that it should be covered. Customer says that in the recall notice it should be repaired at no cost. Customer would like some help with the issue. Either speaking to the dealer or help with the repair. Customer has okay d the repair since he does need his truck.

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/evening call back number is

Who has possession of the vehicle? (Dealer)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? Westgate Dodge 919-865-5000

Reassigned to 88F

***** CASE MANAGER TEAM *****

Original owner, one other vehicle.

No Service Contracts.

OOW (basic) by two years

Writer contacted dealer 45495, spoke with SM Mike tie rod failed, had to be replaced, SM states socket came apart, there was no damage like he hit something; writer advice SM that customer contacted Chrysler to request repairs to be covered under recall H46, SM states they checked customer s vehicles for recall and everything looked okay. SM states customer paid \$1056 for parts and labor and he already got his vehicle.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 919-696-4243 at 10:52 AM

Customer was not available.

Left a message indicating another attempt would be made.

Customer calls requesting to speak with RV600

Customer/Caller transferred to extension # 66049 direct to agent.

Writer received call from customer, states he was told that some of the parts should be covered under recall, before he took vehicle to dealership vehicle broke down, towed vehicle to dealership and had

repairs done and was told that repairs were not covered under recall.
Customer states his vehicle has 246182 miles. Writer advice customer that after reviewing information we can assist with reimbursing for a portion of total repair \$300, customer agreed.

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

Auburn Hills, MI 48321

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

Customer was contacted on 10/13/2010 and was advised to send in documentation for reimbursement. If documentation is not received by 10/20/2010 writer will follow up with customer.

Agent left a message for the customer at [REDACTED] to see if he has sent in his documentation for reimbursement.

CONTACT UPDATE - 2nd Contact attempt, phone number dialed, [REDACTED] at 10:33am EST. Customer was not available. Left message with writer s name, phone number as well as extension. If customer does not contact writer another attempt will be made.

Customer called in looking for case manager, writer transferred him.
Customer called back to say he already mailed in the documentation on 10/13/2010, but he can scan it and email it. Agent advised we would send the email request through to spearsno2@aol.com.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2010-11-03 @ 10:53

***** Customer Document Received *****

Agent contacted WESTGATE CHRYSLER JEEP DODGE RAM at 919-865-5000 to verify the proof of payment. Spoke with Butch who stated it was paid with American Express.

Customer submitted documents for request for reimbursement for repair to the suspension on their vehicle, on lines 39-41 in CAIR 20034121.

Reimbursement in the amount of \$300.00.

Customer s proof of payment is: American Express (verified by the dealer)

Date of repair: 10/11/2010

Labor \$374.99

Parts \$584.45

Tax \$47.20

Misc. Charges \$50.31

Total \$1056.95

Agent previously promised \$300.00 reimbursement

Writer is submitting check for approval in the amount of \$300.00

Approved.

| | | | | | | | |
|--|-----------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20040893 | |
| VIN | 3D7KS28C1 | 6G | Open Date | 10/13/2010 | Built Date | 02/13/2006 | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 04/01/2006 | Mileage | 74,000 | Dealer Zone | 35 | WASHINGTON | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 41059 | SUSQUEHANNA DODGE INC | | | | | |
| Dealer Address | 950 HELLAM ST | | | | | | |
| Dealer City | WRIGHTSVILLE | | | Dealer State | PA | Dealer Zip | 17368 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | STEWARTSTOWN PA | | | | | Country | UNITED STATES |
| Corporate - Dealer Information - Default - Default - Default | | | | | | | |
| Product - Steering - Unknown - Defective - Default | | | | | | | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
customer says his tie rod broke
Briefly summarize what the customer is expecting:
customer expects a recall to pay for the repairs.
****End structured narrative T2 - Beginning Narrative
Customer is having a problem with his truck. Customer says the tie rod broke. Customer says the dealer told him the cost would be over \$1000 to be repaired. Customer says the dealer told him the old style parts are not available. Customer says the whole steering system of Tie rod outer, Damper, and other parts have to be replaced. Customer says the told him of a service bulletin for the problem. Writer informed the customer there was a difference between a service bulletin and a recall. Writer verified there was a recall H46 that was for steering linkage. Writer explained if the recall was about his problem then it would be taken care of without charge to him because once a recall is created it is always in force even if it had been worked on before. Writer located Susquehanna Dodge for the customer.
Customer seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer Susquehanna dodge.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20051908 | |
|--|---------------|-------------------------------------|-----------|---------------------------------|--------------|---------------|--|
| VIN | 3D7MX49C7 | 7G | Open Date | 10/19/2010 | Built Date | 12/08/2006 | |
| Model Year | 2007 | Body | D18H81 | DODGE RAM SLT 4X4 3500 MEGA CAB | | | |
| In Service Dt | 07/12/2007 | Mileage | 75,000 | 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 | 44181 | SHETLER-CORLEY MOTORS LTD | | | | | |
| Dealer Address | N. HIGHWAY 13 | | | | | | |
| Dealer City | CROWLEY | Dealer State | LA | Dealer Zip | 70527 | | |
| Owner | | | | | Contact Type | E-MAIL | |
| Address | | | | | Home Phone | | |
| | GUEYDAN LA | | | | Country | UNITED STATES | |

| | |
|--|--|
| Corporate - Technical Assistance - Default - Default - Default | Customer with ongoing technical issues |
|--|--|

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

Failure of the steering linkage

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

I am writing this to let Dodge know of the problems I have experienced with the last 3 trucks purchased. All Dodge Rams. I have owned 4 Dodge trucks total but the last three have all had problems. The first was a 97 1500 4x4 which had a traction bar failure with under 50,000 miles. I was lucky on this one as I felt something was not right and got it to a shop before breakage. This was repaired out of pocket by me. The second was a 03 2500 4x4 that was plagued with u-joint failures. The first was replaced by the dealer at their cost. The other u-joints replaced where at my expense. The second failure was within 20,000 miles after the first one was replaced. I now drive an 07 3500 4x4 and just experienced steering linkage failure which occurred without warning and caused me to have an accident. I had no control over this truck and after trying to stop the truck it veered left crossing the center line into oncoming traffic and hitting a deep ditch. Just 15 minutes prior I was traveling on I-10 with my cruise control set at the speed limit of 70 MPH. Had this failure occurred at that time it could have possibly caused not only my death but others as well. I was very lucky that the oncoming traffic at the sight of my wreck was far enough away that no impact occurred with another vehicle. The recall on my truck for steering

linkage failure I am told does not apply to my truck. This is not a letter to focus on Acadiana Dodge but to state the disappointment and faith that I have in Dodge Ram trucks. Due to this accident I am placed at fault by my insurance company and I will have to once again pay out of pocket expenses to repair this truck. I have owned 4x4 trucks for as long as I have owned trucks and have never had so many failures as I have with Dodge. My trucks are not abused and do not go offroad to 'play'. They are maintained properly and one would expect better service. I appreciate your time in reading this email. Sincerely, Gordon James Saltzman

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

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2007 Ram.

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

H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA

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

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

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

Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines. We advise, again to receive your diagnosis at the dealership and if you require assistance at that point, we can review with you then.

Thanks again for your email.

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

customer called in asking what he should really do. Advised customer of lines 56-58 customer thought that was ok and he is going to go through and take the vehicle into the dealership.

| | | | | | | |
|---|----------------------|-------------------------------|---------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20064987 |
| VIN | 1D7KS28C0 | 6 | Open Date | 10/20/2010 | Built Date | 04/23/2006 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 08/05/2006 | Mileage | 86,000 | Dealer Zone | 63 | DALLAS |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 60280 | BENNY BOYD BASTROP CHRYSLER- | | DODGE- JEEP | | |
| Dealer Address | 3400 HIGHWAY 71 EAST | | | | | |
| Dealer City | BASTROP | | Dealer State | TX | Dealer Zip | 78602 |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | 75 |
| | PAIGE TX | | | | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Complaint Contact - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
| Recall - H46: - Other | |

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his girlfriend was driving the vehicle and the front tie rod broke and he had to get a new tire and tire rod and the dealership told him the whole front end needs to be replaced and it will cost about over \$1500 and he wants Dodge to repair it even though the warranty is expired and it is a used vehicle which the tie rod broke in half which is a wear item.

Briefly summarize what the customer is expecting: To get the whole front end replaced on the used vehicle.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [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? 60280

Reassigned to 88F

D/m reviewed with s/m. ON to maintenance history second owner. d/m respectfully declines goodwill assistance due to current level of maintenance and current condition. no goodwill assistance at this time.

bps1

Customer called in wanting to speak with JH1337. Writer talked to CM and transferred the call.

***** CASE MANAGER TEAM *****

Writer spoke with customer. Customer states the parts and repair will cost about 2 thousand dollars.

Writer spoke with SM state s the vehicle has low maintenance. SM states the DM declined goodwill. SM states when they told her she needed to followup with her maintenance she 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.

Mrs. [REDACTED] calling for JH1337 - 66220 and transferred per her request.

Customer called in asking about the SM. Customer states that the SM was

lying. Writer informed customer that her complaint would be notated.

| | | | | | | | |
|---|------------------------|-----------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20067891 | |
| VIN | 3D7KS29C8 | 6G | Open Date | 10/21/2010 | Built Date | 06/22/2006 | |
| Model Year | 2006 | Body | DH7P81 | DODGE RAM 2500 LARAMIE MEGA CAB 4X4 | | | |
| In Service Dt | 07/31/2006 | Mileage | 36,800 | Dealer Zone | 74 | DENVER | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 26676 | LARRY H MILLER BOUNTIFUL CHRYSLER | | | JEEP DODGE | | |
| Dealer Address | 2929 SOUTH MAIN STREET | | | | | | |
| Dealer City | BOUNTIFUL | | | Dealer State | UT | Dealer Zip | 84010 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | KAYSVILLE UT | | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
|--|--|

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Tie Rod broken on a left hand turn
 Briefly summarize what the customer is expecting:
 Reimbursement

****End structured narrative T2 - Beginning Narrative
 Customer called regarding a 2006 Dodge Ram, that the tie rods where replaced in about 1 years ago. The customer stated that he was making a left turn and the tie rod post snapped off right at the knuckle. With the towing and the parts and repairs the cost of the repairs was around \$900. The customer is seeking some assistance from Chrysler in the form of reimbursement of the repair cost.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

The writer called the customer and spoke with his wife. The wife provided the alternative phone number of 801-444-0880. The writer called phone number 801-444-0880 and was hungup on twice. Customer called in following up the status of his request. Customer was informed that there was no resolution made. . Customer was transferred to the Case Management Group and provided the phone number Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Customer stated he can be reached at
 Customer called in to speak with JR1291. Writer was unable to contact the CM. Writer let the customer know that the call would be documented for the CM to give him a call back. Customer requested to be called back at 801-589-6401

Customer states he had the vehicle repaired at Egan Automotive.

Parts= \$645.34

Labor= \$168

Alignment = \$59

Writer informed customer we would not be able to reimburse him for work done at his IRF. (Approved by MC118) Customer started to become irate and want a supervisor. Writer wanted to offer customer a 2 year 8 oil change SC, but customer would not let agent speak. Writer informed customer that

he would receive a call back by the end of business.

SUPERVISOR

Writer called the customer and left message with receptionist requesting a call back.

Client called back - Please call client at [REDACTED]

Writer called the customer and left message.

Writer called the customer and left message.

Customer looking to speak with case manager. Transferred through for further assistance.

Customer requesting to speak with CM. Customer is stating the tie rod should not have broken off. Customer is stating he does not feel like he should be paying this himself. Customer is stating that he is a loyal customer and just out of warranty, customer is stating that he purchased parts for dealership. Customer states he had the vehicle towed and repaired at his own shop. Customer is still asking for reimbursement for parts and tow bill.

Transferred to 66017.

*****SUPERVISOR*****

The customer was transferred to writer.

The customer stated that Chrysler should cover the repairs due previous issues.

Customer stated that he had worked on vehicle himself. Writer advised that the Chrysler's goodwill process is to work through partnered dealerships authorized to work on Ram vehicles.

Writer advised that Chrysler would not be able to guarantee the work performed and Chrysler will be declining assistance at this time.

The customer stated that he understood.

*** 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.

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 20069103 |
|---|-----------------|

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|----------------------|------------|----------------------------------|------------------|---------------------------------|-------------------|-------------|
| VIN | 3D7KS28A0 | 7G [REDACTED] | Open Date | 10/21/2010 | Built Date | 03/08/2007 |
| Model Year | 2007 | Body | DH7H42 | DODGE RAM SLT 4X4 2500 QUAD CAB | | |
| In Service Dt | 05/15/2007 | Mileage | 44,000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DBB | | | | | |

| | | | | | | |
|----------------|--------------------------|---------------|--------------|----|------------|-------|
| Dealer | 25034 | DISHMAN DODGE | | | | |
| Dealer Address | EAST 7700 SPRAGUE AVENUE | | | | | |
| Dealer City | SPOKANE | | Dealer State | WA | Dealer Zip | 99212 |

| | | | |
|----------------|----------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | LETTER |
| Address | [REDACTED] | Home Phone | [REDACTED] |
| | VALLEY WA [REDACTED] | Country | UNITED STATES |

| | |
|--|---|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | bought mopar part from dealer 25034 and parts broke |
| Corporate - Reimbursement - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states:
 bought mopar part # 68038054ac in 08-2009 and part already broke.
 Customer states would like to see dodge replace or reimburse for the part.
 Customer states part cost \$80.00
 Briefly summarize what the customer is expecting:
 Customer wants to have dodge reimburse for mopar part as part broke 14 month later
 ****End structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 customer states:
 bought mopar part # 68038054ac in 08-2009 and part already broke.
 Customer states would like to see dodge replace or reimburse for the part.
 Customer states part cost \$80.00
 Briefly summarize what the customer is expecting: would like assistance with cost of part.
 Writer explained parts warranty
 customer feels part should last longer would like Dodge to research this
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [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 *****
 1 new 1 used in history

expired rental service contract

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] at 1:21 PM MT.

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

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

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

The writer offered the customer a \$635.60 reimbursement for a water pump
repair. The customer did not have the ability to have the vehicle
repaired at a dealership.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
509-937-4149 at 5:11 PM EST. Customer was not available. Left message
with writer s name, phone number as well as extension. If customer does
not contact writer another attempt will be made in 5 business days.

*****ATTN NEXT*****

Please verify if customer has mailed in documents as of yet. Please
provide customer with FAX 248-512-1322 OR obtain an email address so that
we may expedite the reimbursement. Thank You.

POSTMARK DATE: 102210; DATE RECEIVED: 102510

Previous Agent Promise

Customer submitted documents for request for reimbursement for repair to
the Water Pump Repair on their vehicle, on line 30-46 in this CAIR
reimbursement in the amount of \$635.60.

Customer s proof of payment is: Check

Date of repair: 10/08/10

Labor \$170.00

Parts \$635.60

Tax \$61.25

Misc. Charges \$0.00

Total \$866.85

Writer is submitting check for approval in the amount of \$635.60.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20074126 | |
|---|--------------------|------------------------------------|-----------|--------------------------------|------------|--------------|---------------|
| VIN | 3D7KS26A9 | 7G | Open Date | 10/23/2010 | Built Date | 04/03/2007 | |
| Model Year | 2007 | Body | DH7L62 | DODGE RAM ST 4X4 2500 REG. CAB | | | |
| In Service Dt | 07/13/2007 | Mileage | 27,383 | Dealer Zone | 51 | CHICAGO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 44334 | SOUTH CHICAGO DODGE CHRYSLER | | | JEEP INC | | |
| Dealer Address | 7340 S WESTERN AVE | | | | | | |
| Dealer City | CHICAGO | | | Dealer State | IL | Dealer Zip | 60636 |
| Owner | | | | | | Contact Type | ROADSIDE |
| Address | | | | | | Home Phone | |
| | ST. LOUIS MO | | | | | Country | UNITED STATES |
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | | | | | | | |

Roadside Assistance Contacted - DATE : 2010-10-21
 Road Side File Created 10-23-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 2510 W 26TH STREET 7340 S WESTERN AVE
 S ROCKWELL STREET
 CHICAGO CHICAGO
 IL USA IL
 CALLER_COMMENTS BROKEN TIE ROD TOW_COMMENTS VEND
 DEALER CODE : 44334 SOUTH CHICAGO DODGE CHRYSLER

| | | | | | | | |
|---|-------------------------|-------------------------------------|---------------|---------------------------------|------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20076049 | |
| VIN | 3D7KS19D9 6G [REDACTED] | Open Date | 10/25/2010 | Built Date | 03/01/2006 | | |
| Model Year | 2006 | Body | DH6H81 | DODGE RAM 1500 SLT MEGA CAB 4X4 | | | |
| In Service Dt | 10/31/2006 | Mileage | 91,046 | Dealer Zone | 42 | DETROIT | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| Engine | EZA | 5.7L HEMI V8 ENGINE | | | | | |
| Transmission | DGQ | 5-SPD AUTOMATIC 545RFE TRANSMISSION | | | | | |
| Dealer | 67057 | BRIGHTON CHY-PLY-DGE INC | | | | | |
| Dealer Address | 9827 EAST GRAND RIVER | | | | | | |
| Dealer City | BRIGHTON | | | Dealer State | MI | Dealer Zip | 48116 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | |
| | BRIGHTON MI [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|-------------------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | tie rod ends fallen off |
| Corporate - Excessive Contacts - Default - Default - Default | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The dealer states that about 17,000 miles later the customer is having problems with the recall. Replaced the H-46 for the recall, part of the steering linkage.
Briefly summarize what the customer is expecting:
The customer is would like goodwill assistance.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day 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?67057--
Reassigned to 88F
Glenn at the dealer code 67057 was calling in to see if Dodge would assist in the repairs of the vehicle.
Writer informed Glenn that the customer just called into Dodge this morning and the case manager has not had a chance to take a look at the case. Writer also informed Glenn that the case manager will be contacting the customer no later than 8PM EST tomorrow.
***** CASE MANAGER TEAM *****
Customer is the 3rd owner
No SC
4 other vehicles in household, 2 new, 2 used
Customer is OOW by 55,046 miles
Writer contacted dealer 67057 at 9:44 AM MST
Writer requested to speak with Service Manager, Glenn Steffus
SM stated they performed the recall over 17,000 miles ago and stated during the recall process that doing everything right the tie rod still

may be affected. SM stated that the tie rod end shredded and broke in half. The SA Jason is Jason who stated that part is discontinued and a kit has to be bought.

Writer requested to know warranty pricing information and SM recommendation for co-pay. SM stated that he will have his SA call back. CONTACT UPDATE - 1st Contact attempt, writer contacted dealer and is unable to contact customer because there is no number in COIN or HPIMS.

Customer phone # [REDACTED]

Parts: 298.41

Labor: 1.5 hours -2 hours

Dealer calls back with information previously requested.

Dealer transferred to original agent working CAIR. SN584 during transfer call was dropped.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Writer contacted dealer again at 1:17 PM MST

Writer requested to speak with SM Glenn; SM was not available.

Writer requested to know warranty labor. SA Keith stated that it cost \$164.80 for labor. Writer informed SA that we would like to assist 100% for the customer because the issue with the recall. Writer requested SM approval. SA stated that they all were talking about it earlier and states the SM is okay with the offer. SA requested a PA number. Writer informed dealer that the PA has not been created yet because warranty labor was just verified. Writer informed SA that he will get a call back with the number after it's created. SA stated he will advise the customer of the decision.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on the repair being related to the recall and customer loyalty,

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$298.41

Labor = \$164.80

With the concurrence of the Service Manager, Glenn, the customer will have a co-pay of \$0.00.

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 Stacy at 800-992-1997 extension # 66323. You may also contact us by email at:

T2email@chrysler.com. This customer will be informed by dealer of this decision. Please update and/or close CAIR when complete.

#####

Writer contacted dealer again at 2:17 PM MST to provide authorization number. Writer provided SA Keith with number and total PA amount.

REASSIGNED TO BC/DLR 42 67057 10/26/10 16:20 O 20076049

REASSIGNED TO BC/DLR 42 67057 10/29/10 13:47 O 20076049

*Contact Date:11/04/2010

DCX goodwill repair is documented on Repair Order#258837

CAIR RETURNED FROM DEALER ON 11/04/2010 AT 10:22:420 R 20076049

SM Glenn call back stating that he is having problems submitting the PA.

Glenn is stating that there was a part that was forgotten in the PA amount. Glenn is stating that the total for parts is \$418.74 and the labor remains the same at \$164.80 for a total of \$583.54. The PA authorized was for \$490.00. Writer informed Glenn that a hand written note would be delivered to the CM so the necessary actions can be taken.

Writer contacted dealer 67057 at 2:53 PM MST.

Writer informed SM Glenn that the PA has been updated to \$600.00. Writer advised SM to call back if he needs any further assistance.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 248-730-6913 at 2:55 PM MST.

Customer was not available.

Left a message indicating another attempt would be made.

2nd attempt made to contact customer on 11/05/2010 at 10:32 AM MST.

Customer stated that they did all the repairs and the vehicle is running

apologized to customer informing him that we do not warrant the tires.
Writer informed customer that the case will be closed and advised
customer to call back if he requires further assistance. Customer agreed.
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.

| | | | | | | | |
|---|-------------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20076288 | |
| VIN | 3D7LX39C8 | 6G [REDACTED] | Open Date | 10/25/2010 | Built Date | 09/20/2005 | |
| Model Year | 2006 | Body | D18H81 | DODGE RAM 3500 SLT MEGA CAB 4X4 | | | |
| In Service Dt | 05/25/2006 | Mileage | 97,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 26513 | MILLER CHRYSLER JEEP DODGE OF | | | LEBANON | | |
| Dealer Address | 145 ROUTE 120 | | | | | | |
| Dealer City | LEBANON | | | Dealer State | NH | Dealer Zip | 03766 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | |
| | WATERTOWN CT [REDACTED] | | | | | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Excessive Contacts - Default - Default - Default | |
| Corporate - Recall - Default - Default - Default | |
| Recall - H46: - Reoccurrence or Related Problem | |

Customer called in and wanted to know if there are any open recalls on his vehicle. Writer advised customer that there are no open recalls on the vehicle. Customer is stating that he had recall H46 STEERING LINKAGE done last year and he is stating that his steering linkage broke and needs to know if Chrysler will help him get it fixed. Writer apologized to the customer and advised him will escalate file to a Case Manager who will be in contact in the next 24-48 business hours. The best phone number to reach the customer is [REDACTED] and can call anytime.

***** CASE MANAGER TEAM *****

OOW 17 months, 61K

COIN 1/1 Purchased new, No other vehicles Searching on name and address shows 2 other new and 1 other used.

SC expired at 70K miles

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 9:35.

Writer called and spoke to the customer. Customer said that when the ball joint failed it caused a lot of damage and he is being quoted a repair price of \$2000. Customer believes it is related to the H46 recall repair. Writer advised the customer he would check with the dealer and see what we can do if anything.

Writer called and spoke with the SM Steve he said that the right front tie rod broke due to age and wear and that it had nothing to do with the H46 recall. SM said that a number of other items were damaged as a result including the pitman arm, dampener and the ball joints.

Customer requesting to speak with their Case Manager wanting to speak with the CM was not able to get a hold of customer. Customer will be picking up the vehicle because its ready. Customer would like to know what Chrysler will be deciding.

Customer called in to get an update on the results of this case. Agent transferred to case manager.

[REDACTED] requesting to speak with their Case Manager. Transferred to CM.

Customer called in and writer apologized for not getting back to him sooner. Writer offered to reimburse him for \$500 of the repair cost because he is a loyal customer (3 new) but the customer declined at this

time. Writer advised him that he would hold the case open and call the customer back in a week if he doesn't hear from him first.

NEXT AGENT if customer or dealer calls in please warm transfer them to the CM at ext 66164. If the CM is not available ask them to leave a voicemail message.

Writer also advised the customer that the SM said the failure was not due to the H46.

Customer contact - number dialed [REDACTED] Writer spoke with customer. Customer stated that he is still undecided on what he would like to do at this point when it comes to the \$500.00 reimbursement that the CM had offered. Customer stated that he is doing some research on the parts. Customer stated that he would like the case to remain open at this time. Writer stated that this information would be documented for the CM and will have the CM follow up again with the customer in another week to see if a decision has been made.

Writer contacted the customer regarding the decision made by Chrysler.

Writer informed the customer that if he chooses to accept the offer he can contact Chrysler at that time.

Goodwill offer has been made per lines 33-40, customer has declined offer at this time. Writer is closing the file at this time if the customer chooses to accept the offer provide the reimbursement information at that time.

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 20082212 |
|---|-----------------|

| | | | | | | |
|----------------------|------------|------------------------------------|------------------|---------------------------------|-------------------|------------|
| VIN | 3D7MX48A3 | 7G837256 | Open Date | 10/26/2010 | Built Date | 05/31/2007 |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | |
| In Service Dt | 03/20/2008 | Mileage | 84,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | |

| | | | | | | |
|-----------------------|-------------------|-------------------------|----|-------------------|-------|--|
| Dealer | 44966 | GULF COAST AUTOPLEX LLC | | | | |
| Dealer Address | 407 SHANKLAND AVE | | | | | |
| Dealer City | JENNINGS | Dealer State | LA | Dealer Zip | 70546 | |

| | | | |
|----------------|----------|---------------------|---------------|
| Owner | | Contact Type | LETTER |
| Address | | Home Phone | |
| | MORSE LA | Country | UNITED STATES |

| | |
|--|----------------------------|
| Dealer - Unknown - Unknown - Towing Required - Default | Goodwill for Towing Charge |
| Corporate - Reimbursement - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customers tie rod broke.
Briefly summarize what the customer is expecting:
Customer would like to be reimbursed for towing charge.
****End structured narrative T2 - Beginning Narrative
Customer called concerned due to an issue with his vehicle. Customer states that he had taken his vehicle to the dealership for some warranty work. Customer states that the dealership redesigned the front end and replaced tie rods. Customer informed writer that the tie rod broke and he had to have the vehicle towed to the dealership to have repaired. Customer would like to be reimbursed for the tow. Customer states that he had the vehicle towed to T-Pats front end alignment. 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?
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:40 PM EST. Customer states that Dodge paid for the repair since it was covered under a MOPAT warranty. Customer states that he paid \$405 for towing to an IRF. Writer will reimburse the customer \$300 for the cost of the towing. Customer would like to know why he can't have the full amount. Writer informed the customer that Chrysler does not cover towing under MOPAR warranty and we do not normally covering towing to IRF. Customer understood.

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

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

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

Agent Promise Line 24-30, \$300.00 for towing charge.
Customer was contacted on 10/27/10 and was advised to
send in documentation for reimbursement.
If documentation is not received by 11/04/10
writer will follow up with customer.
If the documents are not received by 11/11/10 close Cair.
CONTACT UPDATE - 2nd Contact attempt,

11/05/10 @ 11:11 pm
Customer Paul was not available. Left message with writer s name,
phone number as well as extension and cair no 20082212.
If customer does not contact writer another attempt will be made.
3rd attempt to be made on 11/12/10 then close cair.
Agent Promise Line 24-30, \$300.00 for towing charge.
CONTACT UPDATE - 3rd Contact attempt, phone number dialed,

Customer was not available. Left message, with writer s name,
phone number, extension and cair no.

Closing Cair Awaiting Documents

Called customer to verify that his documents
have been sent in for reimbursement.

POSTMARK DATE: 110110; DATE RECEIVED: 110810

Documentation has been received.

Writer has contacted Towing company and spoke with Jim who verified that
the customer paid in Cash. Writer also called customer and verified

Address everything is correct. Writer is submitting check.

Previous Agent Promise

Customer submitted documents for request for reimbursement for Towing on
their (07 Dodge Ram 3500), Stated (on line 24-30 in CAIR 20082212)
reimbursement in the amount of (\$ 300.00).

Customer s proof of payment is: Cash

Date of repair: 10/25/2010

Labor \$ 00.00

Parts \$ 00.00

Tax \$ 00.00

Misc. Charges \$ 00.00

Total \$ 300.00

Writer is submitting check for approval in the amount of \$ 300.00.

Approved

| | | | | | | | |
|---|----------------------|-------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20083117 | |
| VIN | 3D7MS48C5 | 5G [REDACTED] | Open Date | 10/26/2010 | Built Date | 06/06/2005 | |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | | |
| In Service Dt | 08/17/2005 | Mileage | 92,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 43681 | YORK GARY AUTOPLEX INC | | | | | |
| Dealer Address | 1420 WEST LESLIE | | | | | | |
| Dealer City | NASHVILLE | | | Dealer State | AR | Dealer Zip | 71852 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | DIERKS AR [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |
|---|--|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called stating that the tierod bolt broke while driving. Customer states that this is the 3rd time for this same problem. Customer had the 2nd tierod replaced by IRF. Customer states at that time the part was recalled. Customer would like to know if the part will be repaired with a better part than what was on the vehicle. Writer advised of call back by 8pm eastern time.

Briefly summarize what the customer is expecting:

Customer states that he expects to repair the vehicle. Customer is asking for good will.

****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 - 1st Contact attempt, phone number dialed, [REDACTED] at 11:04 AM MST.

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Mr. RYAN TURNER calling for EB401 - 66125 and attempted transfer went to VM. Preferred is [REDACTED]. Call-back note completed and delivered

to floor support for distribution to Case Manager.

CONTACT with the customer at 3:59 PM MST. Customer reviewed his vehicle problems at 40000 miles when a tie rod fell in the driveway and he went to IRF and again later the same thing. Customer states the recall is not for his vehicle and now there is an upgrade on the parts. Customer states this time the tie rod ends bolt came off. Customer asked if there is a better part out to fix it.

Agent will find out what parts are upgraded a second time. Customer

states the dealer did not know of an upgraded part for the second time.

Agent spoke with Janie WA and Melinda SM is not available of dealer 43681. Janie states the vehicle has not been in since 12/09 at 40000 miles (and there is a lot of wear and tear 52000 miles later). Janie states they did the H46 STEERING LINKAGE at that time.

CLOSED LOOP UPDATE - customer was contacted today at 2:32 PM MST.

Customer states the truck is already fixed at the IRF.

Agent explained CDJ dealer diagnosis is what CM agents work with.

Agent explained the parts are the same.

Agent explained receiving official notice from Chrysler if there were to be any recall in the future.

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)# | | | | | | 20089034 |
| VIN | 3D3KS29CX | 6G | Open Date | 10/28/2010 | Built Date | 06/02/2006 |
| Model Year | 2006 | Body | DH7P81 | DODGE RAM 2500 LARAMIE MEGA CAB 4X4 | | |
| In Service Dt | 06/28/2006 | Mileage | 56,000 | 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 | | | | | Contact Type | ROADSIDE |
| Address | | | | | Home Phone | |
| | KENOSHA WI | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Outbound - Proactive Customer Alert - Roadside - Default | CSR contacted dealership regarding tow event |
| Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect | CSR tried contacting customer - call blocked |
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |

Roadside Assistance Contacted - DATE : 2010-10-26
 Road Side File Created 10-28-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1420 42ND AVENUE 5431-75TH STREET
 15TH STREET
 KENOSHA KENOSHA
 WI USA WI
 CALLER_COMMENTS -01 STEERING OUT/ TOW_COMMENTS V
 DEALER CODE : 65062 PALMEN MOTORS INC
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 dealer: 65062, service advisor: Ron
 Is the vehicle at the dealer now?
 yes
 When did it arrive at the dealer?
 October 26, 2010
 What is the current mileage?
 56,213 miles
 If known, what is the reason for the tow?
 right outer tie rod broke
 Have the repairs been completed?
 no
 If yes, when were they completed?
 If no, what is the estimated repair date?
 not sure
 Are there any parts that need to ordered?
 yes
 If yes, what are the part & order # s?
 outer tie rod and others
 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

Rental was offered to customer however it was declined by customer. The dealership is awaiting further authorization from Chrysler regarding warranty and non-warranty work as a result of the tie rod breaking.

*****End of Narrative*****

Please note that the service advisor and dealership are clearly working very hard to get satisfaction for this customer.

*****End of Narrative*****

CSR attempted to call customer however call was blocked. Cair closed.

*****End of Narrative*****

| | | | | | | | |
|---|---------------------|-------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20089180 | |
| VIN | 3D7LS38C6 | 5G [REDACTED] | Open Date | 10/28/2010 | Built Date | 11/29/2004 | |
| Model Year | 2005 | Body | DH8H41 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | | |
| In Service Dt | 01/31/2005 | Mileage | 82,700 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 64490 | CRENWELGE MOTOR SALES INC | | | | | |
| Dealer Address | 413 WEST MAIN | | | | | | |
| Dealer City | FREDERICKSBURG | | | Dealer State | TX | Dealer Zip | 78624 |
| Owner | [REDACTED] | | | | | Contact Type | ROADSIDE |
| Address | [REDACTED] | | | | | Home Phone | |
| | MASON TX [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Outbound - Proactive Customer Alert - Roadside - Default | CSR contacted the dealership regarding tow event |
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |

Roadside Assistance Contacted - DATE : 2010-10-26
 Road Side File Created 10-28-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 OLD JUNCTION ROAD 413 WEST MAIN
 BEAR SPRINGS ROAD
 MASON FREDERICKSBURG
 TX USA TX
 CALLER_COMMENTS TOW_COMMENTS VENDOR_COMMENTS
 DEALER CODE : 64490 CRENWELGE MOTOR SALES INC
 ****Begin structured narrative T2 - PCCP
 Who did you speak with at the dealer and what is their dealer code?
 dealer # 64490, service advisor: Ruben
 Is the vehicle at the dealer now?
 yes
 When did it arrive at the dealer?
 October 26, 2010
 What is the current mileage?
 82,904 miles
 If known, what is the reason for the tow?
 steering linkage broke, tie rod broken, etc.
 Have the repairs been completed?
 no
 If yes, when were they completed?
 If no, what is the estimated repair date?
 Monday, November 1, 2010
 Are there any parts that need to ordered?
 yes
 If yes, what are the part & order # s?
 linkage: 52122362AF, steering damper #52122370AB, Arm 68039930AA
 Rental provided?
 no
 If yes, how many days? (either by the dealer or USCAC)
 Dealer provided the following customer contact information.
 ****End structured narrative T2 - PCCP

CSR: first attempt to contact customer. Left message on machine. Will try again Friday, October 29, 2010.

*****End of Narrative*****

CSR: second attempt to contact customer. Number now blocked. Cair closed.

*****End of Narrative*****

| | | | | | | | |
|---|--------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20091075 | |
| VIN | 3D7KS28D9 | 7G | Open Date | 10/28/2010 | Built Date | 05/28/2007 | |
| Model Year | 2007 | Body | DH7H41 | DODGE RAM SLT 4X4 2500 QUAD CAB | | | |
| In Service Dt | 04/09/2008 | Mileage | 28,440 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 59004 | AUTOLAND | | | | | |
| Dealer Address | 170 ROUTE 22 | | | | | | |
| Dealer City | SPRINGFIELD | | | Dealer State | NJ | Dealer Zip | 07081 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | CRANFORD NJ | | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Steering - Linkage - Other - Default | Customer states front end tie rod broke in half. |
|--|--|

Briefly summarize why the customer is contacting Chrysler:
 Front end tie rod end broke half today. Customer states that the vehicle cant be steered. Customer states that it was just replaced a year ago. Customer states nobody calls him back from the Autoland dealership. Customer states that he would like to repair vehicle on his own but doesn t want to take a chance and void the warranty.

Briefly summarize what the customer is expecting:
 Customer expects Chrysler to assist 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 by COB their time Preferred Morning/Midday call back number is Work
 Preferred Afternoon/Evening call back number is Cell
 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 attempt, phone number dialed, and the customer stated that he finally got in touch with the dealership and he is having his vehicle towed in this morning.
 Customer stated that he is a machanic and he has never seen where a tie rod brakes completly in half. Customer really wants reassurance that this is not going to happen every year as the customer is a little afraid at this point.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
 The unresolved concern is the tie rod broke in half and the customer wants reassurance that this is not going to happen again in a year, , informed that CAIR
 was being sent. Please update this CAIR with resolution.

 REASSIGNED TO BC/DLR 32 59004 10/29/10 10:15 O 20091075
 Agent attempted to contact dealer Service Manager Al Ester , however, SM not available. Left message for a return call at extension 66006

Customer called to speak with their case manager. Agent transferred them
Customer calls requesting to speak with MP977. The Customer/Caller would
like a call back as soon as possible. The customer alleges he picked the
vehicle dealership after the repair and he experienced issues with the
steering. The customer brought the issue to the SM attention and asked
why they fixed the ball joints because the Customer found its a broken
tie rod. The SM stated that the technician stated the issue was with the
ball joint. The customer found inconsistency s in the repair order.
The customer does not think the dealership is interested with fixing the
concern.

Writer informed the Customer/Caller that the Case Manager is unavailable.

Dealer Please Update and or close CAIR

REASSIGNED TO BC/DLR 32 59004 11/07/10 23:01 O 20091075

*Contact Date:11/10/2010

Warranty repair has been documented on Repair Order#26195

CAIR RETURNED FROM DEALER ON 11/10/2010 AT 04:28:989 R 20091075

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|-------------------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20093135 |
| VIN | 3D7KS28D4 | 7G [REDACTED] | Open Date | 10/29/2010 | Built Date | 06/15/2007 |
| Model Year | 2007 | Body | DH7H41 | DODGE RAM SLT 4X4 2500 QUAD CAB | | |
| In Service Dt | 10/31/2007 | Mileage | 33,000 | Dealer Zone | 74 | DENVER |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 44788 | KARI DODGE-CHRY-PLYM | | | | |
| Dealer Address | 1177 HIGHWAY 2 EAST | | | | | |
| Dealer City | KALISPELL | Dealer State | MT | Dealer Zip | 59901 | |
| Owner | [REDACTED] | | | | Contact Type | ROADSIDE |
| Address | [REDACTED] | | | | Home Phone | |
| | KALISPELL MT [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
|---|--|

Roadside Assistance Contacted - DATE : 2010-10-27
 Road Side File Created 10-29-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1045 CONRAD DRIVE 1177 US HIGHWAY 2 E
 KIWANIS LANE
 KALISPELL KALISPELL
 MT USA MT
 CALLER_COMMENTS -01 BROKEN RT FT TIE ROD TOW_COMM
 DEALER CODE : 44788 KARI DODGE CHRYSLER JEEP

| | | | | | | | |
|---|--------------------------|-------------------------------|------------------|---|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20095863 | |
| VIN | 3D7MS48C6 | 5G [REDACTED] | Open Date | 10/29/2010 | Built Date | 11/06/2004 | |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | | |
| In Service Dt | 02/21/2005 | Mileage | 152,112 | Dealer Zone | 35 | WASHINGTON | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 41838 | OURISMAN DODGE INC | | | | | |
| Dealer Address | 5900 RICHMOND HWY | | | | | | |
| Dealer City | ALEXANDRIA | | | Dealer State | VA | Dealer Zip | 22303 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | ALEXANDRIA VA [REDACTED] | | | | | Country | UNITED STATES |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | | | | 23000 miles oow but still in by 2 months - Broken tie bar | | | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
 Dealer calling on behalf of customer. Tie rod was fixed in january, but broke last night. Out of Mopar warranty by mileage but not time
 Briefly summarize what the customer is expecting:
 Assistance with repair, especially part Repair costs - \$665 and that includes alignment

****End structured narrative T2 - Beginning Narrative

[REDACTED] 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? - 41838
 Reassigned to 88F

*****CASE MANAGEMENT*****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 1:32 p.m. est.

Spoke to SM John, he stated the vehicle has a broken tie rod. SM John stated this problem could not be caused by neglect or abuse from the customer. SM John stated he would accept a PA for this customer. SM John stated the mileage of the vehicle is 152112 and pricing is:

Part \$350.00
 Labor \$169.80

In accordance between the SM John and writer the customer will have a \$100 deductible.

SA John called in for customer, SM John will have the SA John contact customer and let him know.

Writer will follow up with customer after repairs are done.

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 = \$350.00

Labor = \$169.80

With the concurrence of the Service Manager, John,
the customer will have a co-pay of \$100.00.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.

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

extension # 66019. 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.

#####

SM John also stated the customer is very loyal.

REASSIGNED TO BC/DLR 35 41838 11/01/10 13:37 O 20095863

*Contact Date:11/01/2010

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 11/01/2010 AT 01:51:020 R 20095863

SM John at dealer code 41838 states that he wants the PA canceled. John
states that the customer s insurance company is going to pay for the
repairs

SM name is not John its Jim, writer spoke with SM Jim. SM Jim confirmed
the PA needed to be cancelled cusotmer is having his insurance pay for
everything.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20099169 |
|--|---------------------|---------------------------------|-----------|---------------------------------|--------------|---------------|
| VIN | 1D7KS28C4 | 6 | Open Date | 11/01/2010 | Built Date | 09/13/2005 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 12/29/2005 | Mileage | 130,000 | Dealer Zone | 63 | DALLAS |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 66439 | HOWARD WILSON CHRYSLER JEEP INC | | | | |
| Dealer Address | 4000 LAKELAND DRIVE | | | | | |
| Dealer City | JACKSON | Dealer State | MS | Dealer Zip | 39232 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | 323 |
| | BENTONIA MS | | | | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Complaint Contact - Default - Default - Default | |
| Corporate - Excessive Contacts - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
| Recall - H46: - Information Request | |

Customer called seeking recall information because the vehicle was in a wreck and the front end broke while driving. Agent verified COIN information. Agent advised the customer of incomplete recall ?H46? for this vehicle. Agent explained that the recall applied to service done to the vehicle after the purchase of the vehicle. Customer is upset that the first time the vehicle broke (80,000 miles), it was the tie rod on the front passenger side and he had to pay for the both tie rods, steering bar, stabilizer bar and shock to be repaired. On 10/29/10 the tie rod broke on the driver side and the steering bar fell down and there is a whole in the rim. Customer feels he should not have to pay for the repairs because he had the repairs done last year.

Best number to contact the customer: anytime.

****END OF NARRATIVE****

Due to customer seeking goodwill, will reassign to 88F

----END OF RATIONALE FOR ESCALATION----

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 9:21 AM MST.

Customer was not available.

Was unable to leave a message another attempt will be made on 1/4/2010.

Customer called and was wondering if anyone had called agent advised they had and asked customer if there was a time best suited for a call back.

Customer thinks he may have been out of a service area when being called and that first thing in am is best time to contact and would appreciate CM to continue to try and reach him.

Customer called in requesting to speak to JS1876. Agent transferred.

Customer calls requesting to speak with JS1876

Caller is requesting an update on the status of this case

Caller has no new information to provide the writer with

Customer/Caller transferred to extension # 66357

###CONTACT UPDATE###

Customer was not available.

Left a message indicating another attempt would be made on 11/8/2010.

Transfer to 1-800-763-8422 to get the customer in touch with their case manager.

Customer called for the CM. Writer tried the CM s ext and got voice mail.

Writer sent a call back note for the CM to call customer back ASAP.
Customer called in requesting to speak to JS1876. Agent transferred.
Customer called to speak with CM. Writer was unable to reach CM. Writer informed the customer the case will be documented and transferred to voicemail.

###CONTACT UPDATE###

stated wrong number : [REDACTED]

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20101723 | |
|--|----------------------|-------------------------------------|-----------|------------------------------------|--------------|---------------|-------|
| VIN | 3D7KS28C5 | 5G | Open Date | 11/01/2010 | Built Date | 09/30/2004 | |
| Model Year | 2005 | Body | DH7H41 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | | |
| In Service Dt | 12/29/2004 | Mileage | 30,000 | Dealer Zone | 32 | NEW YORK | |
| 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 | 44965 | HUSKY DODGE | | | | | |
| Dealer Address | 724 STRAITS TURNPIKE | | | | | | |
| Dealer City | WATERTOWN | | | Dealer State | CT | Dealer Zip | 06795 |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | BETHEL CT | | | | Country | UNITED STATES | |

| | |
|---|---|
| Dealer - By-Pass - Default - Default - Default | . |
| Product - Unknown - Unknown - Accident - Default | . |
| Corporate - Property Damage - Default - Default - Default | |
| Product - Steering - Linkage - Defective - Default | |
| Recall - E17: - Advise Owner/Incomplete Recall | |
| Recall - H46: - Advise Owner/Incomplete Recall | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Customer called in. Customer was never notified of recall notice as we have the incorrect address on the account. Customers vehicles steering linkage broke which cause vehicle to collide with a tree causing body damage to the vehicle. As customer was unaware of the recall and incident was caused as a result of the recall customer requests the damage be covered by chrysler. Waiting for call back from customer to update current address. Reassigning to 82S

Customer called in and changed address advised customer once someone has made a decision they will call him. Customer states he is not just looking for money he just wants his truck fixed, he said he is also happy that no one was hurt.

E17 44781 OPEN OUT-OF-PARK ALARM SYSTEM SAFETY

Dealer Launched Date: 2006-03-22 CNA Match Date: 2007-08 2007-01

CNA Match Date: 2006-09 2006-03

H46 44781 OPEN STEERING LINKAGE SAFETY

Dealer Launched Date: 2009-04-27 CNA Match Date: 2010-04 2009-04

11.03.10

NOTE: 02.02.06 dlr found

FOUND THE RIGHT FRONT TRAILING ARM IS BENT.ESTIMATE \$275.00 PLUS TAX.

CUSTOMER DECLINED REPAIR SUSPENSION

11.03.10

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT: RESIDENCE

MR S DACOSTA

211 GREENWOOD AVE STE 226

BETHEL CT 06801

Per OGC Matrix, reassigned to 82T. MG17

CUSTOMER CONTACT #: 203 743 4656

11/3/10 ASSIGN TO TNT16.

CAIR NUMBER 20101723 REQUEST EAA INSPECTION 11-03-2010 11:34

CAIR NUMBER 20101723 E-MAIL SENT TO EAA 11-03-2010 11:34

CCRG Open Date: 11/03/2010 09:45:54

Letter Sent: Acknowledgement 11/04/2010 09:07:41

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/11/10 AT 14:39:00 20101723

Letter Sent: Denial 11/12/2010

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20115398 | |
|--|------------------------------|------------------------------------|-----------|---------------------------------|--------------|---------------|-------|
| VIN | 3D7MX49A1 | 7G [REDACTED] | Open Date | 11/04/2010 | Built Date | 06/20/2007 | |
| Model Year | 2007 | Body | D18H81 | DODGE RAM SLT 4X4 3500 MEGA CAB | | | |
| In Service Dt | 12/22/2007 | Mileage | 99,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 41798 | ALLEN SAMUELS DODGE | | | | | |
| Dealer Address | 7740 NORTHEAST LOOP 820 | | | | | | |
| Dealer City | NORTH RICHLAND HILLS | | | Dealer State | TX | Dealer Zip | 76118 |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE | |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] | |
| | RICHLAND HILLS TX [REDACTED] | | | | Country | UNITED STATES | |

| | |
|--|--|
| Product - Suspension - Unknown - Other - Unknown | |
|--|--|

Owner was driving the vehicle and the outer tie rod end broke. Owner is seeking reimbursement for repairs. Vehicle is OOW. Because of the nature of the repair., AM authorized to reimburse owner for the cost of the parts which were purchased from a Chrysler dealership. The labor was supplied by an independent shop. AM declined to reimburse for labor.hcc3

| | | | | | | |
|---|--------------------------|------------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20123903 |
| VIN | 1D7KS28CX | 6J [REDACTED] | Open Date | 11/08/2010 | Built Date | 10/12/2005 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 12/22/2005 | Mileage | 125,000 | Dealer Zone | 63 | DALLAS |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 66648 | SOUTHERN CHRYSLER DODGE JEEP, LTD. | | | | |
| Dealer Address | 2711 SOUTH MEDFORD DRIVE | | | | | |
| Dealer City | LUFKIN | Dealer State | TX | Dealer Zip | 75901 | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | |
| | LIVINGSTON TX [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Complaint Contact - Default - Default - Default | |
|---|--|

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?
 Customer states that the dealership cant find parts for his truck.
 Reassigned to 88F

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact made at [REDACTED] Customer states that his tie rod broke while he was driving and he went into the dealer and they told him that it was not available. Agent informed him that I would call the dealer and see what can be done to expedite the part. Agent called the dealer and spoke to Chris in the parts department and he informed me that he carries these components in stock. Agent left a message with the Service Manager James asking for a return call to discuss the situation.

Updated customer information in COIN

Customer is expecting a call back within 24 business hours.

Agent called the customer and he informed me that he does not want to work with the previous dealer any more and would prefer to deal with Southern. Agent informed him that I will call the dealer and speak with their parts department to ensure they have the parts needed. Agent called the dealer and spoke with Bill in parts. Agent and dealer agree that the customer needs to call the dealer and schedule an appointment. Agent called the customer and informed him of this. Dealer 66648 called to speak with the case manager. Agent went to transfer caller and caller hung up. Agent called the dealer and spoke with Bill in parts about the situation, he will call me once the customers vehicle arrives. Agent returned a call to Bill from a voicemail and we discussed the situation. Agent and dealer both agree that before any assistance can be considered the customer will need to bring his vehicle in and approve the diagnosis fees. Agent called the customer and informed him of this.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). Once the customer arrives and approves the diag fees, call

Troy at 1-800-992-1997 ext 66001 for goodwill consideration.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 63 66648 11/17/10 12:06 O 20123903

12/2- Sent email to dealer seeking update. daa21

12/22- Customer has not returned and is not returning phone calls. AM closing file at this time. daa21

CLOSED LOOP UPDATE - No need for additional follow-up.

| | | | | | | |
|---|---------------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20127452 |
| VIN | 3D7MX48CX | 6G | Open Date | 11/09/2010 | Built Date | 06/07/2006 |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 09/05/2006 | Mileage | 45,000 | Dealer Zone | 74 | DENVER |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 44788 | KARI DODGE-CHRY-PLYM | | | | |
| Dealer Address | 1177 HIGHWAY 2 EAST | | | | | |
| Dealer City | KALISPELL | Dealer State | MT | Dealer Zip | 59901 | |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | KALISPELL MT | | | | Country | UNITED STATES |

| | |
|--|---------------|
| Corporate - Excessive Contacts - Default - Default - Default | 7 |
| Corporate - Reimbursement - Default - Default - Default | Reimbursement |
| Product - Steering - Linkage - Defective - Default | reimbursement |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | reimbursement |

Client needs a call back - cell - [REDACTED]

Last week this client was driving with his nephew and 3 grandchildren when the right front tie rod broke. End result the truck went into the ditch. No one was injured and no damage to the truck exterior. The tie rods have to be replaced to a more durable (heavy duty) tie rod, wheel alignment and the stabilizer bar needs to be replaced. Est. cost around \$1,100. Client feels that he should not have to pay for these cost and wants someone from Chrysler to call back. The truck is at the Dealer - Kari Dodge - 406-755-6555.

***** CASE MANAGER TEAM *****

OOW 9000 miles and 1 year
Oil change service contract
1 vehicle, original owner
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Customer was not available.
Left a message indicating another attempt would be made.
Customer called in asking about getting a call back in regards to complaint made on 11/09/10 transferred to case management team customer called in on 11/11/10 at 12:20 pm.
Customer calling to speak with cm NS763, writer informed customer that cm was not available. Writer informed customer that a message would be delivered to cm requesting a call back. Customer states he can be reached at [REDACTED].
Customer called in requesting to speak to CM. NS763. Agent transferred.
Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.
Customer stated that vehicle is in the shop and dealer wants it out, yet customer would like to speak with case manager first. Writer was not able to get a hold of case manager, will send message.
Customer calls stating he needs this resolved and has been trying to use other peoples vehicles as this is his only vehicle to use and it is down.
Writer attempted to transfer the call to NS763, and agent was not

available. Writer informed the customer of this. Writer apologized to customer that cm was unavailable but we d have this escalated as a priority for him to receive a call back asap. Customer states that his phone will be off between 10-11. Customer would like a call back after then.

Please contact this customer asap. He is getting upset.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Customer calls requesting to speak with ? nicolas?

Customer/Caller transferred to extension # 66381

Dealer Contact- 44788.

Writer spoke Service Manager (SM) who stated that he s not sure of the point of failure for the tie rod, however there has been an update to the steering linkage and there is a service bulletin for repairs needed. SM states that this is a pretty common issue and he would be willing to accept a PA.

SM states he will contact writer back with warranty prices breakdown for parts and labor.

NEXT AGENT: Please obtain warranty prices breakdown. Thank-you.

2nd attempt made to contact customer on 406-885-1164.

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

Dealer Contact- 44788.

Writer spoke to Tim is service who states the SM is currently unavailable. Writer left message for SM to call back with warranty pricing and input regarding possible financial assistance.

Dealership asking to speak with case manager. Transferred.

Agent spoke to Ron Service Manager. SM states that the customer has paid for the repair and this was completed over a week ago. He states that it has been completed 2 weeks ago.

3rd attempt made to contact customer on 11/29/2010 at 2:14 pm MST.

Left detailed message that agent is aware that the repairs are completed and if customer is seeking reimbursement.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Customer is calling back to get the status of his case. Writer tried ext. 66381 and he was not answering. Customer stated to sent case manager a note to call him anytime today he will be at home all day long.

Writer didn t indicate what time case manager will call but customer stated he is at home today so if he call he can reach him at anytime today.

Dealer contact- 44788.

Writer spoke SM, Ron who stated cost to customer is

775.96 for front end steering linkage and steering dampener and 69.95 for alignment that was needed due to repair. SM states that customer was also charged 282.45 for lower control arm that he damaged himself. Writer advised would follow up with customer regarding reimbursement.

Writer is considering reimbursing for the 775.96 for steering linkage and dampener repairs and 69.95 for alignment with 282.45 as customer participation based on damage to vehicle caused by dealership.

4th attempt made to contact customer on 406-885-1164.

Writer contacted customer and advised that decision has been made. Writer advised customer of lines 87-89 and that Ram will reimburse for repairs to steering linkage, steering dampener and alignment. Writer advised that dealership advised that lower control arm was damage while customer was trying to repair vehicle himself and that Ram would not be able to participate with that 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,

20127452. Advised customer the goodwill offer is dependent upon verification of all documents requested.

****Reimburse for steering linkage and dampener repairs and for costs of alignment to customer. Customer participation is cost of repairs to lower control arm based on customer abuse.

Customer was contacted on 11/30/10 and was advised to send in documentation for reimbursement. If documentation is not received by 12/15/10 writer will follow up with customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 406-885-1164 at 2:55 pm EST. Customer was not available. Left message with writer s name, phone number as well as extension. If customer does not contact writer another attempt will be made.

Customer called back and said he mailed his documents 12/02/10.

POSTMARK DATE: 120210; DATE RECEIVED: 120710

Previous Agent Promise

Customer submitted documents for reimbursement for repair to the steering linkage and dampener on their vehicle, as told by previous agent (on line 20127452 in CAIR 20127452) reimbursement in the amount of \$699.40. Customer s proof of payment is: spoke to Tim at dealership to confirm payment was received

Date of repair:11/18/10

Labor \$199.50

Parts \$499.90

Tax \$No tax was charged

Misc. Charges \$

Total \$699.40

Writer is submitting check for approval in the amount of \$699.40.

Please disregard Lines 118 - 131.

Previous Agent Promise

Customer submitted documents for reimbursement for repair to the steering linkage and dampener on their vehicle, as told by previous agent (on lines 81-82 in CAIR 20127452) reimbursement in the amount of \$845.91. Customer s proof of payment is: spoke to Tim at dealership to confirm payment was received

Date of repair:11/18/10

Labor \$269.45

Parts \$576.46

Tax \$no tax was charged

Misc. Charges \$

Total \$845.91

Writer is submitting check for approval in the amount of \$845.91.

12/20/10 2:50 pm Writer called customer - 406-885-1164 - to verify address and advise reimbursement amount.

Please add reason code narratives to your reason codes. Revise and reassign to LR720.

Approved

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 20129901 |
|---|-----------------|

| | | | | | |
|----------------------|-------------------------|------------------------------------|---------------|-------------------------------------|------------|
| VIN | 3D3KS29A8 7G [REDACTED] | Open Date | 11/10/2010 | Built Date | 06/19/2007 |
| Model Year | 2007 | Body | DH7P81 | DODGE RAM LARAMIE 4X4 2500 MEGA CAB | |
| In Service Dt | 07/27/2007 | Mileage | 61,903 | Dealer Zone | 63 DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | |

| | | | | | |
|-----------------------|-------------------|----------------------------------|----|-------------------|-------|
| Dealer | 43570 | KARL KLEMENT CHRYSLER-DODGE-JEEP | | | |
| Dealer Address | 500 N HIGHWAY 287 | | | | |
| Dealer City | DECATUR | Dealer State | TX | Dealer Zip | 76234 |

| | | | |
|----------------|----------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | ROADSIDE |
| Address | [REDACTED] | Home Phone | |
| | JUSTIN 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 | |

Roadside Assistance Contacted - DATE : 2010-11-08
 Road Side File Created 11-10-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 103 S HIGHWAY 287 500 N HIGHWAY 287
 US HIGHWAY 81
 DECATUR DECATUR
 TX USA TX
 CALLER_COMMENTS 01) @ NORTH TEXAS TIRE & AUTOMOTI
 DEALER CODE : 43570 KARL KLEMENT CHRYSLER-DODGE-JEEP
 Contacting KARL KLEMENT CHRYSLER-DODGE @ 940-627-6700 code 43570 - to
 follow up on the roadside event for Mr Cope s 2007 Dodge Ram - spoke with
 Keith SA
 Who did you speak with at the dealer and what is their dealer code?
 Is the vehicle at the dealer now? yes
 When did it arrive at the dealer? 11/09/10
 What is the current mileage? 61982 mls
 If known, what is the reason for the tow? a broken tie rod and check
 engine light on
 Have the repairs been completed? no
 If yes, when were they completed? 11/11/10 for the check engine light
 Are there any parts that need to be ordered? no
 Is this a warranty repair? - SC repair
 Rental provided? no
 Csr sts: I will follow up with you tomorrow to see if the repairs have
 been completed - thank you for your time
 ***** End of Narrative *****
 Contacting KARL KLEMENT CHRYSLER-DODGE @ 940-627-6700 - spoke with Keith
 SA
 Csr sts: calling to find out if Mr Cope s vehicle has been repaired
 Keith sts: it has been and customer has picked up vehicle
 Csr sts: thank you for checking

***** End of Narrative *****

Contacting KARL KLEMENT CHRYSLER-DODGE @ 940-627-6700 - spoke with Keith SA

Csr sts: calling to find out if you have any contact number for Mr Cope

Keith SA sts: Yes I do have his number - 940-231-6432

Csr sts: I did a 411 search but no results so this is why I am calling

you - thanks for you help

***** End of Narrative *****

1st attempt to contact Mr [REDACTED] - to follow up on the roadside event and the repairs done on his 2007 Laramie - customer unavailable - left message with contact info / office hrs - will try again 11/15/10

***** End of Narrative *****

2nd attempt to contact Mr [REDACTED] - customer not available - left message with contact info / office hrs & ref 20129901 - will try again 11/16/10

***** End of Narrative *****

Final attempt to contact Mr [REDACTED] 432 - customer not available - closing cair

| | | | | | | | |
|---|--------------------------|------------------------------------|------------------|---------------------------------|---------------------|-----------------|--|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20134832 | |
| VIN | 3D7MX49A7 | 7G [REDACTED] | Open Date | 11/11/2010 | Built Date | 06/23/2007 | |
| Model Year | 2007 | Body | D18H81 | DODGE RAM SLT 4X4 3500 MEGA CAB | | | |
| In Service Dt | 01/30/2008 | Mileage | 90,000 | Dealer Zone | 51 | CHICAGO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 65805 | UNIVERSITY CHRYSLER JEEP | | | | | |
| Dealer Address | 1200 INTERSTATE 70 DR SW | | | | | | |
| Dealer City | COLUMBIA | Dealer State | MO | Dealer Zip | 65203 | | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE | |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] | |
| | COLUMBIA MO [REDACTED] | | | | Country | UNITED STATES | |

| | |
|---|------------------------------|
| Dealer - By-Pass - Default - Default - Default | . |
| Product - Unknown - Unknown - Accident - Default | . |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | broke and went through tire. |
| Corporate - Property Damage - Default - Default - Default | |

Caller states that the vehicle driver s front tie rod broke and went through the tire. Dealership has the vehicle. Caller is seeking assistance with repair as recommended by dealership.

Best Contact Number: [REDACTED]

Reassigned to 88F

Agent called and asked for the SM, and he was in a meeting, Agent spoke with Jeff SA and he stated that the customer had the vehicle towed in and the front tire was shredded and a tie rods had gone through it.

Jeff stated that it could have been hit and that is what could have made the tie rod go through.

Jeff stated that the repair should be around \$620.00 for the alignment and the tire and the tie rod.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,573-808-1553

and the customer stated that she has had nothing but problems with this vehicle and she stated that the last time something like this happened that her case manager didnt call her soon enough and she had to send in for reimbursment. Customer stated that her vehicle is at the dealership now and she wants agent to contact Kevin as he knows more than Jeff. ? Customer stated that she thinks that she has a lemon.

2nd attempt made to contact customer on 11/19/10 at 1:43 pm MST.

Writer contacted the customer and got VM. Writer left customer a message informing the customer that the case is being referred to the special investigations unit. This is an SI writer can not offer goodwill.

1. Who is calling and what is their contact information? MICHAEL MILLER

[REDACTED]

2. What happened? Tie rod broke went through the tire.

3. What is the current location of the vehicle? UNIVERSITY CHRYSLER JEEP
DODGE dealer code 65805

11.23.10

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

UNIVERSITY CHRYSLER JEEP DODGE

1310 VANDIVER DR.

COLUMBIA MO 65202

573-443-0481

Called dealer they said vehicle was repaired and returned to owner.

If the vehicle has already been repaired, refer the customer to their
Ins Co for resolution. The Ins Co holds all rights of recovery through
a process call subrogation.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20143272 | |
|--|--------------|-----------------------------------|-----------|---------------------------------|--------------|---------------|--|
| VIN | 3D7KS26AX | 7G | Open Date | 11/13/2010 | Built Date | 06/14/2007 | |
| Model Year | 2007 | Body | DH7H62 | DODGE RAM SLT 4X4 2500 REG. CAB | | | |
| In Service Dt | 08/30/2007 | Mileage | 52,000 | Dealer Zone | 74 | DENVER | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DBB | | | | | | |
| Dealer | 60221 | DEVENY CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 401 E B ST | | | | | | |
| Dealer City | MC COOK | Dealer State | NE | Dealer Zip | 69001 | | |
| Owner | | | | | Contact Type | ROADSIDE | |
| Address | | | | | Home Phone | | |
| | INDIANOLA NE | | | | Country | UNITED STATES | |

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

Roadside Assistance Contacted - DATE : 2010-11-11
 Road Side File Created 11-13-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 4TH STREET 401 E B ST
 US-34
 INDIANOLA MC COOK
 NE USA NE
 CALLER_COMMENTS 01-- DIESEL, 39226 RD 716, INDI
 DEALER CODE : 60221 DEVENY CHRYSLER JEEP DODGE
 Contacting DEVENY CHRYSLER JEEP DODGE @ 308-345-5200 code 60221 - to
 follow up on the roadside event and repairs done on Mr Uerling s 07 Dodge
 Ram - spoke with Roger SA
 Who did you speak with at the dealer and what is their dealer code?
 Is the vehicle at the dealer now? no
 When did it arrive at the dealer? 11/11/10
 What is the current mileage? 52977 mls
 If known, what is the reason for the tow? broken tie rod - under warranty
 SC
 Have the repairs been completed? yes
 If yes, when were they completed? 11/ 12/10
 Rental provided? No
 Csr sts: thank you for checking on this for me - I will follow up with
 the customer
 ***** End of Narrative *****
 1st attempt to contact Mr - to follow up on the
 tow event and repairs done on 07 Dodge Ram -
 Csr sts: calling to follow up on the tow event and repairs done on the
 2007 Dodge Ram - is everything operating properly
 Mrs Uerling sts: yes it seems to be fine - my husband has not said
 otherwise

Csr sts: I can leave my contact info in case Mr [REDACTED] would like to speak with me about the repair (gave contact info)

Mrs [REDACTED] sts: thank you for calling -

Csr sts: thank you for being a Dodge owner - and hope you have a wonderful evening -

***** End of Narrative *****

| | | | | | | |
|---|----------------------|-------------------------------------|------------------|-------------------------------------|-------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20143293 |
| VIN | 1D7KS28C8 | 6. [REDACTED] | Open Date | 11/13/2010 | Built Date | 03/14/2006 |
| Model Year | 2006 | Body | DH7P42 | DODGE RAM 2500 LARAMIE QUAD CAB 4X4 | | |
| In Service Dt | 03/29/2006 | Mileage | 66,000 | Dealer Zone | 42 | DETROIT |
| 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 | 45178 | JIM RIEHL'S FRIENDLY CHRYSLER | | | | |
| Dealer Address | 1515 S. LAPEER ROAD | | | | | |
| Dealer City | LAPEER | Dealer State | MI | Dealer Zip | 48446 | |
| Owner | [REDACTED] | Contact Type | ROADSIDE | | | |
| Address | [REDACTED] | Home Phone | | | | |
| | ALMONT MI [REDACTED] | Country | UNITED STATES | | | |

| | |
|---|--|
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
|---|--|

Roadside Assistance Contacted - DATE : 2010-11-11
 Road Side File Created 11-13-10 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 5168 ELIZABETH LANE 1515 S. LAPEER ROAD

 ALMONT LAPEER
 MI USA MI
 CALLER_COMMENTS BROKEN TIE ROD .SERVICE DEPT OPE
 DEALER CODE : 45178 JIM RIEHL S FRIENDLY CHRYSLER
 Closing cair - vehicle out of the parameters for call back -

| | | | | | | | |
|---|------------------------|-------------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20149616 | |
| VIN | 1D7KS28C7 | 7J | Open Date | 11/16/2010 | Built Date | 08/04/2006 | |
| Model Year | 2007 | Body | DH7H41 | DODGE RAM SLT 4X4 2500 QUAD CAB | | | |
| In Service Dt | 05/14/2007 | Mileage | 102,000 | Dealer Zone | 32 | NEW YORK | |
| 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 | 60066 | WEST HERR CHRYSLER JEEP LLC | | | | | |
| Dealer Address | 3599 SOUTHWESTERN BLVD | | | | | | |
| Dealer City | ORCHARD PARK | | | Dealer State | NY | Dealer Zip | 14127 |
| Owner | | | | | | Contact Type | LETTER |
| Address | | | | | | Home Phone | |
| | CHEEKTOWAGA NY | | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
|--|--|

POSTMARK DATE: 111510; DATE RECEIVED: 111610
 BBB Inquiry (Better Business Bureau)
 Customer s Listed Issues:
 Owner sends BBB complaint stating he bought this truck from West Herr Dodge and 4 days after purchasing the tie rod ends snapped in half. Owner is requesting to be reimbursed for the repair cost because he does not feel he should be responsible. Owner states he was told by other mechanics that Chrysler/the dealer is responsible but refused to fix it. Dictated letter to BBB that vehicle was outside the terms of the manufacturers warranty and he would be responsible for the needed repairs. Declined owners request for reimbursement.

| | | | | | | | |
|---|--------------------|-------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20154420 | |
| VIN | 3D7MS48C8 | 5G | Open Date | 11/18/2010 | Built Date | 04/20/2005 | |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | | |
| In Service Dt | 07/26/2005 | Mileage | 147,000 | Dealer Zone | 66 | ORLANDO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 41650 | NATIONAL DODGE INC | | | | | |
| Dealer Address | 2223 N MARINE BLVD | | | | | | |
| Dealer City | JACKSONVILLE | | | Dealer State | NC | Dealer Zip | 28546 |
| Owner | | | | | | Contact Type | E-MAIL |
| Address | | | | | | Home Phone | |
| | CANON GA | | | | | Country | UNITED STATES |

| | |
|-------------------------------------|-------------------------------------|
| Recall - H46: - Information Request | Customer seeking recall information |
|-------------------------------------|-------------------------------------|

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Tie Rod end broke while driving down the highway
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Last week my wife was driving down the highway and the tie rod end broke, causing her to loose control and cross traffic running into a ditch. Is there a safety recall associated with the steering linkage on this truck?
Thanks Warren hart
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Dodge Customer Assistance Center in regards to your 2005 Ram.
Our records indicate that the following recall campaign have not been performed by an authorized dealer:
E17 OUT-OF-PARK ALARM SYSTEM SAFETY 03/22/2006 INCOMPLETE USA
H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE USA
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email.
*****END OF CAC EMAIL*****

| | | | | | | | |
|---|--------------|--------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20167142 | |
| VIN | 3D7KS28D4 | 6G | Open Date | 11/22/2010 | Built Date | 07/08/2005 | |
| Model Year | 2006 | Body | DH7H42 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 09/26/2006 | Mileage | 23,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 68689 | HEALEY CHRYSLER DODGE JEEP LLC | | | | | |
| Dealer Address | 557 ROUTE 52 | | | | | | |
| Dealer City | BEACON | | | Dealer State | NY | Dealer Zip | 12508 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | BEACON NY | | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
|--|--|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Customer's outer tie rod snapped.

Customer said that dealership wants to charge to replace the steering linkage package because the tie rods is part of it.

Phone number to reach customer: 6

Best time to reach customer: anytime.

Customer has a recall H46 STEERING LINKAGE SAFETY 04/27/2009

05/19/2010 COMPLETE. Dealership said that customer needs to replace the steering linkage.

****END OF CUSTOMER CONTACT****

This CAIR is being escalated because customer doesn't want to pay for the steering linkage package to be replaced after it was repaired under a recall code.

****END OF RATIONALE FOR ESCALATION****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

6 at 1:32 MST. Case Manager spoke with customer regarding the issue. Customer stated that he had his Steering Linkage replaced in 08.

Customer never drives this vehicle and doesn't have the current mileage

because it is still at the dealership, but believes he put around 5000

miles on the vehicle since the recall(H46) repair. Customer stated when

he came home and tried to reverse in the driveway he was unable to move

because the tie rod broke and was on the ground. Customer had the vehicle

towed to dealership 68689. The dealership wants to charge him \$1000

because the tie rod is part of the steering linkage and must be replaced

as a whole. Dealership informed customer they never moved the tie rod

when they originally did the repair.

CONTACT UPDATE - 2nd Contact attempt, phone number dialed,

at 2:39 MST. Case Manager spoke with Service manager and got

pricing for complete diagnosis. The outer tie rod is apparently not

covered under the recall specifically, and case manager verified. Case

Manager spoke with customer and agreed to a \$100 Co-pay from customer and

Dodge will cover the rest. Because the outer tie rod is a part of the

steering linkage, but not covered and that the customer has a Service

Contract with the same amount deductible.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty.. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$439.95

Labor = \$277

With the concurrence of the Service Manager, SM, 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 Dan at 800-992-1997 extension # 66206. 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 32 41917 11/22/10 17:05 O 20167142

dealer advises that vehicle is not in their dealership

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] at 3:44 MST. CM spoke with customer regarding the case.

Customer stated the vehicle is in the dealership 68689 and they are currently waiting on parts, but customer has no idea of when they will be available. CM informed the customer we will contact the dealer and try to get an estimated time of arrival.

CM sent a PA to the wrong dealership. CM realized this when he called the dealership listed on the cair in stead of the 68689 dealership in Beacon, NY. CM sent a PA to the correct dealership.

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 = \$439.95

Labor = \$277.00

With the concurrence of the Service Manager, 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 Dan at 800-992-1997 extension # 66206. 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 32 68689 11/23/10 18:04 O 20167142

*Contact Date:11/24/2010

Dealer 68689 has updated the mileage to 22506.

DCX goodwill repair is documented on Repair Order#69812

CAIR RETURNED FROM DEALER ON 11/24/2010 AT 03:32:941 R 20167142

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 845-527-8736 at 10:05 MST.

Customer was not available.

Left a message indicating another attempt would be made.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] at 5:39 MST. CM spoke with customer regarding the case.

Customer has his vehicle back and is pleased that it is finally working and steering properly.

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)# | | | | | | 20171802 |
| VIN | 1D7KS28C9 6 | | Open Date | 11/23/2010 | Built Date | 10/24/2005 |
| Model Year | 2006 | Body | DH7H42 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 04/13/2006 | Mileage | 145,216 | Dealer Zone | 63 | DALLAS |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 68562 | CECIL ATKISSON MOTORS INC | | | | |
| Dealer Address | 2630 E MAIN | | | | | |
| Dealer City | UVALDE | Dealer State | TX | Dealer Zip | 78801 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | SABINAL TX | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Steering - Linkage - Other - Default | Customers truck broke while driving on street. |
| Recall - H46: - Advise Owner/Incomplete Recall | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called as spouse was driving vehicle when the bearing on it broke.

Briefly summarize what the customer is expecting:

Customer is expectint to have the vehicle fixed as there is a recall on the part that broke.

****End structured narrative T2 - Beginning Narrative

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

Preferred Morning/Midday call back number is 7

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Who has possession of the vehicle? Dealership

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 44948

CECIL ATKISSON MOTORS

Reassigned to 88F

Customer called in to check the status. Writer informed cm has not documented any notes at the moment. Customer stated he figured he might as well call since he was on his lunch break to find out if anything happend. Writer informed conversation will be documented and CM will be notified

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

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 his steering problem.

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

Assastance with whatever is related to the recall.

Customer stated he would take the vehicle in on Friday.

Diagnosis: Dealership SM Gene stating outer tie rod end is fractured and came apart. 830-278-4124 ext 150.

Customer came and asked if H46 recall would fix the issue and answer is

yes.

Dealer calls/emails back with information previously requested.

Warranty parts \$487.13

Warranty labor \$165.39

Other Information - Complete assembly needed. Recall is for an inner tie rod.

Mr Chapman calls requesting to speak with BB909. The Customer/Caller would like a call back as soon as possible. Writer informed the Customer/Caller that the CM is unavailable.

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.

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:

Warranty parts \$487.13

Warranty labor \$165.39

With the concurrence of the Service Manager, Gene, the customer will have a co-pay of \$200.00

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Brandon at 800-992-1997 extension # 66370. 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 68562 11/29/10 18:58 O 20171802

*Contact Date:12/07/2010

DCX goodwill repair is documented on Repair Order#853290

CAIR RETURNED FROM DEALER ON 12/07/2010 AT 09:07:355 R 20171802

CLOSED LOOP UPDATE - customer was contacted today at 2:27 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)# | | | | | | 20172599 | |
| VIN | 3D7MX48C2 | 6G | Open Date | 11/23/2010 | Built Date | 02/08/2006 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 04/22/2006 | Mileage | 53,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 45171 | RAINBOW CHRYSLER DODGE JEEP LLC | | | | | |
| Dealer Address | 301 RIVERHIGHLANDS BLVD. | | | | | | |
| Dealer City | COVINGTON | | | Dealer State | LA | Dealer Zip | 70433 |
| Owner | | | | | | Contact Type | LETTER |
| Address | | | | | | Home Phone | |
| | BOGALUSA LA | | | | | Country | UNITED STATES |

| | |
|--|-----------------------------------|
| Recall - H46: - Advise Owner/Incomplete Recall | Recall H46 |
| Product - Suspension - Drive Shaft / CV Joint / Boot - Other - Unknown | drive haft vibrates |
| Product - Steering - Unknown - Other - Default | steering arm broke off pitman arm |
| Corporate - Excessive Contacts - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:Customer stated steering problem.

Briefly summarize what the customer is expecting:Customer stated Steering arm broke off pitman arm, causing loss of steering, seeking financial assistance \$900 .

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Customer also stated he needs a drive shaft. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is xxx-xxx-xxxx9855162775 cell, 9857353079 home

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Who has possession of the vehicle? (Owner/Dealer/IRF) dealer

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)yes

If a CDJ dealer has diagnosed, what is the dealer name or code?45171

Reassigned to 88F

Customer calls seeking recall information. Advised the customer of incomplete recall ?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 *****

Second owner, one other used vehicle.

No service contracts.

OOW by one year seven months and mileage.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

at 10:23 am

Customer was not available.

Left a message indicating another attempt would be made.

Writer contacted dealer SA Mike states he does not have details on vehicle, writer was recommended to speak with SA Amanda; SA Amanda was currently with a customer, writer provided contact information.

Customer called requesting to speak with RV600. Writer transferred the customer to extension # 66049.

SA Amanda stated that the the customer took the vehicle into the dealer because the pitman arm broke off the steering arm. SA stated that this is not part of the recall. SA stated that they don t see this customer that much.

SA stated that the work is done and the customer is looking for reimbursement.

Parts \$582.82

Labor \$142.50

Towing \$75.00

alignment \$89.95

Total \$975.42

SA stated that the vehicle needs a drive shaft. SA stated that once they got the work done and they drove the vehicle then they found out that the drive shaft has a lot of play and needs to be replaced.

Cost for the drive shaft that has not been done is:

Parts \$660.00

Labor \$13.90

Customer requested to speak with RV600.

Writer informed the customer that the agent is not available but a note will be made for a call back as soon as possible.

Customer request CM; transferred to extension 66049

Writer contacted dealer, spoke with SA Amanda states vehicle still at dealership and is ready for customer, SM Howard is not available but he would approve any assistance, SA states drive shaft needs to be replaced, SA states previous repair was for pitman arm broke off the steering damper linkage. Writer advised SA that we are willing to assist wit this repair, SA confirmed pricing for parts and labor \$726.00 parts and \$13.90 labor. SA Amanda states they would order drive shaft and it should be at dealership some time monday.

Writer contacted customer, states he lost all steering on vehicle, broke while driving, writer advised customer we are willing to cover repair for drive shaft, customer states she wants assistance with all the repairs, customer did not accept offer for Chrysler to pay for drive shaft; customer states he believes that Chrysler should pay for everything, customer states he wants assistance to pay for the repairs that were already completed on vehicle, writer advised customer that we would contact dealership and speak with SA Amanda and stop her from ordering part.

Writer contacted dealership, spoke with SA Amanda, advice her that customer is not willing to accept offer that writer presented on us covering drive shaft and he would like to get assistance with repairs already done on vehicle, SA Amanda states ticket is already fixed and closed and they are just waiting on customer to pay.

SA Amanda states customer did approve repairs and they were completed a few days ago and they can not change ticket on this issue.

Writer advised customer we are willing to reimburse him for repairs already done, writer advised customer he would need to pay for repairs and we are willing to reimburse him \$650 of the repairs already done on vehicle. Customer accepted offer.

Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

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

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

Caller requested to speak to cm. Agent transferred caller to cm.

Chrysler Customer Care

P. O. Box 21-8004

Auburn Hills, MI 48321-8004

WRiter advised the customer of the mailing address for reimbursment

Customer was contacted on 12/26/10 and was advised to send in

12/03/10 writer will follow up with customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] 5 at 11:52 am.

Customer was not available. Customer's wife provided cell phone number
[REDACTED].

CONTACT UPDATE - Contact attempt, phone number dialed,
985-750-3053 at 11:55 am.

Writer left message for customer to call back and verify if the documents
have been mailed out to Chrysler.

****TIER 2 AGENT****

Final Attempt: Writer notes that no documentation has arrived. Writer is
closing CAIR until documentation arrives.

Writer closing CAIR per TL instruction.

****NEXT AGENT****

ONCE DOCUMENTS ARRIVE PLEASE RE-OPEN CAIR AND RE-ASSIGN TO SH953.

Writer has received documents. Paperclipped to this CAIR. Writer is
reassigning to SH953.

POSTMARK DATE: 120910; DATE RECEIVED: 120910

Writer also emailed SH953 to advise documents received.

Writer contacted dealership for proof of payment. Writer spoke with Mike.

Mike confirmed that the payment was made in full.

Customer submitted documents for request for reimbursement for repair to
the Steering on their 2006 Dodge Ram, (on line 83-86 in CAIR 20172599)
reimbursement in the amount of (\$ 650.00).

Customer's proof of payment is: Dealership confirmation

Date of repair: 11/23/10

Labor \$ 142.50

Parts \$ 582.82

Tax \$ 77.90

Misc. Charges \$ 7.25

Total \$ 975.42

Writer is submitting check for approval in the amount of \$ 650.00.

CONTACT UPDATE - Contact attempt, phone number dialed,
[REDACTED].

Writer left message for customer to confirm the correct mailing address
in COIN.

2nd attempt made to contact customer. Left message for customer stating
that a check will be submitted for approval and that if address in Coin
is not correct mailing address customer should call in to verify the
correct mailing address.

Approved

| | | | | | | |
|---|---------------|-------------------------------|------------------|------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20188673 |
| VIN | 3D7MS48C2 | 5G | Open Date | 11/30/2010 | Built Date | 11/16/2004 |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | |
| In Service Dt | 07/26/2005 | Mileage | 144,693 | Dealer Zone | 74 | DENVER |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | MONTGOMERY MN | | | | Country | UNITED STATES |

| | |
|---|---------------------------------|
| Product - Suspension - Auto Suspension Height Sys - Poor Handling - Unknown | Ball joint |
| Corporate - Reimbursement - Default - Default - Default | Goodwill reimbursement request. |
| Corporate - Excessive Contacts - Default - Default - Default | |
| Recall - E17: - Advise Owner/Incomplete Recall | |
| Recall - H46: - Advise Owner/Incomplete Recall | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Customer called in stating he never got the recall information on the steering linkage, and the vehicle had an issue with it.

Customer would like assistance with this issue.

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 9

Preferred Afternoon/Evening call back number is 9

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? 42832

Reassigned to 88F

Writer transferred customer to case management team.

Customer called to check on CASE #20188673. Writer ask customer to wait the time frame of one business day for us to research.

***** CASE MANAGER TEAM *****

2nd owner, only vehicle, no csc, oow 3/36 by 104000 miles and 2 years 5 months.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 11:28 AM.

Customer was not available.

Left a message indicating another attempt would be made.

Customer wanted to speak to the case manager regarding the case number.

The agent transferred the customer to

Customer did not reach CM on last call, transferred a second time to speak with the CM.

Customer wanted to speak to the case manager regarding the case number. Writer transferred the customer to

Customer is calling to speak with case manager. Customer states that the issue may have to do with the pending recall for the steering linkage.

Writer informed customer that case manager is not available and has been requested to call back as soon as possible.

Customer wanted to speak to the case manager regarding the case number.

The agent transferred the customer to

Customer called to speak with CM not available per request transferred to VM

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Writer called customer to speak about vehicles situation. Customer was not available so a message was left indicating a follow up would be made. Writer would need for customer to get into dealer for a diagnosis before any goodwill can be decided. If the customers issue is directly related to recall H46 it will be handled as a recall. A diagnosis will prove the point of failure. Customer should give his case number to his service advisor for a more prompt response.

Customer calls requesting to speak with BE115

Customer/Caller warm transferred to extension # 66377

States the tie rod ends sheared off of his truck. Customer does not have maintenance records. Customer did not have his vehicle diagnosed at a dealer because it had broken while driving, he had it towed to a tow shop. States that he called three different dealers for parts but they did not have it. Greg is the SM according to customer.

Customer states that he had put aftermarket ball joints into vehicle that he does not believe they are apart of the issue and he would like that noted. Writer advised she would be willing to assist with issue recall or not as long as there are no signs of neglect, abuse or environment damage. Also no damage caused by aftermarket parts would be covered. Customer is very hesitant to go into dealer. Writer assured customer that if these damages are due to recall it will be handled as such. If it is not writer will assist customer with towing charge and diagnosis fee should he be unable to get work done at dealer.

SA Shirley took down customers information so that writer may be emailed back with diagnostic information. SM was not available.

Dealer, John Gorence, wants CM to know that the damage was due to the recall and will be covered as such. Dealer also states that the CM states they will cover the tow, but the dealer needs clarification as to what to do with the towing charge, since the vehicle was not under warranty.

Grant is the SA at the dealer. Grant says the recall will take care of the repair. Grant says the towing is not taken care of by the recall. Grant says the tow bill will be \$427.50. Grant if the Towing could be authorized. Grant says the customer was traveling up north when the problem happened. Grant says the customer has been in to the dealer with other vehicles but not this one. Grant says the customer has not purchased the vehicle from the dealer. Grant says he should get assistance with the towing. Grant says to call him at 952-469-6758 for his direct line. Writer added the information to the record.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Writer called SA, Grant. Left VM.

SA Grant stated that customer will need to submit for reimbursement for the towing. Advised to have owner call in for towing approval.

Dealer wanted to know what to tell the owner: to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

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

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

The customer called in and wished to speak with a case manager. The writer transferred the customer to the case management line.

ROY D RICHARDSON requesting to speak with their Case Manager. Caller does not wish to pay for towing up front. Transferred to CM.

Writer called customer to speak about vehicles situation but customer was not available so a message was left indicating a follow up will be made.

Customer called in to speak with their case manager. Writer transferred the customer to the case manager line 800-763-8422.

Customer is going to send in the reimbursement, he does not have the ability to scan. Customer is to be reimbursed cost of towing in the amount \$427.50.

documentation for reimbursement. If documentation is not received by 12/16/10 writer will follow up with customer.

Customer calls for status update for his reimbursement. Writer informed customer that the turn around time for mailed in reimbursement requests is looking at about 30-45 days. Customer states he was informed by BE115 that the time frame is 7-10 days and that he has it recorded. Writer informed customer that Chrysler does not give permission for any calls to be recorded and apologized for the misinformation and clarified the time frame is about 30-45 business days. Customer states he has spoken with attorneys about a case against Chrysler for not notifying him about the open recalls. Writer informed customer that recall notification letters are issued when recalls are determined. Customer states he never received one and could have been in an accident and killed someone. Writer sympathized with customer. Customer continued on and became derogatory with writer. Writer asked if there was any other information customer needed to have reviewed. Customer stated to make sure his concerns are documented. Writer informed him they are. Customer stated he will call tomorrow for a supervisor and make sure writer has done so. CONTACT UPDATE - 1st Contact attempt, phone number dialed, 612-201-4399 at 11:50 am EST. Customer was not available. Left message with writer's name, phone number as well as extension. If customer does not contact writer another attempt will be made.

Customer called back and said he mailed his documents 12/17/10. Writer said she would call him when his documents are received and he said I could leave a message if he does not answer.

POSTMARK DATE: 121010; DATE RECEIVED: 122210

Writer paperclipped image to Cair. Writer to notify agent NN530 of documents received.

Previous Agent Promise

Customer submitted documents for request for reimbursement for (towing) on their vehicle, (on line 106 and 107 in CAIR 20188673) reimbursement in the amount of (\$ 427.50).

Customer's proof of payment is: Cash as verified by Dispatcher Brian of the towing company.

Date of repair: 12/02/2010

Labor \$ 0.00

Parts \$ 0.00

Tax \$ 27.50

Misc. Charges \$ 400.00

Total \$ 427.50

Writer is submitting check for approval in the amount of \$ 427.50.

The number the CSR called: [REDACTED]

CSR spoke to and their title: Dispatcher Brian.

Customer/Dealer States: The customer paid for the towing service.

Dealer Code/or name of IRF: Southside Towing.

The number the CSR called: [REDACTED]

CSR spoke to and their title: Answering machine.

Customer/Dealer States: The customer was not available.

Dealer Code/or name of IRF: n/a

The customer has been contacted by telephone voice mail and has been told that the reimbursement request is being processed and pending final approval the reimbursement will then be mailed to the customer.

The customer was not available to confirm the contact information by telephone. The customer was told on telephone voice mail that the return mailing address on the submission envelope is where the reimbursement is being sent.

The customer was asked to call the writer at 1-800-853-1403 ext. 800-8184 if there were any further questions.

The customer was not available to confirm the contact information by telephone. The customer's return mailing address on the submission envelope matches the address in COIN.

The customer's CAIR number was also provided.

A check is being submitted for approval.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20196932 | |
|--|---------------------|------------------------------------|-----------|---------------------------------|--------------|---------------|--|
| VIN | 3D7MX48A1 | 7G [REDACTED] | Open Date | 12/02/2010 | Built Date | 03/13/2007 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 04/23/2007 | Mileage | 151,293 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 45327 | ORR CHRYSLER DODGE JEEP | | | | | |
| Dealer Address | 900 TRUMAN BAKER DR | | | | | | |
| Dealer City | SEARCY | Dealer State | AR | Dealer Zip | 72143 | | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE | |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] | |
| | BEEBE AR [REDACTED] | | | | Country | UNITED STATES | |

| | |
|---|----------------------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | Front right tie rod failed |
|---|----------------------------|

Customer is upset that the right front toe rod came apart. Vehicle has over 150,000 miles and was purchased by current owner used at around 100,000 miles. H46 recall was performed in the summer of 2009. Owner wants current failure covered by Chrysler. Car6 denied warranty coverage. Customer claims that metal hardness on part is not to specs and is defective and caused failure. OOW coverage is denied.

| | | | | | | | |
|---|----------------------|-------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20200330 | |
| VIN | 3D7KS28C8 | 5G | Open Date | 12/03/2010 | Built Date | 01/27/2005 | |
| Model Year | 2005 | Body | DH7H41 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | | |
| In Service Dt | 02/19/2005 | Mileage | 165,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 43378 | SALSBURY'S DODGE CITY LLC | | | | | |
| Dealer Address | 9550 AIRLINE HIGHWAY | | | | | | |
| Dealer City | BATON ROUGE | | | Dealer State | LA | Dealer Zip | 70815 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | CLINTON LA | | | | | Country | UNITED STATES |

| | |
|--|---|
| Corporate - Excessive Contacts - Default - Default - Default | 9 |
| Product - Steering - Unknown - Defective - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |

Caller is looking for assistance in paying for the following parts for his vehicle: tie rods \$115.27, rim, front end liner, dust cover. The caller alleges that he replaced the tie rods recently and they snapped and punctured a whole in the rim. The caller has not had the vehicle diagnosed by the local dealership and the caller has possession of the vehicle. The best number to contact the caller is 225-719-1805.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, left message indicating that another call will be made on Monday, 12/06.

Agent called the customer and discussed his concerns that he had a tie rod break and it punctured his rim as well. Customer would like to be reimbursed for these as this is the second time in recent history that it has occurred. Agent informed him that I would need to call the dealer and confirm this with them, then get back to him. Agent called the dealer and spoke with Service Advisor Shelby who confirmed the customers story. Agent and SA both agreed that the customer would merit goodwill reimbursement as this was a repeat repair. Agent called the customer back and informed him that as a one time goodwill offer, Chrysler will reimburse him for the tie rod end, alignment and rim.

Agent called the customer back to inform him that the fax number he gave me did not work and he can call back with the correct one or I will just follow up with him on Friday 12/10.

Customer called to leave Cm VM. Writer transferred to ext. 66001

Customer called to speak with case manager Troy. Agent verified customer s information, thus escalated caller to the case manager s department.

Customer called and stated that he was trying to get a hold of his CM. Customer stated that he has tried to get transferred to the VM, but it says unavailable. Agent checked to see if CM s voicemail is working but it was not. Informed customer that agent will take a note to TM940. Customer stated that he is trying to get CM to fax info to him, and the number to do is 2256833370. Agent will send a note to CM for further call-back.

Agent called the customer and informed him that I sent the fax to the new number.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2010-12-14 @ 15:48

Writer contacted customer who states that his email address is

[REDACTED] Writer advised customer to scan, and email both the repair order, and proof of payment, and then once the necessary documents have been received writer will follow back up with the customer.

Writer closing CAIR due to the documentation request being sent over 7 days ago.

Customer was stating that TB618 was supposed to send them a link. The customer must have had a bad line however because the line disconnected.

Customer calls requesting to speak with TB618

Customer/Caller transferred to extension # 66367

Customer called in seeking for an update on their case.

Customer did not have any additional information to present t this time.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2010-12-21 @ 14:15

Customer called stating that he has not received the email from Ram to send the documentation for reimbursement. Writer asked the customer if his email address is strainfaye@hughesnet.com. Customer states that it s [REDACTED] Writer apologized for the mistake and assured him that the email will be sent to [REDACTED].

Writer also advised customer to check the 'Junk' or 'Spam' folders if he does not see it in the 'Inbox' folder. Customer complied. Writer is reassigning case back to TB618 for proper e-reimbursement handling (as per BB893).

Writer closing CAIR due to the documentation request being sent over 7 days ago.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20219379 | |
|---|----------------|-------------------------------------|-----------|---------------------------------|------------|--------------|---------------|
| VIN | 1D7KS28C4 | 6 | Open Date | 12/10/2010 | Built Date | 05/09/2006 | |
| Model Year | 2006 | Body | DH7H42 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 06/30/2006 | Mileage | 85,201 | Dealer Zone | 63 | DALLAS | |
| 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 | | | | | |
| Dealer | 45031 | ALL AMERICAN CHRYSLER JEEP DODGE | | | OF MIDLAND | | |
| Dealer Address | 3801 W WALL ST | | | | | | |
| Dealer City | MIDLAND | | | Dealer State | TX | Dealer Zip | 79703 |
| Owner | | | | | | Contact Type | E-MAIL |
| Address | | | | | | Home Phone | |
| | MIDLAND TX | | | | | Country | UNITED STATES |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | | | | | | | |
| Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown | | | | | | | |

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

drag link has fallen off three (3) times

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

The original fell off the balljoint at 47000 miles, the updated replacement

BROKE THE BOLT in the balljoint at 74000, the new updated replacement BROKE

THE BOLT in the balljoint at 85201 miles. All on the left-hand side.

Only

the Good Lord has taken care of me. I am truly concerned about continuing

to drive this truck thinking I may loose steering at any moment.Please respond. Thank you.

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

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2006 Ram.

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

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

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

Thanks again for your email.

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

Reassigned to 88F

* * * * * CASE MANAGER TEAM - District 88U * * * * *

Customer is the original owner of this vehicle with 2 used CDJ vehicles in household.

Customer is 49201 miles and 1 year, 6 months out of basic warranty.

Customer has no SC.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 432-559-3311 at 4:27 p.m. eastern time.

Writer advised that having a repair done at 74000 miles and 85000 miles is within the 12/12 Mopar warranty. Customer states the initial repair was done at dealer 45031. Customer states they sublet the work out.

Customer states that he paid \$320 for the repair. Customer states that he doesn't feel the vehicle is safe. Customer states he isn't seeking anything he just wanted to let Dodge know that he has experienced this issue. Writer advised that his issue will be noted. Customer states that he is going to sell the vehicle due to this issue. Customer states that he wants Dodge to say this vehicle is a lemon. Customer states he doesn't feel good about having a 2nd owner drive this vehicle. Writer advised that the case can be sent to the qualifier team to see if it qualifies for the lemon laws of his state. Writer advised that we appreciate his feedback and we do report to the NHTSA. Writer advised that if customer doesn't let us know about issues with the vehicle we will never be able to resolve them. Customer states he doesn't feel safe driving the vehicle or letting anybody else drive the vehicle. Writer advised that even if the vehicle doesn't qualify for lemon we would still like to resolve the issue so the customer feels safe driving the vehicle.

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

Preferred call back number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) customer

Is this a request for Lemon Law, buy-back or replacement? lemon, buy-back Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 432-559-3311.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify per terms of protection.

Number of related repair attempts = 0

Number of days out of service = 0

Writer called the customer and informed of the information above.

Customer does not appear to qualify because he is outside the terms of protection. Writer informed that Chrysler will try and make sure the vehicle is repaired correctly and that it will be safe to drive. Writer called the dealership spoke to Bryan SM and informed of the same information.

Send unresolved concern.

DIRECT-TO-DEALER

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 Manager, Business Center or STAR.

The unresolved concern is ball joints.

Text-to-Dealer message was sent to the dealer to inform of the referral.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 63 45031 12/14/10 14:52 O 20219379

*Contact Date:12/14/2010

Dealer goodwill repair is documented on Repair Order#137659

CAIR RETURNED FROM DEALER ON 12/14/2010 AT 05:09:499 R 20219379

CLOSED LOOP UPDATE - no need for additional follow-up.

12-15-10_DM will be assisting in repairs. DM and Chrysler will contribute 125.67 to repair. Dealer will submit claim for that amount and DM will scrap parts. NTW2

12-15-10 DM sees loyal customer and son has trucks too. Aftermarket SC at lithia and customer is very loyal and SM didn't want to charge customer deductible. NTW2

Customer is removing the flat bed from the truck and putting factory bed back on because he does not want the truck. Customer bought a filler neck to put on the truck. Customer is parting with truck. DM is thinking of offering a goodwill certificate. NTW2

e truck no matter what repairs or promises are offered. Already took off custom bed and put factory one back on. DM spoke with GM Rob and he is willing to sell customer new vehicle at invoice and Chrysler has offered \$5,000 by DM on a goodwill certificate. Customer is aware of this. DM and Dealer are waiting to see what the customers trade is worth and will inform customer and wait for decision. NTW2

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20221619 | |
|--|---------------|------------------------------------|-----------|---------------------------------|------------|--------------|---------------|
| VIN | 3D7MX49A6 | 7G | Open Date | 12/10/2010 | Built Date | 02/21/2007 | |
| Model Year | 2007 | Body | D18H81 | DODGE RAM SLT 4X4 3500 MEGA CAB | | | |
| In Service Dt | 12/31/2007 | Mileage | 159,824 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 43585 | RAMSEY MOTOR COMPANY | | | | | |
| Dealer Address | 502 HWY 62-65 | | | | | | |
| Dealer City | HARRISON | | | Dealer State | AR | Dealer Zip | 72601 |
| Owner | | | | | | Contact Type | LETTER |
| Address | | | | | | Home Phone | |
| | HARRISON AR | | | | | Country | UNITED STATES |

| | |
|--|---------------------------------------|
| Corporate - Excessive Contacts - Default - Default - Default | 13 |
| Corporate - Lemon Law - Default - Default - Default | customer indicate's Steering Linkage |
| Product - Steering - Linkage - Defective - Default | customer indicate's Steering Linkage. |
| Dealer - By-Pass - Default - Default - Default | |
| Recall - J35: - Advise Owner/Incomplete Recall | |

Customer indicate s while driving front end dropped on freeway going 60 mph.

customer is upset wants a whold new replacement vehicle. this issue has happened before & has been replaced in the past.

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

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? (Owner/Dealer/IRF) Dealership

Is this a request for Lemon Law, buy-back or replacement? replacement.

Reassigned to 88L

***** QUALIFIER TEAM *****

Customer bought the vehicle outside the terms of protection.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

8

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify per terms of protection.

Number of related repair attempts = 0

Number of days out of service = 0

Writer left customer a VM for call back.

Customer called to speak with the case manager. Agent transferred caller. Customer is calling to speak to case manager. Writer dialed ext. 66163 and case manager not available. Customer is requesting case manager to call him back at thin number 8707157001 he will be there for the next 2 days. Customer just want to get this case resolve.

Caller requested to speak to the case manager. Agent transferred caller to the case manager s office.

Agent transferred customer to CM Line upon request. Customer would also like a call back today.

Customer requesting to speak with DH672 and was transferred to ext# 66163.

Writer called back the same number as before and left a message for the customer for a call back

null

Customer states the front end fell out while his wife was driving, and that he went to his dealer many times for this problem and he feels because of his loyalty to Dodge Ram, they should be willing to replace the vehicle. Customer states he is not willing to drive the vehicle and it scares him. Customer states the dealer tells him they don t want the truck there, and he s inquiring why Chrysler isn t attempting to keep him as a loyal customer. Customer states the vehicle isn t paying for itself. Customer seeking to speak with David s supervisor and he wants to speak with him now. Writer advised a supervisor will call him back within one to two business hours.

SUPERVISOR CONTACT- Writer contacted the customer at this number 870-743-1572 the customer states he has been having these issues for a long period of time.

1. Who is calling and what is their contact information? Scott Horsman.

Alternate: 8 [REDACTED].

2. What happened? The customer alleges that his wife was driving the vehicle and the front end broke.

3. What is the current location of the vehicle? At dealer 43585.

12.16.10

Updated Dealer information

I called dealer spoke to Lucy in service.

She said No accident, no injuries, no damages.

According to Answer Connect 18819 - This is not S/I

Returned to agent for handling

Writer is assigning case to 88D because vehicle does not appear to qualify for lemon law and is not an SI situation. Please handle case per normal goodwill processes.

* * * * * CASE MANAGER TEAM - District ? Q ? * * * * *

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

8 [REDACTED] at 7:14 PM.

Customer was not available.

Left a message indicating another attempt would be made.

MR [REDACTED] requesting to speak with their Case Manager. Caller is waiting for a decision. He wants his truck bought back. Agent not available. Call-back note completed and delivered to floor support for distribution to Case Manager.

Customer called to speak with case manager. Writer was unable to get a hold of case manager. Customer wanted to give Police Report number: 10-262845, Date: 12-10-10 11:52am, and officer number: 554. Writer transferred customer to case manager voice mail.

Writer contacted customer at 4:43 PM.

Customer was not available.

Writer left a message.

Writer contacted customer at 6:05 PM.

Customer was not available.

Writer left a message.

Caller requested to speak to the case manager. Agent transferred caller to the case manager s office.

Customer is calling back on his case. Customer asked to be called on his cell phone [REDACTED] Customer says he has not been contacted by his case manager. Customer says he is loosing \$500 a day while the vehicle is in the shop.

Writer contacted dealership to try and gather information about what is going to be covered under the SC and what is not.
SA stated that she does not have any information, and that the SM, SD, and PM are all out until Monday.
Writer is unable to gather any information on the situation.
Writer contacted customer at 4:02 PM.
Writer informed the customer that Jeff SM will be contacted when he is back on Monday.
Customer was upset and spoke for 30 min about how much trouble the vehicle has caused him.

Customer wanted to speak to the case manager regarding the case number.
The agent transferred the customer to [REDACTED]

Customer is calling to speak with case manager. Writer dialed ext. 66370 and case manager was not available. Writer left a note on case manager keyboard to call customer. Customer is upset about this case. Customer stated that he is losing money on this vehicle and he wants to know what is going on. Customer is requesting case manager to please call him back at [REDACTED] Writer informed customer that the case will be updated and forward to case manager to call back.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on the situation at hand, and customer loyalty. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$624.18

Labor = \$351.68

With the concurrence of the Service Manager, Jeff, 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 Brandon at 800-992-1997 extension # 66370. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

Writer contacted customer.

Customer was not available.

Writer left a message informing the customer that we would like to assist due to his loyalty and situation, and to contact the SM Jeff for further details.

REASSIGNED TO BC/DLR 63 43585 12/28/10 18:07 O 20221619

*Contact Date:12/30/2010

Service Manager at the dealership has updated the Cair# 20221619
Parts have been ordered.

*Contact Date:01/03/2011

Service Manager at the dealership has updated the Cair# 20221619
An appointment has been set with the customer.

Write advised customer of line 125. Customer states he wants to be paid for the money he lost while the vehicle was in the shop. Customer states he can never speak with his case manager.

Customer calling to speak with their Case Manager. Writer advised customer that a message was sent asking the CM to call customer.

Writer contacted customer and informed him that we will not make up for lost work and time.

Writer informed the customer that we understand how much of an inconvenience it is to be without a vehicle that you need for work, which is one of the reasons we did assist with the cost of the repair that was not covered under his CSC. Customer understood.

*Contact Date:01/17/2011

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 1/17/2011 AT 04:07:368 R 20221619

Customer states he picked the vehicle up and the front shock fell out.

Customer states he is taking vehicle to body shop for different body work but he will take vehicle to a master mechanic on his own.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

PA. Please call her at [REDACTED] She stated that the total amount of the repair was \$914.71 and the correct mileage is 159824.

Mileage updated in cair and writer reopened and reassigned to BB909.

Writer contacted WA Jaylee and went over the PA information with her.

Jaylee stated that she will call back if it doesn t pay.

CLOSED LOOP UPDATE - no need for additional follow-up.

POSTMARK DATE: 012611; DATE RECEIVED: 020111

02.01.11

AR AG

Toni Robinson 501-682-2007

RE 86579

Sending letter explaining an OOW goodwill offer was made and customer paid a deductible

We consider this matter closed.

LETTER MAILED. MG17

| | | | | | | | |
|---|-----------------|-------------------------------|------------------|---------------------------------|---------------------|-------------------|-------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20230456 | |
| VIN | 3D7KS28C7 | 6G | Open Date | 12/14/2010 | Built Date | 06/29/2005 | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 10/18/2005 | Mileage | 138,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 41067 | COMMUNITY MOTORS INC | | | | | |
| Dealer Address | 500 WESTIN OAKS | | | | | | |
| Dealer City | HAMMOND | | | Dealer State | LA | Dealer Zip | 70403 |
| Owner | | | | | Contact Type | LETTER | |
| Address | | | | | Home Phone | | |
| | HAMMOND LA | | | | Country | UNITED STATES | |

| | |
|---|--------------------------------|
| Corporate - E-Reimbursement - Default - Default - Default | Superseded part reimbursement, |
| Corporate - Recall - Default - Default - Default | |

Customer front end tire rod broke on the vehicle. Customer was advised by the dealership community motors that the parts in the front end superseded by the new parts. Customer had to pay \$985.00.

*****END OF NARRATIVE*****

Customer is seeking reimbursement with this issue.

*****END OF ESCALATION*****

* * * * * CASE MANAGER TEAM - District 88P * * * * *

* * * * * CASE MANAGER TEAM - District 88P * * * * *

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 601-590-4937 cell at 7:13 AM MT

Customer was not available.

Left a message indicating another attempt would be made.

Customer called in requesting to speak with LG766. Writer informed customer that LG766 is currently unavailable but will be made aware of their phone call.

Writer spoke with the customer he says he just wanted the tie rod ends replaced but the dealership says the parts superseded, so they replaced the whole front end. \$985.00

1-used vehicle

4-new vehicle

OOW by time/2year-miles/102000miles.

Powertrain was 3/36

Writer spoke called dealer 41067 and spoke with the SA and the PM,they say the customer did come in for repairs on the tie rod ends and the part 5086145AC is no longer available, they needed the steering damper in order to put the tie rod ends on the vehicle. Total \$ amount customer paid was \$998.34. Dealer replaced the tie rod ends, steering bar, pitman arm, steering arm and steering damper and they also performed an alignment on the vehicle. The original cost of the tie rod ends is \$221.50 customer pay.

Writer spoke with customer informed him of lines 23-30 he says that is fair. Writer is reimburseing customer superseded parts costs of \$776.84 Cusotmer is going to fax in the documentations because customer does not have a computer. Writer will follow up with customer on monday 12/20 Writer received customers fax 12/17

Writer is reimbursing the customer the costs of parts and labor for the superseded parts \$776.84.

Writer spoke with the Dealer 41067, they said the original customer pay costs of the original part, part # 5086145AC was \$221.50, customer would have paid that \$ amount plus tax and labor if the part wasn't superseded so writer deducted \$221.50 from \$998.324, writer explained that to the customer and he said he feels that is fair.

Writer is waiting for the documentation to be scanned in to the system. Writer spoke with customer informed him that writer is still waiting for the documentation to get scanned and writer will follow up with him on Wednesday 12/22

POSTMARK DATE: 122010; DATE RECEIVED: 122110

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

reimbursement for the superseded part

If this is a Recall or Extended Warranty, enter the campaign number.

no

If this is for a previously made goodwill decision, what is that CAIR #?

no

Enter the Mileage at the time of the repair.

138000

Enter the Date when the repairs were completed.

9/22/2010

What is the total cost of the Parts to be reimbursed?

na

What is the total cost of the Labor to be reimbursed?

na

What is the total Tax to be reimbursed?

na

What is the total amount being reimbursed?

\$764.59

Was the mailing address confirmed?

yes

****End structured narrative T2 - eReimbursement

Writer is reimbursing the customer a total amount of \$764.59.

Customer was advised that due to the nature of their contact documents have been requested

electronically and a call back will take place within

one business day by COB their time,

once the documents have been received. Preferred

call back number is [REDACTED] 7Preferred

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. 41067

Reassigned to 88

check approved

Writer spoke with the customer and informed him that the check was approved and that it should arrive within 7-10 business days.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 20230901 |
|---|-----------------|

| | | | | | | |
|----------------------|------------|----------------------------------|------------------|------------------------------------|-------------------|------------|
| VIN | 3D6WG46A1 | 7G [REDACTED] | Open Date | 12/14/2010 | Built Date | 02/19/2007 |
| Model Year | 2007 | Body | DC3L64 | DODGE RAM 4X2 3500 REG CAB CHASSIS | | |
| In Service Dt | 05/12/2007 | Mileage | 30,000 | 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 | 45056 | HELFMAN DODGE INC | | | | |
| Dealer Address | 7720 KATY FREEWAY | | | | | |
| Dealer City | HOUSTON | Dealer State | TX | Dealer Zip | 77024 | |

| | | | |
|----------------|-----------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | LETTER |
| Address | [REDACTED] | Home Phone | [REDACTED] |
| | HOUSTON TX [REDACTED] | Country | UNITED STATES |

| | |
|--|---------------------------|
| Corporate - Excessive Contacts - Default - Default - Default | 6 |
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | Tie Rack Front Suspension |
| Corporate - Recall - Default - Default - Default | checking recalls |

Mrs [REDACTED] called in because her husband was driving the truck on Fri and his front wheel came off the vehicle and almost killed him. Customer states that the dealership should have been greasing the tie rack front suspension everytime that it was in there for service and thats why it broke. Customer is seeking assistance

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner)

Reassigned to 88F

***** CASE MANAGER TEAM - District ?O? *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 3:38 MST. Writer left a message indicating another call will be made.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] 5 at 3:11 MST. Customer picked up the phone and hung it up.

Writer attempted to call back, but the customer did the same thing.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 4:23 MST. Writer left a message to call back.

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED] at 12:10 MST. Writer left a message to call back.

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED] 5 at 12:10 MST. Writer left a message to call back.

2nd attempt made to contact customer. Left message.

CLOSED LOOP UPDATE - at 11:14 MST.

Case Management Team 88K- The customer was calling seeeking CM, CM was unavailable at this moment. Re-opened case.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer called and spoke with the customer about her

vehicle. Customer not at home and is asking for a call back tomorrow. Customer calls requesting to speak with PP341. Writer attempted to get the case manager on the line, however, CM is not available. Writer advised the customer that the CM is not available. Writer advised customer that the case will be updated of customer's request to be contacted at phone # s [REDACTED] (C) for the case manager and also informed the customer that a written note will be given to the case manager. Customer complied.

Mrs requested to speak with CM Writer transferred to team mate Agent spoke with customer. Customer states that the vehicle was not maintained like it was supposed to and the tire fell off. Customer states that they purchased a SC for the service but the dealership did not do the correct service. Customer upset that they paid alot of money for the SC and it does not cover anything. Customer states that she would like to be reimbursed for the repair. Customer states that the dealership does not do what they are supposed to do. Customer states that this was very scary for her. Agent informed customer that I would get her CM on the phone. Agent transferred the customer to the CM.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-01-10 @ 16:34

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 713-679-4415.

Customer called to speak with the writer. Customer states that they had the vehicle fixed and is seeking reimbursement for repairs. Writer sent link for reimbursement to customer. Writer advised of call back after reviewing the documents.

Writer never received any documents closing Cair.

CLOSED LOOP UPDATE - no need for additional follow-up.

Writer paper clipped documentation and reassigned back to 88 PP341 for goodwill decision.

POSTMARK DATE: 012711; DATE RECEIVED: 013111

Agent attempted to contact dealer Service Manager Art, however, SM not available. Left message for a return call at extension 66112.

Customer calling requesting PP341, writer transferred call.

Tim, the SD from the dealership called stating that the customer is looking for a reimbursement but that the customer came in stating that he felt the tie rod broke because of lack of maintenance, there was no evedince of that, so teh dealership made an offer that they would do free labor if the customer paid for the parts, and they discounted the parts, therefore he should not have a refund at all, and that he honestly only got assistance with them in the first place because he is a customer of theirs. Tim stated that if there are any further questions he can be reached at 7135336251 or 8327319983

Writer called spoke with the customer about her repairs the customer states that the dealership did assist but they feel that because the dealership did not do the maintenance like it was supposed to be done this happened. Because of this the customer feels they should be compensated for their expense. Point of failure was that the that the tie rods were dry and not lubed causing tie rod to break. Writer has authorized for reimbursement in the amount of \$335.71. Customer satisfied with this.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|------------------------|-------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20246904 | |
| VIN | 3D7MX48C8 | 6G [REDACTED] | Open Date | 12/20/2010 | Built Date | 08/31/2005 | |
| Model Year | 2006 | Body | D18P42 | DODGE RAM 3500 LARAMIE QUAD CAB 4X4 | | | |
| In Service Dt | 11/16/2005 | Mileage | 150,000 | 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 | [REDACTED] 38 |
| | HARRISON AR [REDACTED] | | | | | Country | UNITED STATES |

| | |
|--|--------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | Had repaired |
|--|--------------|

The customer called because he had his 2009 vehicle brought in to the dealership for the tie rods. The following Tuesday he had to bring in his 2006 for the exact same problem. The customer was not off roading with the vehicle or anything on those lines and these tie rods broke on both vehicle. The 2009 was repaired under warranty and recall, but the 2006 cost \$643.90 for the repair, on the exact same problem. The customer is looking for some cost assistance with this issue. Due to the nature of the call the writer is escalating to 88F for repair. The preferred contact number is [REDACTED]. The writer advised that a call back will be made within 1-2 business days. He had the repairs done at Ramsey CDJ, code 43585.

***** CASE MANAGER TEAM - District 88M *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] 8 Message box was full agent left a return call back number [REDACTED].

Agent will follow up on 12-21-10.

Customer is the original owner, no CSC, OOW.

If the customer has recently made repairs there will be consideration, if this is an original repair CCAS will not assist.

2nd attempt made to contact customer.

[REDACTED] Message box was full agent left a return call back number [REDACTED].

Agent can not leave VM box is full, if customer calls back seek a better call back number.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 20248112 |
|---|-----------------|

| | | | | | | |
|-----------------------|--------------------------|-------------------------------|------------------|-----------------------------------|---------------------|-------------------------|
| VIN | 3D7MS48C9 | 5G [REDACTED] | Open Date | 12/20/2010 | Built Date | 10/07/2004 |
| Model Year | 2005 | Body | DH8L42 | DODGE RAM ST 3500 QUAD CAB PICKUP | | |
| In Service Dt | 07/11/2005 | Mileage | 196,462 | Dealer Zone | 66 | ORLANDO |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| 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 | |
| | ROCKINGHAM NC [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|-----------------|
| Corporate - Complaint Contact - Default - Default - Default | broken tie rods |
| Corporate - E-Reimbursement - Default - Default - Default | |
| Corporate - Excessive Contacts - Default - Default - Default | |
| Corporate - Reimbursement - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |
| Recall - E17: - Advise Owner/Incomplete Recall | |
| Recall - H46: - Advise Owner/Incomplete Recall | |

Customer called in upset that this is the fourth time the tie rods have to be replaced in his truck. Customer would like to have assistance with this and may be reached at [REDACTED] Agent will re-assign.
 ***** CASE MANAGER TEAM - District V *****
 -84,000 miles and 2 years oow
 -no SC
 -only CDJ vehicle
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:02 pm ET.
 Customer stated that this is the 4th time the outer left tie rods were replaced. Customer stated that the tie rods were at an IRF. Customer stated that the parts were ordered from the dealer. Customer stated that he has always been satisfied with Dodge. Customer stated that he is seeking that the part be provided for him. Customer stated that the he does not want to keep having to pay for the same part. Customer stated that the whole frame has been changed to 2008. Customer stated that he is having the issue again. Customer stated that he had to well the part. Writer informed customer that we can not provide the part to him so that he can do the repairs his self. Writer informed customer that we can consider assisting him with the repairs, but the vehicle needs to be diagnosed by an authorized CDJ dealer. Writer informed customer to contact the dealer and make arrangements to get the vehicle in. Writer informed customer to provide the dealer with his case number and as soon as the vehicle is diagnosed, writer informed customer to advise the dealer to give writer a call back. Customer stated that he will contact the dealer.
 Writer contacted customer at 2:42 pm ET. Customer stated that he has made arrangements to get the vehicle to the dealer. Customer stated that the vehicle is at the dealer now. Customer stated that he is working with dealer 68679. Writer informed customer that I will contact the dealer and after speaking with the dealer, I will contact him back.

Writer contacted dealer at 2:48 pm ET. Writer spoke with Andy (SM). SM stated that the vehicle came in yesterday. SM stated that they have not been able to take a look at the vehicle. SM stated that the issue the customer is having is related to the recall H46. SM confirmed that if the issue is related, they are going to perform the recall. SM stated that if it is determined that additional repairs need other than the recall than the customer may need assistance. Writer informed SM that if additional repairs need to be made, he can contact customer service back or he can contact his DM. SM advised writer to escalate CAIR over to dealer.

REASSIGNED TO BC/DLR 66 68679 12/23/10 14:56 O 20248112

Writer contacted customer at 2:56 pm ET. Writer informed customer that I spoke with the dealer. Writer informed customer that the dealer indicated that he does not need assistance at this time because the issue he is having is related to the H46 recall. Writer informed customer that the dealer is going to perform the recall on the vehicle. Writer informed customer that if the dealer determines that additional repairs are needed other than the recall, they will follow up with me.

*Contact Date:12/27/2010

Service Manager at the dealership has updated the Cair# 20248112

Parts have been ordered.

*Contact Date:12/28/2010

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 12/28/2010 AT 08:43:290 R 20248112

Writer contacted dealer at 1:17 pm ET. Writer spoke with Andy (SM). SM advised writer to contact him back in 10-15 minutes.

Writer contacted dealer at 3:32 pm ET. Writer spoke with Andy (SM). SM stated that he is unavailable to talk. Writer informed SM to contact me back when he is available. Writer provided SM with contact information at 800-992-1997 ext.66345.

Writer contacted dealer at 1:17 pm ET. Writer spoke with Glenda (SA). SA stated that they completed the 2 recalls on the vehicle. SA stated that the vehicle had no other issues after the recalls were completed. SA stated that the customer was contacted and informed that the vehicle was ready for pick up.

Writer contacted customer at 1:21 pm ET. Writer informed customer that I spoke with the dealer and they informed me that the repairs to the vehicle were completed. Writer informed customer that the vehicle is ready for pick up. Writer informed customer that I will follow up with him tomorrow in reference to the repairs.

2nd attempt made to contact customer. Left message.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer is requesting to speak to Case Manager. Writer transferred to Case Management Team.

Customer stated that the repairs have been done and the dealer is charging them 700 dollars. Writer informed the customer of lines 61-65. Customer stated that the dealer is charging them 700 dollars and they were under the impression that they were not having to pay anything for the repairs. Customer stated that they replaced the tie rod ends three times. Customer stated that they had to buy the entire assembly for the tie rod ends and they want Chrysler to pay for the repairs. Writer informed the customer that the case will be re-opened and DC768 will be made aware that they are seeking assistance with the cost of the repair.

Writer contacted dealer at 2:53 pm ET. Writer spoke with Andy (SM). SM stated that they performed the recalls on the vehicle. SM stated that additional repairs needed to be done to the vehicle. SM stated that the front end needed additional repairs. SM stated that the center link was replaced in the vehicle. SM stated that the recall shows a picture of the component, but it indicates that the component is not involved in the repairs. SM stated that the customer was charged \$504.25 for parts and \$149 for labor. SM stated that the customer paid for the repairs with a credit card.

1st Contact attempt, phone number dialed,

Left message.

Customer called to speak with their Case Manager. Writer was unable to get a hold of case manager. Writer transferred customer to case manager voice mail.

***** Below Customer Contacted for Documentation Request *****

on 2011-01-05 @ 12:38

What has the customer requested?

Customer is seeking reimbursement for center link replacement.

If this is a Recall or Extended Warranty, enter the campaign number.

No

If this is for a previously made goodwill decision, what is that CAIR #?

No

Enter the Mileage at the time of the repair.

120002

Enter the Date when the repairs were completed.

12/29

What is the total cost of the Parts to be reimbursed?

\$504.25

What is the total cost of the Labor to be reimbursed?

\$149

What is the total Tax to be reimbursed?

What is the total amount being reimbursed?

\$453.25

****End structured narrative T2 - eReimbursement

Writer contacted customer at 12:36 pm ET. Customer confirmed that he was charged for the repairs. Writer informed customer that we will be willing to reimburse him for the repairs less \$200 which would have been his co pay if we covered the repairs upfront. Writer informed customer that a link will be sent to his email address. Writer informed customer that he will need to response to the link within 7 days or he would need to call back and get a new one.

***** Customer Document Received *****

Customer Document Reviewed.

Check has been submitted for approval

Check approved

1st Contact attempt, phone number dialed,

4. Customer s mailbox is full. Writer could not leave message.

Writer contacted customer at 2:55 pm ET. Writer informed customer that we received his documentation and processed his request. Writer informed customer that the check was approved and he will be receiving the reimbursement within 7-10 business days from yesterday. Customer satisfied.

CLOSED LOOP UPDATE - no need for additional follow-up.

C heck approved

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20251113 | |
|--|--------------------|------------------------------------|-----------|---------------------------------|--------------|---------------|-------|
| VIN | 3D7MX38A3 | 7G | Open Date | 12/21/2010 | Built Date | 06/15/2007 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 09/02/2007 | Mileage | 118,500 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 42355 | MELLOY DODGE | | | | | |
| Dealer Address | 9621 COORS BLVD NW | | | | | | |
| Dealer City | ALBUQUERQUE | | | Dealer State | NM | Dealer Zip | 87114 |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | TAOS NM | | | | Country | UNITED STATES | |

| | |
|---|---|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | Paid 800 for work on front end at 106k, and now at 188k tie rod broke |
|---|---|

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Paid 800 for work on front end at 106k, and now at 118k tie rod broke and the power steering it is attached to that was under recall.
Briefly summarize what the customer is expecting:
Assistance with fix

****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customer requested to speak with JH1337.
Writer informed the customer that the agent is not available but a note will be made for a call back as soon as possible.

***** CASE MANAGER TEAM - District ?V? *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 575-770-6457

Customer states that the tire rod broke while he was pulling in to his driveway. Customer states that he still has the warranty on the tire rod. Customer states that he previously paid \$621.66 for the last repair. Customer states that he doesn't believe the tire rod should fail after 11,000 miles. Agent informed the customer that I would do some research as far rental and towing go. Agent found a LITHIA CHRYSLER JEEP DODGE about 61.88 miles away from the customer. Customer states that he would like to speak with a promotional person. Agent informed customer that I would look into this as well. Agent called the dealership. Agent spoke

with SA at dealership. SA states that he would be happy to get another customer. Agent was provided with the tow company phone number for quotes. Agent called towing company and got a quote for the customer. Driver Tony states the customer should be paying about \$235.00. Tony states that he would preferably speak to the customer instead of the dealership. Agent informed Tony that I would talk to the customer about the tow. Agent called the customer back. Customer states that he will be taking the vehicle to an IRF. Customer states that he wants Chrysler to fix it after. Agent informed customer that Chrysler does not do this and if the IRF's temporary fix causes a bigger failure the customer will be responsible for the full bill of the repair. Customer stated that he would call the LITHIA CHRYSLER JEEP DODGE dealer. Customer states he will call CM back.

Customer called in requesting to speak with his Case Manager (CM). CM was not available. Customer requested to speak with a CM with authority to help him. Writer was able to reach a CM and transferred the customer to ext: 66307.

Writer advised customer JH1337 is on another call. Writer advised customer writer spoke with JH1337 and was advised CM will contact customer after the CM is done with her current call. Customer states that will be helpful. Customer states he will wait for JH1337 to contact him back.

Agent spoke with the customer. Customer states that he is going to get the repair done at an IRF. Customer states that he would like for the case to be open for 2 weeks before I close it just in case he decides to take it to the dealership. Agent informed customer that the case would remain open till I contact him on the last day of the 2 weeks. Agent will close case after two week.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|-------------------|-------------------------------|------------------|-------------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20253675 |
| VIN | 1D7KS28C3 | 6 | Open Date | 12/22/2010 | Built Date | 05/31/2006 |
| Model Year | 2006 | Body | DH7P42 | DODGE RAM 2500 LARAMIE QUAD CAB 4X4 | | |
| In Service Dt | 10/03/2006 | Mileage | 116,150 | Dealer Zone | 35 | WASHINGTON |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | | Market | U | US |
| Dealer | 65748 | PLEASANT HILLS CHRY-JEEP INC | | | | |
| Dealer Address | 600 CLAIRTON BLVD | | | | | |
| Dealer City | PITTSBURGH | | | Dealer State | PA | Dealer Zip 15236 |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | PITTSBURGH PA | | | | Country | UNITED STATES |

| | |
|--|----------------|
| Product - Steering - Steering Wheel / Column - Defective - Default | Tie Rod broke. |
|--|----------------|

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer wants a check for \$1500.00 to help assist with the repairs done to this truck
Customer had to fix Ball Joints, U joints and many other major repairs.
On 12-21-2010 customer lost the steering because the rods broke.
The truck has to be towed to a garage to get fixed.
Best number to reach the customer: (cell)
Best time to reach customer: anytime
***** CASE MANAGER TEAM - District ?88 n ? *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 412-496-1723 and the customer stated that the vehicle was going about 55 mph and he stated that he pulled into a small store and the tire rod broke in the parking lot.
Customer stated that he has replaced almost everything replaced on the front end and now he stated that he has to have more replaced again
Agent called and spoke with John SA and he stated that the vehicle has not been there.
we need to get the faxes from the customer
2nd attempt made to contact customer. and the customer stated that he wants the repairs to be taken care of and then he also wants to be refunded for about \$1400. for past repairs, When agent asked that the customer fax in his previous paperwork, the customer stated that he does not know when he could get to a fax machine, but he would try early next week.
Customer called stating he needs the fax # for MP977. Writer provided fax # 801-736-3929. Customer calls requesting to speak with MP977. Writer attempted to get the case manager on the line, however, CM is not available. Writer advised the customer that the CM is not available. Writer advised customer that the case will be updated of customer s request to be contacted for the case manager and also informed the customer that a written note will be given to the case manager. Customer complied.
Agent went over the case faxes that were sent over,
some of the repairs were done at Litwin automotive, the first one is back in 09/09/09 and the customer had the right side upper ball joint and wheel bearing, milage was 85,130 repair came to \$836.48

the next repair was done on 04/08/10 and the left upper and lower ball joints and wheel bearings were changed. the repair came to 1208.52 and the milage was 99994, the next one was on 12/22/10 and the milage was 116,763 and the repair was rf tie rod again. customer paid \$341.32

the next repair was done at hillview motors and the customer had the repair done with 115663 miles and the repair was to replace the heater cable and the customer paid \$285.29 for the repair

customer is seeking assistance with the new repair that needs to be done to the tie rods again. Customer in the past has had all the tie rods replaced at an IRF and never a dealership.

Customer is the original owner

customer has owned 8 vehicles new and currently owns 1

customer is seeking assistance with the new repair.

Per the faxes that the customer has faxed in he has spent \$2671.61 for the repairs, on the tie rods,bushings and the heater

After reviewing this case the customer chose to have most of the repairs done at an IRF and we will not be assisting with the past repairs or the current requested repairs.

Tie rods and bushings were covered under the 3/36 miles warranty and the customer was 49,000 miles the first time he had the repair.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED MC1118 ****

Customer will need to be told 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.

3rd attempt made to contact customer. Agent let the customer know that we are not going to assist the customer with the repairs or the reimbursment and the customer was not pleased at all, He was very angry that we are not assisting him.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|-----------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20255068 | |
| VIN | 1D7KS28C4 | 6J | Open Date | 12/22/2010 | Built Date | 10/03/2005 | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 12/23/2005 | Mileage | 109,095 | Dealer Zone | 63 | DALLAS | |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | | Market | U | US | |
| Dealer | 43526 | BOSSIER COUNTRY | | | | | |
| Dealer Address | 350 EAST I H 45 | | | | | | |
| Dealer City | FAIRFIELD | | | Dealer State | TX | Dealer Zip | 75840 |
| Owner | | | | | | Contact Type | LETTER |
| Address | | | | | | Home Phone | |
| | LONGVIEW TX | | | | | Country | UNITED STATES |

| | |
|--|---|
| Product - Steering - Linkage - Other - Default | Pitman Arm broke and required replacing |
| Recall - H46: - Reimbursement | Pitman Arm broke and required replacing |

POSTMARK DATE: 112210; DATE RECEIVED: 121310

Writer contacted IRF Auto Super Center DBA Performance Tire at [REDACTED] and spoke to David in Service Department who transferred me to Cashier Stephanie who verified that pay was indeed by check, and that the check cleared.

Customer submitted request for reimbursement for recall H46 for steering linkage.

Customer s proof of payment is: Check

Recall applies to customer s vehicle:

Date of repair: 3/11/2010

Labor \$47.40

Parts \$141.80

Sublet (Towing) \$50.00

Misc. Charges \$17.86

Tax \$11.70

Total \$268.76

Writer is submitting check for approval in the amount of \$268.76.

Line 10 Correction, should read: Recall applies to customer s vehicle:

Yes

Writer attempted to contact customer a [REDACTED] as the name on the invoice and return address is the same. This differs from that of the current vehicles owner information. However, both parties share last name and are possibly family. No response from number dialed and no VM. Writer will attempt 2nd call at a different time.

Writer attempted second contact to customer a [REDACTED] Again no answer or VM on line. Writer will be sending customer Contact Us Letter to have them contact us and verify mailing address to mail to.

December 23, 2010

Blake Brinkman

2042 E Cotton

Longview, TX, 75602

Reference # 20255068

Dear Mr. Blake Brinkman:

Thank you for your recent submission regarding your 2006 Dodge Ram.

I have attempted to contact you by phone but have been unable to do so.

Please contact me at

1-800-992-1997, extension 8008262, to discuss your submission. Please refer to the reference number above or have your Vehicle Identification Number (VIN: 1D7KS28C46J[REDACTED]) available when you call.

Sincerely,

Adam Bechard

Customer Assistance Representative

Form letter submitted.

Customer called in and stated that the cheque should be mailed to:

2803 Ladd Lane

Longview Texas, 75604.

Customer s name is Richard Brinkman.

Based on notes from previous agent on lines 47-49. Writer will submit check for approval in the amount of \$268.76 to the information provided by customer s call back.

Check has been approved.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20256129 |
|--|------------|--------------------------------------|-----------|------------------------------------|--------------|---------------|
| VIN | 3D6WC76AX | 8G | Open Date | 12/24/2010 | Built Date | 08/07/2007 |
| Model Year | 2008 | Body | DM5L66 | DODGE RAM 4X2 5500 REG CAB CHASSIS | | |
| In Service Dt | 03/25/2008 | Mileage | 100,193 | Dealer Zone | | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PR4 | FLAME RED CLEAR COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | |
| Owner | | | | | Contact Type | E-MAIL |
| Address | | | | | Home Phone | |
| | MILTON FL | | | | Country | UNITED STATES |

| | |
|--|---|
| Corporate - Complaint Contact - Default - Default - Default | seeking assistance with broken tie rod repair |
| Corporate - Survey By-Pass - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |

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

LEFT SIDE STEERING TIE ROD END BROKE WHILE DRIVING

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

I AM DEEPLY ANGERED IN WHICH THIS TRUCKS SUSPENSION WAS BUILT. THERES NO EXCUSE FOR A 2 YEAR OLD TRUCK TO HAVE A LEFT TIE ROD END BREAK UNEXPECTEDLY

WHILE DRIVING. A CLEAN BREAK AT THAT. IT ALSO CAUSED MORE DAMAGE TO THE HYDRAULIC LOOKING CYLINDER ALSO LOCATED ON THE RIGHT SIDE BEHIND THE RIGHT

TIE ROD. SOMEONE OVER THERE NEEDS TO CHECK ON THIS BEFORE PEOPLE START GETTING KILLED BY LOOSING STEERING CONTROL OF THE VEHICLE AT A HIGH RATE OF

SPEED. SOMEONE NEEDS TO CALL ME REGARDING THIS DAMAGE SUFFERED TO MY TRUCK

DUE TO A DEFECTIVE TIE ROD END THAT WILL BREAK WITHOUT NOTICE. MY DRIVER COULD HAVE BEEN KILLED HAD HE BEEN ON AN INTERSTATE TRAVELING AT A HIGH RATE OF SPEED.

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

Dear GIL:

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2008 Ram.

Our records show that you have contacted us by telephone and we are addressing your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-800-4A-DODGE (423-6343).

Due to the nature of your email, your concerns have been escalated.

A representative will be in contact with you.

Thanks again for your email.

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

* * * * * CASE MANAGER TEAM - District 88P * * * * *

2nd Owner, 2 in the household, all used

No CSC

CONTACT UPDATE - Duplicate CAIR, issue is already be worked on CAIR 20257859.

CLOSED LOOP UPDATE - no need for additional follow-up.

After all that has happened to me, including Dodges refusal to accept responsibility for the broken tie rod end, I will never again buy or recommend a Dodge truck. I have contacted the NHTSA informing them of my situation. I also contacted the folks of the towing industry nationwide thru a web site informing Dodge 5500 tow truck owners of the potential danger and that they should take their trucks to a dealer ASAP or any expert mechanic to have their left tie rod end examined before someone gets seriously hurt or killed. Because of this, I have put our Dodge 5500 up for sale and I will never again buy another one or ever be able to trust Dodge again.

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

*****NAN*****previous denial of goodwill communicated with customer

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20257859 | |
|--|---------------------|--------------------------------------|-----------|------------------------------------|--------------|---------------|--|
| VIN | 3D6WC76AX | 8G | Open Date | 12/23/2010 | Built Date | 08/07/2007 | |
| Model Year | 2008 | Body | DM5L66 | DODGE RAM 4X2 5500 REG CAB CHASSIS | | | |
| In Service Dt | 03/25/2008 | Mileage | 100,000 | Dealer Zone | 66 | ORLANDO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PR4 | FLAME RED CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 56733 | HILL-KELLY DODGE JEEP | | | | | |
| Dealer Address | 6171 PENSACOLA BLVD | | | | | | |
| Dealer City | PENSACOLA | Dealer State | FL | Dealer Zip | 32505 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | PENSACOLA FL | | | | Country | UNITED STATES | |

| | |
|--|---|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | Tie rod snapped causing front end damage |
| Product - Suspension - Unknown - Other - Front | Various front end components damaged |
| Corporate - Complaint Contact - Default - Default - Default | seeking assistance with broken tie rod repair |
| Corporate - Recall - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

Customer stated that a front tie rod broke while he was towing another vehicle. Customer stated that his 2008 DODGE RAM 4X2 5500 REG CAB CHASSIS has been converted into a tow truck. Customer stated that his vehicle suffered extensive front end damage when the front tie rod broke. Customer stated that his vehicle can not be operated. Customer believes this problem is related to a recall (09E0010000). Customer stated that he had the vehicle towed to his business. Customer is seeking immediate repair assistance. Customer is expecting a call back from a CM within 24 business hours.

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 stated that the below CJD dealership informed him that the necessary parts to repair his vehicle are on backorder.

Hill-Kelly Dodge Chrysler Jeep
6171 pensacola blvd
pensacola, FL 32505-2211
850-476-9078

Customer information updated in COIN.

***** CASE MANAGER TEAM - District 88U *****

Customer owns 3 used CDJ s.

No SC.

OOW by 64,000 miles.

Writer tried to contact dealership 56733 but phone rang over 15 times before writer disconnected call. Writer was not able to leave a message.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 850-554-9637.

Left message.

Customer calls requesting to speak with BO52

Customer/Caller transferred to extension # 66004

Customer called in seeking for an update on their case.

Customer did not have any additional information to present at this time

Writer received call from customer asking for their Case Manager. Case Manager was not available. Writer advised that I will inform CM of their call.

DEALER CONTACT - Writer spoke with SM Bill on 12/27/2010 at 12:40 pm EST.

SM states that he don t see any parts being ordered and the last time they saw the customer was back in June. Writer thanked SM for the information.

2nd attempt made to contact customer.

Left message inquiring whether or not the customer ordered the parts.

Unable to reach customer by telephone, left message with text information.

Customer called and said that the night the tie rod broke another wrecker picked it up. He called the dealer and was told the truck was not under warranty. He took it back to his property. Customer thought the dealer had ordered the parts. He can t afford to have the truck down as he loses \$500 per day when it is down. Customer went in and talked with dealer on 12-27 and they told him the parts would be in 12-28. CM please call when you get in.

Writer received call from customer asking for their Case Manager. Case Manager was not available. Writer advised that I will inform CM of their call. Customer is available at cell 850-554-9637. Customer completed repair and paid for it, states he will never buy another Chrysler.

The customer has paid for the parts and would like reimbursement.

Part #68045421-AA

Part #52855623-AC-Damper ST.

Labor was paid by the customers shop and had the machenic to install.

Parts \$383.78 including tax.

The customer wants to have the reimbursement and call it even and the cair closed.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by 64,000 miles, no SC, and vehicle is on its second owner.

Unless the customer offers new information, decision remains unchanged.

Decline approved by TP324.

3rd attempt made to contact customer.

Writer informed customer that after further review of his case that the vehicle does not qualify for any goodwill assistance. Customer was not happy. Customer states that he is never going to purchase another Dodge again or put anything in his fleet. Writer apologized to customer and informed him that we will document his concern.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| | | | | | | |
|---|-------------------|--------------------------------------|------------------|------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20277359 |
| VIN | 3D6WD66L3 | 9G | Open Date | 12/31/2010 | Built Date | 10/22/2008 |
| Model Year | 2009 | Body | DM9L64 | DODGE RAM 4X4 4500 REG CAB CHASSIS | | |
| In Service Dt | 01/14/2009 | Mileage | 0 | Dealer Zone | 74 | DENVER |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ETJ | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | |
| Dealer | 42957 | FLOWER MOTOR CO INC | | | | |
| Dealer Address | 2580 N TOWNSEND | | | | | |
| Dealer City | MONTROSE | Dealer State | CO | Dealer Zip | 81402 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | GRAND JUNCTION CO | | | | Country | UNITED STATES |

| | |
|---|---------------------------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | customer states tie rods broken |
| Corporate - Recall - Default - Default - Default | |

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer also stated that he heard about the tie-rods going and read it on NITSA. Agent stated that when a recall comes out we will notify them.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called in regarding tie rods he states he heard that a recall in will be out in february regarding this matter.

Briefly summarize what the customer is expecting:

Customer wants to know if recall will be only applied to certain models also customer states he will be replacing these parts because he needs vehicles before then customer wants to know if he replaces part will it just break again since recall isnt till february.

****End structured narrative T2 - Beginning Narrative

Customer would like a call back regarding this info customer name is tim smith

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is 3039210932 Who has possession of the vehicle? owner

Has the vehicle been diagnosed by a CDJ dealer? no

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

Customer called to speak with CW574.

Writer transferred customer to CW574

Tim Smith is call regard possible recall for 2009 and 2010 Ram trucks.

Customer wanted to know if parts are available to repair there fleet of Multiple vehicle that maybe affected by recall. Agent did advise all dealership will receive a limited amount of parts at the beginning of recall and will have to place future parts as needed. Customer all so

wanted to know if that the problem extends to vehicle only in reverse. What information agent was able to find threw all available resources it will only affect vehicle when in reverse. Agent did advise to contact fleet for future questions. Fleet# 800) 999-3533.

Customer called in as he has some more questions about the newest recall. Customer states that they had one of their fleet vehicles tie rods snap last tuesday and they have since had to red flag the business and shut down as they are a service company. Customer states he was told that the tie rods only snap while in reverse. Customer wishes to know if this is true as it would be a more manageable problem. Customer was sent to ram information

Customer called in looking for information on a recall notice. Agent transferred customer to Dodge information.

Agent called the customer, and spoke to Tim Smith. He stated that there is a K28 recall that should have been on one of his vehicles that was not. Agent advised that recalls are VIN specific. He stated that he is concerned that the K28 recall is leaving out certain VIN s that apply, and that all of his vehicles are grounded. Agent advised that he needs to speak to fleet services at 800-999-3533 concerning this matter. Agent also advised that he needs to speak to his dealer, who can contact technical services regarding this matter. Customer stated that he already has, but that he will again. Agent stated that the file will be notated with his concerns.

Dealership calling on customer s behalf, transferred to CM line.

Customer calling about a tie rod problem he thinks is involved in a recall. Writer advised that this vehicle was not involved in recall.

Writer explained vehicle specific recall. Customer asked if tie rods need to be replaced under recall if the part would be a new part. Writer again explained that this vehicle is not involved in recall, vehicle is still under warranty if it is still under 36,000 miles and he would need to get the part information from dealer. Writer also advised customer of lines 49-52. Customer still feels that this problem is for recall.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20278731 |
|--|------------|-------------------------------|-----------|------------------------------------|--------------|---------------|
| VIN | 3D7MS48CX | 5G | Open Date | 12/31/2010 | Built Date | 06/10/2005 |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | |
| In Service Dt | 09/20/2005 | Mileage | 108,000 | Dealer Zone | 74 | DENVER |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | FRASER CO | | | | Country | UNITED STATES |

| | |
|---|---|
| Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Front-Pass | Ball joint is broken on right front. |
| Corporate - Recall - Default - Default - Default | Customer wants work done under recall H46 |
| Product - Steering - Linkage - Defective - Default | Steering linkage felll apart, |

Customer called in stating the steering linkage, that broke, wont be covered under warranty, by his dealer. Advised customer of recall H46 but has also been completed, customer thinks its the after market one that broke

customers number is on line 4

***** CASE MANAGER TEAM - District V *****

1 used

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

2. Unable to leave message as voicemail is full.

Customer calls requesting to speak with PP341. Writer attempted to get the case manager on the line, however, CM is not available. Writer spoke with SM1203 and they were able to take the call at extension 66093.

Writer transferred the call.

Writer received transfer call with customer on the line to discuss the problem with the ball joint snapped off on the tie rod on the right side of this vehicle. Customer alleges that he was driving the vehicle coming home and has now snapped off. Writer explained that once the diagnosis is completed, it may be covered under the recall (#H46) but if it is not determined to be put of the recall specifications, then, the CM PP341 would need to review for goodwill assistance. Customer would like to take the vehicle back to Cherry Creek Dodge (45452) to have his repair completed.

Writer confirmed that there is no towing available under warranty on this vehicle and customer was advised the vehicle will need to be taken to the dealership for full diagnosis to be completed on the front end issue - per customer, the ball joint/steering linkage issue. Customer understands and also mentioned that the u-joints on the rear of the vehicle were not replaced previously. Writer instructed customer to discuss all of his issues with the dealership and then, more information can be provided to CM PP341 for review of goodwill assistance.

Agent attempted to contact dealer 45452 Service Manager (SM) Ken, however,

SM not available. Left message for a return call at extension 66112 (CM PP341)

Agent attempted to contact dealer Service Manager Ken, however, SM not available. Left message for a return call at extension 66112.

Agent attempted to contact dealer Service Manager Ken, however, SM not available. Left message for a return call at extension 66112.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 970-509-9642. Could not leave a message voicemail full.

Service manager called to speak with the writer. Service manager states that this problem with this vehicle is normal wear and tear on this vehicle. Service manager states that he is not loyal to the dealership. Service manager states that the this is not a good candidate for goodwill. Service manager also stated that the vehicle had been in for service prior to this and was advised of the repairs needed and that the customer declined the service.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Writer could not leave a message as the voicemail box is full.

Service manager called writer and advised him of the decline from us. Service manager has made offer to customer and customer has accepted. Service manager asks that we please do not call the customer back.

*** 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.

| | | | | | | |
|---|-------------------|-----------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20280579 |
| VIN | 1D7KS28C8 | 6 | Open Date | 01/03/2011 | Built Date | 02/08/2006 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 02/20/2006 | Mileage | 45,000 | Dealer Zone | 35 | WASHINGTON |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 43997 | SCOVILLE-MENO DODGE CHRYSLER JEEP | | | | |
| Dealer Address | 102 SPRING STREET | | | | | |
| Dealer City | SAYRE | Dealer State | PA | Dealer Zip | 18840 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | SAYRE PA | | Country | UNITED STATES | | |

| | |
|--|--|
| Corporate - Reimbursement - Default - Default - Default | |
| Corporate - Survey By-Pass - Default - Default - Default | |

Customer states that her tie rods on the vehicle have broke off and she would like to see if there is any way she can any reimbursement from the cost of the repair. Customer states that it cost around 2500, they had a AA come and pick up the vehicle and when AA was backing up they hit a building and it created a dent in the back of the vehicle. Customer states that the 2500 dollars was not park of the dent and they had to replace all 4 tires. Customer states that the dealership told her that they did something for her brother that had the same problem. Customer wants to know if she can make a deal with the dealership so that she can trade the vehicle in and get a newer diesel vehicle.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is 607-368-2414 (anytime number)

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?

Customer states that she took it to a repair shop but had purchased mopar parts. Customer states that deal with Rockwell Dealership.

Reassigned to 88F

***** CASE MANAGER TEAM - District 88p *****

2nd Owner, 1 in the household

No CSC

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

5. Left message. Agent then called 607-368-2414 and left another message

customer would like to speak with case manager. Customer was transferred directly to case manager.

Customer calls requesting to speak with AR1008

Customer/Caller transferred to extension # 66191

***** Below Customer Contacted for Documentation Request *****

susan3445@hotmail.com on 2011-01-05 @ 14:25

CUSTOMER CONTACT- Mrs. stated that what they would like is to see if there is any kind of assistance that can be offered for using mopar.

Agent asked that customer send in all documentation

for further review agent advised this is not a gurantee of assistance.

Customer email is [REDACTED]
***** Below Customer Contacted for Documentation Request *****
[REDACTED] on 2011-01-13 @ 08:48
Agent spoke with customer and sent a documentation request. Agent
transferred to CM Line
Transferred Customer to CM VM
***** Customer Document Received *****
Customer Document Reviewed.
SEE CAIR 20321156
CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20281558 | |
|--|-----------------|-------------------------------------|---|-------------|--------------|---------------|--|
| VIN | 3D7KS28C6 | 5G | Open Date | 01/03/2011 | Built Date | 10/15/2004 | |
| Model Year | 2005 | Body | DH7H41 DODGE RAM SLT 2500 QUAD CAB PICKUP | | | | |
| In Service Dt | 12/29/2004 | Mileage | 72,000 | 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 | DEE | 6-SPEED HD MANUAL TRANSMISSION | | | | | |
| Dealer | 54914 | PAUL BROWN MOTORS INC | | | | | |
| Dealer Address | 1145 E STATE ST | | | | | | |
| Dealer City | OLEAN | Dealer State | NY | Dealer Zip | 14760 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | CUBA NY | | | | Country | UNITED STATES | |

| | |
|---|--|
| Corporate - Recall - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Other - Unknown | |

Customer called regarding steering linkage recall from last year. The initial repair done 61000 miles and now we are at 72000 and the tie rod has broken again when customer hit pothole. Customer paid to have vehicle towed to Independent facility and would like part warrantied again so he can just have it done there. Advised customer that a recall can be repaired at any CDJ dealership but that I do not have the ability to authorize any type of warranty for parts. Customer would like Case Manager/Supervisor and financial assistance with this. Due to nature of call, agent will escalate to 88F. Best contact number for customer is 5853071148-speak with Jarrod.

***** CASE MANAGER TEAM - District ?88n? *****

Original owner, 2 previous used CDJ vehicles. Expired 5/70 Max Care.

36,000 mi, 3 yrs out of Basic Warranty.

Chrysler declining assistance for tie rod repair due to repair needed was abuse, cannot verify diagnosis to determine if defective due to vehicle diagnosed at IRF.

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

Informed customer that Chrysler will not participate in the repair due to vehicle damage/abuse which contributed to the failure of the tie rod. Approved CF303.

Unless the customer offers new information, decision remains unchanged.

1st Contact attempt, phone number dialed,

Customer said the vehicle had the tie rod replaced a year ago, and it is broken again. He said he hit a pot hole in a parking lot. Writer told him, due to writer cannot verify diagnosis, because done at IRF, and don t know if related to recall H45 steering linkage, and possible abuse, Chrysler is declining assistance. Customer said he thinks this is a bad design. Customer said he feels this should be taken care of under the recall. Writer told him, he has no recall for tie rods, unless related to

H45 recall, and a Certified Chrysler dealer would have to determine that. He said he is a loyal Chrysler customer. Writer thanked him for his loyalty and informed him, even though Chrysler can't assist with repair, due to his loyalty, writer offered him the Essential Care Package of 4 oil changes to be used within a year. Customer accepted, but still insisting the tie rod broke because of the recall. Writer told him, he is welcome to have the vehicle diagnosed at a Chrysler dealer, and if they determine tie rod is a defect, and falls within the recall guidelines, Chrysler will take care of the repair. He thanked writer for calling, and doesn't need any other assistance at this time.

Writer submitted request for Essential Care to be added to account.

CONTACT UPDATE - As per line 23 1st contact attempt has been completed.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20282801 | |
|--|---------------|--------------------------------------|-----------|------------------------------------|------------|--------------|---------------|
| VIN | 3D6WH46A1 | 7G | Open Date | 01/03/2011 | Built Date | 10/17/2006 | |
| Model Year | 2007 | Body | DC8L64 | DODGE RAM 4X4 3500 REG CAB CHASSIS | | | |
| In Service Dt | 08/13/2007 | Mileage | 74,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 58525 | PAPA'S DODGE INC | | | | | |
| Dealer Address | 585 E MAIN ST | | | | | | |
| Dealer City | NEW BRITAIN | | | Dealer State | CT | Dealer Zip | 06051 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | MIDDLETOWN CT | | | | | Country | UNITED STATES |

| | |
|--|--------------------------------------|
| Corporate - Reimbursement - Default - Default - Default | Customer seeking towing reimbursment |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | Tie Rods Broken |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
Vehicle tie rods broke. Truck is broke down and will require tow to dealer. Customer is very upset. Vehicle is a commercial vehicle

Briefly summarize what the customer is expecting:

Customer is expecting cost of repair to be covered and the towing charge reimbursed.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is 860 209-1361

Preferred Afternoon/Evening call back number is 860 209-1361

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner (will be towed)

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No

If a CDJ dealer has diagnosed, what is the dealer name or code? NA (towing to 58525)

Reassigned to 88F

***** CASE MANAGER TEAM - District T *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 1. Left message.

Customer returning call from case manager. Transferred to case management.

Customer states that issue is the tie rod end snapped while driving.

Customer is upset with issue. Customer states that he had vehicle towed to an IRF.

Customer calls requesting to speak with DC841

Customer/Caller transferred to extension # 66240

Customer calls requesting to speak with DC841

Customer/Caller warm transferred to extension # 66240

Call transferred from AP516.

Case Manager spoke to customer. Customer insisted that he is just going to get his vehicle repaired at an IRF. CM informed customer that in order for Chrysler to assist in a repair, he would need to have the vehicle repaired at a CJD dealership. Customer stated that he does not trust the mechanics at that dealership to repair his vehicle. Case Manager advised customer that we can look at reimbursement once the parts on the vehicle are repaired. Case Manager was advised to call back on Thursday to see if the repairs were made.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 860-209-1361. Left message.

2nd attempt made to contact customer. Left message.

Writer spoke to customer. Customer states that he has repair completed.

Customer states that he has multiple issues and feels that his vehicle is lemon. Customer states that he would like Chrysler to buy the truck back.

Writer advised that is handled through a different department. Customer is requesting that his vehicle be sent to see if it qualifies. Writer advised that writer is not aware of the laws for his area and can not speculate if it would qualify.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number [REDACTED]

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? Buy-back

Reassigned to 88L

***** 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 are interested in repairing the vehicle if a repair is required.

Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify per terms of protection.

Number of related repair attempts = 1

Number of days out of service = 3

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]
Left VM.

2nd attempt made to contact customer 860 209-1361. Writer called someone answered the phone however disconnected the call right after.

3rd attempt made to contact customer. writer informed the customer that the vehicle does not appear to qualify at this time. If the customer calls back forward to 88D writer closing case.

| | | | | | | |
|---|------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20291811 |
| VIN | 3D7KS29C5 | 6G | Open Date | 01/05/2011 | Built Date | 09/06/2005 |
| Model Year | 2006 | Body | DH7H81 | DODGE RAM 2500 SLT MEGA CAB 4X4 | | |
| In Service Dt | 09/30/2005 | Mileage | 54,270 | Dealer Zone | 51 | CHICAGO |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | POSEN IL | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Drive Shaft/Universal Joint - Universal Joints - Broken - Front | Ball joints defective |
| Corporate - Reimbursement - Default - Default - Default | Mr. Frank Podbielniak called seeking reimbursement |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | Tie rods broken |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer had upper and lower ball joints at 50,200 in June 2010 and on January 1, 2011 tie rod broke and ball joints again needed to be replaced at 54,270 miles. Customer is very upset and concerned why after only 4,000 miles since repair this happened.

Briefly summarize what the customer is expecting:

Customer is expecting reimbursement for recent repair.

****End structured narrative T2 - Beginning Narrative

512127

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is Cell

Preferred Afternoon/Evening call back number is Cell

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? 60428

Reassigned to 88F

OOW by over 1 years and 18270, Original Owner, 4 CDJ, No SC

***** CASE MANAGER TEAM - District M *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 708 516-8904. Writer spoke to customer who stated that he had upper and lower ball joints repaired under warranty at 50,200 miles and 4,000 miles later the tie rods needed to be repaired because dealership who did repair on ball joints did not inspect tie rods and did not align vehicle after repair customer spoke to 2 other CDJ service department manager who stated that alignment of vehicle needed to be done after repair of ball joints and tie rods needed to be inspected at that time. Customer is upset with dealership who did repair of ball joints because they did not work on vehicle correctly and tie rods went bad because of it. Writer advised customer that issue he is having is a workmanship issue with the dealership and issue needs to be taken up with the dealership regarding workmanship. Writer advised customer that case would be closed due to workmanship issue.

***** CASE MANAGER TEAM - District ? ? *****

CLOSED LOOP UPDATE - no need for additional follow-up.

Service manager Rocky from dealer code 60428 called in regarding customers case. Rocky states customer is seeking reimbursement for repair he paid for. Writer advised to have customer call in.

The service manager advised Mr. Podbielniak to give a call and have his

case re-opened then request corporate reimbursement on the repair/replacement that he had done on his vehicle that costed him \$880.74. These repairs consisted of Tie rod ends, Steering linkage, Pitman arm, Damper ST, & the hex nuts. Customer is and has been a very loyal customer.

The dealership who did repair on ball joints did not inspect tie rods and did not align vehicle after repair customer spoke to 2 other CDJ service department manager who stated that alignment of vehic need to be done after repair of ball joints and tie rods needed to be inspected at that time. Customer is upset with dealership who did repair of ball joints because they did not work on vehicle correctly and the tie rods went bad because of it. He stated that we can contact the SM Rocky and speak to him and he will back up the customer.

Writer spoke to SM Rocky at dealership who stated that vehicles tie rods were not bad at time of repair of ball joints 4000 miles ago. SM wanted to know what a alignment had to do with tie rods breaking. SM states that he or his advisors did there job correctly and there has been no poor workmanship on this case and if any reimbursement is given it should be from Corporate.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Writer left a detailed message. Writer will attempt to contact customer on 1/10/11

Case was originally closed because customer feels service department at dealership did not do what they needed to do at the time customer had ball joints repaired. Customer stated that service department was supposed to inspect tie rods and align his vehicle after they repaired his ball joints. Customer stated that they never did that. The customer was advised from 2 other CDJ dealerships that tie rods should have been inspected and that alignment on vehicle should have been done. Writer advised customer that it would fall into a workmanship issue with the dealership and to speak to dealership. Writer closed case on 1/6/11.

CAsE was reopened because customer wants reimbursement for the tie rods even though the dealership did not diagnosis them as defective.

CONTACT UPDATE - Writer spoke to customer and advised customer that at this time Dodge would not assistance in reimbursement due to the dealership not diagnosing that the tie rods were a defect from the manufacturer. Writer offered an Essential Care SC for oil changes to the customer, but customer declined and stated he does not want that and he would be selling his vehicle and never own another Chrysler vehicle again.

Writer advised customer that the case would closed

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20294518 | |
|--|--------------------------|------------------------------------|-----------|---------------------------------|--------------|---------------|--|
| VIN | 3D7MX49A7 | 7G [REDACTED] | Open Date | 01/06/2011 | Built Date | 06/23/2007 | |
| Model Year | 2007 | Body | D18H81 | DODGE RAM SLT 4X4 3500 MEGA CAB | | | |
| In Service Dt | 01/30/2008 | Mileage | 77,000 | Dealer Zone | 51 | CHICAGO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 65805 | UNIVERSITY CHRYSLER JEEP | | | | | |
| Dealer Address | 1200 INTERSTATE 70 DR SW | | | | | | |
| Dealer City | COLUMBIA | Dealer State | MO | Dealer Zip | 65203 | | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE | |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] | |
| | COLUMBIA MO [REDACTED] | | | | Country | UNITED STATES | |

| | |
|---|---|
| Corporate - Excessive Contacts - Default - Default - Default | 9 |
| Product - Suspension - Auto Suspension Height Sys - Worn - Unknown | Customer states 7 ball joints have been replaced |
| Corporate - Complaint Contact - Default - Default - Default | Customer states having problems again - clunk noise in front end |
| Product - Suspension - Unknown - Vibration - Front | Customer states the front end has been replaced twice |
| Product - Emissions - EGR System - Other - Default | Customer states the particulate filter was replaced |
| Product - Engine - Intake/Exh Manifolds/Turbo - Other - Default | Customer states the turbo was replaced |
| Product - Differential Gear Assy's - Unknown - Noisy - Front | Customer states they are unable to continue paying for ongoing problems |
| Product - Differential Gear Assy's - Unknown - Other - Front | Differential housing needs replacement |
| Product - Frame - Isolators - Worn - Unknown | SM States front and rear shocks need replacement |
| Product - Drive Shaft/Universal Joint - Shaft - Vibration - Unknown | SM state the intermediate shaft is loose |
| Product - Wheels and Tires - Tires - Excessive Tire Wear - Unknown | Vehicle needs 5 new tires |

Customer advised a call back is required and will take place within one business day by COB their time

Preferred call back number is [REDACTED] (customer s cell phone).

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Not diagnosed but dealer is aware noise is back

If a CDJ dealer has diagnosed, what is the dealer name or code? #65805

Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Left message.

Customer calls to speak with their Case Manager.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

Customer states the front differential was fixed, it tore up tire, and some other bar. Customer states the vehicle has been into the dealership over 20 times. Customer states the dealer replaced the whole front end, turbo system and so many other components. Customer states there is a knocking noise from the driver side floor, and now you can feel the knocking on the passenger side. Customer states her husband was driving around 70 MPH and something snapped and he could have been killed. Customer states the tires have been replaced 4-5 times. Customer states the dealer replaced specialty front ball joints and they failed soon after. Customer states she called in and had a CAIR # 20134832, but she was never followed up with.

While the customer was put on hold so the writer could review CAIR #20134832 the line was disconnected. Writer tried calling the customer back twice and it went straight to voice-mail. Writer left a voice-mail explaining the dealer will be contacted.

Dealer contact-

SM Kevin states his tech advisor had contacted Chrysler lawyers and they offered to buy the vehicle back. SM states the bearing came out of front end, 2 front ends put in it. This started wearing front left tire, they put adjustable ball joints in, the inner axle started hitting the axle tube. SM Kevin states it Looks like the front end was welded wrong so they put in a new front end axle. SM Kevin asked the writer to contact-

Brett Bias (Area Tech Advisor for Chrysler) 314-691-6529

Charles Irwin (Rep) 314-409-4315

SM States the Last time the vehicle was in the shop was for a blow out on left front tire, customer was saying the front end was giving them problems, tire rod came loose and blew out front left tire. Front left tie rod end were replaced and the customer paid.

Writer received call from customer asking for their Case Manager. Case Manager was not available. Writer advised I will inform their CM of their call. Customer has been working with dealer Owner Dan Burke.

Please DO NOT give the area tech advisor or the rep s # to the customer.

Brett Bias (Area Tech Advisor for Chrysler)

Brett states he remembers working on the vehicle and he s surprised the customer didn t purchase the vehicle back after he contacted Chrysler s lawyers. Brett Bias asked to have the writer conference in SM Kevin. Brett explained to the writer and SM Kevin he would like to have the customer bring the vehicle in for their latest concern and attempt to duplicate the noise from the front end that the customer alleges is happening. Brett explained if there are any costs involved with the repairs and it is not abuse or neglect then he would like CCAC to assist with paying for the repairs.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 573-808-1553.

Writer informed the customer to set up an appointment with 65805 to have it diagnosed. Writer informed the customer to be sure and call Chrysler back with the diagnosis date. Writer explained if it is determined that the point of failure to components is not abuse or neglect then Chrysler will look into assistance. Customer states this is good. Customer states she ll call back with the appointment date.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] 3.

Customer states they were supposed to have the appointment for tomorrow, but they have 10 inches of snow. Customer states the dealership can get them tomorrow, but if not the next Tuesday at 9:30 MST. Customer thanked the writer for calling her back.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Left a message for Marylin Miller regarding the appointment date.

Dealer contact-

SM Kevin states he has not heard from the customer coming in today. SM Kevin states the snow is deep, so he suspects the customer may come in next week. Writer explained to the SM Kevin a new case manager will be taking over the CAIR.

Customer calls to speak with their Case Manager. Transferred to CM.

Mrs. Miller states the vehicle broke down this morning and they towed it

today so they can continue plowing the roads. Customer states she'll call the writer back if she has more information today, but from the looks of it the dealer may have to wait till Monday to diagnose the vehicle.

Dealer contact-

SA States the customer's vehicle was brought in on Friday for an exhaust issue, but they got the vehicle running and it's no longer with the dealer. SA States the customer is scheduled to bring the vehicle in tomorrow, 01/25/11. Writer will follow up with the customer tomorrow. Tomorrow the customer will bring the vehicle in for a front end complaint. Please keep in mind lines 47-57.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer states today the dealer found the intermediate shaft is loose, the front and rear shocks, and it needs 5 new tires. Customer states the dealer would not acknowledge the knocking noise through the floor boards, but it is next to impossible to miss because the knocking is so loud. Customer states on Friday they put in a CRG valve and particulate filter. Customer states the first time they brought in, March 7, 2008, the emission light was on and they replaced the turbo. Customer states it was back in on the 14th, then July 15, 2008. Customer states they've replaced 7 ball joints in a 3 month period, replaced tires 4-5 times. Customer states they replaced the whole front end axle, Chrysler sent the wrong axle and they've had to replace it twice, the axle was too short. Customer states she believes this is what has caused all the other problems and the vehicle still pulls to the right. Customer states she's had the vehicle in a total of 20-26 times and the dealer continually kept telling her the vehicle was fixed. Customer states the dealer replaced a tire in December, 2010 because the steering differential broke and went through the tire, but the dealer told her they thought the tire hit something, but the loose tire was run over by the towing service when driving up on the lot, so the dealer knows this is not the case. Customer states she understands the vehicle has 77,000 miles, but this problem has been there since the beginning, so she's considering buy/back. Customer states SA Cory many times would not put anything in the computer for the repair orders so they don't have a lot of documentation. Customers asked the writer to talk to the OWNER DAN BURKS.

Tel. #- Cell: [REDACTED]

Dealer contact-

SM Kevin states they found 2 different axles housing units need replacement, the 1st one the end was jacked up wrong and this was wearing the tire. SM Kevin states they found the intermediate shaft is loose, the front and rear shocks, and it needs 5 new tires. SM Kevin states he feels this is normal wear and tear and he would not like to accept responsibility. Intermediate shaft or shocks or tires he does not want to assist with. SM Kevin states he feels some of the problems with the intermediate shaft could stem from having a snow plow on the vehicle.

OWNER, Dan Burks contact-

Dialed Tel. #- Store: [REDACTED]

Dan Burks states the customers are extremely loyal, they do all their maintenance work and have purchased many Chrysler vehicles. Dan states a large amount of the front end repairs performed on the vehicle were paid out of pocket by the customer, although the problem started while under warranty. Dan Burks states they are long Chrysler customers, and they have had an exceptionally large amount of problems with the front end. Dan Burks states it would be in Chrysler's best interest to buy/back the vehicle or fix it, because the customer's will be returning customers for many years to come.

CONTACT UPDATE - 2nd Contact attempt, phone number dialed,

Customer states she wants to go through the buy/back process. Customer states the OWNER Dan Burks is going to bring a vehicle over to their home to look at it and see if they are going to purchase it. Customer states Dodge replaced 2 tires on Oct 12-16 2009, because it was determined the front end was causing wear problems, special Chrysler tech authorized

purchased back rather than pouring more money into the vehicle when its not going to fix the problem.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Cust

Is this a request for Lemon Law, buy-back or replacement? Buy/back.

Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed repairs in the terms of protection.

Number of related repair attempts = 3.

Number of days out of service = 6.

Writer tried calling customer to inform them of the above information.

Customer did not answer so writer left message stating we would follow up with them tomorrow.

Follow up 01/27/2011.

Customer returning case manager BB878 phone call. Customer apologized but her phone died so she was not able to get the call. Writer informed customer that case manager was not available but that a message would be delivered to case manager requesting a call back as soon as possible.

Customer states she can be reached at: 573-808-1553-Cell

Writer called customer and informed her the vehicle does not appear to qualify.

Customer is stating she feels she deserves compensation for the repairs she has paid out of pocket for because Chrysler and the dealership put the wrong axle in vehicle back in 2008 and customer feels this is the reason for all the repairs since.

Writer informed customer we would forward her case back to the previous case manager that can consider compensation but no promises were made.

Writer is sending cair to RC931 for further handling.

Dealer contact-

Writer explained to the SM Kevin that the dealership's owner Dan Burk feels that it would be in Chrysler's best interest to move forward with repairs, minus the tires. SM Kevin states he would fine with accepting a PA.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 573-808-1553. Left a message.

Customer calls requesting to speak with BS650

Customer/Caller transferred to extension # 66003 VM

Writer spoke to the customer who requested assistance with rental in the form of reimbursement, writer informed the customer that the goodwill assistance is for the repair only and that she would be responsible for all rental costs incurred.

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 = \$532.56

Labor = \$163.40

Total = \$695.96

Co-pay = \$150

Amount Pre-authorized (PA) = \$535

DIRECT-TO-DEALER

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 Ben at 800-763-8422

You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 65805 02/09/11 10:50 O 20294518

Dealer called to speak with the case manager to receive the PA authentication. Agent verified the registered customer's information, thus escalated the caller to the case manager's department.

John (WA) dealer code 65805 requests assistance with a PA

John requests a call back at [REDACTED]

WA John, from dealer 65805, calls because the PA is not processing.

Writer reviewed PA with John and found that the dealer code needed to be corrected. Writer had PA corrected and informed John it is fixed.

2-25-11 - SM states that the vehicle was repaired on 2-15 ro# 191314.

The customer has the vehicle and has not reported any issues since the repair. Closed.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|-------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20301914 | |
| VIN | 3D7KS28C3 | 6G | Open Date | 01/08/2011 | Built Date | 03/28/2006 | |
| Model Year | 2006 | Body | DH7H42 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 05/29/2006 | Mileage | 103,000 | Dealer Zone | 74 | DENVER | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 58323 | RUSS CARRIGAN MOTORS INC | | | | | |
| Dealer Address | 308 E 125 N | | | | | | |
| Dealer City | MORGAN | | | Dealer State | UT | Dealer Zip | 84050 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | PEOA UT | | | | | Country | UNITED STATES |

| | |
|--|---|
| Corporate - Reimbursement - Default - Default - Default | seeking assistance due to part not being available. |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | tie rod broke |
| Corporate - E-Reimbursement - Default - Default - Default | |

Customer called regarding tie rod failure. Customer went to dealership and was advised he can no longer purchase the part he needs and would need to purchase a set of all the front end components. Customer beleives this is unacceptable and should still be able to buy just the part he needs. Customer will submit documentation seeking reimbursement for parts expenses.

The customer states that he is going to buy an after market part for \$1200.00 and would like to know if chrysler can help with the cost of the part. The customer can be reached at [REDACTED] phone number correction [REDACTED]

***** CASE MANAGER TEAM - District V *****

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-01-10 @ 12:55

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer states that the tie rod broke on Saturday and is upset that he cannot get just the tie rod ends. Customer went ahead and got the kit from the dealer and is having the front end repaired. Agent sent link for reimbursement consideration.

***** Customer Document Received *****

Customer Document Reviewed.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimburse customer for parts for the repair.

If this is a Recall or Extended Warranty, enter the campaign number.

If this is for a previously made goodwill decision, what is that CAIR #?

Enter the Mileage at the time of the repair.

104260

Enter the Date when the repairs were completed.

1/10/2011

What is the total cost of the Parts to be reimbursed?

448.75

What is the total cost of the Labor to be reimbursed?

What is the total Tax to be reimbursed?

31.64

What is the total amount being reimbursed?

480.39

****End structured narrative T2 - eReimbursement

Check approved

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Left message.

| | | | | | | | |
|---|-------------------------|-------------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20302307 | |
| VIN | 3D7MX49C8 | 7G | Open Date | 01/08/2011 | Built Date | 10/06/2006 | |
| Model Year | 2007 | Body | D18H81 | DODGE RAM SLT 4X4 3500 MEGA CAB | | | |
| In Service Dt | 01/30/2007 | Mileage | 110,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | | |
| Engine | ETH | 5.9L HO CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DGB | | | | | | |
| Dealer | 43076 | P K SMITH MOTORS INCORPORATED | | | | | |
| Dealer Address | HIGHWAY 167 AND 84 WEST | | | | | | |
| Dealer City | WINNFIELD | | | Dealer State | LA | Dealer Zip | 71483 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | WINNFIELD LA | | | | | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Recall - Default - Default - Default | |
|--|--|

Customer called in stating that the steering linkage just broke on customers vehicle and customer just had it replaced in 2009 as it was under recall. Customer requesting assistance for repair to customers vehicle as part has already been replaced due to recall. Customer is requiring assistance and needs vehicle to be towed into local dealership which is about 42 miles away from customers home. Customer requiring assistance with parts and customer is willing to fix vehicle himself.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED] or [REDACTED]

Who has possession of the vehicle? (Owner)
 Has the vehicle been diagnosed by a CDJ dealer? (No)
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F

***** CASE MANAGER TEAM - District ?M? *****

OOW 1 year, 74K miles
 1/1 Purchased new only vehicle
 SC MAXIMUM CARE (FOR VEHICLES WITH 3/36 BASIC)
 Exp Date : 01/30/2014 Exp ODM: 70,000
 Recall H46 shows that it was only inspected to resolve the recall so there is no reason to believe that the current problem is related to the recall.

Writer checked with MM1448 and was advised to offer oil changes but it is 42 miles to the dealer so that wouldn't help.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Writer spoke to the customer and the customer said that the the link that attaches to the steering arm broke at the ball joint at the other end from the steering arm.

Writer advised the customer that with 110K miles on the vehicle we would not be able to assist with the repair as it does not appear to be related to the recall,

*** 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 said he would not be buying another dodge because he has not gotten any assistance this time or in the past. Customer asked that the writer document that he had the following repairs done on his vehicle.

Fuel injector line

AC replaced twice

Front end

Writer advised the customer that it was unfortunate that he did not call in when he had these other problems as we might have been able to help him but we are able to help with this repair.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|--------------------------|-------------------------------|------------------|------------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20309094 |
| VIN | 3D7LS38C2 | 5G | Open Date | 01/11/2011 | Built Date | 07/26/2004 |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | |
| In Service Dt | 11/30/2004 | Mileage | 113,000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Dealer | 25034 | DISHMAN DODGE | | | | |
| Dealer Address | EAST 7700 SPRAGUE AVENUE | | | | | |
| Dealer City | SPOKANE | | | Dealer State | WA | Dealer Zip 99212 |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | INCHELIUM WA | | | | Country | UNITED STATES |

| | |
|--|---|
| Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown | Ball joints on end of the drag link broke off |
| Corporate - Reimbursement - Default - Default - Default | Suspension reimbursement |

Briefly summarize why the customer is contacting Chrysler: Customer is having a popping noise in the front end of his vehicle. Customers ball joints on end of the drag link broke off. Customer talked to a mechanic that stated that he replaces two of these a day for the same issue. Customer is concerned that Dodge is not standing behind the product and assisting in fixing the issue.

Briefly summarize what the customer is expecting: Customer is requesting assistance in purchasing the part for the vehicle. Customer lives 250 miles away from a dealership. Writer informed customer that he would need to take the vehicle to the dealership for a diagnosis before we are able to resolve the issue. Customer is hoping for another option as he would have to have the vehicle towed 250 miles to a dealership.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

Reassigned to 88F

***** CASE MANAGER TEAM - District 88U *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 11:53 am EST. Customer states that he knows that there is a problem with the ball joints on all years of Rams. Customer states that the dealership is stating that they order about 2 to 3 ball joints a day. Customer states that the dealership is about 130 miles away so about 260 miles round trip. Writer advised customer that as a one time goodwill offer, Chrysler would be willing to reimburse for some of the part cost, but he would have to pay for the part out of pocket. Customer was happy with the decision. Writer advised customer that Chrysler cannot reimburse for tax or labor. Customer understood and will call back after he purchases the part.

Customer is calling back on his case. Customer asked about how to get his reimbursement. Writer noted the offer in lines 25 to 28. Writer informed the customer of the email option. Customer says he does not have a scanner. Writer provided the mail address

Chrysler Customer Assistance

P. O. Box 21-8004

Auburn Hills, Mi 48321-8004

Attention reimbursements

Writer informed the customer to make copies of his invoice and proof of payment and send in the originals. Writer suggested the customer send name, address, phone, case number invoice and proof of payment.

TIER 2

Customer was contacted on 01/24/2011 and was advised to send in documentation for reimbursement. If documentation is not received by 01/31/2011 writer will follow up with customer.

TIER 2

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:21pm EST.

Customer answered. Customer stated that reimbursement documents have been sent in. Writer advised customer that reimbursement process will be completed after documentation is attached to CAIR.

***Verified mailing address in COIN + CAIR**

POSTMARK DATE: 012911; DATE RECEIVED: 020111

Writer received and attached document to CAIR as TIER 2 Agent is waiting on these documents to process reimbursement.

TO ZA23 - Was there a promise for the full amount of the parts, or just partial. The narrative states some but does not give a decided amount. Please advise

Reimburse \$580.45.

Previous Agent Promise

Customer submitted documents for request for reimbursement for repair to the (suspension) on their vehicle, (on line 59 in CAIR 20309094) reimbursement in the amount of (\$580.45).

Customer s proof of payment is: Discover card (Authorization #01769R)

Date of repair: 01/11/2011

Labor \$0

Parts \$580.45

Tax \$50.50

Misc. Charges \$0

Total \$630.95

Writer is submitting check for approval in the amount of \$580.45 (parts only) as per the previous agent promise.

TIER 2

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:20pm EST

Customer was not available. Agent advised we are submitting a reimbursement and provided mailing time

Address previously verified on line 52

Approved

| | | | | | | |
|---|--------------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20321156 |
| VIN | 1D7KS28C8 | 6 | Open Date | 01/14/2011 | Built Date | 02/08/2006 |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 02/20/2006 | Mileage | 45,000 | Dealer Zone | | |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 91102 | CHRYSLER LLC | * | | | |
| Dealer Address | 800 CHRYSLER DRIVE | | | | | |
| Dealer City | AUBURN HILLS | Dealer State | MI | Dealer Zip | 48326 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | 634 |
| | SAYRE PA | | Country | UNITED STATES | | |

| | |
|--|------------------|
| Corporate - E-Reimbursement - Default - Default - Default | Mopar Parts used |
| Corporate - Reimbursement - Default - Default - Default | |
| Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Front | |

Documents are also attached Refer to case 20280579

Customer states that her tie rods on the vehicle have broke off and she would like to see if there is any way she can any reimbursement from the cost of the repair. Customer states that it cost around 2500, they had a AA come and pick up the vehicle and when AA was backing up they hit a building and it created a dent in the back of the vehicle. Customer states that the 2500 dollars was not park of the dent and they had to replace all 4 tires. Customer states that the dealership told her that they did something for her brother that had the same problem. Customer wants to know if she can make a deal with the dealership so that she can trade the vehicle in and get a newer diesel vehicle.

***** Below Customer Contacted for Documentation Request ***** 88
01/05/2011 2:25:07 AR1008

CUSTOMER CONTACT- Mrs Seck stated that what they would like is to see if
88 01/05/2011 2:31:23 AR1008

there is any kind of assistance that can be offered for using mopar.
Agent asked that customer send in all documentation
for further review agent advised this is not a guarantee of assistance.
Customer email is

***** Below Customer Contacted for Documentation Request *****
on 2011-01-13 @ 08:48

Agent spoke with customer and sent a documentation request. Agent
transferred to CM Line Transferred Customer to CM VM

***** Customer Document Received *****

Customer Document Reviewed.

Agent will offer reimbursment for parts only for a total of \$357.53
customer used Mopar parts.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Customer is seekin reimbursement for repairs done at IRF however they
used Mopar parts.

If this is a Recall or Extended Warranty, enter the campaign number.

NA

If this is for a previously made goodwill decision, what is that CAIR #?

NA

Enter the Mileage at the time of the repair.

57,751miles

Enter the Date when the repairs were completed.

12/17/10

What is the total cost of the Parts to be reimbursed?

\$357.53

What is the total cost of the Labor to be reimbursed?

\$0

What is the total Tax to be reimbursed?

\$0

What is the total amount being reimbursed?

\$357.53

****End structured narrative T2 - eReimbursement

check approved

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|----------------------|-------------------------------|------------------|---------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20321334 |
| VIN | 1D7KS28C2 | 6 | Open Date | 01/14/2011 | Built Date | 10/20/2005 |
| Model Year | 2006 | Body | DH7H42 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 02/24/2006 | Mileage | 53,000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 42198 | BEAVERTON DODGE | | | | |
| Dealer Address | 9570 S W CANYON ROAD | | | | | |
| Dealer City | PORTLAND | | | Dealer State | OR | Dealer Zip 97225 |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | ALOHA OR | | | | Country | UNITED STATES |

| | |
|--|-----------------------------|
| Product - Suspension - Tie Rods / Drag Link - Worn - Front | Tie rods had to be replaced |
|--|-----------------------------|

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 Customer calling as his tie rods on his vehicle broke. Customer was questioning his warranty coverage. Agent advised customer that his basic warranty had expired. Customer does have a SC for 7 years 70000 miles that he thought should have covered his tie rod repair.
 Agent transfered customer to service contract line to inquire if his SC was to cover that repair.

| | | | | | | |
|---|-------------------------|----------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20322602 |
| VIN | 1D7KS28C9 6 | | Open Date | 01/14/2011 | Built Date | 09/16/2005 |
| Model Year | 2006 | Body | DH7H42 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 11/11/2005 | Mileage | 60,000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 68488 | RAIRDON'S DODGE CHRYSLER JEEP OF | | SMOKEY POINT | | |
| Dealer Address | 16610 SMOKEY POINT BLVD | | | | | |
| Dealer City | ARLINGTON | Dealer State | WA | Dealer Zip | 98223 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | LAKE STEVENS WA | | | | Country | UNITED STATES |

| | |
|--|---|
| Corporate - Excessive Contacts - Default - Default - Default | 5 |
| Referral - Other - Default - Default - Default | |

Customer states the tire rod is broken twice within a year.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Dwayne Lane s Chrysler Jeep Dodge (67847)
Customer tire rod have failed for the second possibly third time. Nobody can align the truck. Customer assumes a 2010 front end has been put in to the 2006.
Reassigned to 88F
***** CASE MANAGER TEAM - District P *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.
1-used
OOW by time/miles
SC-1-expired.
Customer voicemailbox was full and writer could not leave a vm.
2nd attempt made to contact customer. Customer voicemailbox was full and writer could not leave a vm.
Writer spoke with the customer he says he purchased the vehicle used, tie rod broke he replaced it himself purchased the Tie rod part from chrysler (mopar part) took it into les schwab and had the vehicle aligned. The tie rod broke again and he feels there is maybe pressure or its bound up, he took it into les schwab again and they are telling him its a ball joint. He feels the previous owner of the vehicle may have had a broken tie rod end as well he put in a new front end due to a recall.
Writer researched and did not find that recall. Customer states they dont make a 2006 front end anymore, so they had to put a superseded part into the front. Customer says the front end is \$400.00 and he feels that his safety is in concern.
Writer informed customer that we need to have the vehicle diagnosed before we can consider goodwill assistance. Customer says he does not want to pay for the diagnostic he feels that chrysler should writer a check to the dealership. Writer explained to the customer that if the diagnosis proves that the part on the customers vehicle is a chrysler

part then and it is determined a mechanical failure, writer is more than happy to assist with goodwill. Writer informed him that there will be a copay since the customer did purchase the vehicle used and is outside of warranty. Customer was a little frustrated but understood. He has an appointment on thursday for the diagnosis at dealer 68488. Customer calls to speak with their Case Manager. He states he has dropped the vehicle off at the dealership. Writer advised a note will be delivered via floor support.

Writer spoke with the customer, he says the dealership still has the vehicle and they are still diagnosing it, writer will contact the dealer and the customer first thing in the morning. 01/21

Writer attempted to contact the Service to see if they have a diagnosis on the customer's vehicle phone continued to ring, no answer or vm.

Customer wants update on case. Writer advised customer of lines 50-51.

Customer states that he reached the dealer this morning and does not believe that the dealer or the CM is doing enough to assist him.

Customer calls to speak with their Case Manager.

Customer calls requesting to speak with LG766

Customer/Caller transferred to extension # 66207

Customer calls requesting to speak with LG766

Customer/Caller transferred to extension # 66207

Writer left a note with the secretary for the SA to contact writer, writer needs the diagnosis on the vehicle, if SA calls writer needs to speak with him.

Transferred the call to the case manager.

Writer spoke with the customer, he says he has been waiting to get ahold of the dealership as well. He says the dealership told him that he has the upgrade but that when they did the recall the customer is saying they didn't finish the job they continued to contact him for over two months after the recall was done. Customer is wanting this matter handled today, writer informed the customer that I am working his case it's not sitting here. Writer will continue to attempt to contact the dealership.

Customer called to speak with the CM LG766

Writer advise the Customer that the CM is not available Customer requested for VM

Writer spoke with the SM Bill he says the customer states he has broke the two front outer tie rods. 143427, used vehicle. SM states the Customer has replaced the tie rod ends himself on the vehicle, he took it to Les Schwab for the alignment. SM says the tube and the bracket were replaced as per the recall H46. The dealership looked at the vehicle today and they could not find any issues with the vehicle, and the tie rod end the customer alleged he just replaced, did not look brand new, they looked worn. SM has no idea what is causing the tie rod ends to break. He says the customer is saying he has a bad front end and he keeps breaking the tie rod ends. Lead tech looked at the vehicle and said everything is working fine.

Writer spoke with the customer he says he is going to pick up the vehicle today, he is upset and stated that Chrysler is going behind his back and is not wanting to assist him with the issue on his vehicle, he stated he is going to take his vehicle to another dealership for a second opinion, writer advised the customer that that is fine he can do that, but there is no guarantee that Chrysler will assist with goodwill, his vehicle has over 140,000 miles and he purchased it used. Customer then stated he has had many mechanics tell him there is something wrong. Writer asked the customer if the tie rod ends he put on the vehicle, if they were Mopar parts. Customer stated they were and that he knows they are made in Mexico and Chrysler uses that part because they are in cahoots with Mexico. Customer alleged that the writer did not contact the dealership, writer explained to the customer they did attempt to contact the dealership and everything thing we do at Chrysler is recorded and the conversations are documented. Customer continued to curse and accuse the writer of lying. Customer stated that Chrysler is making him take his vehicle and drive it when it is unsafe to drive. Writer stated to the customer that no one has told him to take the vehicle if he chooses to drive the vehicle that is his choice. Customer stated he is contacting the NHTSA because this issue is a safety concern that we as Chrysler are ignoring. He stated he is going to contact the CEO of the company, writer informed him that is fine and there is an address for him to write a

he alleges he wanted one earlier but the agent sent him to the case manager instead of the supervisor, writer apologized and told him the writer was unaware of that. Writer advised the customer that a supervisor would contact him within 1-3 hours.

Customer called to leave a voicemail for CM. Customer requests that CM call him early monday morning if possible. Writer transferred customer to CM s voicemail.

*****Supervisor Call*****

writer left a message for the customer to call back. Writer left a detailed message for the customer to call back

Writer was informed that the customer is requesting to stay connected with LG766. Customer states that 15 minutes after he got off the phone with his case manager he picked up his vehicle. customer states that he has a list of the parts numbers and would get under his vehicle to make sure that the parts numbers coincide with the list of the paperwork. customer states that the dealership called him to let him know that they really didn't do the work. customer states that he does have an appointment on 01/25/2011 to have the rest of the work done. customer states that there is documentation of the recall h46 per dealerconnect RC-CH46-09 SAFETY RECALL H46 - MOPAR STEERING LINKAGE. customer will be at the dealership at 0900 on 01/25/2011 and would like to get a call back at that time.

Customer calls to speak with case manager. Writer asked if the vehicle is in the dealer. Customer states it is and he would like to go over the case with the case manager. Writer informed customer that the case manager has been notified and may contact the dealer first for updates. Customer states he wants a call today.

Customer requested to speak to CM. Writer informed customer that CM is unavailable right now. Customer states that he left a message on Friday with no call back. Customer would like a call as soon as possible.

Writer sent a note.

Writer spoke with the customer he says he dropped the vehicle in at the dealership today, he says he contacted the dealership on Friday and spoke with the service department, customer stated after he took the vehicle from the dealership they called him right back and informed him that they did make a mistake and didn't complete the recall on the H46.

Customer is wanting reimbursement on the diesel fuel, towing, two tie rod ends, the alignment that he had done at Les Schwab because he alleges the dealership told him they couldn't align it. Writer informed the customer that the fuel we would not be allowed to reimburse for but the writer will gather the information needed and look at reimbursement on the other concerns requested. writer is going to follow up with the dealership on 01/26 then contact the customer. He is ok with that.

Writer spoke with the SM Bill special ordered parts for the customer when he originally came in back in 2009, the SA kept trying to get in contact with him and he was unavailable because he had moved out of state, so because of that the customer's recall was never completed. the SM had the customer come in yesterday and they completed the H46 recall. The SM states the customer never brought the vehicle in for an alignment.

Writer asked the SM Bill if he would compensate the customer for the requests but SM stated the customer did not buy the vehicle from them, not a loyal customer. SM stated the customer was not very professional with him while he was there.

writer left the customer a voicemail. Writer needs to inform the customer that we are unable to reimburse him the items he requested but writer is going to offer the customer a DIESEL ESSENTIAL CARE PACKAGE. ECD28N 2/8 OIL CHANGES.

Writer attempted to contact the customer, left a voicemail.

01/31

Writer spoke with the customer, writer spoke with the customer he says he is upset about the tie rod ends not being replaced correctly, writer explained to the customer that the dealership explained to the writer that they had started the repairs on the recall and needed some extra parts so they had the customer take the vehicle until the parts arrived, once the parts arrived the dealership attempted to contact the customer but he had left town, according to what he told the SM, Customer stated he never left town and that Chrysler is going behind his back and lying,

dealership, they are the eyes and ears of the company and writer apologized that he felt we were lying, but that we are trying to assist him the best way possible. Writer offered the customer the DIESEL ESSENTIAL CARE PACKAGE OIL CHANGES 2/8 customer refused the offer then asked how long he had to accept, writer informed him that he has 30 days, customer then stated he was going to write more letters to everyone he knew and everyone within the Chrysler company, writer advised the customer he can do what he feels is best. customer recanted and accepted the offer for the oil changes. Writer advised the customer that his case is being closed and if he has any further concerns to contact Chrysler. CLOSED LOOP UPDATE - no need for additional follow-up. Service manager(SM) Bill calls with regards to previous CAIR 20322602. SM states that customer is threatening dealer and accusing USCAC of accusations against dealer. SM requests summary of conversation and documentation in CAIR. Writer obliged. Writer notes on lines 183-184 customer's acceptance of OCSC. Writer submitted SC worksheet.

| | | | | | | |
|---|------------------|-----------------------------------|------------------|------------------------------------|---------------------|-------------------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20323748 |
| VIN | 3D6WD66A6 | 8G | Open Date | 01/15/2011 | Built Date | 08/08/2007 |
| Model Year | 2008 | Body | DM9L64 | DODGE RAM 4X4 4500 REG CAB CHASSIS | | |
| In Service Dt | 10/31/2008 | Mileage | 96,000 | 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 | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | | |
| Dealer | 66451 | SOUTH COUNTY CHRYSLER - JEEP - | | DODGE | | |
| Dealer Address | 6600 CHESTNUT ST | | | | | |
| Dealer City | GILROY | | | Dealer State | CA | Dealer Zip 95020 |
| Owner | | | | | Contact Type | ROADSIDE |
| Address | | | | | Home Phone | |
| | LOS BANOS CA | | | | Country | UNITED STATES |

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

Roadside Assistance Contacted - DATE : 2011-01-13
 Road Side File Created 01-15-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 160 HIGH GRADE LANE 6600 CHESTNUT ST
 GREEN VALLEY ROAD
 FREEDOM GILROY
 CA USA CA
 CALLER_COMMENTS BROKEN TIE ROD BETWEEN FREEDOM AN
 DEALER CODE : 66451 SOUTH COUNTY CHRYSLER - JEEP -

| | | | | | | |
|---|---------------------------|-------------------------------|------------------|---------------------------------|-------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20325031 |
| VIN | 3D7KS19D4 | 7G [REDACTED] | Open Date | 01/16/2011 | Built Date | 07/21/2006 |
| Model Year | 2007 | Body | DH6H81 | DODGE RAM SLT 4X4 1500 MEGA CAB | | |
| In Service Dt | 04/30/2008 | Mileage | 41,488 | Dealer Zone | 71 | LOS ANGELES |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 44106 | KONA AUTO CENTER INC | | | | |
| Dealer Address | 76-6353 KUAKINI HIGHWAY | | | | | |
| Dealer City | KAILUA-KONA | Dealer State | HI | Dealer Zip | 96740 | |
| Owner | [REDACTED] | Contact Type | ROADSIDE | | | |
| Address | [REDACTED] | Home Phone | | | | |
| | KAILUA KONA HI [REDACTED] | Country | UNITED STATES | | | |

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

Roadside Assistance Contacted - DATE : 2011-01-14
 Road Side File Created 01-16-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 96-3213 PAKALANA 76-6353 KUAKINI HIGHWAY
 PIKAKE STREET
 PAHALA KAILUA-KONA
 HI USA HI
 CALLER_COMMENTS TOW_COMMENTS VENDOR_COMMENTS
 DEALER CODE : 44106 KONA AUTO CENTER INC
 Contacting KONA AUTO CENTER INC @ 808-329-4408 - code 44106 - to follow
 up on the roadside event for 2007 Dodge Ram under MS DESIREE JAMES -
 spoke with Lynn SA
 Is the vehicle at the dealer now? yes
 When did it arrive at the dealer? 1/14/2011
 What is the current mileage? 41844 mls
 If known, what is the reason for the tow? steering - tie rod bolts
 snapped
 Have the repairs been completed? no
 If yes, when were they completed?
 If no, what is the estimated repair date? 1/18/2011
 Are there any parts that need to be ordered? no - parts in house
 Warranty or Service contract repair - SC
 Rental provided? yes
 If yes, how many days? 1 days - SC
 Csr sts: I will follow up with the customer once repair has been done =
 ***** End of Narrative *****
 Contacting KONA AUTO CENTER INC @ 808-329-4408 - to check on vehicle p/u
 -
 Csr sts: calling to find out if the James vehicle has been picked up
 Lynn sts: it has not been picked up yet
 Csr sts: thank you - I will contact the customer in a day or so -
 ***** End of Narrative *****
 Contacting KONA AUTO CENTER INC @ 808-329-4408 - to find out if customer
 has picked up vehicle -
 Lyn sts: it has been picked up

Csr sts: thanks Lyn - will follow up with the customer -
***** End of Narrative *****

1st attempt to contact Ms [REDACTED] -

Csr sts: calling to f/u with the service done on your Dodge Ram -

Customer sts: we were towed to the shop for the tie rods - but once we
got the vehicle back we noticed that the bolts were not tightened and the
tie could have broke and caused an accident - and we talked with Jeffrey
in service - and he has a part on order for the truck - so I will be
taking it back in - Csr sts: I do apologize that you have had this happen
- and if you can take my # down and call me once you have had the repair
done -

Customer sts: oh thank you - I am so glad that you have called -

Csr sts: we just want to make sure that you are satisfied with the
repairs - and for you to enjoy your vehicle - so call me and if there is
something I can do to help you - I will be happy to do so -

Customer sts: thank you very much Amy -

***** End of Narrative *****

| | | | | | | | |
|---|--------------------------|-------------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20326742 | |
| VIN | 3D7MX48C7 | 7G | Open Date | 01/17/2011 | Built Date | 12/06/2006 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 08/14/2007 | Mileage | 77,744 | 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 | DGB | | | | | | |
| Dealer | 44433 | BONHAM CHRYSLER | | | | | |
| Dealer Address | 1522 W SAM RAYBURN DRIVE | | | | | | |
| Dealer City | BONHAM | | | Dealer State | TX | Dealer Zip | 75418 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | BOKCHITO OK | | | | | Country | UNITED STATES |

| | |
|---|-----------------|
| Corporate - Complaint Contact - Default - Default - Default | tie rod snapped |
| Product - Steering - Linkage - Defective - Default | |
| Recall - H46: - Consequential Expenses Not Covered | |

Customer called in and stated that he had a new tie rod on (less than 30000M) and it snapped. Customer feels this could be because of the steering linkage recall and would like assistance in getting this fixed. Customer had his truck towed and had to get a new tie rod on and would like a call back regarding this. Customer may be reached at 580-920-2245. Currently truck is at Bonham Dealership.

***** CASE MANAGER TEAM - District ? o ? *****

OOW by time and 34000 miles

Expired BUSINESS LINK SC

Original Owner

There are no additional vehicles under the household and ownership.

Writer called the dealer#44433 and spoke with SA David who said that the

tie rod is not part the recall#H46. He said that the tie rod was broken.

He said that there is no sign abuse or neglect and the vehicle is well

maintained. He said that the vehicle is working truck. He said that the

customer is not very loyal with the dealer. Writer left a message with

the SA for called the agent back.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

580-920-2245. Customer was contacted and there was voicemail only. Left a

message asking to contact the agent and provided the agent's direct

extension.

Transferred Randy SM from dealer44433 phone #903-583-8877 ext.122 to CM.

Dealer provided parts and labor information: Parts: 419.16 Labor:

166.00 Total 635.11

Steering Kit, Steering Damper and 2 Lock Nuts. Alignment will be sublet.

SM Randy who provided the warranty cost \$635.11 including the alignment

which is part of the repair and it will be sublet service. He was

informed that Chrysler would like to participate on the goodwill

assistance with \$317.00+ tax

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 = \$419.16

Labor = \$166.00

Total = \$635.11

Co-pay = \$317.00

Amount Pre-authorized (PA) = \$323.00

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 Monica at 800-763-8422

You may also contact us by email at:

T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 63 44433 01/18/11 10:30 O 20326742

*Contact Date:01/18/2011

Parts / Service Director at the dealership has updated the Cair# 20326742

The vehicle has been diagnosed.

*Contact Date:01/19/2011

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 1/19/2011 AT 12:07:363 R 20326742

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 580-920-2245. Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent's direct extension.

CONTACT UPDATE - 2nd Contact attempt, phone number dialed, 580-920-2245. Writer called the customer who said that the repair had been completed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Dealer called for the PA number. Writer verified dealer code and mileage and advised the case number was the PA.

| | | | | | | | |
|---|------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20330267 | |
| VIN | 3D7KS19D3 | 6G | Open Date | 01/18/2011 | Built Date | 10/04/2005 | |
| Model Year | 2006 | Body | DH6H81 | DODGE RAM 1500 SLT MEGA CAB 4X4 | | | |
| In Service Dt | 01/17/2007 | Mileage | 58,907 | 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 | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | MALDEN MA | | | | | Country | UNITED STATES |

| | |
|--|--------------------------------------|
| Corporate - Recall - Default - Default - Default | Alignment needed after recall repair |
| Corporate - Excessive Contacts - Default - Default - Default | |

The steering linkage seperated from the vehicle, when I brought the vehicle to complete the recall and put the vehicle out of alignment, now my tires are getting worn prematurely because of that, Customer thinks this repair should be covered. Sometimes the CD/Radio with 3.5 aux input, doesn t work, the weather stripping on the rear window needs to be replaced. I also have an airbag light that they haven t been able to fix yet.

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is
Who has possession of the vehicle? (Owner/Dealer/IRF) OWNER
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) YES
If a CDJ dealer has diagnosed, what is the dealer name or code? 67211
Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

Warranty expired January 17, 2010

2/1 1 new and 1 used

yes SC

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Line Busy.

left message

2nd attempt made to contact customer. Left message.

left message

Customer calling in to speak with case manager. Transferred through for further assistance.

Customer returned case managers calls. Case manager not available, voice mail did not answer, Writer to send a note requesting a return call.

Customer states that the best contact time is 12:00 PM EST

Customer wants his case manager to call him back. Writer informed him that the case manager will be return his call.

Writer contacted, Line Busy.

781-321-1514, left message. Writer need to get a good number for the customer.

2nd attempt made to contact customer. Left message.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Customer states he would like his alignment fixed from the recall. Customer states the recall caused the vehicles alignment to go out. Writer advised customer I would contact a dealership to see if the recall causes the alignment to go out. Customer states he wants me to call a different dealership then he goes to. Customer states when I contact a dealership for recall information he wants the dealerships information so he can call them.

Writer advised customer I was still reviewing his case and I will contact him as soon as I can.

Writer will decline repairs writer will offer customer 2 years and 4 oil changes.

Writer left message for customer.

Writer contacted customer to advise him Chrysler would not be able to assist with the repairs. Writer offered customer 2 years and 4oil changes.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20331615 | |
|--|------------------------------|--------------------------------------|-----------|------------------------------------|--------------|---------------|--|
| VIN | 3D6WC66A3 | 8G | Open Date | 01/18/2011 | Built Date | 09/11/2007 | |
| Model Year | 2008 | Body | DM4L64 | DODGE RAM 4X2 4500 REG CAB CHASSIS | | | |
| In Service Dt | 11/09/2007 | Mileage | 38,103 | 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 | 44504 | TRIANGLE DODGE INC | | | | | |
| Dealer Address | 1666 JEFFERSON DAVIS HIGHWAY | | | | | | |
| Dealer City | GRANITEVILLE | Dealer State | SC | Dealer Zip | 29829 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | BEECH ISLAND SC | | | | Country | UNITED STATES | |

| | |
|--|--------------------|
| Recall - H34: - Advise Owner/Incomplete Recall | Advised of recall. |
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | Tie rod broke. |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called wanting to know if there were any recalls on his truck because he has a tie rod break at 38,000 miles. Customer said it happened the yard but could have been very dangerous if this happened while on the road. Customer states this is not something that should happen to a vehicle with low mileage on it, or even high mileage. He is also concerned because he has 3 of these trucks.

Briefly summarize what the customer is expecting:

Customer would like Chrysler to assist with the cost of repair. Also to advise what to do on the other two vehicles to avoid this problem.

****End structured narrative T2 - Beginning Narrative

Customer calls seeking recall information. Advised the customer of incomplete recall H34 for this vehicle.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No, just happened 30 minutes ago.

If a CDJ dealer has diagnosed, what is the dealer name or code? He will be going to 44504.

Reassigned to 88F

***** CASE MANAGER TEAM - District 88u *****

3rd owner, 5 vehicles, No service contract, OOW

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

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 ?Describe customer s request?

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

SA Ricky said the left outer tie rod was broken. He said there was no sign of abuse or neglect. Warranty part \$180.60 labor \$22.05. Writer told SA the information would be sent to the CM.

Agent attempted to contact dealer Service Manager (SM), Mark however, SM not available. Left message for a return call at extension 66396

Writer called dealer and spoke with SM Mark. Customer is very loyal to dealer and chrysler.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Customer contact.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$180.60

Labor =\$22.05

Co-pay =\$0 TP324

Amount Pre-authorized (PA) = \$210.00

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 Clarissa at 800-763-8422

You may also contact us by email at:

T2email@chrysler.com. This customer will be informed of this decision. Please update and/or close CAIR when complete.

#####

SM is going to call customer.

REASSIGNED TO BC/DLR 66 44504 01/24/11 15:29 O 20331615

*Contact Date:01/25/2011

DCX goodwill repair is documented on Repair Order#87311

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 1/25/2011 AT 09:00:556 R 20331615

Writer spoke with customer who stated the repairs went well. Customer stated he did not get the alignment because the dealer could not fit his truck on the lift. Customer has to get alignment done at an IRF then bring receipts to dealer for reimbursement.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20334936 |
|--|----------------|-------------------------------------|-----------|---------------------------------|--------------|------------------|
| VIN | 1D7KS28C4 | 6 | Open Date | 01/19/2011 | Built Date | 05/09/2006 |
| Model Year | 2006 | Body | DH7H42 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 06/30/2006 | Mileage | 86,315 | Dealer Zone | 63 | DALLAS |
| 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 | | | | |
| Dealer | 45031 | ALL AMERICAN CHRYSLER JEEP DODGE | | | OF MIDLAND | |
| Dealer Address | 3801 W WALL ST | | | | | |
| Dealer City | MIDLAND | | | Dealer State | TX | Dealer Zip 79703 |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | MIDLAND TX | | | | Country | UNITED STATES |

| | |
|--|---|
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | The customer is had issues with broken drag link. |
|--|---|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

The customer is calling because they are dissatisfied with the service they have received from Dodge, the customer believes that Dodge should be able to help him out better with his vehicle. The customer is scared that Dodge is just going to sell there vehicle back again to someone with no knowledge of the drag link. The customer s drag link has broken again for the 4th time, and the customer doesnt feel safe for driving it. The customer has left the car at the dealership.

Briefly summarize what the customer is expecting:

The customer expects Chrysler to some how make him a satisfied customer.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? (Owner/

Has the vehicle been diagnosed by a CDJ dealer? (Yes/

If a CDJ dealer has diagnosed, what is the dealer name or code?45031

American

Reassigned to 88F

* * * * * CASE MANAGER TEAM - District P * * * * *

2-used

1-new

OOW by time/ miles

SC-no

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

432-559-3317 Left message.

Information from this entry should not be shared with customer. DM is involved with SM at 45031 Midland and will get the CR/Warranty Manager involved from BC. DM only shows that the steering gear has only been replaced once and steering link/drag link has been replaced once. DM will continue to in vestigate. NTW2

Writer spoke with the SM ,Brian,He states the customer has had the steering linkage replaced 4 times, due to the ball joint braking.

Customer loses control of the steering everytime the linkage goes out. SM has contacted the DM with this matter, he says he would like the warranty administrators to be aware of this, as he feels this could be a major issue. The dealership has already performed the TSB on this part. Customer is not driving the vehicle any longer he left the vehicle at the dealership, he does not want it sold. The dealership offered the customer a \$5000.00 goodwill towards a purchase of a new vehicle, customer declined the offer. Its about principal not the money. he says he sees where the customers point of view on this matter. There is nothing the dealer can do to fix the truck , unless chrysler can redesign the part. 2nd attempt made to contact customer. Left message.

██████████ is the correct phone #

Writer spoke with the customer he says the dealership offered him \$14500 and he says that is not a fair price, he says he cant afford to replace the vehicle. Plus an additional \$5000 on top of that. He says he paid 45000 for the truck, and says the vehicle is in mint condition. Customer states he doesnt want anyone else to drive the vehicle because its unsafe. He says this has been replaced 3 times and the dealer told him this time its fixed, but he doesnt trust taking the vehicle back because they havent done anything to fix the part issue. Customer states he likes the vehicle and does not want to get rid of it, he feels he shouldnt have to get rid of it because of the parts issue but he has no other choice. Customer stated a lady he spoke with stated that his vehicle does not qualify for lemon law. Writer informed the customer that they dont know who he spoke with but there is a qualified team for lemon law that can make the decision on the lemon law.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66207

Writer spoke adrienne ASM, he says that the SM Brian is handling this case, he wrote a note for the SM to contact the case manager, when he is in the office tomorrow.

Writer attempted to contact the customer, writer needs to inform him that the dealership is working on this with upper management and that the case manager is sending this case as an unresolved concern.

Writer attempted to contact the customer, writer left a voicemail informing the customer that we are sending this case to the dealership as the DM is handling the case.

REASSIGNED TO BC/DLR 63 45031 02/01/11 11:45 O 20334936

*Contact Date:02/04/2011

Service / Parts Director at the dealership has updated the Cair# 20334936

The vehicle has been diagnosed.

2-07-11 DM did pull the \$5000 goodwill offer after customer refused. NTW2

Customer is calling to speak to a case manager.

Customer calls to speak with their Case Manager. Writer advised CM not available. Writer advised agent will send message to have CM contact Customer on his Cell

██████████ CUSTOMERS PHONE #

Writer spoke with the customer he was at a dr s appointment asked that the writer contact him back.

*Contact Date:02/10/2011

Dealer goodwill repair is documented on Repair Order#138051

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 2/10/2011 AT 11:28:650 R 20334936

Writer left the customer a voicemail asking the customer to contact the case manager back.

Customer was directed to case manager.

Customer calls requesting to speak with LG766

Customer/Caller transferred to extension # 66207

Writer spoke with the customer, he says he went in to purchase a new truck and the sales person told him the offer had been retracted, the customer is wanting to know why that is. Customer stated that the dealership told him they repaired the vehicle (5th) time and they told him that it is fixed this time. writer informed the customer that at this time there is nothing more we can do to assist him and that we have to go with the decision of the DM, but the writer would contact the dealership and see if they can proceed with the offer of the \$5000.00.

Writer attempted to contact the dealership and no answered the phone, stated that eveyrone was busy.

contact the case manager back.

Agent attempted to contact dealer Service Manager (SM), Brian however, SM not available. Left message for a return call at extension 66207

Writer contacted the customer back and informed him that the writer was unable to contact the sm and will follow up with him tomorrow once they speak with the sm. customer was ok with that.

Customer calls to speak with their Case Manager.

Brad , service director. 432-681-8026

Soft transfered to Cm.

Writer spoke with Brian Reynolds Service Director, he says the situation has been draggin on for a long time, originally they did not have a fix for the vehicle, because the customer was scared to drive the vehicle the District Manager, offered the customer a goodwill offer of \$5000.00 on 12/20 Dealership offered the customer a trade in value for \$18,000.00. Customer mentioned to the dealership that he declined the goodwill offer and that he was going to pursue lemon law. Then Brian SD received the information on from the tech, which says he may have found a repair for the customer per a TSB, they performed the 19-001-11, tie rod ball stud alignment procedure. Brian wants the upper management to know that he has had 3 more cases with the tie rod issues and feels this should be a recall.

Dealership stil has the customers vehicle since 12/20

Writer attempted to contact the customer, left a voicemail asking the customer return the writers call.

Writer spoke with the customer informed him of lines 114-125 and customer stated that he has had a difficult decision since 12/20, he alleges that when he was offered the goodwill decision he was told to take his time and no hurry, customer wasnt informed that the decisiion could be retracted. Customer stated that he has been in and out of the hospital and the DM had things to do and was not in the dealership. Customer stated that he didnt want to sell the vehicle to anyone else unless it was fixed. Customer states that he feels like he is trying to get ran off, he is going to tell his friends and neighbors about chrysler. He is upset that chrysler rescended the offer. Customer states he does not feel like chrysler is assisting him. Customer states he is completely dissatisfied as a customer. Writer informed the customer that the goodwill decision offered made by the dealership by the DM is the decision we have to stick with, since there is an offer that was made, since he stated at that time he didnt want the offer they retracted it. Customer stated to the writer he doesnt understand why we are on the payroll if we cant do anything for the customers. writer apologized and stated that is chryslers final decision that the dealership and chrysler work together as a team and when there is a goodwill offer made we have to stick with that decision.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|-------------------------|-------------------------------|------------------|------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20339751 |
| VIN | 3D7MS48C5 | 5G [REDACTED] | Open Date | 01/20/2011 | Built Date | 11/18/2004 |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | |
| In Service Dt | 02/17/2005 | Mileage | 100,283 | Dealer Zone | 42 | DETROIT |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 42842 | DOTSON BROTHERS INC | | | | |
| Dealer Address | 1010 CARSON DRIVE | | | | | |
| Dealer City | PARIS | Dealer State | KY | Dealer Zip | 40361 | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | |
| | CYNTHIANA KY [REDACTED] | | | | Country | UNITED STATES |

| | |
|--|--|
| Dealer - Service/Body Shop - Transaction - Other - Default | Allegedly refused to perform recall for customer. |
| Corporate - Lost Customer - Default - Default - Default | Customer won't buy another vehicle due to amount of repairs needed . |
| Corporate - Complaint Contact - Default - Default - Default | |
| Corporate - Excessive Contacts - Default - Default - Default | |

Customer called in stating that the dealership will not perform the recall work for the steering linkage. They want to charge him over 1000. He towed the vehicle to the dealership due to the recall . The dealership advised him he would need authorization from Chrysler . He would like further assistance with this issue.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [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?Dotson

Brother Inc. [REDACTED]

Reassigned to 88F-

Service Rep Dave

***** CASE MANAGER TEAM - District U *****

2nd owner, 3 previous used, no csc,oww 3/36 by 2 years 11 months.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] . Left message.

Dave from the dealership called in wishing to speak to case manager, transfer to case management

Caller requested to speak to the case manager. Agent transferred caller to the case management department.

Dave Shop Manager stated the tie rod is broken as well as the steering dampener is broken. Dave Stated the customer was under the assumption this would be covered under the H46 recall.

Dealer calls/emails back with information previously requested.

Warranty parts \$ 486.57

Warranty labor \$ 207.60

Warranty total \$ 694.17.

Other Information - Dave gave the service Ext 241.

Customer called back. Customer wants the dealership to be called for approval.

Customer called and asked to speak to his case manager. Writer transferred customer to case management team [REDACTED]

Dealer calling to speak to cm. Cm not available, dealer was transferred to leave a voice message.

Customer calls requesting to speak with the Case Manager BE115. Writer attempted to contact the CM at extension 66377, however, CM was not available. Writer advised the customer that the CM is currently unavailable, however, writer advised the customer that the information has been provided to the CM s for a follow up to see if they can resolve this issue with his vehicle. Customer understood.

Writer called dealer to speak with Service Advisor Charles per a message received. He verified information in message and transferred writer to the Service Manager.

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 = \$486.57

Labor = \$207.60

Total = \$694.17

Co-pay = \$400.00

Amount Pre-authorized (PA) = 320.00

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 Brianna at 800-763-8422

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 42 42842 01/24/11 16:09 O 20339751

Writer called customer per message that his steering module is needing to be replaced and he doesn't believe that he should have to pay for it.

Customer is aware that the decision that was made is a one time goodwill decision and he will not be changed. Customer states that because of this he will not purchase another vehicle again.

*Contact Date:01/28/2011

Warranty repair has been documented on Repair Order#376232

CAIR RETURNED FROM DEALER ON 1/28/2011 AT 08:22:738 R 20339751

Writer called customer to speak about vehicles situation but customer was not available so a message was left so a message was left indicating a follow up would be made.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer calls to speak with their Case Manager.

Customer requesting call back from case manager per the part they were able to find as a after market part.

Customer also said that case manager should try and call dealership as they know that the extra part needed put on the car was due to the recall that needed to be done.

Customer stated that allegedly the dealer was shocked that the last part needed wasn't included in the PA.

Customer can be reached at 859-588-7759

Writer called dealer to speak with Service Manager but SM was not available so writer spoke with Service Advisor. SA states that customer is wanting assistance for steering box.

Writer spoke with customer who states that he feels the steering module should have been included and he is very upset that this repair was not going to be covered. Writer explained to writer why it would not be covered and that his complaint would be logged.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20340117 |
|---|---------------------|-------------------------------------|-----------|---------------------------------|--------------|-------------------|
| VIN | 1D7KS28CX | 7J | Open Date | 01/20/2011 | Built Date | 07/25/2006 |
| Model Year | 2007 | Body | DH7H41 | DODGE RAM SLT 4X4 2500 QUAD CAB | | |
| In Service Dt | 04/09/2007 | Mileage | 64,035 | 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 | 67879 | WOLFCHASE CHRYSLER DODGE JEEP | | | | |
| Dealer Address | 8170 U S HIGHWAY 64 | | | | | |
| Dealer City | BARTLETT | Dealer State | TN | Dealer Zip | 38133 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | SOMERVILLE TN | | | | Country | UNITED STATES |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | | | | | | Tie rod broke off |
| Corporate - E-Reimbursement - Default - Default - Default | | | | | | |

Customer is seeking assistance for the repair for the tie rod. Customer stated that he was driving 70 MPH and the rod broke off. The part was replace at 34000 miles.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is cell

Preferred Afternoon/Evening call back number is ask for Lee Williams

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?Midsouth

Tire and alignment Please speak with Jonah 731-212-7913

Reassigned to 88F

***** CASE MANAGER TEAM - District ?88M? *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer states that he has removed the broken tie rod from the vehicle. Customer advised that he tried to procure a tie rod from the dealership, but due to newly designed components, a new package of parts is required to perform the repair. Customer states that he is willing to pay for the labor for the repair if Chrysler will assist with the parts. Writer advised that he will contact the dealership to resolve this issue.

Writer contacted the dealer and left a message for the service manager.

Dealer contacted the writer and advised that if the customer wants to order just parts, that they will need to be reimbursed. Otherwise the customer will need to bring the vehicle in and have the repairs done at the dealership.

***** Below Customer Contacted for Documentation Request *****

on 2011-01-21 @ 11:31

Writer offered to have the customer s vehicle towed to the dealership.

Writer will reimburse for the towing and give the customer a \$50.00 co-pay for the repairs as suggested by service manager Dave.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty and

customer satisfaction. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$305.00

Labor = \$165.00

Total = \$470.00

Co-pay = \$50.00

Amount Pre-authorized (PA) = \$500.00

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 Paul at 800-763-8422

You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 63 67879 01/21/11 11:45 O 20340117

***** Customer Document Received *****

*Contact Date:01/21/2011

DCX goodwill repair is documented on Repair Order#22812

CAIR RETURNED FROM DEALER ON 1/21/2011 AT 06:39:487 R 20340117

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for the towing expense.

If this is a Recall or Extended Warranty, enter the campaign number.

If this is for a previously made goodwill decision, what is that CAIR #?

Enter the Mileage at the time of the repair.

64035

Enter the Date when the repairs were completed.

1/21/2011

What is the total cost of the Parts to be reimbursed?

\$000.00

What is the total cost of the Labor to be reimbursed?

\$136.56

What is the total Tax to be reimbursed?

\$000.00

What is the total amount being reimbursed?

\$136.56

****End structured narrative T2 - eReimbursement

Customer Document Reviewed.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20343953 | |
|--|-------------------|-------------------------------------|-----------|---------------------------------|------------|--------------|---------------|
| VIN | 3D7KS29C1 | 6G | Open Date | 01/21/2011 | Built Date | 03/02/2006 | |
| Model Year | 2006 | Body | DH7H81 | DODGE RAM 2500 SLT MEGA CAB 4X4 | | | |
| In Service Dt | 05/10/2006 | Mileage | 65,000 | Dealer Zone | 63 | DALLAS | |
| 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 | 68886 | CHAMPION CHRY-DODGE | | | | | |
| Dealer Address | 435 E PASS RD | | | | | | |
| Dealer City | GULFPORT | | | Dealer State | MS | Dealer Zip | 39507 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | PASS CHRISTIAN MS | | | | | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Excessive Contacts - Default - Default - Default | 7 |
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | Caller states that the tie rod ends are shearing off on the vehicle. |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Owner s mother, Ms. [REDACTED] Ladner called in stating that the tie rod ends are shearing off on the vehicle and her son is stuck at work. Caller states that the dealer advised her son that he has to purchased the kit for the repair because it is not covered under any warranty.
Briefly summarize what the customer is expecting:
Customer is seeking goodwill assistance.
****End structured narrative T2 - Beginning Narrative
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? N/A
Reassigned to 88F
***** CASE MANAGER TEAM - District ?88P ? *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 7:07 AM MST. Writer spoke with Customer s mother.
Customer states that Customer is in the military. Customer went to back out of the parking space and a tie rod sheared off. Customer states that her son spoke with the Dealership about towing the vehicle to the Dealership. Allegedly the vehicle was already at the Dealership and they informed him that the ball joints are also bad. Customer states that Dodge knows that this is an issue and there is a bullitin out. Customer is seeking assistance and does not want to have to pay for a diagnostics test. Customer was told that the warranty would not cover the ball joints because there is a lift on the vehicle, and there is a chance that the

modification could have caused the issue to occur. Customer is upset because she states that the Dealership is the one who had put the lift on the truck and gave the SC. Writer transferred Customer to SC department for further assistance. Writer informed Customer they would be contacted later.

Customer called to speak with CW559, Writer transferred to case management team.

Customer states she is upset that Ram has not issued a recall for the issue. Customer states she knows of five service bulletins that refer to the issue with the tie rod ends. Customer states she is upset of the potential the vehicle had to cause an accident. Writer sympathized with customer and advised if the vehicle is unsafe, not to drive it. Customer understood. Writer continued to inform the customer that the case manager will go with the most up to date dealer information so if the current dealer (68886) is saying that the lift kit on the vehicle caused the failure then assistance cannot be considered but if the customer can get another dealer to confirm the issue is due to defect, not the modification, Ram can go with that information and look into assistance. Customer understood. Writer informed customer that this would be done at customer expense and asked to have customer follow up after appointment is set or diagnosis is complete. Customer understood.

Writer contacted Customer 01/24/11 at 2:11 PM MST. Customer states that as far as the towing, it would be covered if the repair was covered.

Customer states that this is an issue with all of these vehicles.

Customer states there has been 3 diagnostics tests performed on the vehicle. Customer understands that there will have to be a diagnostics test performed.

Writer contacted Dealership 01/24/11 at 2:18 PM MST. Writer spoke with SA Jimmy. SA said he was busy and he would call back.

Writer contacted Dealership 01/25/11 at 2:46 PM MST. Writer spoke with SW Jimmy. SW states that Customer came in 10/12/10 the Dealership informed Customer he needed a ball joint and Customer declined. Customer came back 11/22/10, the Dealership again told him he needs a upper and lower ball joints and a track bar, and Customer declined repair again. SW states now the vehicle needs tie rods. SW states that with the lift kit on the vehicle, it could have caused strain on the tie rods. Customer had purchased the vehicle from a Dealership that is now out of business. The Dealership can not fix this issue without being covered under the SC. Writer contacted Customer 01/25/11 at 3:01 PM MST. Left Message. 2nd attempt made to contact customer. Customer states that her son repaired the ball joints and the pitman arm, and possibly the tie rod end on the passenger side. Writer informed Customer the Dealership will be contacted.

Writer contacted Dealership 01/26/11 at 12:25 PM MST. Writer spoke with SW Jimmy. SW states that larger tires and a lift kit can cause strain on the tie rods. SW states he can not verify that this is the issue. SW states he will have SM Lee call back for further assistance.

Customer calls to speak with their Case Manager.

Customer calls to speak with their Case Manager.

Customer calls requesting to speak with CW559

Customer/Caller transferred to extension # 66169 VM

Writer indicated the CM had spoken with the dealership.

Writer contacted Dealership 01/31/11 at 1:56 PM MST. SW states he will have SM call back.

Writer contacted Customer 01/31/11 at 1:58 PM MST. Writer informed Customer that SM is supposed to call back. Writer advised Customer she will be contacted when further information is available.

Customer calls requesting to speak with ?CW559

Customer/Caller transferred to extension # 66169

Writer spoke with SM Lee. The vehicle has a lift kit and oversized tires.

The Customer has come to the Dealership a few times for repairs.

According to the DM, it is touchy if there was to be a warranty on any suspension components. SM informed Writer that the issue is normal ware.

Writer contacted Customer 02/01/11 at 12:46 PM MST. Left Message.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED *** JB1549

Informed customer that Chrysler will not participate in the repair due to vehicle modification from original manufacturer specifications which contributed to the failure of the tie rods.

Writer contacted Customer 02/02/11 at 7:38 AM MST. Customer said she spoke with Lee, and he told Customer that it could be that the lift kit could have caused stress on the tie rods.

Writer contacted Dealership 02/02/11 at 7:41 AM MST. SM Lee states he had told Customer that the vehicle has added non manufacturers parts on the vehicle and that it is hard to determine if in fact the issue was caused due to abuse/ neglect. This issue very well could have been prevented if there was not modifications on the vehicle.

Writer contacted Customer 02/02/11 at 8:31 AM MST. Customer would like a yes or no answer. Writer informed Customer that if the vehicle has any modifications that may cause a component to fail will not be covered under warranty. Writer informed Customer the vehicle did not leave the manufacture plant with the lift kit modification. Writer informed Customer she is the 3rd owner of the vehicle, the vehicle was purchased used. The Dealership at this point can not determine if in fact, the modification had caused the component to fail.

+3rd owner

+29,000 miles/ 2 years OOW

+SC not willing to assist with repair.

Writer contacted Customer 02/02/11 at 9:05 AM MST. Left Message. customer called wanting to speak with her case manager customer states she just missed her called writer transferred customer to case management team

Customer calls to speak with case manager. Customer asked for call back from and to leave a message for case manager. Writer transferred to case manager extension at 66169.

Writer contacted Customer 02/02/11 at 1:32 PM MST. Writer informed Customer at this time Dodge is not willing to assist with the repair of the vehicle. Customer informed Writer she is taking the vehicle to another Dodge Dealership.

**** 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.

| | | | | | | | |
|---|---------------------------|-------------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20344054 | |
| VIN | 3D7MX39C1 | 7G [REDACTED] | Open Date | 01/21/2011 | Built Date | 08/29/2006 | |
| Model Year | 2007 | Body | D18P81 | DODGE RAM LARAMIE 4X4 3500 MEGA CAB | | | |
| In Service Dt | 01/19/2007 | Mileage | 56,047 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | | |
| Engine | ETH | 5.9L HO CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG8 | 4-SPD. AUTOMATIC 48RE TRANSMISSION | | | | | |
| Dealer | 44911 | LONE STAR DODGE CHRYSLER JEEP | | | | | |
| Dealer Address | 1309 SOUTH PACIFIC STREET | | | | | | |
| Dealer City | MINEOLA | | | Dealer State | TX | Dealer Zip | 75773 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | MINEOLA TX [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Complaint Contact - Default - Default - Default | Customers tie rod broke while customer driving |
| Product - Steering - Linkage - Defective - Default | Goodwill assistance |

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler because the front tie rod broke while customer was driving and almost caused an accident.

Briefly summarize what the customer is expecting: Customer is expecting Chrysler to provide goodwill assistance to fix damages and to fix this problem with tie rods because this was the second time it happened.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

OOW by time and 20000miles

No SC

Original Owner

There is 1original owner vehicle under the household and ownership.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer called the customer who said that the vehicle is not drivable and has not been diagnosed by the dealer# 44911. She said that the vehicle has to be towed to the dealer for diagnosis. Customer was informed that the vehicle has to taken in to the dealer#44911 for diagnosis and he will be responsible for the diagnosis fee.

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 tie rod.

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

Writer contacted the dealer#44911 and spoke with SM Rick who said that the customer made an appointment for Wednesday for diagnosis and aware of the customer s situation.

Customer states the diagnosis was performed today as they brought the vehicle in early. Writer advised the case manager will contact the dealer to verify the diagnosis, then call her back as soon as she can.

Writer contacted the dealer#44911 and spoke with SM Rick who said that the tie rod needs to be replaced due to the internal failure. He said that there is no abuse or neglect and the vehicle is well maintained. He said that the customer is very loyal with the dealer. He provided the warranty cost as \$236.80; Part: \$104.00 and Labor: \$132.80. He was informed that Chrysler would like to participate on the goodwill assistance with \$ 118.00

Writer called the customer who was informed that Chrysler will participate on the repair with \$ 118.00 co pay.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer s loyalty.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$104.00

Labor = \$132.80.

Total = \$236.80

Co-pay = \$118.00

Amount Pre-authorized (PA) = \$124.00

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 Monica at 800-763-8422

You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 63 44911 01/25/11 16:18 O 20344054

*Contact Date:02/25/2011

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 2/25/2011 AT 09:51:11 R 20344054

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 903-768-2335. Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent s direct extension.

CONTACT UPDATE - 2nd Contact attempt, phone number dialed,

██████████. Writer called the customer who said that the repair had been performed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| | | | | | | |
|---|-----------------------|-------------------------------|------------------|------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20348750 |
| VIN | 3D7MS48C6 | 5G | Open Date | 01/24/2011 | Built Date | 03/04/2005 |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | |
| In Service Dt | 07/14/2005 | Mileage | 120,000 | Dealer Zone | 42 | DETROIT |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Dealer | 43664 | KINGS DODGE CHRYSLER JEEP | | | | |
| Dealer Address | 4486 KINGSWATER DRIVE | | | | | |
| Dealer City | CINCINNATI | Dealer State | OH | Dealer Zip | 45249 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | 3 |
| | MORROW OH | | | | Country | UNITED STATES |

| | |
|--|--|
| Corporate - Recall - Default - Default - Default | Recall doesn't apply, no back up alarm |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | States tie rod broke |
| Corporate - Complaint Contact - Default - Default - Default | |
| Corporate - Excessive Contacts - Default - Default - Default | |

Customer stated he was making a left hand turn is experiencing problems with steering assemble. Customer has his vehicle at the dealership and would like to speak to someone that can give him assistance to have this repair completed so that he can have his vehicle back on the road. Customer was transferred to writer, advising that Saturday night when making a left hand turn out of a diner he heard a loud noise, and found even though the steering was straight, the steering wheel was upside down. Customer states the tie rod and linkage was hanging out so he had it towed to dealer 43664 and was advised the broken tie rod will be over a thousand dollars to replace. Customer is seeking assistance having this replaced oow. Customer states he advised the dealer of a clicking noise he heard in the front end and was advised everything was fine. Customer feels this may be related to the steering linkage recall. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is cell Preferred Afternoon/Evening call back number is cell Who has possession of the vehicle? Dealer Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 43664 Reassigned to 88F 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 adamant that they could not wait a day for the CM team to get in touch. Tried to advise they may call back later today but customer was adamant that the he speak with a CM. Customer requested a supervisor. Writer sent callback form. Customer states he cannot wait until end of business tomorrow for an answer.

*****Supervisor Call Back*****

Writer contacted dealer 43664 SM was in a meeting. Writer spoke with SA Marvin who is working with the customer. SA stated that the issue with the vehicle is the tie rod. SA states that the customer found online that

this issue has something to do with recall H46. SA states that they have found no information that it does. SA states that this was caused by wear and tear due to the time and miles on the vehicle.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED *** Reviewed by MC1030.

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 contacted customer, number dialed 513-310-5163. Phone number would not ring and just disconnected. If customer calls back please get customer to the case manager KL330 for the decision.

Customer called in and agent transferred call to 800 763 8422

Customer calls requesting to speak with KL330

Customer/Caller transferred to extension # 66310

Writer took call from customer. Customer states that the dealer has informed him that the tie rod broke and claims that there are 2 outer parts which the customer doesn't know what they are called. Customer states that he talked to the owner of the dealer and many IRF mechanics, which he claims they all say this is unusual. Customer states that he believes that this is related to the recall H46.

Writer informed customer that due to the fact that the dealer has diagnosed this as normal wear and tear, there is no merit to assist on the cost of these repairs. Writer informed customer that the recall H46 calls for inspecting the vehicle and if there was a previous repair completed on the specific part of the damper bracket, then the recall is completed, however if no repair has previously been completed, then only an inspection is needed.

Customer states that he has contacted the NHTSA and will continue to pursue this with other options. Writer informed customer that he can pursue the issue on any other means he deems necessary.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|--------------------------|-------------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20351205 | |
| VIN | 3D7MX48C1 | 7G [REDACTED] | Open Date | 01/24/2011 | Built Date | 10/06/2006 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 01/31/2007 | Mileage | 296,208 | 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 | 60099 | WESTPOINTE CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 11001 W RENO AVE | | | | | | |
| Dealer City | YUKON | | | Dealer State | OK | Dealer Zip | 73099 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | |
| | STRAWBERRY AR [REDACTED] | | | | | Country | UNITED STATES |

| | |
|--|---|
| Product - Steering - Linkage - Defective - Default | Customer stated the tie rods are broken |
|--|---|

Briefly summarize why the customer is contacting Chrysler: Customer calling in because the tie rods are broken. The dealership put a revised tie rod on the vehicle and those ones also broke again.

Briefly summarize what the customer is expecting: Customer wants us to help him with the repairs and get this issue resolved for him.

Customer stated that he would like a callback ASAP please.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code? NONE

Reassigned to 88F

***** CASE MANAGER TEAM - District 88N *****

3rd Owner, 1CJD Vehicle.

Vehicle Oow:By 1 year and 260,208 miles.

Powertrain Care Plus: Expired

Vehicle ISD:01/31/07

Purchased by owner:Unknown.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message indicating writers name, contact information, and case number.

Customer calls requesting to speak with case manager

Customer/Caller transferred to Case Management Team 800-763-8422

Customer calls requesting to speak with MD1046-Customer/Caller transferred to extension # 66319

Customer states he had the tie rod repaired last summer, they gave him the newer revised tie rod put on. Customer states the revised tie rod broke, and he was told by the dealership that the revised tie rod was revised again. Customer states that he understands the tie rod breaking the first time, but when it had broken again, and found out that the tie

rod had been revised again, he feels that it would not have been revised unless there was a known issue with the first ones. Customer states he did take the vehicle to an IRF however they did install Mopar parts on the vehicle. Customer states he is seeking reimbursement for all or part of the costs for the tie rods. Writer informed customer that he can send in his documentation for reimbursement consideration. Writer advised customer that his documentation will need to be reviewed, and that no commitments or guarantees have been made at this time. Customer stated he understood. Customer provided his email [REDACTED] for writer to send an E-Reimbursement request. Writer informed customer that if the link is not returned within 7 days it will expire and his case will be closed. Customer states he understands.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-01-26 @ 16:44

CAIR was not returned within the time frame given from lines 43-44. CAIR is being closed at this time.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20354748 | |
|--|-------------------|-------------------------------------|-----------|---------------------------------|--------------|---------------|-------|
| VIN | 3D7KS29C6 | 6G | Open Date | 01/25/2011 | Built Date | 12/13/2005 | |
| Model Year | 2006 | Body | DH7H81 | DODGE RAM 2500 SLT MEGA CAB 4X4 | | | |
| In Service Dt | 02/24/2006 | Mileage | 88,287 | 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 | 52979 | HUNTER DODGE CHRYSLER JEEP | | | | | |
| Dealer Address | 1130 AUTO MALL DR | | | | | | |
| Dealer City | LANCASTER | | | Dealer State | CA | Dealer Zip | 93534 |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | SANTA CLARITA CA | | | | Country | UNITED STATES | |

| | |
|---|-----------------------------------|
| Recall - K01: - Advise Owner/Incomplete Recall | advised customer of open recall |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | customer states the tie rod broke |
| Corporate - Lost Customer - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states the front driver side tie rod broke. Customer states that he is trying to get the part to fix his vehicle, but the dealership is telling him that because there is a problem with the part and there is a TSB out on the vehicle they can only sell him the whole linkage kit. Customer states if there is a known issue, chrysler should be assisting with the repair. Customer states he has been without a vehicle since 1/21/11. Briefly summarize what the customer is expecting: Customer is seeking assistance to get the part he needs or to assist with the cost of the complete kit or assist with the cost of the repair. Customer advised a call back is required and will take place within one business day by COB their time. Preferred call back number is [REDACTED] Cell. Alternate call back number is [REDACTED] Home. Who has possession of the vehicle? Owner. Has the vehicle been diagnosed by a CDJ dealer? No. If a CDJ dealer has diagnosed, what is the dealer name or code? Reassigned to 88F. Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #K010? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. ***** CASE MANAGER TEAM - District 88N* * * * * Customer is the 2nd owner of the vehicle. Customer has no other CDJ vehicle history. Customer has no Chrysler Service Contract. Customer is out of warranty by 2 years and 51,000 miles. Jenny in Service from dealer 52979 states that the vehicle has not been

to their dealer since September of 2009.

Writer spoke with Michelle from dealer 45511 who states customer has never been to their dealer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

Unable to reach customer by telephone, left message with text information.

Writer will inform customer that due to being out of warranty by time and mileage Chrysler will not assist with repairs and that if part is sold as a kit, the customer would then have to purchase the kit or go other routes.

**** GOODWILL ASSISTANCE WILL BE DECLINED PER MC1118 ****

Inform 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.

Agent advised customer of lines 37-44, Customer asked who he might be able to offer new information to. Agent advised that new information can be offered to case manager. Customer asked for case managers name agent offered NIC LD357. Customer requested to speak with case manager, agent transferred customer to case management team.

Writer was ready to speak and take call from customer upon waiting for the transfer the customer had disconnected.

Customer called in and requested to speak to case manager LD357 . Writer got a hold of case manager at extension 66021 but before writer could conference call in, customer disconnected on other end.

2nd attempt made to contact customer. Left message.

Unable to reach customer by telephone, left message with text information.

MR MICHAEL SELLERS calling to speak with their Case Manager. Agent not available. Caller chose to leave a VM. Call transferred.

Customer calls requesting to speak with ?LD357 ?

Customer/Caller transferred to extension # 66021

Customer called in to talk to the cm and writer checked and was busy at the time writer was working on getting someone else on the line and writer noticed customer was gone

Customer calls to speak with their Case Manager. Writer transferred to 88N

Writer received call from customer.

Customer is requesting to know why the repair has been declined and if it s just because the vehicle is OOW. Writer informed customer according to our records the vehicle was purchased on or about 08/24/09 at 58,618 outside of the basic 3/36 warranty. Writer informed customer that the vehicle is just too far OOW to consider assistance. Customer stated that no one ever contacted him to ask him what the issue was or why he was calling. Customer stated the tie rod end broke in the parking lot of a business and he went on to fix the problem himself without any expectation of Dodge. Customer stated that he was told that the part was unavailable because Chrysler no longer makes the part and he needs a new front stabilizer kit. Customer stated that the dealer informed him the only resolution is to pay for the new parts. Customer stated that if he can get the front driver side tie rod he will do the repair himself.

Customer stated that he just picked up the vehicle from the dealer.

Writer reviewed case with MC1118 to over turn the decline.

Writer informed customer that we will assist with 50% of the parts but not labor if he has the repair done at the dealer. Customer stated that he wants to know why that part is not available before he proceeds.

Writer informed customer that more research will be done on his behalf about the part and writer will follow up with customer. Writer informed customer that more information may not be obtained prior to 01/31/2011.

Writer contacted customer again at 661-478-1766.

Writer requested to know what dealer the customer has worked with.

Customer stated that he contacted dealer 52979 and spoke to someone named Mike over the phone on 01/21/2011 and on 01/2011 he was informed that the part was not available. Customer stated he inquired why not and was told that because it has been removed from stock based on the problems with that part. Customer stated that s also when he was told he can only get the upgraded kit. Customer stated that he also spoke with the SM Roy Cook

Customer stated that right after he got off the phone with myself that he contacted the SM Roy Cook again and indicated that the DM will be involved in the case.

Writer contacted dealer 52979.

Writer informed SM that assistance was initially declined to the customer but then we decided to assist with half the parts. SM requested to know who declined assistance. Writer informed SM that CAC declined the assistance. SM stated he spoke with his DM and they agreed to assist the customer with a 60/40 split and the customer had his vehicle towed in last night. SM stated that he received a call from Mr. Sellers requesting to know why the part is not available. SM stated that he contacted his DM again to for an answer and will follow up with the customer.

Writer informed SM that it appears that there has been some confusion but appears that the case will be handled at the dealer/DM level.

Writer contacted customer at 661-478-1766.

Writer informed customer that the DM has been involved in the case and the decision has been made to assist with a 60/40 split. Writer informed customer at this point the offer will be that of the DM and writer advised customer to continue to work with his SM because he is doing everything he can on his behalf. Customer stated that he planned to proceed with the repair but wanted to know more information about why the part is not available. Writer informed customer to wait for the DM response.

Writer informed customer that we ll still follow up on 01/31/2011 after the repairs are complete.

Writer contacted dealer 52979.

Service Advisor (SA) stated that they are installing the parts today and are anticipating the repairs will be completed today.

As a one-time goodwill gesture, Chrysler/Dealer will assist with the tie rod ends

Customer will be responsible for a co-pay in the amount to be determined by dealer

This goodwill is being offered because: 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. 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 66323 or you may email us at SN584@chrysler.com

#

2nd attempt made to contact customer at [REDACTED].

Customer stated that he was able to get all the answers he needed and at this point will handle everything with the dealer.

Writer informed customer that we will make one more follow up attempt after the repairs are complete.

REASSIGNED TO BC/DLR 71 52979 01/31/11 17:51 O 20354748

*Contact Date:01/31/2011

DCX goodwill repair is documented on Repair Order#050794

CAIR RETURNED FROM DEALER ON 1/31/2011 AT 07:48:190 R 20354748

Writer contacted customer at 661-478-1766.

Customer stated that the vehicle has been fixed and will say that he is somewhat disappointed that an alignment was not done on his vehicle.

Customer stated that since he never discussed it with the dealer that he did not make an issue of it. Customer stated that the case can be closed.

Customer stated that overall he appreciates the work from myself but his opinion of Dodge has changed. Customer stated that he will probably get rid of the vehicle.

Writer apologized to customer and stated that we hope to keep him a part of Dodge.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 20356995 |
|---|-----------------|

| | | | | | | |
|----------------------|------------|------------------------------------|------------------|-------------------------------------|-------------------|------------|
| VIN | 3D7MX38A3 | 7G [REDACTED] | Open Date | 01/26/2011 | Built Date | 04/24/2007 |
| Model Year | 2007 | Body | D18P41 | DODGE RAM LARAMIE 4X4 3500 QUAD CAB | | |
| In Service Dt | 06/11/2007 | Mileage | 52,017 | Dealer Zone | 32 | NEW YORK |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | |

| | | | | | | |
|-----------------------|-------------------|----------------|--|---------------------|----|-------------------------|
| Dealer | 42124 | GOSS DODGE INC | | | | |
| Dealer Address | 1485 SHELBURNE RD | | | | | |
| Dealer City | SOUTH BURLINGTON | | | Dealer State | VT | Dealer Zip 05403 |

| | | | |
|----------------|-------------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | ROADSIDE |
| Address | [REDACTED] | Home Phone | |
| | ESSEX JCT VT [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 | |

Roadside Assistance Contacted - DATE : 2011-01-10
 Road Side File Created 01-26-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 5 PRATT RD 1485 SHELBURNE RD

 JERICHO SOUTH BURLINGTON
 VT USA VT
 CALLER_COMMENTS TOW_COMMENTS VENDOR_COMMENTS
 DEALER CODE : 42124 GOSS DODGE CHRYSLER
 Contacting GOSS DODGE CHRYSLER @ 802-658-0120 - to gather info on the tow
 event and repairs done on 07 Laramie under Atherton - spoke with Wayne SA
 Who did you speak with at the dealer and what is their dealer code? 42124
 mls
 Is the vehicle at the dealer now? no
 When did it arrive at the dealer? 1/10/2011
 What is the current mileage? 52017
 If known, what is the reason for the tow? tie rod end broken - recalls
 Have the repairs been completed? yes
 If yes, when were they completed? 1/12/2011
 Are there any parts that need to be ordered? tie rod ends ordered
 Rental provided? no
 Csr sts: thank you for taking care of the customer - will f/u with the
 customer
 ***** End of Narrative *****
 1st attempt to contact Mr [REDACTED] - to f/u on the tow
 event and repairs done on 07 Laramie - customer unavailable - left
 message with contact info / office hrs and ref 20356995 - will try again
 2/8/2011
 ***** End of Narrative *****
 Final attempt to contact Mr [REDACTED] - customer
 unavailable - left final message with contact info / office hrs - closing

cair

***** end of narrative *****

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20362159 | | |
|--|--------------------------|-------------------------------------|-----------|---------------------------------|--------------|---------------|--|--------------------------|
| VIN | 1D7KS28C6 | 6 | Open Date | 01/27/2011 | Built Date | 03/22/2006 | | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | | |
| In Service Dt | 06/01/2006 | Mileage | 171,478 | Dealer Zone | 66 | ORLANDO | | |
| 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 | | | | | | |
| Dealer | 44509 | RICK HENDRICK DODGE | | | | | | |
| Dealer Address | 1468 SAVANNAH HIGHWAY | | | | | | | |
| Dealer City | CHARLESTON | Dealer State | SC | Dealer Zip | 29407 | | | |
| Owner | | | | | Contact Type | TELEPHONE | | |
| Address | | | | | Home Phone | | | |
| | MT PLEASANT SC | | | | Country | UNITED STATES | | |
| <table border="1"> <tr> <td>Product - Steering - Linkage - Other - Default</td> <td>Steering linkage broken.</td> </tr> </table> | | | | | | | Product - Steering - Linkage - Other - Default | Steering linkage broken. |
| Product - Steering - Linkage - Other - Default | Steering linkage broken. | | | | | | | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
Dealership called in to get a case started for a customer. A diagnoses was done and SM assistant Audrey stated that the vehicles steering linkage is broken on the right side and must replace with the linkage assembly.

Briefly summarize what the customer is expecting:

Customer is requesting goodwill for the steering linkage as he feels that it is related to his previous recall.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

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? 44509

Reassigned to 88F

***** CASE MANAGER TEAM - District ?Q ? *****

Dealership 44509 was contacted, ASM - Audrey states part of the steering gear and the outer tie rod needs to be replaced. The dealership recommends assistance due to relation to the H46 recall. Dealership will call back with warranty rates.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Spoke with Mr. informed him the case is under review pending additional information from the dealership.

Dealership called back with information requested. SA - Audrey provided the following warranty pricing:

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Steering linkage failure and vehicle and dealership recommendation to assist based on former Recall H46.

Although the same recall components were not affected, dealer felt the related components merit partial assistance for the Original owner.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$482.72

Labor = \$122.84

Total = \$605.56
Co-pay = \$300.00
Amount Pre-authorized (PA) = \$305.56. Writer also spoke with SM - Mark,
he concurs with assistance provided. Dealership wishes to contact the
customer.
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 RAY at 800-763-8422
You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.

NOTES: Customer was originally quoted \$975.00 for the repairs at customer
cost, customer also paid for towing.
REASSIGNED TO BC/DLR 66 44509 01/28/11 09:22 O 20362159
*Contact Date:01/28/2011
DCX goodwill repair is documented on Repair Order#259721
CAIR RETURNED FROM DEALER ON 1/28/2011 AT 04:54:106 R 20362159
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Mr.
Felder states repairs were completed to satisfaction. Customer thanks
RAM.

| | | | | | | | |
|---|---------------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20366218 | |
| VIN | 3D7MX48C3 | 6G [REDACTED] | Open Date | 01/28/2011 | Built Date | 04/06/2006 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 05/13/2006 | Mileage | 96,000 | Dealer Zone | 66 | ORLANDO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| 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 | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | LOS ANGELES CA [REDACTED] | | | | | Country | UNITED STATES |
| Recall - H46: - Advise Owner/Incomplete Recall | | | | Open Recall | | | |

The customer called because he had the tie rods break off the steering linkage. 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 seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer 24095. Customer thanked riter and ended call.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20368012 | |
|--|------------------|--------------------------------------|-----------|-------------------------------------|--------------|---------------|--|
| VIN | 3D6WD78A8 | 8G | Open Date | 01/28/2011 | Built Date | 09/27/2007 | |
| Model Year | 2008 | Body | DM0L44 | DODGE RAM 4X4 5500 QUAD CAB CHASSIS | | | |
| In Service Dt | 12/31/2007 | Mileage | 34,185 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 44740 | DODGE OF PARAMUS INC | | | | | |
| Dealer Address | 315 ROUTE 4 WEST | | | | | | |
| Dealer City | PARAMUS | Dealer State | NJ | Dealer Zip | 07652 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | MONTVALE NJ | | | | Country | UNITED STATES | |

| | |
|---|---|
| Product - Differential Gear Assy's - Housing W/ Tubes - Broken, Cracked - Front | Customer states the gear box needs to be replaced |
| Corporate - Excessive Contacts - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states the gear box needs to be replaced and he is just outside of warranty by time but inside by miles.

Briefly summarize what the customer is expecting: Customer is seeking assistance with the cost of the repair.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred call back number is [REDACTED] Cell

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?

Dealer Code: 44740 Dealer Name : CHRYSLER JEEP DODGE OF PARAMUS Dealer

Phone : 201-488-9000

Reassigned to 88F

Customer states he needs to have his vehicle for work, if customer pays for repair he will be seeking possible reimbursement.

***** CASE MANAGER TEAM - District ?88n? *****

1 current new, 1 household. No Service Contract. 1 mo OOW.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.

Unable to reach customer by telephone, left message with text information. Writer informed customer, he will get a call back after writer speaks with dealer.

Agent attempted to contact dealer Service Manager Steve Brandt (SM44740), however,

SM not available. Left message for a return call at extension 66103.

Message left with Kate.

Writer spoke with Steve SM (44740), and he said the vehicle is not there.

Vehicle was towed in, and left. He said the right side tie rod and ball joint broken, like he sit something. Can t verify that there was a

defect. Steve said its a paver truck, and gets more abuse. He said the ball joint was all broken apart, and only whomever was driving, would know what happened. Customer is not not loyal to dealer.
2nd attempt made to contact customer. Attempted to leave message, but recording kept repeating if you have finished recording, press pound, over and over.

2nd attempt made to contact customer. Left message.

Unable to reach customer by telephone, left message with text information.

Customer called so transferred to x66103.

Customer called and he said the dealer, Chrysler of Paramus (44740), Hulio SA, told him told him he needed a gear box and it is a \$1700 repair. He said he was having problems turning steering wheel, and they told him it was the steering gear box. He is requesting Chrysler assist him with repair. Writer told him, writer will contact dealer and call him back after speaking with Hulio and SM.

Writer spoke with Hulio SA (44740), and he said the part is backorder. He said the steering gear box was locking up internally. He said customer puts a plow on it, that is alot of weight pushing snow and very hard on steering. The ball joints and control arms were repaired in 12/2010.

Chrysler will not assist with steering gear box repair, due to abuse.

Approved MC1118.

3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message.

Unable to reach customer by telephone, left message with text information.

Customer missed Cms call and was making a return call. Writer was unable to reach CM. Customer was transferred to Vm.

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

Informed customer that Chrysler will not participate in the repair due to vehicle damage/abuse which contributed to the failure of the steering gear box.

Unless the customer offers new information, decision remains unchanged.

Writer spoke with customer and informed him of decline, and reason, that part is not defective, and is used under harsher than normal circumstances. Customer irate, stating he has 4 vehicles, and Chrysler should pay for the repair. Writer informed him, vehicle is used to push snow, which is hard on the steering gear, and under these circumstance, which is considered abuse, Chrysler regretfully cannot assist. Customer demanded a supervisor. Writer informed him, he will get a supervisor call back by the end of business today. Writer submitted supervisor call back form.

***** SUPERVISOR*****

Writer called the customer, no answering service available.

Call back will take place tomorrow.

Writer called the customer who stated that his vehicle should be able to handle these concerns.

The customer stated that he spoke to service manager, Steve. Customer stated that SM stated that he had not made this determination.

Writer stated that SM will be called as soon as possible to determine what exact point of failure is and to verify concern.

Writer will call dealer SM, personally.

Follow up may be tomorrow, customer understood.

Steve Service Manager from dealer 44740 phone# [REDACTED] transferred to CM.

Writer spoke with Steve SM, and he said he looked at the vehicle again.

And he said he thinks Chrysler should help out, because he feels comfortable with what the customer is telling him. He said with the low mileage, he can t put much fault on him. He said customer is not beating the vehicle up, he is using the vehicle for what it is used. He said part is also on backorder, ETA 2/23/10. Customer has purchased multiple vehicles. He said snow removal may have caused premature wear, but he is not certain the part failed, only because of this. He feels the customer deserves something, due to it is an expensive vehicle. Writer and Steve agree for customer to pay \$500 co-pay, and Chrysler will assist, in the amount of \$920. Needs steering gear box. Labor \$270, parts \$1,150, total \$1420. Steve said he would like to contact customer with offer. Dealer

notified supervisor of the offer.

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 = \$1,150

Labor = \$270

Total = \$1420

Co-pay = \$500

Amount Pre-authorized (PA) = \$920

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 Patti at 800-763-8422

You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 32 44740 02/14/11 11:55 O 20368012

Dealer Please update CAIR

REASSIGNED TO BC/DLR 32 44740 02/20/11 22:49 O 20368012

Part On Order

REASSIGNED TO BC/DLR 32 44740 02/27/11 22:15 O 20368012

see above

Part Still on order

see above

repair has been completed

Writer spoke with customer, and he said the repair is completed and he has his vehicle. He said the only complaint he has, is the dealer has his vehicle for a long time, and he was unable to drive it. Writer offered him 4 free oil changes, to help compensate for the inconvenience he was caused, and he he gladly accepted, and thanked writer for calling. He said he needs no other assistance at this time.

Caller requesting to speak with Case Manager.

Hulio SA called and said PA won t go through. He transferred writer to Terri (Warranty), and she said parts \$1470.83, labor \$106.59. She said Hulio originally called it in more than that. Writer told her, the exact amount that was called in was \$1420. She said Hulio didn t have the correct price. She wanted pa for \$1500. Writer told her, writer can change pa amount to the current amount of the parts and labor, less \$500 co-pay, which will be \$1077. She agreed that will be ok. Writer adjusted PA to reflect change.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20370615 | |
|--|-------------------|------------------------------------|-----------|---------------------------------|--------------|---------------|--|
| VIN | 3D7MX48AX | 7G | Open Date | 01/31/2011 | Built Date | 05/21/2007 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 10/23/2007 | Mileage | 124,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 43469 | JOHNSON DODGE | | | | | |
| Dealer Address | 1210 HWY 39 NORTH | | | | | | |
| Dealer City | MERIDIAN | Dealer State | MS | Dealer Zip | 39302 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | DODSON LA | | | | Country | UNITED STATES | |

| | |
|--|------------------|
| Recall - H34: - Advise Owner/Incomplete Recall | Dash shield |
| Product - Suspension - Unknown - Other - Front | Pitman arm broke |
| Recall - J35: - Advise Owner/Incomplete Recall | Reprogram ECM |
| Recall - H46: - Advise Owner/Incomplete Recall | Steering linkage |

Briefly summarize why the customer is contacting Chrysler: Customer alleges that the pitman arm broke on the vehicle. Customer states that this was just replaced on Jan 11 2011 at Dealership 43469. Customer had to tow vehicle to an IRF for repair.

Briefly summarize what the customer is expecting: Customer is seeking reimbursement for cost of repair to pitman arm, towing and would also like Chrysler to look into possible reimbursement for repair made on Jan 11 2011 under the steering linkage recall.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? IRF

Has the vehicle been diagnosed by a CDJ dealer? No

Reassigned to 88F

***** CASE MANAGER TEAM - District P *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, Left message.

Writer called customer and he stated that the repairs that had been repaired on Jan 11 at dealer 43469 were the tie rod and less than 19 days later he had to have the vehicle towed back in to an IRF where he had been told that the tie rods had been incorrectly installed and that caused the pitman arm to go out as well. Customer states that he was not able to take the vehicle back to Meridian is because he was traveling and he needed it taken to the closest place. Writer informed that generally we would ask that vehicle be taken back to where the work was done however because the customer was traveling we can look into some possible reimbursement however we would not be able to reimburse for the whole

amount or for the labor. The customer was upset and stated that he did not think that it was fair because the work had originally been done by one of our certified dealers and the work was not done properly. Customer stated he would be seeking legal and disconnected the call. CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20380494 |
|--|--------------|--------------------------------------|-----------|------------------------------------|--------------|---------------|
| VIN | 3D6WD76A6 | 8G | Open Date | 02/02/2011 | Built Date | 12/05/2007 |
| Model Year | 2008 | Body | DM0L64 | DODGE RAM 4X4 5500 REG CAB CHASSIS | | |
| In Service Dt | 06/29/2009 | Mileage | 37,100 | Dealer Zone | 51 | CHICAGO |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | GREENWOOD WI | | | | Country | UNITED STATES |

| | |
|---|---------------|
| Product - Steering - Tubes and Hoses - Leaks - Default | right dampner |
| Corporate - E-Reimbursement - Default - Default - Default | |
| Corporate - Excessive Contacts - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |
| Recall - K28: - Advise Owner/Incomplete Recall | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

When vehicle broke down Customer call towing service that we recommended, but the towing companies that is familiare with his type of vehicle and that he uses was not authorized by Chrysler, Customer had to use another tow company that sent a truck that was too small to handle the load, after going 8 miles the truck came off the tow truck and had to be rehooked. The Chrysler Dealership was too far for the tow truck to make it. So Customer had the vehicle towed to Ford Dealer, where they fixed the tie rod but it still had to get to the Chrysler Dealer to do the rest of the repairs.

Briefly summarize what the customer is expecting:

customer wants to be reimbursed for the repairs as he was told there was a known issue with the Tie Rods

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is Cell

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? 60382

Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

OOW 1100 miles

Active BUSINESS LINK SC

Original Owner

There is 1 original owner vehicles under the household and ownership.

Writer contacted the dealer# 60382 and spoke with SM Loren who said that tie rod damaged the damper an stabilizer due when the tie rod came out from the. He said that there is no abuse. He said that the customer is loyal with the dealer. He said that the towing company from Chrysler did not bring the proper towing vehicle to tow the vehicle and had to call a different company to tow the vehicle. . He said that the customer had already paid for the repair of \$ 209.36.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-02-03 @ 12:36

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer called the customer who said that the vehicle had been picked from the dealer. However, he did not pay the repair yet. Customer was advised that Chrysler will reimburse for the repair with \$100.00 customer's co pay. He provided the mailing address where the check needs to be sent:

Po box 190

GREENWOOD , WI- 54437

Writer sent the link to his e-mail address for being considered for reimbursement.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-02-09 @ 14:31

Customer Mike Ruff called in and said he did not get the email because it got screened out. Customer asked that the link be resent. Writer resent the link if he still doesn't get it he will call back for the mail in information.

Customer called back to have link resent. Customer verified email address and had security setting changed so it should go through this time.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-02-17 @ 13:38

Writer sent documentation request to mruff@cecoop.com.

Customer was contacted and there was voicemail only. Left a message indicating that writer did not receive documentation for the reimbursement and the link had already expired. Informed that the link is good for 7 days only.

Writer advised the customer of incomplete recall ?K28? for this vehicle.

Customer was advised to

contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Caller requested to speak with their Case Manager. Writer was able to reach the CM and transferred the customer to ext: 66100

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-03-01 @ 10:21

Customer called in saying that he just got the order repair and proof of payment from the dealer. He requested the link be sent once again. Customer was informed that the link had been sent once again and it is good for 7 days only.

Advised the customer of incomplete recall K28 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

***** Customer Document Received *****

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-03-10 @ 09:35

Writer called the customer who was informed that there is an error on the link and was not able to pull up the documentation. He requested the link be sent once again

***** Customer Document Received *****

Customer sent a letter requesting reimbursement for the replacement of the steering damper that was performed at the dealer# 60382. Writer received the original repair order and no proof of payment from customer. Per case# 20380494, customer will be reimbursed \$109.36 for the repair per lines 41-43. The following repair information listed below:

Labor: \$47.40

Part: \$159.59

Supply \$2.37

Subtotal: \$209.36

Sale Taxes: \$0.00

Gand Total: \$209.36

Writer verified the mailing address with the Vehicle Owner information and it matched. It is pending for approval.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

The right damper

If this is a Recall or Extended Warranty, enter the campaign number.

No

NO

Enter the Mileage at the time of the repair.

37198

Enter the Date when the repairs were completed.

02/01/11

What is the total cost of the Parts to be reimbursed?

n/a

What is the total cost of the Labor to be reimbursed?

n/a

What is the total Tax to be reimbursed?

0.00

What is the total amount being reimbursed?

\$109.36

****End structured narrative T2 - eReimbursement

Customer calls to speak with their Case Manager IS500. Agent transferred the caller.

Caller requesting to speak with Case Manager.

Customer called in saying that he did not the reimbursement for the second repair for the same concern. Customer was informed that the writer did not reimburse the second repair due to the repair had been performed at the IRF.

| | | | | | | | |
|---|-----------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20382800 | |
| VIN | 3D7KS19D6 | 6G | Open Date | 02/03/2011 | Built Date | 10/06/2005 | |
| Model Year | 2006 | Body | DH6H81 | DODGE RAM 1500 SLT MEGA CAB 4X4 | | | |
| In Service Dt | 11/28/2006 | Mileage | 94,957 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 42947 | AUTOWEST CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 230 AUTOMALL DR | | | | | | |
| Dealer City | ROSEVILLE | | | Dealer State | CA | Dealer Zip | 95661 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | CARMICHAEL CA | | | | | Country | UNITED STATES |

| | |
|--|---|
| Corporate - E-Reimbursement - Default - Default - Default | E-Reimbursement. |
| Corporate - Excessive Contacts - Default - Default - Default | Excessive Contacts |
| Product - Steering - Linkage - Defective - Default | Pitman arm is broken vehicle undrivable |
| Product - Electrical - Unknown - Other - Default | electrical issues |

Customer calling in over concerns with electrical system. Head lamps don't work, heater doesn't work, the radio goes quiet, trailer lights don't work and the door controls are stuck in. Customer is seeking assistance with the cost to have these repairs done. Advised before we could proceed a diagnosis would be required prior to looking into assistance. Customer understands and is going to take vehicle into the dealer and call us back.

SM Toby from Dealer 42947 stated that the pitman arm was replaced at 20000 miles but that it is broken again. Customer bought vehicle from them used. Toby wanted to know if we can assist.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED] Dealer

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 42947

Reassigned to 88F

***** CASE MANAGER TEAM - District 88N *****

Service Adviser Toby, SA states that the Service Manager is away on training but he would be able to accept a PA. SA states that the repairs needed are for the blower motor, drivers door master switch and a clock spring and the pitman arm. SA states that the cause of failure was a open wire on the clock spring and internal short on the master switch, internal failure of the blower motor and no signs of neglect or abuse, mechanical failures. SA states that the best number to reach the customer is at [REDACTED]

Parts = \$421.12

Labor = \$371.35

Total = \$792.47

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 = \$421.12
Labor = \$371.35
Total = \$792.47
Co-pay = \$350.00

Amount Pre-authorized (PA) = \$450.00

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 Leo at [REDACTED]

You may also contact us by email at:

LD357@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 71 42947 02/09/11 11:22 R 20382800

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]
Customer states that he has had these issues for some time and the steering issues. Writer informed customer of the goodwill decision.

*Contact Date:02/10/2011

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 2/10/2011 AT 09:39:079 R 20382800

dealer called in looking for some information on this case. Caller wanted to state that the parts that are being covered under goodwill are aftermarket parts. Agent advised caller the case management team could verify all the information as to why its being covered. Agent transferred the caller.

Cindy from dealer called who wanted Chrysler to make sure we know that the part was an aftermarket pitman arm. Writer transferred call to voicemail. Cindy would like a note sent as well.

Dealership stated she was cut off and she is trying to speak to her case manager. Agent transferred caller through for further assistance.

Agent took call from Cindy SW and she states that the pitman arm is an aftermarket part and states it needs to be documented in the notes as such and that CAC is going to cover it. Cindy's call back number is [REDACTED]

[REDACTED]
Cindy Warranty Manager called in to speak with LD357. Writer was not able to reach LD357 but was able to get Case Manager from team MW636. Writer transferred customer to MW636.

Briefly describe why the dealer is contacting Chrysler:

Dealer calls to speak with their Case Manager. Dealer is transferred to 1-800-763-8422

SW Cindy from dealer called, no further information, waiting for case manager to call back. Writer transferred caller to voice mail-66021 and also sent note per caller request.

Writer spoke with Warranty Administrator Cindy, Cindy states that SA Toby alleges that he advised that the pitman arm was an aftermarket part, writer informed Cindy that it was not documented so but what we would like to do is possibly reimburse the dealer. Cindy gives the price at \$295.14 and make the check to AUTOWEST CHRYSLER JEEP DODGE 230 AUTOMALL DR ROSEVILLE CA 95661 attention Cindy.

Writer informed dealer to send invoice for the listed price of the part.

2nd attempt made to contact customer. Left message.

Unable to reach customer by telephone, left message with text information.

***** Below Customer Contacted for Documentation Request *****

***** Customer Document Received *****

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement

If this is a Recall or Extended Warranty, enter the campaign number.

NA

If this is for a previously made goodwill decision, what is that CAIR #?

NA

Enter the Mileage at the time of the repair.

95,077 miles.

Enter the Date when the repairs were completed.

What is the total cost of the Parts to be reimbursed?

\$134.19

What is the total cost of the Labor to be reimbursed?

\$160.95

What is the total Tax to be reimbursed?

\$0.00

What is the total amount being reimbursed?

\$295.14

****End structured narrative T2 - eReimbursement

Writer spoke with Warranty Administrator Cindy and clarified the total cost on the PA on the 2 lines.

| | | | | | | |
|---|--------------------|--------------------------------------|------------------|------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20387765 |
| VIN | 3D6WC76A8 | 8G | Open Date | 02/04/2011 | Built Date | 03/11/2008 |
| Model Year | 2008 | Body | DM5L63 | DODGE RAM 4X2 5500 REG CAB CHASSIS | | |
| In Service Dt | 04/26/2008 | Mileage | 18,086 | Dealer Zone | 71 | LOS ANGELES |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | |
| 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 | |
| | BRUSH CO | | | | Country | UNITED STATES |

| | |
|--|---|
| Recall - K28: - Reimbursement | Paid to have tierod fixed prior to recall |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | Reimbursement |
| Corporate - Recall - Default - Default - Default | requesting recall information |

Customer was told by NHTSA he had a recall on his vehicle for his Tie Rods- K28 recall. Recall does not show under this customers vin. Advised customer that his information is up to date and if this becomes a recall on his vehicle he will receive a notice in the mail.

Customer calling stating he was advised by his dealership that there was a recall for his issue. Customer stated he was advised previously there was not a recall available.

Agent advised customer when he called on 2/4/2011 the recall was not issued onto his vehicle yet, so it did not appear to have a recall. That the recall was not effective until 2/28/2011.

Customer had already paid to have his tie rod fixed at the dealership earlier and would like to be reimbursed.

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)# | | | | | | 20390597 | |
| VIN | 3D7MS48C7 | 5G [REDACTED] | Open Date | 02/07/2011 | Built Date | 12/10/2004 | |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | | |
| In Service Dt | 02/12/2005 | Mileage | 81,999 | Dealer Zone | 42 | DETROIT | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 42842 | DOTSON BROTHERS INC | | | | | |
| Dealer Address | 1010 CARSON DRIVE | | | | | | |
| Dealer City | PARIS | | | Dealer State | KY | Dealer Zip | 40361 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] 662 |
| | LEXINGTON KY [REDACTED] | | | | | Country | UNITED STATES |

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

Customer called because the tie rod broke and the customer is seeking assistance. Vehicle is sitting in the parking lot at Wal-Mart. Advised customer that he will need a diagnosis at a Chrysler dealership before any assistance will be offered. Customer upset and advised that there is class action law suit against Chrysler regarding steering linkage. Advised customer that the recall for the steering linkage was complete 6/2009. Customer needs to have his vehicle repaired today and is taking it to get fixed.

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
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 - District 88U *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] and/or [REDACTED] which is disconnected. Left message.

Unable to reach customer by telephone, left message with text information.

Customer has no service contract, purchased 1 new Chrysler vehicle, out of warranty by 44,000 miles and 36 months, original owner.

Writer confirmed that customer purchased this vehicle from Dotson dealer # 42842 which is not DSA capable.

2nd attempt made to contact customer. Left message.

Unable to reach customer by telephone, left message with text information.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-02-10 @ 17:55

3rd attempt made to contact customer. Customer states that the tie rod was replaced at an IRF with OEM front steering assembly on 2/7/11 at a total cost of \$501 for the repair, tow \$65 and alignment \$105.99.

Customer states that he also had similar repair completed on 4/09/09 at Dotson dealer # 42842 in the amount of \$618.02. Customer states that he is concerned about the recall being completed and the quality of the parts replaced. Writer informed customer that the H46 steering linkage recall was released 4/27/09. Customer states that the ball joints were also replaced in 2007 under warranty. Customer states that he thinks that the original steering parts were better than the ones that were replaced. Customer is seeking reimbursement on the cost of the repairs. Writer informed customer that an e-mail link will be sent to e-mail address provided which is only valid for 7 days and once the documentation is received, then the process will be completed. Writer informed customer to attach up to 15 files as long as they do not exceed 5 MB and the best type of file is a PDF.

***** Customer Document Received *****

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

reimbursement

If this is a Recall or Extended Warranty, enter the campaign number.

Yes recall H46 steering linkage

If this is for a previously made goodwill decision, what is that CAIR #?

na

Enter the Mileage at the time of the repair.

54,788 & 81,999

Enter the Date when the repairs were completed.

4/9/09 & 2/7/11

What is the total cost of the Parts to be reimbursed?

\$806.43

What is the total cost of the Labor to be reimbursed?

\$134.20

What is the total Tax to be reimbursed?

\$27.39

What is the total amount being reimbursed?

\$1,138.58

****End structured narrative T2 - eReimbursement

Writer received and reviewed documentation, confirmed VIN, completed at Dotson Bros. dealer # 42842 & confirmed address of;

845 CHILESBURG CT ,
LEXINGTON , KY- 40509-9421

Tow = \$64.25

Parts = \$350 + \$456.43 = \$806.43

Alignment = \$106.31

Labor = \$134.20

Tax = \$27.39

Total = \$1,138.58

Writer confirmed all of the parts replaced on the repair completed 4/9/09 are the same parts that the recall H46 calls for and due to the fact that the recall was released 4/27/09 after the repair was completed there is merit to reimburse for the total cost of that repair. Writer would also like to reimburse the customer for the tow, alignment and parts only of the repair completed on 2/7/11, therefore total reimbursement amount is \$1,138.58

Customer Document Reviewed.

Writer also confirmed proof of payment which matched repair orders and no other reimbursements have been issued for this concern. Writer approved check to be sent and awaiting final approval of upper management due to amount.

Writer informed customer of lines 50-91 and a follow up will take place once a final decision has been completed.

Line 77 correction - Labor = \$134.20 + \$130.00 = \$264.20

Line 78 correction - Tax - \$27.39 + \$21.00 = 48.39

Line 79 correction - Total - \$1289.58

Approved and Processed

Writer informed customer that the check should arrive within 7-10 business days from the date the documentation was received.

Writer confirmed that check in the amount of \$1,289.58 was sent 2/16/11.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|------------------------|-------------------------------|------------------|---------------------------------|-------------------|-------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20392677 | |
| VIN | 3D7KS29D1 | 6G | Open Date | 02/07/2011 | Built Date | 10/26/2005 | |
| Model Year | 2006 | Body | DH7H81 | DODGE RAM 2500 SLT MEGA CAB 4X4 | | | |
| In Service Dt | 02/02/2006 | Mileage | 81,916 | Dealer Zone | 42 | DETROIT | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 25055 | LOCHMANDY MOTOR SLS INC | | | | | |
| Dealer Address | 920 NORTH NAPPANEE ST. | | | | | | |
| Dealer City | ELKHART | | | Dealer State | IN | Dealer Zip | 46515 |
| Owner | | | | | | Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | ELKHART IN | | | | | Country | UNITED STATES |

| | |
|--|----------------------------|
| Corporate - Recall - Default - Default - Default | tie rod went out on truck. |
| Recall - H46: - Information Request | |

Customer had called on 02/05/11 and had an issue with tie rods went out on the truck.

Customer stated that the agent she talked to stated that the towing and tie rod repair was covered.

Dealership told customer that it was not covered.

Reassign to 88F.

Contact # is .

Customer calls to speak with their Case Manager. Agent transferred to 800-763-8422.

Writer advised customer a case manager will be assigned and will call them by end of business tomorrow.

***** CASE MANAGER TEAM - District V *****

4 new, 2 used, 1 household

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

. Writer called and spoke with the customer about her concerns for her vehicle. Customer states that the tie rods just fell off the vehicle when the steering linkage broke. Customer is asking for assistance with the cost of the repairs and the towing. Writer advised that the dealer would need to be contacted to make a decision.

Agent attempted to contact dealer Service Manager Joe, however, SM not available. Left message for a return call at extension 66112.

Writer called and spoke with the service manager, Joe. Joe states that the repairs needed on the vehicle are not related to the recall. Joe states that the tie rod end was dry and looks like it has not been lubed in a long time. Joe states that the vehicle not being lubed properly could have contributed to the failure of the part.

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

Informed customer that Chrysler will not participate in the repair due to lack of vehicle maintenance/neglect which contributed to the failure of the tie rod ends.

Unless the customer offers new information, decision remains unchanged

Writer called and spoke with the customer about the findings at the dealer. Writer advised customer that Chrysler will not be assisting with the repair of the vehicle. Writer explained the reasons for the decline and she understood.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20395452 |
|--|---------------|------------------------------------|-----------|---------------------------------|--------------|---------------|
| VIN | 3D7MX48A0 | 7G | Open Date | 02/08/2011 | Built Date | 03/30/2007 |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | |
| In Service Dt | 05/22/2007 | Mileage | 84,080 | Dealer Zone | 35 | WASHINGTON |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | BLAIRSTOWN NJ | | | | Country | UNITED STATES |

| | |
|--|---|
| Product - Steering - Linkage - Other - Default | Tie rod broke |
| Recall - H46: - Advise Owner/Incomplete Recall | advised the customer of incomplete recall |
| Corporate - CNA Change - Default - Default - Default | updated the customer profile |

Briefly summarize why the customer is contacting Chrysler: The customer stated his tie rod broke he had to be towed home 65 miles. Towed by AAA
Briefly summarize what the customer is expecting: The customer is asking Chrysler to pay for the repair \$340.50 and 2 days work he was off at \$200.00 per day. IRF did the repair. R N T automotive 908-362-0061
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is Cell Please call in the AM

Preferred Afternoon/Evening call back number is
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F

***** CASE MANAGER TEAM - District U *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

The writer left a voice mail.

2nd attempt made to contact customer at
Customer states that this happened at 10:30 at night and had this towed to his home because he was 65 miles away. He took this to his local shop because it was closer, he could not afford to have it towed to the Chrysler dealer. He had a certified mechanic to the work.
Customer states that the mechanic at the, Tyler, 908 362 0061 R and T automotive told him that this was a recall and he should not have to pay for it.

Customer states that he was never told that the ball joints had a recall. State he had this done on Monday.

Customer is asking to be reimbursed for the repair, parts and labor. Writer explained to customer reimbursement will not be given for missed work.

Writer explained that a call to the IRF would need to be made to check on the diagnosis for the repair. No promises are given for reimbursement at this point.

Called IRF, R and T Automotive, 908 362-0061. Spoke with Ray, states he was the mechanic that did the work on the vehicle.
states that the right outer tie rod popped out., the ball joint totally let go, broke off, he feels this was basic wear and tear.

Writer contacted customer again, explained to customer that the recall was for the steering linkage and this had nothing to do with the tie rods.

Writer advised customer that I would consider reimbursement for parts after information is reviewed on the repair order.

Explained this can be handled by e-mail or mail. Customer would like to mail in the documents.

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 (20395452). Advised customer the goodwill offer is dependent upon verification of all documents requested.

POSTMARK DATE: 021611; DATE RECEIVED: 021611

Previous Agent Promise

Customer submitted documents for request for reimbursement for repair to the tie rods on their vehicle, on line 42-43 in CAIR 20395452 reimbursement in the amount of \$162.76.

Customer's proof of payment is: Cancelled CHECK #6616.

Date of repair: 2/7/11

Labor \$N/A

Parts \$162.76

Tax \$N/A

Misc. Charges \$N/A

Total \$162.76

Writer called customer 908-362-9353, @6:28PM EST., no answer/machine.

Writer spoke to customer @ [REDACTED] at 1:01 pm. on 02/21/2011 to inform customer of his reimbursement amount. Customer wanted to know why the labor was not being reimbursed. Writer told customer she would find out and call customer back.

Writer returned phone call to customer @ [REDACTED] at 1:13 pm. on 02/21/2011 and explained to customer that this was a previous agent promise and because the repair was not done at a Chrysler Dealership but at an IRF, Chrysler will not cover the labor but will cover the parts. Customer was very upset and said he was going to contact the Chrysler Corporation.

Writer verified address with customer.

Writer is submitting check for approval in the amount of \$162.76.

| | | | | | | |
|---|------------------------|--------------------------------------|------------------|-------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20406763 |
| VIN | 3D6WD68A1 | 8G [REDACTED] | Open Date | 02/11/2011 | Built Date | 08/10/2007 |
| Model Year | 2008 | Body | DM9L44 | DODGE RAM 4X4 4500 QUAD CAB CHASSIS | | |
| In Service Dt | 11/02/2007 | Mileage | 84,500 | 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 | 45099 | LITHIA DODGE OF BILLINGS | | | | |
| Dealer Address | 2229 KING AVENUE WEST | | | | | |
| Dealer City | BILLINGS | Dealer State | MT | Dealer Zip | 59102 | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | |
| | BILLINGS MT [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |
| Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Front-Driver | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer was backing in the truck after an 1100 mile trip and the tie Rod and ball Joint broke
Briefly summarize what the customer is expecting:
Customer is wanting assistance with repair as this is supposed to be heavy duty part and as soon as possible as this is a business truck
****End structured narrative T2 - Beginning Narrative
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED] cell
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customer 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.
***** CASE MANAGER TEAM - District 88N*****
Original owner, No SC, 3/36 is OOW by 48,500 miles
The AnswerCONNECT article that was referenced to provide the answer to the customer was # 17818
COIN shows 60 CDJ vehicles registered to Integrated Production Services.
Writer providing customer with Fleet Hotline: (800) 999-3533
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer not available.
Writer attempted to leave message when call got disconnected after voicemail picked up.

Writer contacted customer [REDACTED]
Writer confirmed customer's concerns. Writer advised customer that
because the vehicle is registered to a business that shows 60 vehicles,
that he needs to contact Fleet Hotline.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20416567 | |
|--|-------------------------|--------------------------------------|-----------|-------------------------------------|--------------|---------------|--|
| VIN | 3D6WG48AX | 7G | Open Date | 02/15/2011 | Built Date | 10/17/2006 | |
| Model Year | 2007 | Body | DC3L43 | DODGE RAM 4X2 3500 QUAD CAB CHASSIS | | | |
| In Service Dt | 02/28/2007 | Mileage | 70,000 | 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 | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 63401 | CASS BURCH CHRYSLER DODGE JEEP | | | | | |
| Dealer Address | 801 EAST SCREVEN STREET | | | | | | |
| Dealer City | QUITMAN | Dealer State | GA | Dealer Zip | 31643 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | PAVO GA | | | | Country | UNITED STATES | |

| | |
|---|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |
|---|--|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
Customer is calling because the drive side drag link broke and it has been fixed but there is a funny noise.

Briefly summarize what the customer is expecting:
Customer is expecting assistance getting rid of the noise and making sure there are no problems in the future.

****End structured narrative T2 - Beginning Narrative

Customer said when the draglink failed he hit a hinge on his neighbors gate and tore up his truck but it has been repaired

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

or
Preferred Afternoon/Evening call back number is 229-292-3556 wife cell

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
. Writer spoke with customer s wife who states her husband is not there right now and she took the cair and call back number and states when he returns will have him call.

Customer was calling to speak with case manager. Customer had been transferred earlier today and waited about 45 minutes. Agent transferred to case manager line again.

Customer was contacted on. Customer states he had a mechanic from dealer 63401 come out and look at the vehicle and told him he needs ball joints and that this is a big problem on this model year Ram.

Customer states he would have had a serious accident had he not exited the highway when he did because when the steering went it pulled vehicle

to left and he would have gone into traffic. Customer states he damaged his vehicle because he could not stop the vehicle and he went into a fence that had a hinge sticking out and he had a hard time getting the vehicle free. Currently the vehicle is at the garage that did the repair, not the dealer, for the noise that he believes is either coming from a wheel bearing or the brakes. He states as soon as the vehicle is out of the garage he will take it to the dealer for diagnosis on the ball joints and understands at this time no promise of any assistance has been made. Customer was informed that the dealer will be contacted and advised that the customer will be coming in and that Dodge may look at assistance.

Total 1, new 1.

Writer called dealer 63401. Writer spoke with Connie in service who states this customer contacted her about 2 weeks ago with the drag link concern to see if it was covered under the warranty or a recall. Connie states this customer does no work with them and takes the vehicle to an IRF for work all the time. Connie took the car number and call back information for writer and declined email.

Called dealer to see if customer has come in for the concern with the tie rods.

Connie states she talked to the customer when he came in on 2/22 for an oil change and there was no mention of any other concern.

Writer called customer on [REDACTED] Message left asking if assistance is needed and the car and call back number were provided.

Customer was contacted on [REDACTED] Message left that writer would like to know if he is still seeking assistance since he has been into the dealer with no mention of the tie rod concern.

Customer was contacted on [REDACTED]

Message left per lines 58-59.

Customer was contacted on [REDACTED]

There was no answer on the line and no option to leave message.

5th attempt to reach customer on [REDACTED] Message left that since unable to reach him the case will be closed and if assistance is still needed to please call the 800 number and the car number was provided.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20416705 | |
|--|---------------------|------------------------------------|-----------|---------------------------------|------------|--------------|---------------|
| VIN | 3D7KS29A7 | 7G | Open Date | 02/15/2011 | Built Date | 02/13/2007 | |
| Model Year | 2007 | Body | DH7H81 | DODGE RAM SLT 4X4 2500 MEGA CAB | | | |
| In Service Dt | 03/15/2007 | Mileage | 82,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 57765 | FREEHOLD DODGE INC | | | | | |
| Dealer Address | SOUTH STREET AT RT9 | | | | | | |
| Dealer City | FREEHOLD | | | Dealer State | NJ | Dealer Zip | 07728 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | HAMBURG NY | | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | Customer states the outer tie rods sheared off the truck |
| Product - Steering - Unknown - Seizes, Sticks, Binds - Default | Customer states the steering in intermittent |
| Corporate - E-Reimbursement - Default - Default - Default | reimbursement processed on tie rod steering assembly |
| Corporate - Excessive Contacts - Default - Default - Default | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer Mr. [REDACTED] states the vehicle is worthless, he can't even sell it. Customer states the outer tie rods sheared off the truck and he could have been killed had he been on a busier road, which, he often is. Customer stated the vehicle has intermittent steering bonding failure, which also has the possibility of getting him killed. Customer states we have turned him down on buyback or extended warranty, but this is the worst vehicle and he cannot even get rid of the thing and still has to keep making payments.

Briefly summarize what the customer is expecting:

Customer is seeking assistance with the cost of the repairs for the tie rods and the steering.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED] - cell

Preferred Afternoon/Evening call back number is [REDACTED] - cell

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

***** CASE MANAGER TEAM - District V *****

Case manager called Service Manager (SM) at dealer #57765 - FREEHOLD DODGE INC at 732-462-1600. The last recorded visit by this vehicle to the dealership was in April 2009.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Left message.

Customer has not taken vehicle to any dealership; customer states he works as a mechanic and he knows that the outer tie rods have sheared off the truck.

Customer also states he has a buy-back warranty from dealership #60015 which he purchased vehicle from; customer was informed that there is a record of a buyback warranty on this vehicle and is set to expire on March 11, 2011. Customer is hoping dealership will repair his vehicle under that warranty.

***** Below Customer Contacted for Documentation Request *****

on 2011-02-24 @ 12:22

Writer called customer a . Customer is very frustrated with the whole situation he has been going through. Customer was unhappy with the vehicle, with dealer, and with RE595. Customer stated he got the tie rods replaced and is trying to work with the dealer 60015 to get the steering issues resolved. Writer stated Chrysler would go ahead and reimburse him for the cost of the tie rods since they were Mopar parts. Customer stated he would call back beginning of next week after he has gone back to the dealer.

Documents were not received, writer is closing the case.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer calls to speak with their Case Manager. Customer states that they never received the email. Writer verified email address and notices that KM767 made a mistake. Customer requests to fax information. Writer provided information and fax number:

Reassigned to 86F

Please reassign to proper basket

According to ASAIID 18891, faxed documentation CAIRS should be reassigned to 86F for processing and approval.

Customer is calling to speak with Case Manager.

KM767 is currently on LOA Reassigning cases to 88f.

Writer contacted customer and he stated the email never worked, he stated he faxed them in and never received a response. Writer told customer chrysler does not have the option for fax with reimbursement, its either by email or mail. Customer wanted to try the email again so writer verified email is correct. Let him know when received writer will contact him back. Customer understood. fast75bird@gmail.com.

***** Below Customer Contacted for Documentation Request *****

on 2011-03-17 @ 12:26

***** Customer Document Received *****

Customer Document Reviewed.

Status update provided via email to the following email address:

Hi Mr.Gawelo this is Britney your case manager, I received your documents and looked over them, I will contact you tomorrow to give you the amount for reimbursement. I ve been sick and cannot talk but I will contact you tomorrow. Thanks Case Mangement.

End of Status Update

Writer contacted customer to get the reimbursement processed for the tie rods, and the documents were for the steering issue, not available left message stating writer will need the tie rod invoice for the correct amount for the reimbursement, asked to contact writer back.

Caller requesting to speak with Case Manager.

Writer contacted customer back about documents, he stated the invoice was correct, the dealer had to replace the whole assembly for the tie rods.

Writer stated then the whole amount will be reimbursed as promise from KM767 and writer stated the check gets received between 7-10 business days. Customer wanted a follow up to make sure check is received. Will follow up 04/01/11.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Customer was asking for reimbursement on tie rod steering assembly.

If this is a Recall or Extended Warranty, enter the campaign number.

No

If this is for a previously made goodwill decision, what is that CAIR #?

No

Enter the Mileage at the time of the repair.

82,000

02/05/11

What is the total cost of the Parts to be reimbursed?

\$280.00

What is the total cost of the Labor to be reimbursed?

No labor

What is the total Tax to be reimbursed?

\$24.50

What is the total amount being reimbursed?

\$304.50

****End structured narrative T2 - eReimbursement

Writer contacted customer to follow up, customer received check and was satisfied. Writer stated if he needed any other assistances or questions to contact chrysler. Customer understood. Case can be closed.

CLOSED LOOP UPDATE - no need for additional follow-up.

Close case please

| | | | | | | | |
|---|----------------------------|--------------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20421653 | |
| VIN | 3D6WG48A1 | 7G [REDACTED] | Open Date | 02/16/2011 | Built Date | 03/22/2007 | |
| Model Year | 2007 | Body | DC3L43 | DODGE RAM 4X2 3500 QUAD CAB CHASSIS | | | |
| In Service Dt | 06/14/2007 | Mileage | 55,400 | 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 | 24064 | YORK MOTORS INC | | | | | |
| Dealer Address | 500 PRESCOTT LAKES PARKWAY | | | | | | |
| Dealer City | PRESCOTT | | | Dealer State | AZ | Dealer Zip | 86301 |
| Owner | [REDACTED] | | | | | Contact Type | LETTER |
| Address | [REDACTED] | | | | | Home Phone | |
| | PHOENIX AZ [REDACTED] | | | | | Country | UNITED STATES |
| Product - Suspension - Unknown - Other - Unknown | | | | | | | |

021611, jme2 agreed to pay for tow bill. Vehicle broke down and was towed 55 miles back to there business. Tie rod end broke and caused damage to the wheel. Good Chrysler customer, check to be made out to the towing company, amount to be \$292.50. jme2 to process today and fax documents.
 POSTMARK DATE: 021611; DATE RECEIVED: 022411

| | | | | | | | |
|---|--------------------------|-------------------------------|------------------|-------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20434600 | |
| VIN | 3D7KS26C4 | 6G [REDACTED] | Open Date | 02/19/2011 | Built Date | 08/11/2005 | |
| Model Year | 2006 | Body | DH7L62 | DODGE RAM 2500 ST REG CAB 4X4 | | | |
| In Service Dt | 10/11/2006 | Mileage | 39,500 | Dealer Zone | 35 | WASHINGTON | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 68182 | TUNKHANNOCK AUTO MART INC | | | | | |
| Dealer Address | 509 STATE ROUTE 29 SOUTH | | | | | | |
| Dealer City | TUNKHANNOCK | | | Dealer State | PA | Dealer Zip | 18657 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | CLYMER PA [REDACTED] | | | | | Country | UNITED STATES |
| Corporate - Recall - Default - Default - Default | | | | | | | |

Customer states that he broke a tie rod end and he believes that it is caused by the open recall on the vehicle. Customer states that the dealership is not able to tell him if the tie rod gets replaced in the recall as well. Writer advised customer to pay for the towing and to send in for reimbursement.

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 20442128 |
|---|-----------------|

| | | | | | |
|----------------------|-------------------------|----------------------------------|---------------|---------------------------------|------------|
| VIN | 3D7KS28A1 7G [REDACTED] | Open Date | 02/23/2011 | Built Date | 04/30/2007 |
| Model Year | 2007 | Body | DH7H41 | DODGE RAM SLT 4X4 2500 QUAD CAB | |
| In Service Dt | 06/27/2007 | Mileage | 65,611 | Dealer Zone | 42 DETROIT |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US |
| Color | PB5 | ELECTRIC BLUE PEARL COAT | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | |
| Transmission | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | |

| | | | | | |
|-----------------------|--------------------|-----------------------------------|----|-------------------|-------|
| Dealer | 44192 | SHELBYVILLE CHRYSLER PRODUCTS INC | | | |
| Dealer Address | 2121 MIDLAND TRAIL | | | | |
| Dealer City | SHELBYVILLE | Dealer State | KY | Dealer Zip | 40065 |

| | | | |
|----------------|---------------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | E-MAIL |
| Address | [REDACTED] | Home Phone | [REDACTED] |
| | SHELBYVILLE KY [REDACTED] | Country | UNITED STATES |

| | |
|--|-----------------------------------|
| Recall - J35: - Information Request | Advised of open recall |
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | Customer states tie rod end broke |
| Dealer - By-Pass - Default - Default - Default | |

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

tie rod end breaking not SAFE high repair

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

on my 2007.5 dodge ram i was driving down the interstate saturday and i hit a small bump and the fornt end starts shaking violently and pop i loose all steering running 75 luckly i managed to get it off the road with out crashing and killing some one i had my little 14 year old brother with me but down to the main problem is this is happing to lots of people you can read about it all over forums this is crazy yes i know there is a recall on some styles i took mine in and they said it was OK also i had the truck in for a service the monday be for this so if they was something wrong they should have noticed i am very luck to have not KILLED some one but my bill was for 826.00\$ because i had to buy the upgraded 08 parts(which y would they quit making the old style) because problems like this? but it should have to cost me because i needed 1 tie rod end and had to buy the whole kit please give me a call and let me know what i can do about this thanks Seth Collins

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

Dear [REDACTED]:

Thank you for contacting the Ram Customer Assistance Center regarding your 2006 Ram 2500.

Please accept our sincere apologies for the delayed response to your email. Because of the public s current interest in Chrysler Group and our products, we are unable to respond as promptly as we would like. Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request. A representative will be in contact with you within one (1) business day. We appreciate the time and effort you took to tell us of your concern with our product. Comments like yours are one way to learn of problems

that develop and the improvements desired. We have documented your comments and provide them to the product development team for review. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

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

Recall# Description

J35 REPROGRAM ECM - REGENERATION STRATEGY

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

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

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

Thank you for being a part of Ram, have a nice day!

Sincerely,

Sam

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Reassigning to 88F further assistance.

*****END OF CAC RATIONALE*****

* * * * * CASE MANAGER TEAM - District ?O? * * * * *

VIN s owned 1, Currently owns 1. Purchased used. 3rd owner.

No service contract. No extended warranty.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Customer states that he took the vehicle in on Saturday.

Customer states that the problem occurred. Customer states that the dealership told him the recall does not apply to the component. Writer informed customer that his dealership would be contacted and his case would be reviewed.

Writer contacted the dealership. Writer spoke with Tommy in the service department. Tommy states that the customer has modified the vehicle and this could have resulted in the failure. SA states that the part was the correct one. SA states that looks as though whoever put the lift kit on left it loose or wasn't installed correctly. SA states that the failure was not caused by the recall.

Writer contacted the customer. Customer was informed that because of the modification Chrysler does not assist. Customer understood and disconnected the call.

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

Informed customer that Chrysler will not participate in the repair due to vehicle modification from original manufacturer specifications which contributed to the failure of the steering linkage.

Unless the customer offers new information, decision remains unchanged.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| | | | | | | | |
|---|---------------------|-------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20442944 | |
| VIN | 1D7KS28D6 | 5J | Open Date | 02/22/2011 | Built Date | 08/03/2004 | |
| Model Year | 2005 | Body | DH7H41 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | | |
| In Service Dt | 11/24/2004 | Mileage | 85,000 | Dealer Zone | 42 | DETROIT | |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | | Market | U | US | |
| Dealer | 26348 | SNETHKAMP CHRYSLER-JEEP INC | | | | | |
| Dealer Address | 23951 PLYMOUTH ROAD | | | | | | |
| Dealer City | REDFORD | Dealer State | MI | Dealer Zip | 48239 | | |
| Owner | | | | | | Contact Type | LETTER |
| Address | | | | | | Home Phone | |
| | DETROIT MI | | | | | Country | UNITED STATES |

| | |
|---|------------------------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | tie rods broke, front driver |
|---|------------------------------|

Customer called because he stated that the front tie rods were fixed before and he wants Chrysler to assist him with the repairs because they broke again. Customer states he is purchasing the part and is going to install the part himself. Agent advised the caller if he is looking for assistance and Chrysler agrees to assist him then they will want a Chrysler dealership to diagnose and install the part. Customer stated that he will wait until Chrysler calls him at [REDACTED].

**** END OF CUSTOMER NARRATIVE****

Escalating to 88F for assistance

*****END OF ESCALATING NARRATIVE***

* * * * * CASE MANAGER TEAM - District 88U * * * * *

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]
Customer stated the vehicle is at dealer 26348 now for the repair of the tie rod ends. Writer informed customer writer will contact dealer to see about assisting with the repair.

Writer attempted to contact Service Manager (SM) Tim who was unavailable.

Writer spoke with Service Advisor (SA) Rick inquiring about possible assistance for customer. SA Rick stated the vehicle has not been completely diagnosed. SA Rick stated either him or SM Tim will contact writer back with the diagnosis.

Agent attempted to contact dealer Service Manager (SM) Tim, however, SM not available. Left message for a return call at extension 66353

Customer faxed in receipt for tie rod repair total cost paid was \$872.17 parts and labor. Writer agreed to reimburse that amount as goodwill check sent on 3/2/11.

POSTMARK DATE: 030111; DATE RECEIVED: 030211

| | | | | | | | |
|---|--------------------------|-------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20444791 | |
| VIN | 3D7KS28C4 | 6G | Open Date | 02/22/2011 | Built Date | 05/19/2006 | |
| Model Year | 2006 | Body | DH7P41 | DODGE RAM 2500 LARAMIE QUAD CAB 4X4 | | | |
| In Service Dt | 10/30/2006 | Mileage | 52,171 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 43101 | RAINIER DODGE INC | | | | | |
| Dealer Address | 2550 CARRIAGE LOOP DRIVE | | | | | | |
| Dealer City | OLYMPIA | | | Dealer State | WA | Dealer Zip | 98502 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | RAINIER WA | | | | | Country | UNITED STATES |
| Corporate - Recall - Default - Default - Default | | | | Inquiry | | | |
| Corporate - Complaint Contact - Default - Default - Default | | | | tie rod broke | | | |

Mr Charles Smith states his tie rod broke yesterday. Customer states he is trying to get a replacement but the dealer states he would have to buy the whole steering system.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (Yes) Customer would have to do the entire Steering Linkage for approximately \$500.00 because the parts had been re engineered. Customer states Steering linkage recall was completed 09/19/2009

If a CDJ dealer has diagnosed, what is the dealer name or code? 43101

Dealer Name : RAINIER DODGE INC Dealer Phone : 360-754-5550

Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

Total 1,current 1,used 1.

Writer calling to speak with dealer the last time customer was at the dealer 5/25/2010. Customer has no loyalty to do the dealership. Tom acting service manager states that customer does not deserve for any assistance from Chrysler.

DECLINED AUTHORIZED BY JS829.

**** 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 - 1st Contact attempt, phone number dialed,

Writer calling to speak with customer. Writer explained to customer that because of the lapse of time and it took so long to contact us for to help assist on the repair we would not be able to assist customer.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|------------------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20445856 | |
| VIN | 3D7LX38C5 | 6G [REDACTED] | Open Date | 02/22/2011 | Built Date | 08/31/2005 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 12/24/2005 | Mileage | 75,000 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 44234 | HARTZHEIM DODGE | | | | | |
| Dealer Address | 1050 CAPITOL EXPWY AUTO MALL | | | | | | |
| Dealer City | SAN JOSE | | | Dealer State | CA | Dealer Zip | 95136 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | |
| | SAN JOSE CA [REDACTED] | | | | | Country | UNITED STATES |
| Corporate - Complaint Contact - Default - Default - Default | | | | | | | |

The customer called in stating his steering linkage has already been replaced due to a an accident prior before the recall. He now states the tie rod needs to be replaced. Also the whole under carriage has to be replaced due to the tie rod. He would like further assistance from Chrysler.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? IRF)

Has the vehicle been diagnosed by a CDJ dealer? (No)

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

Customer was not available.

Agent left a message with call back number 800-763-8422 and CAIR number.

Agent called the customer at [REDACTED], and he stated that his vehicle broken down on the freeway, and he felt that this was from H46 recall. Agent confirmed with the customer that he did not have an accident due to recall. He had an accident in the back end of vehicle way before this incident. He stated that a towing service had come and gotten his vehicle, and took it to their wrecking yard. He stated that his tie rod is broken and needs replacing, although the mechanic called a dealer and was advised that this part is no longer made separately, and he will need to get the whole steering linkage system to get this tie rod replaced. Agent advised that he will need to get his vehicle to a dealer to complete this recall, and get the parts needed for this recall. He stated that the mechanic at the IRF is already fixing his vehicle. Agent advised that he will need to pay for this repair at the IRF, and that he will need to send his repair order and proof of payment to the recall reimbursement address for review.

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.

>

Tier 2 Agent

>

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 408 513 3527 at 3:14 EST. Customer was not available. Left message with writer s name, phone number as well as extension. If customer does not contact writer another attempt will be made. If customer calls please verify the customer has sent in the documentation for reimbursement also the name and address to be that in COIN.

Customer states that he s sent all the necessary information 03/01/2011 and confirmed that the address listed on COIN is correct.

>

Tier 2 Agent

>

Agent review CAIR for attached documents sent in by the customer, none at this time. Agent will monitor this CAIR for the requested documentation.

>

Tier 2 Agent

>

Agent review CAIR for attached documents sent in by the customer, none at this time. Due to the age of this CAIR agent closing. Please reopen CAIR or create new if over 30 days when documents arrive and reassign to EM852.

| | | | | | | | |
|---|---------------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20459979 | |
| VIN | 3D7MX48C1 | 6G [REDACTED] | Open Date | 02/25/2011 | Built Date | 03/11/2006 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 06/30/2006 | Mileage | 54 | Dealer Zone | 66 | ORLANDO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 41854 | STALLINGS MOTORS INC | | | | | |
| Dealer Address | 1245-38TH BOULEVARD, N.E. | | | | | | |
| Dealer City | CAIRO | | | Dealer State | GA | Dealer Zip | 39828 |
| Owner | [REDACTED] | | | | | Contact Type | ROADSIDE |
| Address | [REDACTED] | | | | | Home Phone | |
| | SAUGUS MA [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
|---|--|

Roadside Assistance Contacted - DATE : 2011-02-23
 Road Side File Created 02-25-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1437 GAINEY ROAD 1245-38TH BOULEVARD, N.E.
 BRYANT ROAD
 CAIRO CAIRO
 GA USA GA
 CALLER_COMMENTS -01 BROKEN TIE ROD END -VEH IS IN
 DEALER CODE : 41854 STALLINGS MOTORS INC
 Closing as per process as vehicle is five years old.
 *****end of narrative*****

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20462385 | |
|--|-------------------|--------------------------------------|-----------|-------------------------------------|--------------|---------------|--|
| VIN | 3D6WD68A7 | 8G | Open Date | 02/25/2011 | Built Date | 08/29/2007 | |
| Model Year | 2008 | Body | DM9L43 | DODGE RAM 4X4 4500 QUAD CAB CHASSIS | | | |
| In Service Dt | 11/10/2007 | Mileage | 110,000 | 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 | 24294 | DAVIS-MOORE AUTOMOTIVE INC | | | | | |
| Dealer Address | 6215 E KELLOGG DR | | | | | | |
| Dealer City | WICHITA | Dealer State | KS | Dealer Zip | 67218 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | CHENEY KS | | | | Country | UNITED STATES | |

| | |
|--|---------------------|
| Recall - K28: - Advise Owner/Incomplete Recall | K28 |
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | tie rods broke off. |

Briefly summarize why the customer is contacting Chrysler: Customer states the tie rod broke off; the vehicle is in the dealership right now. Customer states he doesn't believe the tie rods should ever break off. Customer states he would like to know if it could be caused by something else. Customer states he was driving at about 75 MPH.

Briefly summarize what the customer is expecting: Customer states he believes that Ram should help pay for this repair.

Writer gave customer case number.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 24294

Reassigned to 88F

***** CASE MANAGER TEAM - District 88N *****

-Customer is original owner of this and 1 other current and 2 previous CDJR vehicles

-vehicle is out of manufacturers basic 3/36 warranty by time and 74000 miles

-no CSC

Agent attempted to contact dealer Service Manager Craig however, SM not available. Left message for a return call at extension 66151

Agent also left email address mw636@chrysler.com.

Agent would like to know if repairs are related to the K28 recall that is incomplete on the vehicle.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Agent spoke with customer and advised of the recall K28 which just came out today. Agent also advised that dealership was contacted and message was left. Agent advised she will contact customer

after speaking with dealership. Customer was satisfied. Agent also verified address in COIN.

SM Craig calls back with information previously requested.

Dealer transferred to original agent working CAIR

Agent got email from SM Craig . He states that the customer wanted the right tie rod and the drag link replaced also. Agent consulted with MF728 and it is not necessary to replace them both at the same time so , based on mileage of vehicle CAC will only cover the recall repair.

Customer called to speak with Case Manager. Note was sent to MW636 requesting a call back.

Vehicle owner called requesting case manager, MW636 not available and customer does not request to be transferred to voicemail due to left a message early this morning, did not receive a call back from case manager but request to get message note to case manager s desk for a call back.

Writer sent note.

Writer confirmed with customer of incomplete recall K28 for this vehicle.

Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

The customer called in to speak to their case manager. Writer transferred the customer to the case manger s line for additional assistance.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED *** approved by MF728

Informed customer that Chrysler will not participate in only the recall 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.

| | | | | | | | |
|---|------------------|--------------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20463881 | |
| VIN | 3D6WC76L9 | 9G | Open Date | 02/25/2011 | Built Date | 04/02/2009 | |
| Model Year | 2009 | Body | DM5L66 | DODGE RAM 4X2 5500 REG CAB CHASSIS | | | |
| In Service Dt | 06/25/2009 | Mileage | 65,002 | Dealer Zone | 66 | ORLANDO | |
| 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 | 60290 | MIKE ADDY CHRYSLER JEEP, LLC | | | | | |
| Dealer Address | 5215 SUNSET BLVD | | | | | | |
| Dealer City | LEXINGTON | | | Dealer State | SC | Dealer Zip | 29072 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | CAYCE SC | | | | | Country | UNITED STATES |

| | |
|---|---|
| Dealer - Service/Body Shop - Personnel - Discourteous/Rude - Service Management | Customer states Dodgeland dealership he will never return |
| Dealer - Service/Body Shop - Personnel - Other - Service Management | Customer states Parts manage was informed by SM not to order any tire rod |
| Dealer - Service/Body Shop - Personnel - Other - Service Advisor | Customer states SA Tyrone was very helpfull |
| Corporate - Recall - Default - Default - Default | Inquiring about open recalls |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | Tie rods breaking |

Owner of [REDACTED] called in claiming he is having a tie rod issue on 6 more of his Dodge trucks. Customer says he has 4 5500 and 2 4500 trucks with this issue. Customer says that the local dealership in his area, dealership 44058, refuses to work on the trucks claiming they do not have the proper equipment and the closest dealership that will work on them is over 100 miles away. Customer is requesting permission to pick up the parts at the dealership and repair the vehicles that are having the issue in their own shop and get reimbursed for it. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? No - Dealership refuses to look If a CDJ dealer has diagnosed, what is the dealer name or code? N/A Reassigned to 88F ***** CASE MANAGER TEAM - District M ***** 4 vehicles 4 current 4 new 0 used Original owner OOW by time and mileage

No SC

Writer contact 44058 dealership dialed 803-799-1900. Writer spoke with Service Advisor Tyrone state they do take this kind of vehicle that if something is wrong with front they can lift it. SA states they had these vehicle coming to dealership that customer can come to dealership and speak with him writer agreed.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 9:35am

Writer spoke with customer states Service Manager Bill informed him that they did not have the equipment to look at vehicle he was advised to go another dealership. Customer states he tried to explain recall to SM, customer states he felt like they did not care. Customer states he had issue with tire rod before that one his vehicle was involved in accident due to recall. Customer states he is worried about this drivers driving vehicle that he can not afford to leave vehicle at dealership for a couple of days. Writer informed caller that dealership was called was informed that they do take these vehicle writer informed caller that Service Advisor Tyrone is aware. Customer states if driver get into an accident he will sue dealership, Dodge and every body else around. Writer informed caller to contact dealership and speak with SA customer agreed call ended.

Writer contact 44058 dealership dialed 803-799-1900. Writer spoke with Service Advisor Tyrone states they order parts for vehicle states customer will bring vehicle back tomorrow for the repair. Writer ask if would be ok to send case to dealership to have they document the repairs SA agreed call ended

2nd attempt made to contact customer [REDACTED] at 1:11pm

Writer spoke with customer states he did speak with SA state they are ordering part now for vehicle, states he will taking vehicle down to dealership one by one writer agreed. Customer states he still has to jump through hoops that he will not be buying another Dodge.

REASSIGNED TO BC/DLR 66 44058 03/01/11 15:14 O 20463881

*Contact Date:03/04/2011

Service Manager at the dealership has updated the Cair# 20463881 Parts have been ordered.

*Contact Date:03/17/2011

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 3/17/2011 AT 09:42:864 R 20463881

2nd attempt made to contact customer [REDACTED] at 8:14am

Writer spoke with customer states he had two vehicles repaired with tire rods and he two vehicles himself to have tire rod fixed. Customer was informed parts manager that they did not have any more parts was informed by SM not to order any more. Customer states he has been waiting two weeks for tire rods to come to dealership but he still has four tire rods to fix on vehicle. Customer states he will taking vehicle to dealership 60290 to see if they have any part available. Writer was informed to keep in contact with customer writer agreed, writer informed caller that dealer 60290 will contact and informed that his concern is not resolved and see if parts are available for his vehicle customer agreed.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Parts Advisor Scott states he does not have any in stock and informed him that customer will coming to dealership or be ordering tire rods for his vehicles.

3rd attempt made to contact customer [REDACTED] at 6:35am Writer spoke with customer states that he spoke with Service manager and informed him of his concern states he will call writer back to see what he is going to do.

4th attempt made to contact customer [REDACTED] at 6:04am

Writer spoke with customer states they do not have part in stock customer states dealership did order part was speaking with lady in service department. Writer informed caller that dealership will be called to see if they have any updated information customer agreed.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Service Advisor Gina states she order tire rod parts for vehicle due to recall on vehicles. SA states customer informed her that some vehicles are repaired already but he has four more to get repaired SA states they contact Dodge Land due dealer had parts in stock but they did not want to sell to them. Writer spoke with Service Manager Scott states parts are

part should be at dealership by Monday the latest and that he will have to wait until the 03/29/11 to order parts again for vehicle. SM states when ordering parts for vehicle he has to wait 7 day again to order parts. Writer will follow up with customer and informed of the information.

5th attempt made to contact customer [REDACTED] at 6:41am

Customer was not available Writer left message for customer to call back on brand number 1-800-763-8422 to discuss case.

Writer contact customer dialed [REDACTED] at 6:25am Writer spoke with customer informed him that parts for vehicle tire rods would be at dealership by Tuesday or Wednesday customer agreed. Writer informed caller that SM did not know if customer wanted to order more tire rod for his other vehicle customer states he would give dealership a call.

Writer contact 60290 dealership dialed 803-957-2010. Writer left message for Service Advisor Gina was available writer left message. Writer spoke with Service Advisor Gina states she check if order came in but has not, SA stated she check with part are still looking if order came in SA states she informed customer states she will call him once parts come in.

Writer contact customer dialed [REDACTED] at 6:14am

Writer spoke with customer states dealership has not received any parts states has been four weeks now since parts have not come in. Customer states he dreads the day if tire rods fail on vehicle customer states his manager at dealership JR has been speaking with Gina and was informed that parts have not become available at all. Customer states he still has four vehicles that have not been repaired writer informed caller that dealership will called to see if writer expediting team would locate or see if part is available customer agreed.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Service Advisor Gina states they received two parts and she did contact customer. SA states she called 03/30/11 and she spoke with Kenny Service Manager at dealership parts for two any time they wanted.

Writer contact customer dialed [REDACTED] at 6:24am

Writer spoke with customer informed caller that parts have come in customer can bring two vehicles to dealership or set an appointment. Writer informed caller that dealership tried to contact caller but probably did not have correct number writer informed caller to contact dealership customer agreed will follow up on Monday.

Writer contact customer dialed [REDACTED] at 7:47am

Writer spoke with customer states 3 vehicle will be at dealership this weekend be going separately some time this week. Customer states his other vehicle got wrecked and states until there other vehicle gets repaired he will take vehicle back to dealership. Customer states Dodge Land dealership is totally not corporative with customer states he appreciated writer following.

Writer contact customer dialed [REDACTED] at 6:33am

Writer spoke with customer states he had 2 vehicles repaired last week customer states dealership is ordering more parts for his other vehicles. Writer informed caller that dealership will be contact and writer will be in contact with customer once parts have arrived at dealership.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Service Advisor Justin states Service Advisor Gina was not available, writer left message for SA to call back on brand number to discuss parts for customer vehicle. Writer left case number, brand number, and extension 66391.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Service Advisor Russell states SA Gina is out sick and will be back tomorrow.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Service Advisor Russell states SA Gina is not available today.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Service Advisor Gina states they repaired two vehicles for customer and states she had order tire rods again for customer other two vehicles. SA states when parts come to dealership the other vehicle will be completed and she has been keeping touch with customer, SA states she does not have any ETA on parts.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Service Advisor Justin states SA Gina is not available today.

Service Advisor Gina states Parts informed her that part did not come yet but will check with Parts Manager writer agreed will follow up with SA tomorrow.

Writer contact 60290 dealership dialed 803-957-2010. SA was not available writer left message with brand number, case number and extension 66391.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Service Advisor Justin stated he did not know about thing.

Writer contact 60290 dealership dialed 803-957-2010. Writer spoke with Service Advisor Gina states customer vehicle has been repaired and the repairs were completed Thursday and Friday.

Writer contact customer dialed [REDACTED] at 11:14am

Writer spoke with customer states vehicles have been repaired and there doing great, customer states he appreciated writer help.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|---------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20466908 | |
| VIN | 3D7KS29C9 | 6G | Open Date | 02/28/2011 | Built Date | 09/06/2005 | |
| Model Year | 2006 | Body | DH7H81 | DODGE RAM 2500 SLT MEGA CAB 4X4 | | | |
| In Service Dt | 08/28/2006 | Mileage | 56 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 57765 | FREEHOLD DODGE INC | | | | | |
| Dealer Address | SOUTH STREET AT RT9 | | | | | | |
| Dealer City | FREEHOLD | | | Dealer State | NJ | Dealer Zip | 07728 |
| Owner | | | | | | Contact Type | ROADSIDE |
| Address | | | | | | Home Phone | |
| | MONROE TWP NJ | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
|---|--|

Roadside Assistance Contacted - DATE : 2011-02-26
 Road Side File Created 02-28-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 85 BUTCHER ROAD SOUTH STREET AT RT9
 N DISBROW HILL ROAD
 MONROE FREEHOLD
 NJ USA NJ
 CALLER_COMMENTS BROKEN TIE ROD ON THE FRONT AXLE/
 DEALER CODE : 57765 FREEHOLD DODGE INC
 Closing as per process as vehicle is five years old.
 *****end of narrative*****

| | | | | | | |
|---|--------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20468427 |
| VIN | 3D7MX48C8 | 6G | Open Date | 02/28/2011 | Built Date | 08/05/2005 |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 03/06/2006 | Mileage | 151,531 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | MC GREGOR TX | | | | Country | UNITED STATES |

| | |
|---|-------------------------|
| Product - Steering - Linkage - Other - Default | Goodwill as 50/50 split |
| Corporate - Reimbursement - Default - Default - Default | |

POSTMARK DATE: 021711; DATE RECEIVED: 022211

Writer has to do more research

Writer contacted John McClaren Chevrolet at 254-840-3261 and ask for Jason and he was out to lunch and service tried to help but was advised to talk to Jason

As a one time offer of goodwill a 50/50 split with customer paying half and Dodge paying Half as customer stated that the vehicle broke down by the driveway of IRF, High mileage, 2 vehicles, other repairs done,not original owner

Business Case for Goodwill

Customer has submitted request for goodwill, for repair to their Tie rod and steering linkage

Customer's proof of payment is: see below

Date of Repair:Feb17/11

Mileage:151531

Loyalty:2

Original Owner:NO

Out-of-Pocket:Yes

Multiple Repairs:NO

Authorized Chrysler Dealership:NO

Service Contract/Warranty:SC

In-Service Date:03/06/2006

Labor \$123.16

Parts \$588.20

Misc. \$45.00 towing

Tax \$48.53

Total=756.36

less insurance- \$117.79

Total=\$687.10

Customer pays \$343.55

Dodge pays \$343.55

Writer is submitting check for approval in the amount of \$343.55

Writer contacted John McClaren Chev at 254-840-3261 and talk to Jason

.Writer ask Jason when the tie rod broke did this do damage to the

other parts that were put on and Jason couldn t say for sure.

Jason also confirmed that the repair was paid for

Writer also call at and ask customer if

this was the first time this repair was performed and customer told

writer this was the first time.This repair wouldn t be covered under the

H46 recall also said that the vehicle broke down in front of IRF

Customer advised writer that the Insurance was from his business as The

irf gives out points.Writer made a correction to Customer half to include

\$117.79.

Lines 31 and 33 should read

Total=\$804.89

Writer is submitting check for approval in the amount of \$461.34

Please add more than one reason code as well as a reason code narrative.

Then resubmit for approval.

approved

| | | | | | | | |
|---|------------------------|-----------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20469517 | |
| VIN | 3D7KS28C5 | 5G [REDACTED] | Open Date | 02/28/2011 | Built Date | 05/20/2005 | |
| Model Year | 2005 | Body | DH7H41 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | | |
| In Service Dt | 07/23/2005 | Mileage | 140,717 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 68832 | NEWBERG DODGE JEEP CHRYSLER, INC. | | | | | |
| Dealer Address | 2809 PORTLAND ROAD | | | | | | |
| Dealer City | NEWBERG | | | Dealer State | OR | Dealer Zip | 97132 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | PORTLAND OR [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|---------------------------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | Drivers side tie rod has failed |
|---|---------------------------------|

Customer states his tie rod failed today. On June 18th 2009, the steering was replaced with the newer equipment because it was recalled, and now the tie rod has failed. Customer states he mainly does highway driving and his not hard on his vehicle. He does not feel that the tie rod should have failed so soon after the recall, and he would like Chrysler to cover it.

Customer can be best reached at [REDACTED]

****END OF CUSTOMER CONTACT****

This CAIR is being escalated because the customer is seeking assistance with his tie rod

****END OF RATIONALE FOR ESCALATION****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

Customer called in to talk to the cm about the vehicle and writer was reviewing the case and when writer got back customer was gone
Customer calls to speak with their Case Manager. Unavailable. Sent note.
Agent called customer at [REDACTED] and left message
Customer calls to speak with their Case Manager. writer transferred customer over to cm

Agent spoke to customer. Customer states that the dealer upgraded his steering. Dealer number 68832.

Customer calls to speak with their Case Manager. Agent sent a note for a call back today.

Agent called dealer Jeremy SM. Jeremy states that steering linkage including tie rods was replaced 6/17/2009 at 103600 miles. Jeremy states very good customer has all service work done at dealer. Jeremy recommends assistance for customer.

Agent contacted customer and advised that need a diagnosis from the dealer for consideration of assistance.

Agent called SM Jeremy about getting vehicle into the dealership. Jeremy will contact customer.

Customer called to speak with LJ240. Case Manager was not available and leaving a voice mail was not an option. Writer informed customer a message would be sent through floor support requesting Case Manager call back as soon as possible at phone number [REDACTED] Customer did not want to wait for alternate Case Manager.

Customer called in to speak with his case manager. Customer states that

he does not want to drive 30 miles. Customer states that his case manager was going to help him with the towing. Customer states that he would like for the case manager to contact dealer 24154 NORTHWEST CHRYSLER JEEP DODGE.

***Writer contacted the dealership in beaverton NORTHWEST CHRYSLER JEEP DODGE. Writer spoke with Jose in service. Writer provided Jose with the customer's information. Writer informed the SA that the customer will need to pay for the towing and dependent on the diagnoses results will determine reimbursement for towing. SA Jose states a towing company they use is called Speed supertow 503-234-5555. Writer contacted the customer. Customer states that he will contact his insurance company for the towing or not he will contact the towing company. Customer states that he will contact Jose. Writer took down customer's email address for future possible reimbursement and contact by email. Customer states that his email address is [REDACTED]. Customer states that he can be reached at his work phone at [REDACTED]. Customer would like a call back soon by his case manager.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66205. Agent called customer. Customer states that dealer # 68832 has not contacted him.

Agent contacted Jeremy at dealer. Jeremy stated he would call customer again.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66205. Agent contacted Jeremy SM. Jeremy states he spoke to customer and that customer hasn't been in.

Agent contacted customer. Customer states that he will take his vehicle into Newberg Dodge. Writer to follow up Friday. Caller requesting to speak with Case Manager.

Writer contact Jason at the dealership regarding the customer's concern. Jason states that the front end needs replaced and based on recent repairs and customer loyalty feels assistance would be appropriate. Warranty cost of parts is \$730.80 Labor is 494.10. Total is 1224.94. Jason feels it would be equitable to pay for parts and have customer pay for labor.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer's loyalty to dealership. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$730.80

Labor = \$494.10

Total = \$1224.94

Co-pay = 494.10

Amount Pre-authorized (PA) = 730.80

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 Ricky at 800-763-8422

You may also contact us by email at:

RC931@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

Jason states he will notify the customer of goodwill.

REASSIGNED TO BC/DLR 71 68832 03/29/11 17:54 O 20469517

Caller requesting to speak with Case Manager.

*Contact Date:04/01/2011

Service Manager at the dealership has updated the Cair# 20469517

The vehicle has been diagnosed.

Customer calls to speak with their Case Manager.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-04-01 @ 14:32

Customer called in requesting reimbursement for towing stating that dealer implied he would be reimbursed if he got vehicle towed there. Customer states he paid \$120 for a tow. Writer agreed to reimbursement and sent reimbursement hyperlink.

*Contact Date:04/07/2011

CAIR RETURNED FROM DEALER ON 4/07/2011 AT 10:33:928 R 20469517

***** Below Customer Contacted for Documentation Request *****

██████████ on 2011-04-07 @ 16:06

Writer left a message for the customer indicating that the Ereimbursement hyperlink was resent and customer had 7 days to send in documents for reimbursement.

Writer has sent document request on 4/01 and 4/07 without reply. Writer is closing CAIR.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|------------------------|--------------------------------------|------------------|-------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20470722 |
| VIN | 3D6WD68A1 | 8G [REDACTED] | Open Date | 02/28/2011 | Built Date | 08/10/2007 |
| Model Year | 2008 | Body | DM9L44 | DODGE RAM 4X4 4500 QUAD CAB CHASSIS | | |
| In Service Dt | 11/02/2007 | Mileage | 84,566 | 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 | 45099 | LITHIA DODGE OF BILLINGS | | | | |
| Dealer Address | 2229 KING AVENUE WEST | | | | | |
| Dealer City | BILLINGS | Dealer State | MT | Dealer Zip | 59102 | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | |
| | BILLINGS MT [REDACTED] | | | | Country | UNITED STATES |

| | |
|--|--|
| Referral - Fleet - Default - Default - Default | |
|--|--|

***** Fleet Request For Goodwill Assistance *****

02/28/2011 EVG3. CUser Larson contacted writer to request assistance with broken left front tie rod end and damaged steering stabilizer. Customer requests assistance with tow and vehicle repair. Writer contacted Dave(SM) at DC 45099 and authorized tow and repair to left front tie rod end and to contact me if he sees any concern with abuse or accident. Dealer completed repair per instructions and writer provided PA number for claim processing

| | | | | | | | |
|---|-------------------------|-------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20477922 | |
| VIN | 3D7KS28CX | 6G [REDACTED] | Open Date | 03/01/2011 | Built Date | 07/21/2005 | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 12/22/2005 | Mileage | 27,000 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 57696 | LONGLEY BROS INC | | | | | |
| Dealer Address | 1698 COUNTY ROUTE 57 | | | | | | |
| Dealer City | FULTON | | | Dealer State | NY | Dealer Zip | 13069 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | LIVERPOOL NY [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Suspension - Tie Rods / Drag Link - Other - Unknown | Seeking Reimbursement on Tie Rod repair. |
|---|--|

Customer stated that December 2010 Warranty coverage expired.
 Customer stated that he has had his Tie Rod End replaced and is seeking possible reimbursement.
 Customer stated that the Tie Rod broke and he had to replace the whole part. Customer stated that he also has to replace the Tire Rim.
 Customer feels that he should have been able to purchase only the Tie Rod instead of the whole part E.G Damper, and rods.
 Customer would like reimbursement for the repair of the Tie Rod End , and also the Tire Rim.
 Customer stated that the repair has been done at First Automotive
 Part: \$1147.56
 Tire Rim: \$700.00 (estimate)
 Contact number is [REDACTED]
 Call Customer Anytime: [REDACTED]
 Agent made no promises of goodwill.
 ReAssign to 88F
 First Automotive: [REDACTED]
 Customer Contact: [REDACTED]
 ***** CASE MANAGER TEAM - District T *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], Writer contacted customer, customer stated he had the tie rod ends replaced and the tire rim. The tie rod ends came in a package deal with other parts. The customer had the tie rod ends repaired 6 months ago at a dealer with mopar parts. Writer told the customer that if he would have gone back to the dealer chrysler would of done a lot more. But since customer got the repair work done at a IRF , writer was only offering reimbursement on the parts for the tie rod end package, Everything else will be customers responsibility. Customer was upset about the offer also writer offered a service contract for free oil changes for about 1 year and customer denied that. Customer didn t want to take writers offer on anything and hung up on writer. Customers offer will remain the same if customer calls back before 30 days it can be processed.
 CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20481450 | |
|--|-------------------|------------------------------------|-----------|---------------------------------|--------------|---------------|--|
| VIN | 3D7MX48A5 | 7G | Open Date | 03/02/2011 | Built Date | 04/12/2007 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 01/02/2008 | 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 | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 66508 | HAGANS D-C-P MOTORS INC | | | | | |
| Dealer Address | 401 BUILDERS LANE | | | | | | |
| Dealer City | MORRILTON | Dealer State | AR | Dealer Zip | 72110 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | SOLGOHACHIA AR | | | | Country | UNITED STATES | |

| | |
|--|----------------------------|
| Product - Wheels and Tires - Wheels - Other - Front-Pass | it was rubbed on the wheel |
| Product - Suspension - Torsion / Sway Bars - Other - Front | sway bars fell as well |
| Product - Suspension - Tie Rods / Drag Link - Other - Front-Pass | tie rod ends are broken |
| Corporate - E-Reimbursement - Default - Default - Default | |
| Corporate - Excessive Contacts - Default - Default - Default | |

Customer states they were driving the vehicle and the tie rod ends and the sway bar broke. Customer states they have already spoken with the dealership and they advised customer to call Customer assistance. What is the customer requesting from Chrysler? Cost assistance
How far out of warranty is the vehicle/repair by time and/or mileage? 2 months
Service contract (Chrysler or 3rd party) that would cover the repair? N
Original owner? N If no, purchased when? December 31st 2010, 29,020 m
How many Chrysler vehicles has the customer owned including this vehicle? 1
Is there any repair history related to the current concern? N
Service manager name? N/A
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? N
If a CDJ dealer has diagnosed, what is the dealer name or code? 66508
Reassigned to 88F
***** CASE MANAGER TEAM - District 88u *****
4th owner, 1 vehicle, No service contract, OOW 2 months.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, Left message.
2nd attempt made to contact customer. Left message.
Customer calls requesting to speak with ?CS1132 ?
Customer/Caller transferred to extension # 66396

Writer spoke with customer who is seeking reimbursement. Customer was advised to send in repair order and proof of payment, Customer is going to have Mark send the documents in.

Caller requesting to speak with Case Manager.

***** Below Customer Contacted for Documentation Request *****

██████████ on 2011-03-11 @ 10:15

Writer spoke with mark and he is sending documents in for the customer.

***** Customer Document Received *****

Customer calls requesting to speak with CS1132. Customer transferred to extension #66396 to leave voicemail message.

Writer called dealer and spoke with customers SA. Customers steering linkage was broken. A tie rod broke causing other components to fail.

Dealer feels it is early to have this component fail.

Writer spoke with SA to verify customer paid for repairs.

Customer Document Reviewed.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

reimbursement

If this is a Recall or Extended Warranty, enter the campaign number.

no

If this is for a previously made goodwill decision, what is that CAIR #?

no

Enter the Mileage at the time of the repair.

31717

Enter the Date when the repairs were completed.

3/2/11

What is the total cost of the Parts to be reimbursed?

\$516.85

What is the total cost of the Labor to be reimbursed?

130.39

What is the total Tax to be reimbursed?

0

What is the total amount being reimbursed?

647.24

****End structured narrative T2 - eReimbursement

Check approved and processed.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20495790 | |
|--|------------------|--------------------------------------|-----------|------------------------------------|--------------|---------------|--|
| VIN | 3D6WD7EL3 | AG | Open Date | 03/04/2011 | Built Date | 12/05/2009 | |
| Model Year | 2010 | Body | DM0L64 | DODGE RAM 4X4 5500 REG CAB CHASSIS | | | |
| In Service Dt | 01/05/2010 | Mileage | 16,000 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 43233 | DICK'S COUNTRY CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 767 S W BASELINE | | | | | | |
| Dealer City | HILLSBORO | Dealer State | OR | Dealer Zip | 97123 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | SALEM OR | | | | Country | UNITED STATES | |

| | |
|---|---------------|
| Product - Steering - Power Rack and Pinion / Gear - Defective - Default | tie rod broke |
|---|---------------|

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
tie rod sheered in half
Briefly summarize what the customer is expecting:
Chrysler to provide information of K28 recall.
****End structured narrative T2 - Beginning Narrative
Customer called regarding two vehicles that have had the tie rod shear in half. Almost caused accident. Customer would like recall information faxed directly to his fax number and a call back. Advised customer that issue is being investigated and he will receive a callback from a case manager. Customer states repairs were completed free of charge under warranty but is considering pulling whole fleet off the road until issue is dealt with. Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner.
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes.
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customers fax number is
***** CASE MANAGER TEAM - District 88T *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
Customer s voicemail was a Paul. Writer tried number twice and received the same voicemail. Left a detailed message. Did not fax recall information due to it having nothing to do with tie rods.
Customer called requesting to speak with Case Manager. Writer attempted to transfer the customer to SF372 s extension # 66251, however, the line was busy. Writer advised the customer that a written note will be given to the case manager.
WRITER CONTACTED CUSTOMER at Customer was unavailable.
Left a detailed message with Paul. Customer called to speak with SF372,

writer unable to reach party and transferred to voicemail.

CUSTOMER CONTACTED WRITER and verified VIN number and recall. Writer discovered that the VIN that had been entered in CAIR #20488283 did not apply to the vehicle customer was calling about. Writer created new CAIR #20495790. Writer agreed to provide customer with the recall letter.

WRITER CONTACTED CUSTOMER AT [REDACTED] and notified him that the recall letter was being faxed.

WRITER CONTACTED CUSTOMER AT [REDACTED] Customer was unavailable. Left a detailed message.

customer Paul Korbiva called for CM SF372, who was unavailable. At Customer's request, transferred caller to CM's extension 66251 to leave a voicemail.

CUSTOMER CALLED IN and left a voicemail for case manager stating that he would like the CAIR to be left open since they have a fleet of 2010 and 2011 Dodge Ram trucks with this recall.

WRITER CONTACTED CUSTOMER AT [REDACTED] Customer was unavailable.

Writer left detailed message regarding what the customer is expecting Chrysler to do in keeping the CAIR open since the vehicle is repaired and the recall addressed.

Customer calls to speak with their Case Manager. Writer transferred customer.

CUSTOMER CALLED IN and spoke with writer. Writer informed customer that due to the issue of this vehicle being addressed and recalls being VIN specific, writer informed customer that in the event that the dealer would not honor the recall on the other trucks his fleet had, to give CAC a call. Customer was good with that.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | |
|---|------------------------|-------------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20500486 |
| VIN | 1D7KS28C8 | 7 | Open Date | 03/07/2011 | Built Date | 07/12/2006 |
| Model Year | 2007 | Body | DH7H41 | DODGE RAM SLT 4X4 2500 QUAD CAB | | |
| In Service Dt | 10/03/2007 | Mileage | 84,000 | Dealer Zone | 71 | LOS ANGELES |
| 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 | 45308 | LIBERTY CHRYSLER JEEP DODGE | | | | |
| Dealer Address | 5050 E WINNEMUCCA BLVD | | | | | |
| Dealer City | WINNEMUCCA | Dealer State | NV | Dealer Zip | 89445 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | BLOOMER WI | | | | Country | UNITED STATES |

| | |
|---|---|
| Recall - H46: - Reoccurrence or Related Problem | Because of tie rod breaking pittarm may need replacing. |
| Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default | Chilson, code 45139, Did not check the vehicle thoroughly |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | Snapped clean in half |

The customer called because they bought a vehicle. 2 weeks ago there was an injector that was replaced. The customer s asked that the dealership look at the front end and found that there was nothing left. The customer stated that they were driving home on the road and the tie rod snapped clean in half. The customer is also stating that the dealership looked at it and told them that there was nothing wrong with the vehicle.

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45308
Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

OOW by time and mileage

Original owner, purchased 3, owns 2.

Expired SC by mileage.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Agent spoke to Mrs. Henningfield. She stated that they bought the vehicle new in 2007. She stated that the dealer 45308 had done repairs on the vehicle back in 1/27/2011, and they never diagnosed the tie rod at that time. She stated that she had even asked the dealer about in back in 1/2011, and they had told her that everything was fine. She stated that her tie rod snapped the other day, and they have only driven it twice since 1/27/2011. She stated that the vehicle is over at dealer 45308 right now.

Agent called the dealer, and spoke to SA/SM Jay in service. He stated that he does not think that that the snapping of the tie rod is related to H46, but he will confer with the service techs to make sure. He will

accept a PA if needed, and will also call back with warranty parts and labor.

Agent called the customer back, and gave her update. She asked why the dealer did not check the front end when she had asked them to in 1/2011. Agent stated that I am awaiting information from the dealership, and will call her when I receive this information.

Jay from dealer calling back. States he wanted to make sure that case manager is aware that this repair is not related to recall H46. Writer advised that case manager has noted per lines 28-32, that this is not related to recall. Writer inquired as to warranty/labor costs. Service Advisor stated that he did not have this information as of this time. Writer tried to contact HB236. Not available. SA declined stating he would call back with warranty/labor costs. Writer advised that this will be documented for case manager.

Customer states that the case manager was waiting for the SA to call back with the part cost information. Customer requested to speak with the case manager, writer transferred caller to the case manager team. Customer calls to speak with their Case Manager. Writer transferred customer to voice mail.

Agent received call from SM Jay, wanting to know if there is a decision made yet. Agent asked SM again if this is related to the H46 recall. He stated that it is not. Agent asked SM what the point of failure is. SM Jody stated that he does not know the reason for the tie rod snapping, it could be abuse or him hitting something in the road, but he is not sure what it is.

Agent reviewed this case with BS650.

Agent called back the SM, and left message with receptionist for him to call me back.

Agent received a call from the SM Jay, and asked him if there is any affirmative answer for why the tie rod was broken. He stated that there is an after market leveling kit. He stated that the screw didn't come out at the end (which would have proven tie rod failure), he stated that the stud was sheered right off. This would be from hitting something, like a curb or something.

Agent reviewed this case with MF728.

Caller requesting to speak with Case Manager.

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

Informed customer that Chrysler will not participate in the repair.

Informed customer that Chrysler will not participate in the repair.

The vehicle has a tie rod stud that was sheered right off, proving no tie rod failure. This would be caused by outside circumstances, i.e. hitting something or abuse.

Unless the customer offers new information, decision remains unchanged.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer called to be transferred to case manager. Agent transferred customer to case management team.

Caller requesting to speak with Case Manager. Case manager took over the call.

Agent received call from the customer, and she asked technical questions about her vehicle. Agent stated that I am not a service technician, and that she will need to call the dealership for these questions. Customer asked dealers phone number, agent provided 775-623-5005.

| | | | | | | | |
|---|-------------------------|-------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20536805 | |
| VIN | 3D7KS28C4 | 5G [REDACTED] | Open Date | 03/14/2011 | Built Date | 03/11/2005 | |
| Model Year | 2005 | Body | DH7H42 | DODGE RAM SLT 2500 QUAD CAB PICKUP | | | |
| In Service Dt | 08/29/2005 | Mileage | 139,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 44909 | FLETCHER DODGE-CHRYSLER-JEEP | | | | | |
| Dealer Address | 3314 STADIUM DRIVE | | | | | | |
| Dealer City | JONESBORO | | | Dealer State | AR | Dealer Zip | 72401 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | |
| | JONESBORO AR [REDACTED] | | | | | Country | UNITED STATES |
| Recall - H46: - Reoccurrence or Related Problem | | | | Bolts breaking | | | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | | | | Broken bolts on the tie rods | | | |

Briefly summarize why the customer is contacting Chrysler: Caller stated he had a tie rod bolt broke. Caller stated that this is a direct result of the recall with the tie rod. Caller stated that he feels this is going to be an ongoing issue and he feel this is very unsafe to drive.

Briefly summarize what the customer is expecting: Caller is seeking case manager call-back for further assistance.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Preferred customer s e-mail address for update is NA

Who has possession of the vehicle? (Owner/Dealer/IRF) OWNER

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) NO

If a CDJ dealer has diagnosed, what is the dealer name or code? IRF

Alignment facility

Reassigned to 88F

***** CASE MANAGER TEAM - District U *****

Writer contacted service department and was informed that the vehicle has not been diagnosed.

New:1

Used:2

SC:No

OOW: 3yr and 103,000 miles.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 870-931-8188.

Writer contacted customer and was informed that customer purchased the recall package to fix his tie rods. This information was verified by Ed in the parts department. Customer stated that this is a direct result of the recall. Ed stated that he has never had anyone come back with this issue and can not confirm this as the repair was not done at the dealership.

Writer informed customer that because the tie rods may have broke due to several different factors and we are unable to determine the cause of the issue that Ram will not reimburse for the recall package.

**** 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 AR931.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20547181 |
|--|------------|----------------------------------|-----------|------------------------------------|--------------|---------------|
| VIN | 3D6WD76A1 | 8G | Open Date | 03/15/2011 | Built Date | 11/05/2007 |
| Model Year | 2008 | Body | DM0L64 | DODGE RAM 4X4 5500 REG CAB CHASSIS | | |
| In Service Dt | 02/29/2008 | Mileage | 28,000 | 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 | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | | |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | CANABY OR | | | | Country | UNITED STATES |

| | |
|---|--------------------------|
| Recall - K28: - Reimbursement | left outer tie rod broke |
| Corporate - Reimbursement - Default - Default - Default | |

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

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

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

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

POSTMARK DATE: 031611; DATE RECEIVED: 032911

Contacted owner Art Jones and verified work done and paid. Used Mopar parts cell#

RECALL K28 Left Outer Tie Rod

Customer submitted request for reimbursement for recall K28; for repair to the vehicle's left outer tie rod.

Customer's proof of payment is: see line 11/ credit card ac#092907

Recall applies to customer's vehicle: 2008 Dodge Ram 5500

Date of repair: 02/16/2011

Labor \$320.00

Parts \$ 215.43

Misc. Charges \$59.23

Tax \$19.07

Total \$613.73

Writer is submitting check for approval in the amount of \$613.73.

Contacted and verified address for check. Fleet vehicle.

Informed customer of recall K28 is still open and to make an appointment at their authorized CDJ service center

Approved

Customer called in in regards to reimbursement check issued. Customer is unclear if he received the check. Customer asked for total of check, \$613.73, and will check his accounts receivable to make sure he didn't receive the check. Customer will call back to either confirm or for further assistance.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20554043 | |
|--|---------------------------|-------------------------------------|-----------|------------------------------------|--------------|---------------|--|
| VIN | 3D7MS48C8 | 5G | Open Date | 03/16/2011 | Built Date | 09/22/2004 | |
| Model Year | 2005 | Body | DH8H42 | DODGE RAM SLT 3500 QUAD CAB PICKUP | | | |
| In Service Dt | 10/18/2004 | Mileage | 130,000 | Dealer Zone | 66 | ORLANDO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | | |
| Color | PB7 | PATRIOT BLUE PEARL COAT | | | | | |
| Engine | ETH | 5.9L HO CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DEE | 6-SPEED HD MANUAL TRANSMISSION | | | | | |
| Dealer | 44719 | MCKINNEY DODGE-CHRY-JEEP INC | | | | | |
| Dealer Address | 4574 CALHOUN MEMORIAL HWY | | | | | | |
| Dealer City | EASLEY | Dealer State | SC | Dealer Zip | 29641 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | EASLEY SC | | | | Country | UNITED STATES | |

| | |
|--|--|
| Product - Unknown - Unknown - Accident - Default | |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover | |

Customer, Mr. [REDACTED] called to state he just found out from his dealer #44719 that he has a recall on his vehicle. Customer states that recall caused him to have an accident on 03/14/11. Customer states he was riding down the road and the road leans toward oncoming traffic. Customer states his steering went limp and his vehicle started easing toward oncoming traffic. Customer states he heard a big snap under the vehicle and the piece bounced back and hit the bottom of his vehicle. Customer states the steering quit. Customer states he could not steer it at all and all he could see was the oncoming traffic on one side, and telephone pole on the other side. Customer states he went through the telephone pole and almost went through a house. Customer states it happened so fast.

Customer states he is sore, but he doesn't see doctors. Customer states unless he starts to urinate blood, he won't go see a doctor but he is sore. Customer states he was so upset after the accident he vomitted. Customer states it shook him up pretty bad.

1. Who is calling and what is their contact information? Mr. Danny Holcombe

Preferred: [REDACTED]

2. What happened? see narrative - lines 1-16

3. What is the current location of the vehicle?

Mike Whitmier brought it from the accident scene - phone #

Buddy's Towing was cheaper than Mike Whitmier to tow it to the body shop,

so he hired Buddy's Towing to take it to Marty Galloway's body shop

Customer states this is his 4th Ram truck, diesel and he stands behind these trucks. Customer would like to know what happens from here.

Customer states he is paying out of pocket for towing etc. right now.

Agent advised I am not able to tell him what happens from here but our Special Investigations department will be contacting him soon. Customer thanked agent.

Writer contacted the customer but had to leave a message. Writer would like to know what the address for the body shop is and the phone number. writer left message

VEHICLE IS LOCATED AT:
Galloway s Body Shop
227 Old Bethlehem Schl Road
Pickens, SC 29671-8202
(864) 878-3005

Per OGC Matrix, reassigned to 82T.
3/21/11 ASSIGN TO LSE6.
CAIR NUMBER 20554043 REQUEST EAA INSPECTION 03-21-2011 10:22
CAIR NUMBER 20554043 E-MAIL SENT TO EAA 03-21-2011 12:14
Customer call in and said he spoke to an agent last week and he was told he would receive a phone call within 24 hours, he still has not received a call. Writer will reassign to LSE6 to call MR DANNY HOLCOMBE.
3/21/11 RETURNING TO AGENT. ALL CAIRS MUST BE SENT THROUGH 82S/SI.
Customer called for an update on file as inspector was to come see him today and did not show up. Agent is transferring file back to 82S for further processing.
Customer is without a vehicle right now and finds himself in a bind for getting around.
CCRG Open Date: 03/21/2011 10:08:10
Letter Sent: Acknowledgement 03/22/2011 09:08:21

Per OGC Matrix, reassigned to 82T.
3/23/11 UPDATED CCRG FILE. LSE6
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/28/11 AT 17:13:04 20554043
Letter Sent: Denial 03/30/2011

| | | | | | | |
|---|------------------------|------------------------------------|------------------|-------------------------------------|-------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20556962 |
| VIN | 3D3MX48A6 | 7G | Open Date | 03/17/2011 | Built Date | 02/16/2007 |
| Model Year | 2007 | Body | D18P42 | DODGE RAM LARAMIE 4X4 3500 QUAD CAB | | |
| In Service Dt | 04/30/2007 | Mileage | 123,666 | Dealer Zone | | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | |
| Dealer | 93005 | CHRYSLER LLC | | | | |
| Dealer Address | 4300 SOUTH LAPEER ROAD | | | | | |
| Dealer City | ORION TWP. | Dealer State | MI | Dealer Zip | 48359 | |
| Owner | | Contact Type | LETTER | | | |
| Address | | Home Phone | | | | |
| | CORRYTON TN | Country | UNITED STATES | | | |

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

POSTMARK DATE: 031411; DATE RECEIVED: 031711
 Progressive Claim # 11-1306641 DOL 2-14-2011
 Claim of tie rod failure causing accident. May have already been repaired.
 Dictated letter requesting more info.
 POSTMARK DATE: 032111; DATE RECEIVED: 032311
 2nd letter from a different Progressive office. Ins Co. blames accident on
 Recall H46-Mopar Steering Linkage
 Vehicle is used as a car hauler. Photos provided show failure of right side
 tie rod end, not drag link inner joint as specified in recall.
 Not related to recall. Dictated letter.
 POSTMARK DATE: 032111; DATE RECEIVED: 032311
 LETTER MAILED. JSS15.
 POSTMARK DATE: 032911; DATE RECEIVED: 033111
 Received supplement claim form Progressive. Crossed in mail with my letter.
 nan.
 POSTMARK DATE: 040811; DATE RECEIVED: 041111

 Received Arbitration Forums notice
 Per OGC Matrix, reassigned to 82T.
 4/11/11 ASSIGN TO LSE6.
 4/11/11 CREATED ARB FILE.
 CCRG Open Date: 04/11/2011 13:19:29
 Documents previously held in retention hand delivered to CCRG.

| | | | | | | | |
|---|--------------|----------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20560722 | |
| VIN | 3D7LX38CX | 6G | Open Date | 03/17/2011 | Built Date | 06/29/2005 | |
| Model Year | 2006 | Body | D18H41 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 05/27/2006 | Mileage | 36,251 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 45338 | JOHN L. SULLIVAN DODGE CHRYSLER, | | | INC. | | |
| Dealer Address | 529 5TH ST | | | | | | |
| Dealer City | MARYSVILLE | | | Dealer State | CA | Dealer Zip | 95901 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | YUBA CITY CA | | | | | Country | UNITED STATES |

| | |
|--|---|
| Corporate - Reimbursement - Default - Default - Default | Customer seeking assistance with cost of repair |
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | Tie Rod Broken |
| Recall - H46: - Reimbursement | Tie Rod repair related to recall |

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is
Who has possession of the vehicle? (Owner/Dealer/IRF) 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? 45338
Reassigned to 88F
Customer called in regarding her vehicle being currently in the dealership due to a broken tie rod. Customer was extremely upset because she randomly stopped at the grocery store instead of continuing on the freeway and feels that she could have died. Customer states that this is over a \$600 repair and would like assistance in covering any cost of this repair. There was a recall taken care of back in 2009 for the same concern and she s having it repaired currently at the dealership. Agent advised this would be escalated to our case management department for further investigation and possible assistance.
Customer called to state that she has a lot of errands to do this afternoon so please contact her on her cell phone instead. Customer s Cell
***** CASE MANAGER TEAM - District O *****
Writer reviewed customer history --
Five (5) vehicles - all new
Currently has three (3) vehicles
NO SC
Writer called dealer 45338 and spoke with SM Paul to discuss the needed repair on this vehicle. SM confirmed that the tie rod end needs to be replaced and they have the part in stock so the repair can be completed today. Writer understands and explained that warranty pricing is needed to finish the assistance. SM requested callback in about 30 minutes.
Writer understands and will do so.
Writer called dealer 45338 and spoke with SM Paul to obtain the warranty pricing for the replacement of the tie rod end on this vehicle. The warranty pricing as as follows:
Parts ----- \$417.77

Labor ----- \$ 87.78

Total ----- \$505.55

SM and writer recommends the customer cover the labor and CAC will cover the cost of the parts for this repair.

CONTACT UPDATE - 1st Contact attempt, phone number dialed - [REDACTED]

Writer spoke with customer to discuss the offer which CAC is willing to cover on the tie rod repair. Customer also expressed that she is scared to drive the vehicle. Customer provided email - gunsSmoke@syix.com.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer is very loyal. According to the dealer, the warranty

costs of the repair are as follows:

Parts = \$417.77

Labor = \$87.78

Total = \$505.55

Co-pay = \$87.78 (labor cost)

Amount Pre-authorized (PA) = \$440.00

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 Jessica at 800-763-8422 extension 66220

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.

#####

Status update provided via email to the following email address:

gunsSmoke@syix.com

Case Manager (JH1337) can be contacted at 1-800-763-8422 under CAIR number 20560722. Updated will follow once the repair is completed.

Thank.

Suzie

End of Status Update

REASSIGNED TO BC/DLR 71 45338 03/18/11 16:30 O 20560722

*Contact Date:03/21/2011

Warranty repair has been documented on Repair Order#31607

CAIR RETURNED FROM DEALER ON 3/21/2011 AT 12:49:564 R 20560722

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| | | | | | | | |
|---|-----------------|-------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20573444 | |
| VIN | 3D7KS29C1 | 6G | Open Date | 03/21/2011 | Built Date | 08/25/2005 | |
| Model Year | 2006 | Body | DH7P81 | DODGE RAM 2500 LARAMIE MEGA CAB 4X4 | | | |
| In Service Dt | 11/11/2005 | Mileage | 80,000 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 45118 | LITHIA CHRYSLER JEEP DODGE OF | | | SANTA ROSA | | |
| Dealer Address | 2727 DOWD DRIVE | | | | | | |
| Dealer City | SANTA ROSA | | | Dealer State | CA | Dealer Zip | 95407 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | LINCOLN CA | | | | | Country | UNITED STATES |

| | |
|---|---|
| Product - Air Conditioning / Heater - Unknown - Other - Default | Blend door broke, purchased part 68004226AC. |
| Recall - H46: - Reoccurrence or Related Problem | Bolt on steering linkage sheared off, casuing loss of control |

had recall H46 completed in June 2010. Customer stated that on March 18, 2011 only 5000 miles later the steering linkage broke. Customer stating the piving bolt sheared off causing loss of steering. Customer had repaired at an IRF and kept the orginal parts that broke. Agent advised customer to take vehicle to dealership to make sure the repair was done correctly and to have the dealership look at the broken parts of the sterring linkage, advised if dealership can determine that the braking of the steering linkage should have been covered or is linked to a issue from the recall being performed, for him to contact us back to be provided a case manager.

Customer also stated that the blend door in his AC system broke, blocking the heating and AC form working properly. Customer purchased the part, but found out that the entire dash has to be removed to replace it. Part 68004226AC

| | | | | | | |
|---|----------------------------|------------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20573481 |
| VIN | 3D7MX48A0 | 7G [REDACTED] | Open Date | 03/21/2011 | Built Date | 02/09/2007 |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | |
| In Service Dt | 03/15/2007 | Mileage | 81,000 | 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 | DBB | | | | | |
| Dealer | 67396 | BOB FRENSELY CHRYSLER JEEP DODGE | | | | |
| Dealer Address | 2210 GALLATIN ROAD | | | | | |
| Dealer City | MADISON | Dealer State | TN | Dealer Zip | 37115 | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | Home Phone | |
| | ASHLAND CITY TN [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|-----------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | Tie Rod damaged |
| Recall - J35: - Advise Owner/Incomplete Recall | |

Customer called regarding broken tie rod on driver side. Customer states that damage was done while recall work was being done. Customer states he will pay for outer tie rod part. Customer is expecting that all other parts (tie rod ends, links, etc) that dealership had diagnosed need to be repaired as well will be covered by Chrysler.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 67396

Reassigned to 88F

Writer informed customer of open recall on vehicle. Customer stated that recall would be performed when vehicle is driveable again.

***** CASE MANAGER TEAM - District 88Y *****

Customer is the third owner of the vehicle. Customer has owned three Chrysler vehicles and currently owns two. The vehicle is one year and 45,000 mile out of warranty.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 615 415 1020. Left message.

Writer called dealer #67396. SM Randy states the vehicle has never been at that dealer.

Customers uncle calling in he was the one that filed for the case yesterday and he was wanting to speak with his case manager. Agent transferred customer over to the case management team.

Customer Phillip called and left a message asking CM to call customer.

Writer called customer. Customer states the tie rods have been redesigned and he feels Chrysler should pay for the cost of the parts so the new tie rods will fit.

Writer called 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.

* * * * *

Approved WE43

*****SUPERVISOR*****

The customer contacted the writer. The customer was advised that due to him being the third owner and the vehicle being out of warranty Ram will not assist with the repair. The customer requested the writer provide him with the discontinued part and the writer advised the customer that this is not an option. The caller was not the vehicle owner , he is the customers uncle Phillip. The customer states he will sue Ram and threatened the writer. The writer advised the customer that this file will be closed. The customer states he will continue to call back until he gets what he wants.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|---------------------|-------------------------------|------------------|---|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20576237 | |
| VIN | 3D7MX48C5 | 6G [REDACTED] | Open Date | 03/21/2011 | Built Date | 03/31/2006 | |
| Model Year | 2006 | Body | D18P42 | DODGE RAM 3500 LARAMIE QUAD CAB 4X4 | | | |
| In Service Dt | 04/30/2006 | Mileage | 72,717 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 67943 | BERRY CHRY-DODGE-JEEP | | | | | |
| Dealer Address | 1971 EAST HWY 31 | | | | | | |
| Dealer City | CORSICANA | | | Dealer State | TX | Dealer Zip | 75110 |
| Owner | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | |
| | RAMAH NM [REDACTED] | | | | | Country | UNITED STATES |
| Product - Steering - Unknown - Other - Default | | | | Tie rod and ball joint broke while driving SC expired | | | |
| Corporate - E-Reimbursement - Default - Default - Default | | | | | | | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called to stating that the right front tie rod, customer stated that the tie rod broke with the joint and she was told by her husband that this is unusual. She also stated that about a month ago the universal joint went bad and she stated that the open recall back in 2009 for the steering linkage was not properly checked by the dealership. Customer wants to speak with someone if this is normal, and if she is going at 70 miles an hour would she get in a crash.
Briefly summarize what the customer is expecting:
Customer stated that her husband is a mechanic and this is not normal and her husband is willing to do the repairs and will like to get reimbursement for the parts.

****End structured narrative T2 - Beginning Narrative
Customer advised a call back is required and will take place within one business day by COB their time
Preferred any time call back number is [REDACTED]
Customer email address for case updates: [REDACTED]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 44481 ED
CORLEY DODGE
Reassigned to 88F

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-03-22 @ 16:26
***** CASE MANAGER TEAM - District 88U *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
Unable to reach customer by telephone, left message with text information.

Customer has no service contract, purchased 1 new Chrysler vehicle, out of warranty by 36,717 miles and 23 months, original owner.

Writer informed customer that an e-mail link will be sent to e-mail address provided which is only valid for 7 days and once the original repair order and proof of payment documents are received, then the

process will be completed. Writer informed customer to attach up to 15 files as long as they do not exceed 5 MB and the best type of file is a PDF. Customer states that the tie rod broke on the vehicle and they have ordered a new assembly that is Mopar. Customer states that Mr. [REDACTED] is a diesel mechanic and will do the repair himself to the u joints and tie rods. Customer is seeking reimbursement on the cost of the repairs.

***** Customer Document Received *****

*****Begin structured narrative T2 - eReimbursement

What has the customer requested?

reimbursement

If this is a Recall or Extended Warranty, enter the campaign number.

no

If this is for a previously made goodwill decision, what is that CAIR #?

no

Enter the Mileage at the time of the repair.

72,717

Enter the Date when the repairs were completed.

What is the total cost of the Parts to be reimbursed?

\$241.07

What is the total cost of the Labor to be reimbursed?

\$0

What is the total Tax to be reimbursed?

\$0

What is the total amount being reimbursed?

\$241.07

*****End structured narrative T2 - eReimbursement

Writer received and reviewed documentation, confirmed VIN, completed at dealer # 67943 & confirmed address of;

HC 61 Box 845

Ramah NM, 87321

Writer also confirmed proof of payment which matched repair orders and no other reimbursements have been issued for this concern.

Writer approved check to be sent.

Writer informed customer that the check should arrive within 7-10 business days from the date the documentation was received.

Customer Document Reviewed.

Writer confirmed that the check in the amount of \$241.07 was sent

3/29/11.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20578262 |
|--|-----------------------|-------------------------------------|-----------|---------------------------------|--------------|------------------|
| VIN | 3D7LX38C0 | 6G | Open Date | 03/22/2011 | Built Date | 07/08/2005 |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 01/10/2006 | Mileage | 85,000 | 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 | 44814 | SPORT DODGE | | | | |
| Dealer Address | 6831 BLACK HORSE PIKE | | | | | |
| Dealer City | EGG HARBOR TOWNSHIP | | | Dealer State | NJ | Dealer Zip 08234 |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | EGG HARBOR CITY NJ | | | | Country | UNITED STATES |

| | |
|--|---|
| Product - Drive Shaft/Universal Joint - Unknown - Broken - Unknown | Customer is seeking goodwill assistance |
| Corporate - Property Damage - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Unknown - Unknown - Accident - Default | |
| Recall - H46: - Reoccurrence or Related Problem | |

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is:

Customer's email address for case updates:

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? 44814

Reassigned to 88F

Customer has been having numerous issues with their family pickup truck.

Customer s wife called on his behalf because in December of 2010 they had

the Drive Linkage recall fixed. Customer was driving and the drive

linkage fell off the vehicle and customer was in a minor crash.

Customer s wife states that they have had numerous issues with the

vehicle and they have over 600 dollars in bills for misdiagnoses with the

vehicle. Customer s wife is looking for goodwill assistance.

Customer and wife feel that this recall order was never properly replaced/fixed.

Agent was not able to offer further assistance or provide case number before customer s wife disconnected the call.

***** CASE MANAGER TEAM - District Q *****

Original owner, 1 used. No service contracts. OOW by time and mileage.

Writer contacted dealer 44814, spoke with SM Doug, was at dealership

011411, nothing recently, SM they replaced the tie rod end back in

December, adjusted the bands. SM Doug states customer did not approve any

additional tear down on vehicle when needed and he took vehicle, there

was also an open case with Chrysler. M states customer has only been to

their dealership twice.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 609-839-1396. Left message including contact information.

Writer contacted customer [REDACTED] states she is very unhappy, ongoing problem with vehicle for the past several months, talk to several people on reference to this, the part that are telling her that was replaced broke and while husband was driving went into oncoming traffic into the woods, vehicle was towed to Regional Tire and would not take it back to dealership. Customer states is definitely related to recall H46, writer informed customer that they would need them to take vehicle in to a CDJ dealership to have vehicle inspected to see if this current concern is related to recall H46.

Customer states dealership is saying they replaced the tie rods and they believe they did not replace any parts, customer states there is no way they replaced it. Customer states at this point vehicle is with a mechanic she trusts and does not know if she is taking vehicle to dealership, she might seek legal advice. Customer states they did not hit any one, believes vehicle should be inspected by IRF today and would like writer to follow up with her.

Writer contacted customer [REDACTED] they are just having the vehicle looked at and make sure repairs were completed or not, writer informed customer we are transferring this case to another department and they would follow up with her.

1. Who is calling and what is their contact information? Mrs. Gubbins

2. What happened? Customer while driving, vehicle went out of control, believes is related to tie rod repair or H46 that was performed back in december, went into oncoming traffic and into the woods.

3. What is the current location of the vehicle? Regional Tire, 904 West White Horse Pike, NJ, (609) 965-4010

Writer contacted customer 609-965-8859, they are just having the vehicle looked at and make sure repairs were completed or not, writer informed customer we are transferring this case to another department and they would follow up with her.

1. Who is calling and what is their contact information? Mrs. [REDACTED]

2. What happened? Customer while driving, vehicle went out of control, believes is related to tie rod repair or H46 that was performed back in december, went into oncoming traffic and into the woods.

3. What is the current location of the vehicle? Regional Tire, 904 West White Horse Pike, NJ, (609) 965-4010

03.23.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

Regional Tire Services

904 West White Horse Pike

Cologne, NJ 08213

609-965-4010

Per OGC Matrix, reassigned to 82T. MG17

3/23/11 ASSIGN TO TNT16.

CAIR NUMBER 20578262 REQUEST DEKRA INSPECTION 03-23-2011 14:11

CAIR NUMBER 20578262 E-MAIL SENT TO DEKRA 03-23-2011 14:11

CCRG Open Date: 03/23/2011 13:48:04

Letter Sent: Acknowledgement 03/24/2011 08:37:59

Customer called in seeking their case manager. Customer was transferred over to our case manager line to be directed to their case manager.

Caller requesting to speak with Case Manager.

Caller requesting to speak with Case Manager.

03.28.11

Customer Call Back Seeking update on 82T -

Phone# 609-965-8859 or cell 609-839-1396

Per OGC Matrix, reassigned to 82T. MG17

3/28/11 UPDATED CCRG FILE. TNT/LSE6

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/01/11 AT 20:47:57 20578262

Letter Sent: Denial 04/25/2011

| | | | | | | |
|---|-------------------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20578960 |
| VIN | 3D7KS19D2 | 7G [REDACTED] | Open Date | 03/22/2011 | Built Date | 11/16/2006 |
| Model Year | 2007 | Body | DH6H81 | DODGE RAM SLT 4X4 1500 MEGA CAB | | |
| In Service Dt | 01/20/2007 | Mileage | 160,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| 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 |

| | |
|--|--|
| Corporate - Recall - Default - Default - Default | |
|--|--|

Customer called to see about recalls on his vehicle as he was driving yesterday 03/21/2011 and the right side tie rod let loose and broke. Customer stated that he had to have the vehicle towed to the dealership for repair. Customer was advised that his vehicle had the H46 Steering linkage recall performed on 11/09/2009 but it is a safety recall and that if the dealership states that this repair is directly to do with the H46 then it should not cost him any out of pocket expenses. Customer states the tie rod snapped where it connects to the ball joint. Customer contact number [REDACTED] cell phone [REDACTED] Truck is presently at Allen Samuels Dodge in Katy Texas. Number is [REDACTED] service rep Frank

***** CASE MANAGER TEAM - District 88U *****

Customer owns 2 new CDJ s.
No SC.
OOV by 1 year and 124,000 miles.

Writer spoke with Service Manager Bill at dealership 44990. SM states that the diagnosis indicates that the bushing broke. SM states that it is connected to the steering linkage but it is not related to the recall. SM also states that the customer is not loyal to there dealership.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by 1 year and 124,000 miles and no SC. Unless the customer offers new information, decision remains unchanged.

Decline approved.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].

Customer states that his steering went out on him while driving down the road. Writer informed customer that after further review that the vehicle does not qualify for any goodwill decision and that the concern is not related to the recall. Customer is not happy with this information but he understands.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20580339 | |
|---|-----------------------------------|--------------------------------------|-----------|------------------------------------|--------------|---------------|--|
| VIN | 3D6WC76A7 | 8G | Open Date | 03/22/2011 | Built Date | 10/15/2007 | |
| Model Year | 2008 | Body | DM5L65 | DODGE RAM 4X2 5500 REG CAB CHASSIS | | | |
| In Service Dt | 07/07/2008 | Mileage | 251,290 | 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 | | | | | Contact Type | LETTER | |
| Address | | | | | Home Phone | | |
| | ABBEVILLE LA | | | | Country | UNITED STATES | |
| Corporate - Product Information - Default - Default - Default | | | | | | | |
| Corporate - Recall - Default - Default - Default | | | | | | | |

Customer called regarding a repair that he had completed on his vehicle back in 2/27/2010 where the left outer tie rod had broke and had to be replaced costing him extensive out of pocket expenses. Customer stated that he has to pay for repair ,lodging, car rental and towing customer stated that the dealership told him to contact Chrysler to seek his reimbursement for the costs. Agent provided the customer with the fax number and provided a reference number to send in the documents as noted on his recall letter for the K28.

Customer stated that he was going to fax the information in as soon as possible.

Reviewed the fax packet total cost with rental and replacement of recall part (Tie Rod which Broke and Gear box)K28 Recall. Sent check for Rental and repair = \$2905.50 plus \$150.00 Towing Charges PAID Cash. Total refund for recall K28= \$3055.50. I ve declined Hotel expense, and \$3000.00 lost wages etc. Customer informed on reimbursement. PROOF OF PAYMENT OF EXPENSE PLACED IN SCAN BIN TODAY. POSTMARK DATE: 032211; DATE RECEIVED: 032411

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20588736 | |
|--|-------------------|-------------------------------------|-----------|---------------------------------|--------------|---------------|--|
| VIN | 3D7MX48CX | 7G | Open Date | 03/23/2011 | Built Date | 12/05/2006 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 01/16/2007 | Mileage | 114,992 | Dealer Zone | 74 | DENVER | |
| 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 | 45388 | WOLF'S JACKSON DODGE CHRYSLER | | | | | |
| Dealer Address | 1330 SOUTH HWY 89 | | | | | | |
| Dealer City | JACKSON | Dealer State | WY | Dealer Zip | 83001 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | DRIGGS ID | | | | Country | UNITED STATES | |

| | |
|--|----------------------|
| Recall - H46: - Advise Owner/Incomplete Recall | H46 |
| Product - Suspension - Tie Rods / Drag Link - Worn - Front | right tie rod failed |

What is the customer requesting from Chrysler? Customer wants Chrysler to cover the cost of the right front tie rod replacement as cost will be \$750.00+.

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

1year 80000m OOW

Customer states dealership advised is a known issue.

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

Original owner? (yes/no) If no, purchased when? no Mar 2009

How many Chrysler vehicles has the customer owned including this vehicle?4

Is there any repair history related to the current concern? no

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

Vehicle on way to WOLF S JACKSON DODGE CHRYSLER for inspection

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.

Best contact for Lance roberts is home line

***** CASE MANAGER TEAM - District 88N *****

Customer is the 2nd owner of the vehicle.

Customer has owned 5 CDJ vehicles, 4 purchased used, 1 purchased new, currently owns 1.

Customer has no Chrysler Service Contract.

Customer is out of warranty by 78,992 miles and 1 year 2 months.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Left message.

Unable to reach customer by telephone, left message with text information.

Writer reviewed case with CF303 for a decline in assistance due to the customer being out of warranty.

*** GOODWILL ASSISTANCE WILL BE DECLINED PER CF303***

Will inform 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.

Caller requested to speak to the case manager. Agent transferred caller to the case management department.

Caller requesting to speak with Case Manager.

Writer received Service phone number as [REDACTED] from the receptionist.

Service Manager Tony states that the customer is a good customer to the dealership and that they would like for us to assist this customer due to the multiple vehicle he has taken to the dealer for work. SM states that he would call us back with warranty pricing so we can see what we can assist with.

SM Tony states that passenger out broke and just separated, no neglect or abuse. Tie Rod repair and steering linkage repairs. SM states that customer pay would have been \$788.50.

Parts - \$484.61

Labor - \$92.84

Total = \$577.45

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty. According to the dealer, the warranty costs of the repair are as follows:

Parts - \$484.61

Labor - \$92.84

Total = \$577.45

Co-pay = \$250.00

Amount Pre-authorized (PA) = \$335.00

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 Leo at 800-763-8422

You may also contact us by email at:

LD357@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

Writer informed customer of the goodwill offer, customer seemed happy.

REASSIGNED TO BC/DLR 74 45388 03/24/11 15:44 O 20588736

*Contact Date:03/25/2011

DCX goodwill repair is documented on Repair Order#14836

CAIR RETURNED FROM DEALER ON 3/25/2011 AT 10:44:606 R 20588736

Customer states that the repairs went well and are completed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| | | | | | | | |
|---|------------|--------------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20600198 | |
| VIN | 3D6WC66A6 | 8G | Open Date | 03/24/2011 | Built Date | 09/27/2007 | |
| Model Year | 2008 | Body | DM4L64 | DODGE RAM 4X2 4500 REG CAB CHASSIS | | | |
| In Service Dt | 01/25/2008 | Mileage | 29,550 | 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 | 42081 | CROWN DODGE | | | | | |
| Dealer Address | 6300 KING | | | | | | |
| Dealer City | VENTURA | | | Dealer State | CA | Dealer Zip | 93003 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | VENTURA CA | | | | | Country | UNITED STATES |

| | |
|---|--------------------------------|
| Corporate - Excessive Contacts - Default - Default - Default | 4 |
| Dealer - Parts - Transaction - Parts N/A / Backordered - Default | D2D request PN CBCCK280AA |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | Left Outer Tie Rod replacement |
| Recall - K28: - Parts Delay | Parts Request |

(company owned by) is seeking an escalation for part number CBCCK280AA as the vehicle is a business vehicle that carries heavy loads. Dealer advised that it may take 6 weeks for dealer to receive parts and dealer advised customer the vehicle is unsafe to drive with heavy loads. Customer states because this is a business vehicle they cannot wait that amount of time and is seeking a parts escalation.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? (Owner/Dealer/IRF) 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? 42081

Reassigned to 88F

nic-JR1305

***** CASE MANAGER TEAM - District O *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 805-656-6669.

Dealer states that the part is on backorder for another five weeks.

Dealer contact-3/25/11.

Dialed .

Writer spoke to Dealer 59766, Randy Sanders. Dealer states that he is willing to release the part.

Dealer Contact-3/24/11.

Dialed Spoke to Jim. Dealer states that he will contact dealer 59766, absorb the %10 cost of the part, and assist the customer

with delivery of this part because of the wait for the part. Dealer states that he will call the customer and advised them of the situation. Writer will follow up with the customer.

██████ called to speak with their Case Manager, call transferred.

Caller requesting to speak with Case Manager.

Status update provided via email to the following email address:

██████
I'm sorry that you have not been updated on the case. I have tried to call today, but was unable to leave a message. The dealer stated that on Friday he would contact you concerning the issue. I have contacted the dealer on Friday to tell him that I found another dealer with the part, and the dealer is in the process of verifying the part information. He should have an update for you as the the ETA on the part by today. The dealer number is (818)883-9060. Please speak to Jim. Thank you for your patience with this issue. On behalf of myself and Ram, have a great day!

~Henry

End of Status Update

Dialed customer at ████████ Writer was unable to leave message.

Dialed customer at ████████ Writer was unable to leave message.

Dealer contact-4/5/11.

Dialed ████████.

Spoke to Randy in parts. Dealer states that the part was released on 3/25/11.

Dealer contact-4/5/11.

Dialed ████████.

Spoke to James in parts. Dealer states that the part was under another name, and vehicle. Dealer stated that he updated the information, and the part will be released for that vehicle. Writer advised dealer that the customer will be notified.

Customer contact-4/5/11.

Dialed ████████. Unable to leave message.

Customer contact-4/5/11.

Dialed ████████ Left message.

3rd attempt made to contact customer.

Spoke to Mr. ████████ Customer states that the repairs were completed last week. Customer disconnected.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20603950 | |
|--|--------------|------------------------------------|-----------|-------------------------------------|------------|--------------|---------------|
| VIN | 3D7KS29A4 | 7G | Open Date | 03/25/2011 | Built Date | 05/17/2007 | |
| Model Year | 2007 | Body | DH7P81 | DODGE RAM LARAMIE 4X4 2500 MEGA CAB | | | |
| In Service Dt | 07/05/2007 | Mileage | 82,000 | Dealer Zone | 35 | WASHINGTON | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | | |
| Dealer | 68650 | I G BURTON CHRYSLER | | | | | |
| Dealer Address | 605 BAY ROAD | | | | | | |
| Dealer City | MILFORD | | | Dealer State | DE | Dealer Zip | 19963 |
| Owner | | | | | | Contact Type | LETTER |
| Address | | | | | | Home Phone | |
| | SMYRNA DE | | | | | Country | UNITED STATES |
| Referral - Executive Referrals - Other - Default - Default | | | | | | Social Media | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | | | | | | | |

Top Care customer first contact was 03/25/11 at 13:42 by JMS201

*****EXECUTIVE REFERRAL STAFF*****

Contacted customer and left a voicemail stating that we have received his information and that we will review it and get back in touch with him in the next 2-3 business days to go over it with him. Customer concern is that they broke a tie rod while backing out of the driveway.

POSTMARK DATE: 032511; DATE RECEIVED: 032511

Owner sends solcial media contact seeking out of warranty assistance with tie rod replacement at 62000 miles.

Owner/Customer was informed that Chrysler Motors, LLC would not participate in the repair since the vehicle s warranty period has expired by considerable time/miles or time and miles.

Left direct line for any additional follow up.

Agent contacted owner, left 2nd message with direct line.

Agent spoke with owner yesterday and he was advised of the above.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20614591 | |
|--|----------------|-------------------------------|-----------|---------------------------------|------------|--------------|---------------|
| VIN | 3D7LX38C1 | 6G | Open Date | 03/28/2011 | Built Date | 02/20/2006 | |
| Model Year | 2006 | Body | D18H42 | DODGE RAM 3500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 03/31/2006 | Mileage | 111,000 | Dealer Zone | 71 | LOS ANGELES | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 59725 | SUNDANCE DODGE INC | | | | | |
| Dealer Address | 222 AUTO DRIVE | | | | | | |
| Dealer City | BOISE | | | Dealer State | ID | Dealer Zip | 83709 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | BOISE ID | | | | | Country | UNITED STATES |
| <div>Product - Suspension - Tie Rods / Drag Link - Broken - Front</div> <div>Tie rod seperated from the steering box</div> | | | | | | | |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer s children were driving the vehicle on the weekend and a tie rod end completely separated from the steering part of the vehicle. The customer believes that the angle of the tie rod is extremely sharp on the steering box and believes this may be the issue (he is a mechanic and just suspects this). Customer stated that he knows of a recall on these vehicles for the tie rods and even though his is not on the recalled list he feels that it is an issue that his vehicle also has. Customer has not yet taken it to the dealership.

Briefly summarize what the customer is expecting:

Customer is seeking goodwill assistance from Chrysler for the repairs needed to vehicle.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? (Owner/Dealer/IRF) owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) no

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

* * * * * CASE MANAGER TEAM - District 88 O * * * * *

2nd Owner, 1 Household, OOW by time and miles, 1 expired SC.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

. Customer states that the tie rod completely snapped.

Customer is afraid that this might be due to the h46 recall. Writer advised customer the he needs to take the vehicle to the dealership to get a diagnosis.

3-29-11 Service manager from 59725 where vehicle is called writer (DM) to discuss. He sees that the tie rod end has broken. Also notes that vehicle has overized tires and a leveling kit installed. DM forwarded picture of damage to one of my tech advisors for an opinion. VIP shows that this vehicle had recall H46 performed back in September of 2009 at 87,000 miles, where just the pitman arm needed to be replaced.TLP1

3-30-11 Tech Advisor responded. Does not see how this could be related to prior recall action. Vehicle way OOW, should not be Chrysler s

responsibility. DM agrees with this decision.TLP1 _
Caller requesting to speak with Case Manager.
Customer advised of of Lines 30 to 38. Customer feels that this is a
manufactures defect. Customer feels that it could have killed those in
vehicle when tie rod broke. Customer wants to speak to case manager about
DM decision. Customer states dealer told him pitman arm is broken when it
is not. Customer states it is tie rod end. Customer wants call back from
case manager as soon as possible. Customer feels is a safety issue.
Customer feels that set up should be changed and adjusted the angles to
resolve this problem. Customer states dealer ship has not been contacting
him and provided poor service.

**** 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 informed customer that we will not participate in goodwill. Writer
informed customer that we will be closing case. Customer understood.
CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20619538 | |
|---|---------------|----------------------------------|-----------|------------------------------------|------------|--------------|---------------|
| VIN | 3D6WD66A7 | 8G | Open Date | 03/29/2011 | Built Date | 10/16/2007 | |
| Model Year | 2008 | Body | DM9L64 | DODGE RAM 4X4 4500 REG CAB CHASSIS | | | |
| In Service Dt | 02/29/2008 | Mileage | 70,912 | 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 | DEG | 6-SPEED MANUAL G56 TRANSMISSION | | | | | |
| Dealer | 26355 | EMPIRE CHRYSLER DODGE JEEP | | | | | |
| Dealer Address | 2000 US 421 B | | | | | | |
| Dealer City | WILKESBORO | | | Dealer State | NC | Dealer Zip | 28697 |
| Owner | | | | | | Contact Type | LETTER |
| Address | | | | | | Home Phone | |
| | CRUMPLER NC | | | | | Country | UNITED STATES |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | | | | reimbursement for repair | | | |
| Corporate - Reimbursement - Default - Default - Default | | | | | | | |

POSTMARK DATE: 032111; DATE RECEIVED: 032511

writer will have to do more research

Writer contacted Empire at 336-667-2886 and ask for Brain sa and was advised to call back later as he step out.

Writer look up K-28 recall in dealer connect and on Kdrive and read what parts are included.After further reading writer will have to call Dealership to see if these parts are involved in the recall K-38.

RECALL K28 LEFT OUTER TIE ROD

Customer submitted request for reimbursement for recall K28 LEFT OUTER TIE ROD

Customer s proof of payment is: See Below

Recall applies to customer s vehicle: Yes

Date of repair: 01/06/11

Labor \$109.95

Parts \$319.52

Tax \$19.01

Misc. Charges \$7.85

Towing-\$112.50

Total \$568.83

Writer is submitting check for approval in the amount of \$568.83

Writer contacted Empire at 336-667-2886 and spoke to Brain sa.Brain confirmed that the parts for job 1 was for the recall K28 LEFT OUTER TIE ROD and the repair was due to product failure not customer abuse.Brain also confirmed the vehicle was towed in because of the recall,Brain also confirmed that the repair order was paid for in full.

Writer is not reimbursing for front brakes as there was no warranty extension for brakes

Writer is sending the check to the address in coin as address on envelope is a business.

Writer contacted [REDACTED] and left a message advising customer of the check that was submitted for approval.Writer is sending the check to the address below [REDACTED], CRUMPLER, NC-

Writer also left that Larry also has a incomplete recall and to take down to a Dodge dealership and have them check it
Please make contact with the customer to verify the mailing address as it is different than COIN and the invoice. Please reassign to JS1881.

The address is the same in coin as repair order

Correction: Contact needs to be made with the customer to verify the mailing address as it is different in COIN, the invoice and the return address on the envelope. Please reassign to JS1881.

Read line 29 as address on envelope is a business

How was this verified as the customers business address. This will not be approved until contact and verification has been made with the customer. Please reassign to JS1881 once completed.

Writer contacted [REDACTED] and left a message advising customer of the check that was submitted for approval. Writer also left a call back number 1-800-853-1403 and cair number 20619538.

Writer tried to contact Larry at the business phone number [REDACTED] and operator came on from Appalachian Utilities and answer machine came on

Writer tried to contact Larry at the business phone number [REDACTED] and his secretary took a message .Writer left a call back number 1-800-853-1403 and extension 4718068 and cair number 210619538

Customer Mailing Address is [REDACTED] Jefferson NC [REDACTED] Wendy the administrative assistant contacted us.

Approved.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20620450 | |
|--|-----------------------|--------------------------------------|-----------|-------------------------------------|------------|--------------|---------------|
| VIN | 3D6WD78A9 | 8G | Open Date | 03/29/2011 | Built Date | 10/19/2007 | |
| Model Year | 2008 | Body | DM0L44 | DODGE RAM 4X4 5500 QUAD CAB CHASSIS | | | |
| In Service Dt | 02/29/2008 | Mileage | 59,487 | Dealer Zone | 51 | CHICAGO | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 44955 | TRINITY DODGE INC | | | | | |
| Dealer Address | 1550 W SPRINGFIELD RD | | | | | | |
| Dealer City | TAYLORVILLE | | | Dealer State | IL | Dealer Zip | 62568 |
| Owner | | | | | | Contact Type | LETTER |
| Address | | | | | | Home Phone | |
| | RIVERTON IL | | | | | Country | UNITED STATES |

| | |
|---|----------------------------|
| Recall - K28: - Reimbursement | broken tie rod |
| Corporate - Reimbursement - Default - Default - Default | replace left outer tie rod |

POSTMARK DATE: 032311; DATE RECEIVED: 032511
 Writer spoke to Larry -service advisor- at Dealership @ 217-824-3377
 on 03/29/2011 at 10:58 am. and verified repair work and payment made.
 Writer spoke to customer on 03/29/2011 at
 11:07 am. and verified address and reimbursement amount

RECALL K28 LEFT OUTER TIE ROD

Customer submitted request for reimbursement for recall k28 LEFT OUTER
 TIE ROD.

Recall applies to customer s vehicle:yes

Date of repair:08/27/2009

Labor \$106.50

Parts \$210.00 (one tie rod)- (customer purchased extra tie rod for
 future use)

Tax \$14.70

Misc. Charges \$20.00 freight charge to send part

Misc. Charges \$11.95

Total \$363.15

Writer is submitting check for approval in the amount of \$363.15.

Approved.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20620845 |
|--|------------|--------------------------------------|-----------|------------------------------------|--------------|---------------|
| VIN | 3D6WC76A5 | 8G | Open Date | 03/29/2011 | Built Date | 11/16/2007 |
| Model Year | 2008 | Body | DM5L64 | DODGE RAM 4X2 5500 REG CAB CHASSIS | | |
| In Service Dt | 02/18/2008 | Mileage | 161,467 | 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 | | | | |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | OVIEDO FL | | | | Country | UNITED STATES |

| | |
|---|---------------------------|
| Corporate - Reimbursement - Default - Default - Default | Reimbursement Information |
| Recall - K28: - Reimbursement | Tie rod broke |

Advised to mail in for previous repairs to address on letter. Advised make copies of all mailed in documents.

POSTMARK DATE: 033011; DATE RECEIVED: 040211

Writer called Oviedo Car Care 407-366-0055, verified customers proof of payment with Beth, Towing Dispatcher who also checked with (Owner).

RECALL K28 LEFT OUTER TIE ROD

Customer submitted request for reimbursement for recall K28 for left outer tie rod.

Customer s proof of payment is: CHECK

Recall applies to customer s vehicle:Yes

Date of repair9/24/10

Labor \$97.50

Parts \$227.63

Tax \$33.26

Misc. Charges \$150.00 (Towing)

Total \$508.39

Writer called customer informed Mr. that we received all their documents, processed your request for the reimbursement you are seeking for your K28 tie rod repair, and will be submitting a check for approval today, in the amount of \$508.39. It should take 2-4 weeks upon approval. Customer verified address in COIN to be correct. Writer advised customer to contact his Chrysler Dealership and have them inspect the previous repair made prior to the recall, and remove the incomplete recall on his file.

Writer is submitting a check for approval in the amount of \$508.39.

Approved and Processed

| | | | | | | | |
|---|--------------------|--------------------------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20668070 | |
| VIN | 3D2WS28C6 | 6G | Open Date | 04/06/2011 | Built Date | 08/02/2005 | |
| Model Year | 2006 | Body | DH7H41 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | | |
| In Service Dt | 03/14/2006 | Mileage | 125,600 | Dealer Zone | 35 | WASHINGTON | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 68768 | PROVIDENCE CHRY-DODGE JEEP LLC | | | | | |
| Dealer Address | 804 LANCASTER PIKE | | | | | | |
| Dealer City | QUARRYVILLE | | | Dealer State | PA | Dealer Zip | 17566 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | GAP PA | | | | | Country | UNITED STATES |

| | |
|---|------------------------------------|
| Product - Steering - Linkage - Other - Default | Needs to be replaced |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | Second time breaking while driving |
| Corporate - Complaint Contact - Default - Default - Default | |
| Recall - K01: - Advise Owner/Incomplete Recall | |

Briefly summarize why the customer is contacting Chrysler:

Customer calls stating that this is the second time that the tie rod broke on the driver side while customer was driving. Customer contacted the dealership and customer was told that there are no after market parts to repair the vehicle. Customer was told by the dealer that it would cost \$1,000.00 to repair the tie rod and steering linkage. Customer is upset because they would only warranty the part 12,000 miles. Customer states that this is a part that should not break and it is a safety issue. Agent informed customer of incomplete recall K01.

Briefly summarize what the customer is expecting:

Customer would like Chrysler to pay for the repairs since this has happened twice.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is:

Preferred Afternoon/Evening call back number is:

Customer email address for case updates: N/A

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

***** CASE MANAGER TEAM - District P *****

Writer called and spoke with SM Ralph who states that the vehicle has not been into his dealer. Ralph states that aside from this the customer tows very heavy with the vehicle and is out fo the MOPAR warranty by 13,000 miles. Writer understood.

Writer called and spoke with SM Ralph to get the time frame of the repair. Ralph states that the repair was complete 08/2010 @100,000 miles. Ralph states that the customer states that he would like the part provided and he will do the work. Writer informed Ralph that in order for the part to be covered under the warranty it has to be installed at his dealer. Ralph also states to inform the customer that the towing will not be covered.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

at 7:34 Am.

Writer called and spoke with customer who states that he would like Chrysler to cover the repair. Writer informed customer that Chrysler would have no participation in the repair.

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

Informed customer that Chrysler will not participate in the repair.

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

Unless the customer offers new information, decision remains unchanged.

Writer informed customer that the part has a 12/ unlimited mileage warranty for the part to be covered as long as there is no abuse, neglect, or outside influence. Writer informed customer that Ralph states that he can look at the vehicle 4.7.2011. Writer informed customer that a follow up will be made this afternoon or 4.8.2011.

Writer called and spoke with customer who states that the dealership was closed when he got the vehicle into the dealer. Customer states that they should be looking at the vehicle today. Writer informed customer that a call would be made to the dealer at a later time.

Writer called and spoke with SM Ralph who states that the vehicle has a big lift and oversized tires on the vehicle. Ralph states that in order for him to the work and align the vehicle he will have to take the cusotmers tires of a find another similar vehicle to put the stock tires back on the truck. Ralph states that he will not do warranty for the labor. Ralph states that he has not inspected the vehicle but thinks Chrysler should provide the part this one time. Writer informed Ralph that writer informed customer that the MOPAR warranty would be the only option for the part to be provided at no cost to him. Ralph states that he would like more time to look at the vehicle and to call back this afternoon.

Writer called and spoke with SM Ralph who states that although it cant be confirmed 100%, however the vehicle is modified and looks to be that the modifications have played a part in the broken tie rod. Ralph states that he would not cover this repair under warranty.

Writer called and spoke with customer to inform him of the information provided by the dealer. Writer informed customer

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

Informed customer that Chrysler will not participate in the repair due to vehicle modification from original manufacturer specifications which contributed to the failure of the tie rod.

Unless the customer offers new information, decision remains unchanged.

Customer states that he will be contacting his lawyer.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20673755 |
|--|---------------|--------------------------------------|-----------|------------------------------------|---------------|------------|
| VIN | 3D6WC66AX | 8G | Open Date | 04/07/2011 | Built Date | 05/22/2008 |
| Model Year | 2008 | Body | DM4L63 | DODGE RAM 4X2 4500 REG CAB CHASSIS | | |
| In Service Dt | 11/17/2008 | Mileage | 82,957 | Dealer Zone | | |
| 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 | | | | |
| Owner | | | | Contact Type | LETTER | |
| Address | | | | Home Phone | | |
| | CAPE CORAL FL | | | Country | UNITED STATES | |

| | |
|---|------------------------------|
| Corporate - Reimbursement - Default - Default - Default | Recall K28 Left outer tierod |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | left our front tierod |

POSTMARK DATE: 033011; DATE RECEIVED: 040211

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

RECALL K28 Left Outer Tie Rod

Customer submitted request for reimbursement for recall K28 Left outer tie-rod.

Customer s proof of payment is: Cash (verified with Owner- at

Recall applies to customer s vehicle:Yes

Date of repair:02/26/2011

Labor \$70.00

Parts \$215.00

Tax \$17.10

Misc. Charges \$0.00

Total \$302.10

Writer is submitting check for approval in the amount of \$302.10.

Writer called and verified address with

Approved

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20692173 | |
|--|---------------------|--------------------------------------|-----------|-------------------------------------|--------------|---------------|--|
| VIN | 3D6WH48A4 | 7G | Open Date | 04/11/2011 | Built Date | 08/15/2006 | |
| Model Year | 2007 | Body | DC8L43 | DODGE RAM 4X4 3500 QUAD CAB CHASSIS | | | |
| In Service Dt | 11/01/2006 | Mileage | 127,412 | 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 | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 44914 | AUTOMAX DODGE-CHRY-JEEP LLC | | | | | |
| Dealer Address | 4141 N HARRISON AVE | | | | | | |
| Dealer City | SHAWNEE | Dealer State | OK | Dealer Zip | 74804 | | |
| Owner | | | | | Contact Type | TELEPHONE | |
| Address | | | | | Home Phone | | |
| | ASHER OK | | | | Country | UNITED STATES | |

| | |
|--|-----------------|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | Tie Rod Failure |
|--|-----------------|

Customer calling to file a complaint against truck. The owner of the vehicle was driving down the road when a tie rod failed. The vehicle was not in an accident but it was close. Customer is calling because the dealer that did the work advised that the tierods don t usually last any more than 150,000 miles because they are not heavy enough for the weight of the truck. Customer feels that this is an issue and that a recall should be put on these vehicles. Advsieid that a complaint would be documented and at the time if a recall comes out, notification would be sent via mail.

| | | | | | | | |
|---|----------------|--------------------------------------|------------------|------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20695705 | |
| VIN | 3D6WD76A4 | 8G | Open Date | 04/12/2011 | Built Date | 01/23/2008 | |
| Model Year | 2008 | Body | DM0L66 | DODGE RAM 4X4 5500 REG CAB CHASSIS | | | |
| In Service Dt | 02/26/2008 | Mileage | 75,000 | Dealer Zone | 63 | DALLAS | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PR4 | FLAME RED CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 45144 | WRIGHT CHRYSLER DODGE JEEP | | | | | |
| Dealer Address | 1858 TENAHA ST | | | | | | |
| Dealer City | CENTER | | | Dealer State | TX | Dealer Zip | 75935 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | WAUSAU WI | | | | | Country | UNITED STATES |

| | |
|---|----------------------|
| Corporate - Reimbursement - Default - Default - Default | Towing reimbursement |
|---|----------------------|

Customer called in seeking information on reimbursement for towing of his vehicle. Customer was out of town when the left outer tie rod broke as per recall K28. Customer had to tow vehicle to dealer. Writer advised customer to send towing receipts 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)# | | | | | | 20699788 |
| VIN | 3D6WD68A6 | 8G | Open Date | 04/13/2011 | Built Date | 02/22/2008 |
| Model Year | 2008 | Body | DM9L43 | DODGE RAM 4X4 4500 QUAD CAB CHASSIS | | |
| In Service Dt | 06/13/2008 | Mileage | 125,000 | 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 | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | FORT LAUDERDALE FL | | | | Country | UNITED STATES |

| | |
|--|--------------------------|
| Recall - K28: - Reimbursement | left tie rod recall |
| Product - Steering - Linkage - Defective - Default | replace left tie rod end |

POSTMARK DATE: 040511; DATE RECEIVED: 041111
 RECALL K28 LEFT TIE ROD

Customer submitted request for reimbursement for recall K28 on the left tie rod.

Customer s proof of payment is: Visa 086649

Recall applies to customer s vehicle:2008 Dodge Ram 4500

Date of Repair:02/26/2010

Labor \$108.00

Parts \$200.00

Tax \$41.86

Misc. Charges \$389.60 (see below)

Total \$739.46

Writer is submitting check for approval in the amount of \$739.46.

Miscellaneous charges consist of \$78.00 freight, \$160.50 towing, 137.60 car rental.

Agent contacted the towing company @ 308-532-4100 @ 9:43 AM and spoke with driver/dispatcher, Ron who confirmed that the tow has been paid for by check.

Agent contacted the dealership @ 308-532-4100 @ 9:35 AM and spoke to the service manager, Tim who confirmed the work has been paid. Tim also informed of the dealership changing ownership in May of 2010 and all previous records are no longer available. Tim did remember the vehicle and suggested that the customer supplied steering dampner installed was the fault of the tie rod breaking. Due to that information agent is allowing all labor costs for reimbursement. Agent will not allow consequential damages (motel rooms) as submitted by customer.

Agent contacted the customer @ @ 10:08 AM and left a voice message for a return call. Please confirm amount of reimbursement and address

Agent contacted the customer @ @ 10:02 AM and spoke to dispatcher Linda and confirmed that the check for \$739.46 would be sent to the address as shown in coin.

Approved and Processed

| | | | | | | |
|---|---------------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20706151 |
| VIN | 1D7KS28C7 | 6 | Open Date | 04/14/2011 | Built Date | 11/04/2005 |
| Model Year | 2006 | Body | DH7H42 | DODGE RAM 2500 SLT QUAD CAB 4X4 | | |
| In Service Dt | 11/30/2006 | Mileage | 140,000 | Dealer Zone | 74 | DENVER |
| Plant | J | ST. LOUIS ASSEMBLY II - NORTH | Market | U | US | |
| Dealer | 26519 | PRO CHRYSLER JEEP | | | | |
| Dealer Address | 1800 WEST 104TH AVE | | | | | |
| Dealer City | THORNTON | Dealer State | CO | Dealer Zip | 80234 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | DENVER CO | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Complaint Contact - Default - Default - Default | Customer complaint regarding tie-rod end |
|---|--|

Customer called in stating that the front left tie-rod on their vehicle broke while pulling into their driveway. Customer states that they had this issue fixed last March (2010) and it has now happened again and dealership who did the original fix is stating it will not be covered and customer will have to pay out of pocket. Customer wanting to know if there is anything Chrysler can do to assist as they don't feel that 13 months is a fair time for the tie-rod to be lasting.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: n/a

Who has possession of the vehicle? (Owner) - is being towed back to dealership

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? 26519

Reassigned to 88F

***** CASE MANAGER TEAM - District 88N *****

Called dealership at 303-469-1931. Agent spoke with Jeff in service. Jeff stated the tie rod end broke and it was the same one that was replaced last March. Customer stated the last tie rod end was replaced under the H46 recall.

Information in DealerConnect for the H46 recall shows the center left tie rod end might need to be replaced under the recall.

Called dealership at 303-469-1931. Agent spoke with Jeff in service. Jeff stated they are going to take care of the customer's repair for her.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Agent spoke with Mr. Forsting. Agent advised customer that the dealership is taking care of the repair for them. Customer stated he is aware and did not need any further assistance. Agent advised customer the case would be closed.

CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20713257 | |
|--|----------------|--------------------------------------|-----------|------------------------------------|--------------|---------------|--|
| VIN | 3D6WC66A8 | 8G | Open Date | 04/18/2011 | Built Date | 03/13/2008 | |
| Model Year | 2008 | Body | DM4L63 | DODGE RAM 4X2 4500 REG CAB CHASSIS | | | |
| In Service Dt | 09/18/2008 | Mileage | 68,965 | Dealer Zone | 32 | NEW YORK | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | | |
| Dealer | 41985 | DUROCHER AUTO SALES INC | | | | | |
| Dealer Address | 4651 ROUTE 9 | | | | | | |
| Dealer City | PLATTSBURGH | Dealer State | NY | Dealer Zip | 12901 | | |
| Owner | | | | | Contact Type | LETTER | |
| Address | | | | | Home Phone | | |
| | PLATTSBURGH NY | | | | Country | UNITED STATES | |
| Recall - K28: - Reimbursement | | | | LEFT OUTER TIE ROD | | | |
| Product - Suspension - Tie Rods / Drag Link - Worn - Front | | | | Recall K28 | | | |

POSTMARK DATE: 041211; DATE RECEIVED: 041411

Writer Updated Coin, Mileage and Dealer Code 41985.

Writer contact Durocher Dealership at 518-563-3587 and spoke with Dean (SA) and confirmed customer pays by charge account and account is paid in full. Writer inquired as to why customer did not have alignment done at dealership and DEan (Sa) stated that the truck was too large for dealership to do alignment.

Writer contact Malone Alignment & Brake Center at 518-483-1160 and spoke with Mike(SA) and confirmed customer pays by charge account and account is paid in full.

RECALL K28 LEFT OUTER TIE ROD

Customer submitted request for reimbursement for recall K28 Left Outer Tie Rod. Left outer tie rod end on vehicle may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

Recall applies to customer s vehicle: yes

Invoice: 177361

Customer s proof of payment is: Charge Account, see lines 4-8 for proof of payment

Date of Repair: 01/20/10

Labor \$66.00

Parts \$196.56

Discount \$-0.00

Tax \$21.01

Misc \$0.00

Total \$283.57

Invoice: 100203003
Customer s proof of payment is: Charge Account, see lines 10-12 for proof
of payment
Date of Repair: 02/03/10
Labor \$150.00
Parts \$0.00
Discount \$-0.00
Tax \$12.00
Misc \$0.00
Total \$162.00

Writer is submitting total reimbursement in the amount of \$445.57.

Writer contacted customer [REDACTED] Writer verified address with
customer and left detail Chrysler would be sending reimbursement to
address that matched from mailing from documentation and COIN,
reimbursement in the amount of \$445.57 allow approx 30 days to receive.
Agent provided customer with contact number and case file.

Approved!
Customer called in to thank Chrysler for the reimbursement.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20714217 | |
|--|-------------------|--------------------------------------|-----------|------------------------------------|------------|--------------|---------------|
| VIN | 3D6WH46A9 | 7G | Open Date | 04/18/2011 | Built Date | 02/20/2007 | |
| Model Year | 2007 | Body | DC8L64 | DODGE RAM 4X4 3500 REG CAB CHASSIS | | | |
| In Service Dt | 09/15/2007 | Mileage | 45,000 | 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 | 66257 | ZELLER MOTOR COMPANY INCORPORATED | | | | | |
| Dealer Address | 3021 NORTH SUMMIT | | | | | | |
| Dealer City | ARKANSAS CITY | | | Dealer State | KS | Dealer Zip | 67005 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | NEWKIRK OK | | | | | Country | UNITED STATES |

| | |
|---|---|
| Dealer - Parts - Transaction - Other - Default | Customer states the part for the tie rods is faulty |
| Product - Suspension - Tie Rods / Drag Link - Other - Unknown | Tie Rod |
| Corporate - Excessive Contacts - Default - Default - Default | |

Customer had a tie rod break on his vehicle. Customer had it in the dealership the dealership stated that should not happen but they have heard of it happening before. Dealership had fixed the issue. Dealer also advised the part number had changed so maybe there is a difference in how they are made now. Customer does not feel safe in the vehicle without something else being done to it. When customer asked the dealer if he hit a bump at 70 would it be okay. customer states the dealership really could not provide an answer but said it should not happen. customer wants to know if his vehicle is safe and if he should replace all the tie rods. Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is N/A
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 66257
Reassigned to 88F
***** CASE MANAGER TEAM - District 88 N *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
Left message.
Caller requesting to speak with Case Manager.
Customer called to speak with their Case Manager. Customer is transferred to Case Management Team 1-800-763-8422 ext 66121
Customer called to speak with case manager. CSR transferred him over to case management line for further assistance.
Caller requesting to speak with Case Manager.
2nd attempt made to contact customer at Left message.
3rd attempt made to contact customer at Left message.

Writer also call 580-362-2936 and left another message.
4th attempt made to contact customer at at [REDACTED]
Customer was complaining regarding above issue and per customer dealer 66257 advise them that their is problem with the part (tie rods) and that dealer does not have an answer for the customer and dealer could not advise if the vehicle is safe to drive. Writer advise customer of the goodwill process but per customer the issue is that the part is faulty. Writer advise customer that the case will be escalated to dealer as an unresolved concern and to contact dealer for further assistance.
DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is per customer dealer advise the part for the tie rods is faulty
Agent called dealer and left a message (with Katherine) for SM to Garry,, informed that CAIR was being sent. Please update this CAIR with resolution.

REASSIGNED TO BC/DLR 74 66257 04/22/11 11:24 O 20714217
Writer contact customer at 620-262-1281. Left a message that this case was assigned to dealer as an unresolved concern since last Friday and customer needs to contact SM Garry for further assistance.
Writer call dealer SM Garry (was advise it was out for a week) and spoke with Katherine. Per Katherine the message was given to Garry but now Chad is replacing him. Writer spoke with Chad and advise of customer concerns. Per Chad he spoke wit customer this morning and he will contact customer again.
According to SA, Chad, customer was upset about situation and wanted to make sure that this situation was documented. AM expressed to SA that concern is documented and that this is with the VIN. Told SA to contact customer to let him know that it is documented. SA agreed, told AM that he would contact AM if there were further customer concerns. AM closing CAIR as customer installed the part himself.
Writer call dealer and spoke with SA Chad (who is replacing SM Garry). Per SA he will contact customer this afternoon to be sure there is not further issues and after that confirmation then Writer can close the case.
Writer contacted dealership spoke to SM Chad which states that his Area Rep is sending out a reimbursement check for the part the customer paid for and everything is good.
CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20718157 |
|--|------------------------|------------------------------------|------------|---------------------------------|--------------|------------------|
| VIN | 3D7KS28A8 | 7G | Open Date | 04/19/2011 | Built Date | 05/14/2007 |
| Model Year | 2007 | Body | DH7H41 | DODGE RAM SLT 4X4 2500 QUAD CAB | | |
| In Service Dt | 05/14/2007 | Mileage | 44,757 | Dealer Zone | 74 | DENVER |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PR4 | FLAME RED CLEAR COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | |
| Dealer | 26676 | LARRY H MILLER BOUNTIFUL CHRYSLER | JEEP DODGE | | | |
| Dealer Address | 2929 SOUTH MAIN STREET | | | | | |
| Dealer City | BOUNTIFUL | | | Dealer State | UT | Dealer Zip 84010 |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | FARMINGTON UT | | | | Country | UNITED STATES |

| | |
|--|---|
| Corporate - E-Reimbursement - Default - Default - Default | Reimbursement for sway bar link and tie rod bar |
| Product - Steering - Unknown - Vibration - Default | front end vibration. |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | front left drag link |

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
 Customer called in today because her vehicle started with a front end vibration last jan. 2010 Customer states that at that time she replaced a left drag bar. Customer states that the vehicle is having the same vibrations and the dealer is saying that it needs new drag bars at the tie rod ends and the adjustment sleeves as well. Customer states the dealer gave them a quote of about \$800+ for the repairs.

Briefly summarize what the customer is expecting:

Customer was seeking if Chrysler would assist in the cost of repairs to this vehicle.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED] / or [REDACTED]

Customer email address for case updates: ctto@aol.com

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? 26676

Reassigned to 88F

***** CASE MANAGER TEAM - District 88N *****

Called dealer at 801-693-2200. Agent spoke with Jim in service. Jim stated the customer has the new style steering kit on his vehicle and the tie rod bar broke. Jim stated the new steering kit that was put on 20,000 miles ago included the tie rod bar assembly which is now broken. Jim stated the customer has come in for a lot of warranty work and has been in for some work out of warranty as well. Jim stated the customer paid \$862.29 for the repair which including the sway bar link, alignment,

towing, and tie rod bar.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Left voicemail for customer.

Customer calls to speak with their Case Manager.

2nd attempt made to contact customer at 801-510-0117. Customer not available.

Called customer at [REDACTED] Agent advised customer that reimbursement will not be given for the tow or the alignment but we will reimburse him for the repairs with a \$150 co-pay. Customer stated his email address is [REDACTED]

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-04-21 @ 14:31

***** Customer Document Received *****

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for sway bar link and tie rod bar.

If this is a Recall or Extended Warranty, enter the campaign number.

NA

If this is for a previously made goodwill decision, what is that CAIR #?

NA

Enter the Mileage at the time of the repair.

44759

Enter the Date when the repairs were completed.

4/19/11

What is the total cost of the Parts to be reimbursed?

NA

What is the total cost of the Labor to be reimbursed?

NA

What is the total Tax to be reimbursed?

NA

What is the total amount being reimbursed?

\$587.34

****End structured narrative T2 - eReimbursement

Amount to be reimbursed approved by MC1118

Called customer at [REDACTED] Agent advised customer that the check was submitted for approval for the amount of \$587.34. Customer stated the amount sounded fair.

Approved

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20720336 |
|---|------------------------|-------------------------------------|-----------|---------------------------------|--------------|-------------------|
| VIN | 1D7KS28C5 | 74 | Open Date | 04/19/2011 | Built Date | 07/10/2006 |
| Model Year | 2007 | Body | DH7H42 | DODGE RAM SLT 4X4 2500 QUAD CAB | | |
| In Service Dt | 06/29/2007 | Mileage | 140,000 | Dealer Zone | 74 | DENVER |
| 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 | 44136 | BOB RUWART MOTORS INC | | | | |
| Dealer Address | 2105 NORTH 16TH STREET | | | | | |
| Dealer City | WHEATLAND | Dealer State | WY | Dealer Zip | 82201 | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | CASTLE ROCK CO | | | | Country | UNITED STATES |
| Product - Suspension - Torsion / Sway Bars - Broken - Front | | | | | | |
| | | | | | | pitman bar broke. |

Caller, Mrs [REDACTED] has had major crank problems with the vehicle and it is back in the dealership again today for another issue. Caller was just getting ready to pull onto the interstate when the pitman joint broke. Vehicle was towed to an IRF. IRF called back to tell the caller that he cannot order replacement parts as they had been deemed substandard and the entire front end would have to be replaced with upgraded parts. Customer wants to know why this was never a recall issue. Caller did file a complaint with highway safety. Caller feels that since the original parts were deemed substandard Chrysler should be willing to help with the cost of the upgraded parts. Customer is seeking reimbursement for upgraded parts.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 44136

Reassigned to 88F

***** CASE MANAGER TEAM - District 88N *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Left voicemail for customer for a call back. Agent left number text number and case management line.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED **** JR1291

Have not 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.

Called customer at [REDACTED] Agent advised customer that out of warranty assistance will not be provided for this repair. Customer stated she doesn't want to be reimbursed for the repairs but just wants to report the issue to Chrysler. Customer stated that the advisor at the Dodge dealership told her that the front end on these vehicles are

substandard and cannot be replaced with the same components. Customer stated the repairs were done at an IRF because the dealership has repaired her vehicle wrong in the past. Agent advised customer that her concerns will be documented.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20723774 |
|--|---------------|--------------------------------------|-----------|-------------------------------------|--------------|---------------|
| VIN | 3D6WD7GL5 | AG | Open Date | 04/20/2011 | Built Date | 12/14/2009 |
| Model Year | 2010 | Body | DM0L43 | DODGE RAM 4X4 5500 QUAD CAB CHASSIS | | |
| In Service Dt | 05/21/2010 | Mileage | 42,000 | Dealer Zone | 35 | WASHINGTON |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PX8 | BLACK CLEAR COAT | | | | |
| Engine | ETJ | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | |
| Owner | | | | | Contact Type | TELEPHONE |
| Address | | | | | Home Phone | |
| | CORAOPOLIS PA | | | | Country | UNITED STATES |

| | |
|--|---------------------------------|
| Recall - K28: - Advise Owner/Incomplete Recall | advised customer of open recall |
| Recall - K33: - Advise Owner/Incomplete Recall | advised customer of open recall |
| Corporate - Rental Vehicle - Default - Default - Default | requesting rental vehicle. |

Customer requesting a rental vehicle. Customer states the vehicle is undrivable. Customer vehicle is at dealership and need a rental to move around. Best number to call back is [REDACTED].

***** CASE MANAGER TEAM - District 788R? *****

1 new, No SC

DIESEL ENGINE 60 Months or 100,000 Miles 0 May 21, 2015 49 Months or 58,000 Miles

AUTOMATIC TRANSMISSION 36 Months or 180,000 Miles 0 May 21, 2013 25 Months or 138,000 Miles

PERFORATION 60 Months or 100,000 Miles 0 May 21, 2015 49 Months or 58,000 Miles

EMISSIONS 60 Months or 100,000 Miles 0 May 21, 2015 49 Months or 58,000 Miles

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.

Caller requesting to speak with Case Manager. No case manager available, customer use profanity, writer advise to keep conversation professional or will disconnect the call customer continue so writer disconnected call.

Customer calls to speak with their Case Manager.

Caller requesting to speak with Case Manager.

Spoke with customer who is VERY irate. Customer states his vehicle has broken down again, but now he is in Virginia. Customer states he spent \$87,000 to purchase vehicle and has had nothing but problems since he purchased it. Customer states he has had problems with his ECM, that he has had to replace his tires 3 times at a cost of \$350.00 each, and now he has received a recall letter for the left tie rod and feels he should be reimbursed for the tires because the bad tie rod is the reason the tires wore out so fast. Customer states he is stuck in Virginia now having to pay for a hotel and he is about to loose a half a million dollar contract because his vehicle will not work properly. Customer states he would like assistance with a rental vehicle and would like assistance with lodging.

Spoke with Service Advisor Scott and was informed he is the acting service manager because the service manager is on vacation.

Customer seeking rental assistance because he is out of states and his vehicle has broken down. Contacted Acting Service Manager, Scott at

dealer code: 60376 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized

2 days of rental per guidelines in Warranty Bulletin D-04-26.

SA Scott states the vehicle should be repaired by tomorrow. Writer asked SA Scott about the recalls, however SA Scott states he advised the customer to take care of that when he gets home because they don't have the proper equipment to handle a vehicle of this size.

Contacted customer at his hotel, [REDACTED] room 142, left a message, called customer on his cell: [REDACTED] and advised customer of rental assistance. Writer advised customer that more research needs to be completed to see if reimbursement can be considered for the tires and lodging.

Spoke with Acting Service Manager Scott who states vehicle will be repaired today. Spoke with customer and advised him writer will reimburse for his motel. Also writer spoke with the customer and advised him to have the recall taken care of when he gets back home and if the tie rods contributed to the failure of his tires we will consider some reimbursement for those as well. Customer requested writer contact dealership and leave writer's contact information, spoke with Lisa at the dealership who states she will forward writer's information. Customer thanked writer for letting him vent and assisting with the rental.

Caller requesting to speak with Case Manager.

Spoke with Acting Service Manager Scott and agreed to the following:

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 = \$262.18

Labor = \$0.00

Total = \$262.18

Co-pay = \$0.00

Amount Pre-authorized (PA) = \$262.18

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 Stephanie at 800-763-8422 ext. 66057

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.

#####

Acting Service Manager Scott calling stating the warranty claim for the Diesel particulate filter is not going through. Writer researched and found that ASM Scott will need to contact his Business Center.

Contacted dealership to speak with ASM Scott, the service department was closed, writer will call again tomorrow, 04/26/11.

Service Contract Added to Vehicle as requested.

Contacted customer at [REDACTED] left a message for a return call.

Writer contacted dealer WHITTEN BROTHERS OF ASHLAND, INC and spoke with Service Manager Robert. Robert states that he will check to see if this claim has gone through.

Contacted customer at [REDACTED], left a message for a return call.

Writer also advised customer on message that if customer has not contacted writer by EOB Monday, 06/20/11, case will be closed.

Contacted customer at [REDACTED], left a message advising case was being closed due to no contact.

CLOSED LOOP UPDATE - no need for additional follow-up.

| | | | | | | | |
|---|----------------------|-----------------------------------|------------------|---------------------------------|---------------------|-----------------|--|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20723940 | |
| VIN | 3D7MX38A2 | 7G [REDACTED] | Open Date | 04/20/2011 | Built Date | 02/15/2007 | |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | | |
| In Service Dt | 08/02/2007 | Mileage | 83,400 | 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 | DBB | | | | | | |
| Dealer | 60170 | LITHIA CHRYSLER DODGE OF HELENA | | | | | |
| Dealer Address | 3377 US HIGHWAY 12 E | | | | | | |
| Dealer City | HELENA | Dealer State | MT | Dealer Zip | 59601 | | |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE | |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] | |
| | HELENA MT [REDACTED] | | | | Country | UNITED STATES | |

| | |
|---|--------------------------------------|
| Corporate - E-Reimbursement - Default - Default - Default | Reimbursement for tie rod end repair |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | Tie rod end broke |
| Corporate - Complaint Contact - Default - Default - Default | outer tie rod |

Mr [REDACTED] called in stating that he needs to replace his outer tie rod, customer is seeking financial assistance
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates: XXXXX@XXXXX.com
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? 60170
Reassigned to 88F
***** CASE MANAGER TEAM - District 88N *****
1st Owner
Owned 3
New 3
Current 1
Household 1
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
Customer stated he had almost the entire front end replaced on his vehicle under warranty but the outer tie rod was not replaced at that time. Customer stated that he has a family and three kids and if the outer tie rod broke on the freeway at 70 mph, he would have been very upset. Customer stated he was working with service manager Harold at the dealer.
Called dealership at [REDACTED] Agent spoke with service advisor Jeremy. Jeremy stated they do not usually see tie rods break like this customer s did. Jeremy stated the repair cost \$335.65.
2nd attempt made to contact customer at [REDACTED] Agent unable to leave message. Phone line became busy.

Called customer at [REDACTED] Agent advised customer that we would reimburse him for all but \$100 of the repairs. Customer stated he wants to be reimbursed the full cost of the repair because the part didn't wear out, it broke apart. Customer stated his family could have been injured if he was driving faster. Agent advised customer that his concerns about the incident could be documented but we would only reimburse him for all but \$100. Customer stated his email is [REDACTED]

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-04-26 @ 16:18

***** Customer Document Received *****

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for tie rod end repair

If this is a Recall or Extended Warranty, enter the campaign number.

NA

If this is for a previously made goodwill decision, what is that CAIR #?

NA

Enter the Mileage at the time of the repair.

83795

Enter the Date when the repairs were completed.

4/21/11

What is the total cost of the Parts to be reimbursed?

NA

What is the total cost of the Labor to be reimbursed?

NA

What is the total Tax to be reimbursed?

NA

What is the total amount being reimbursed?

235.65

****End structured narrative T2 - eReimbursement

Status update provided via email to the following email address:

[REDACTED]
The proper documentation was received and a reimbursement check for the amount of \$235.65 was approved. Please allow 3-5 business days to receive it. Thank you.

End of Status Update

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20727944 |
|--|-----------------------|--------------------------------------|-----------|-------------------------------------|--------------|---------------|
| VIN | 3D6WU7CL7 | BC | Open Date | 04/22/2011 | Built Date | 06/08/2010 |
| Model Year | 2011 | Body | DP0L94 | DODGE RAM 4X4 5500 CREW CAB CHASSIS | | |
| In Service Dt | 07/30/2010 | Mileage | 21,661 | Dealer Zone | 74 | DENVER |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ETJ | 6.7L I6 CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | |
| Dealer | 42468 | COWBOY DODGE INC | | | | |
| Dealer Address | 1121 EAST LINCOLN WAY | | | | | |
| Dealer City | CHEYENNE | Dealer State | WY | Dealer Zip | 82001 | |
| Owner | | | | | Contact Type | ROADSIDE |
| Address | | | | | Home Phone | |
| | LARAMIE WY | | | | Country | UNITED STATES |

| | |
|--|--|
| Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Service Advisor | Poor ability to schedule and cumnicate with the customer |
| Corporate - Outbound - Proactive Customer Alert - Roadside - Default | |
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
| Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |

Roadside Assistance Contacted - DATE : 2011-04-20
Road Side File Created 04-22-11 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
309 WESTERN HILLS BOULEVARD 1121 EAST LINCOLN WAY
EDUCATION DRIVE
CHEYENNE CHEYENNE
WY USA WY
CALLER_COMMENTS 01 //FB RAM WGHT 12000LBS//SECURE
DEALER CODE : 42468 COWBOY DODGE INC
***** CASE MANAGER TEAM - District Z *****

Who did you speak with at the dealer and what is their dealer code?
Dealer Code: 42468 Requested to speak to Darwin, service manager. He was not at the dealer, spoke to Preston, service manager.
Is the vehicle at the dealer now? No
When did it arrive at the dealer? 4/20/11
What is the current mileage? 21661
If known, what is the reason for the tow? left front tie rod broke
Have the repairs been completed? Yes
If yes, when were they completed? 4/21/11
If no, what is the estimated repair date? N/A
Are there any parts that need to be ordered? Yes
If yes, what are the part & order # s? Tie rod end
Rental provided? No
If yes, how many days? (either by the dealer or USCAC) N/A
Contact information:

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
The customer states that the vehicle is ok, this is the 2 left front tie
rod, The replacement only lasted 3000. The tow company was great. The
service department was slow, over booked, poor fallen thought which
caused 2 extra days to repair the truck. Customer unhappy with the
dealership.

| | | | | | | |
|---|----------------------|-----------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20727987 |
| VIN | 3D7MX38A2 | 7G [REDACTED] | Open Date | 04/22/2011 | Built Date | 02/15/2007 |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | |
| In Service Dt | 08/02/2007 | Mileage | 83,795 | 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 | DBB | | | | | |
| Dealer | 60170 | LITHIA CHRYSLER DODGE OF HELENA | | | | |
| Dealer Address | 3377 US HIGHWAY 12 E | | | | | |
| Dealer City | HELENA | Dealer State | MT | Dealer Zip | 59601 | |
| Owner | [REDACTED] | | | | Contact Type | ROADSIDE |
| Address | [REDACTED] | | | | Home Phone | |
| | HELENA MT [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
|---|--|

Roadside Assistance Contacted - DATE : 2011-04-20
 Road Side File Created 04-22-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 4420 FOX VIEW LOOP 3377 US HIGHWAY 12 E
 COUNTRY VIEW DRIVE
 HELENA HELENA
 MT USA MT
 CALLER_COMMENTS STEERING ROD BROKE FRONT AREA, DR
 DEALER CODE : 60170 LITHIA CHRYSLER JEEP DODGE OF

Customer Assistance Inquiry Record (CAIR)#**20731681**

| | | | | | | |
|---------------|------------|------------------------------------|-----------|---------------------------------|------------|------------|
| VIN | 3D7MX48A8 | 7G [REDACTED] | Open Date | 04/24/2011 | Built Date | 05/08/2007 |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | |
| In Service Dt | 06/06/2007 | Mileage | 84,000 | Dealer Zone | 63 | DALLAS |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG7 | 6-SPD AUTOMATIC 68RFE TRANSMISSION | | | | |

| | | | |
|----------------|--------------------------|---------------------|---------------|
| Owner | [REDACTED] | Contact Type | ROADSIDE |
| Address | [REDACTED] | Home Phone | |
| | LAGO VISTA TX [REDACTED] | Country | UNITED STATES |

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

Roadside Assistance Contacted - DATE : 2011-04-22

Road Side File Created 04-24-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]
COMSTOCK COVE
LAGO VISTA AUSTIN
TX USA TX

CALLER_COMMENTS DUAL BACK TIRES//PWR STEERING LOC
DEALER CODE : 45463 NYLE MAXWELL CHRYSLER DODGE JEEP
***** CASE MANAGER TEAM - District Z *****

Who did you speak with at the dealer and what is their dealer code?

Dealer Code: 45463 Requested to speak to Darrin, service manager, he was out to lunch, left a detailed message along with the contact information

Who did you speak with at the dealer and what is their dealer code?

Dealer Code: 45463 Requested to speak to Darrin, service manager. He was not answering in page, transferred to Tim, service advisor

Is the vehicle at the dealer now? NO

When did it arrive at the dealer? 4/22/11

What is the current mileage? 85371

If known, what is the reason for the tow? Front end part fell off - Broke a tie rod

Have the repairs been completed? Yes

If yes, when were they completed? 4/25/11

If no, what is the estimated repair date? N/A

Are there any parts that need to be ordered? No

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

Rental provided? No

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

Contact information: [REDACTED]

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

He states that the vehicle is great now. Customer states that the dealer got the repair done quickly and that the tow drive arrive on time to pick the vehicle up.

| | | | | | | |
|---|----------------------------|--------------------------------------|------------------|------------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20733134 |
| VIN | 3D6WC76A2 | 8G | Open Date | 04/25/2011 | Built Date | 10/04/2007 |
| Model Year | 2008 | Body | DM5L64 | DODGE RAM 4X2 5500 REG CAB CHASSIS | | |
| In Service Dt | 12/10/2007 | Mileage | 79,000 | 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 | 24064 | YORK MOTORS INC | | | | |
| Dealer Address | 500 PRESCOTT LAKES PARKWAY | | | | | |
| Dealer City | PRESCOTT | Dealer State | AZ | Dealer Zip | 86301 | |
| Owner | | | | | Contact Type | LETTER |
| Address | | | | | Home Phone | |
| | CHINO VALLEY AZ | | | | Country | UNITED STATES |

| | |
|---|-----------------------------------|
| Recall - K28: - Reimbursement | left outer tie rod socket sheared |
| Corporate - Reimbursement - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |

POSTMARK DATE: 040511; DATE RECEIVED: 042011

Writer contacted Rapid Towing phone number dialed 928-445-7387 at 12:17 PM. Writer spoke with Michelle (office manager) who states Invoice #19306 for \$127.00 and Invoice #18987 for \$139.00 both paid with check.

Writer contacted York phone number dialed 928-445-4970 at 12:27 PM.

Writer spoke with Tanisha (customer service) who states invoice paid in full by customer.

Invoice #1

RECALL Left Outer Tie Rod - K28

Customer submitted request for reimbursement for recall K28 Left Outer Tie Rod. Left outer tie rod end on vehicle may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

Recall applies to customer s vehicle: yes

Customer s proof of payment is: Paid (dealership)

Date of Repair: 12/23/10

Labor \$170.00

Parts \$180.60

Misc. Charges \$25.00

Tax \$19.22

Total \$394.82

Invoice #2

RECALL Left Outer Tie Rod - K28

Customer submitted request for reimbursement for recall K28 Left Outer Tie Rod. Left outer tie rod end on vehicle may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of left outer tie rod ball stud. A

fractured tie rod end could cause a loss of directional stability and a crash without warning.

Recall applies to customer s vehicle: yes

Customer s proof of payment is: Check (IRF)

Date of Repair: 12/23/10

Labor \$0.00

Parts \$0.00

Misc. Charges \$149.00 (towing)

Tax \$0.00

Less Deductible -\$10.00

Total \$139.00

Invoice #3

RECALL Left Outer Tie Rod - K28

Customer submitted request for reimbursement for recall K28 Left Outer Tie Rod. Left outer tie rod end on vehicle may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

Recall applies to customer s vehicle: yes

Customer s proof of payment is: Check (IRF)

Date of Repair: 03/24/11

Labor \$0.00

Parts \$0.00

Misc. Charges \$137.00

Tax \$0.00

Less Deductible -\$10.00

Total \$127.00

Writer is submitting total reimbursement in the amount of \$660.82.

Writer contacted customer phone number dialed [REDACTED] at 12:38 PM.

Writer spoke with Mr [REDACTED], writer stated check being submitted for approval, also verified correct mailing address with customer and that check is to be issued in the name of the company.

Approved

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20733569 | |
|--|------------------|------------------------------------|-----------|--------------------------------|--------------|---------------|--|
| VIN | 3D7MX46A4 | 7G8 | Open Date | 04/25/2011 | Built Date | 06/21/2007 | |
| Model Year | 2007 | Body | D18H62 | DODGE RAM SLT 4X4 3500 REG CAB | | | |
| In Service Dt | 09/29/2007 | Mileage | 30,200 | 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 | 37269 | TANNER MOTORS | | | | | |
| Dealer Address | 620 W WASHINGTON | | | | | | |
| Dealer City | BRAINERD | Dealer State | MN | Dealer Zip | 56401 | | |
| Owner | | | | | Contact Type | LETTER | |
| Address | | | | | Home Phone | | |
| | AURORA MN | | | | Country | UNITED STATES | |

| | |
|---|-----------------------|
| Corporate - Reimbursement - Status Request - Default - Default | repair reimbursement |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Pass | tie rod reimbursement |

Customer had his vehicle towed to IRF Herman Town Amoco 218-722-3330 on 04/19/11 SM Tim. IRF replaced front passenger tie rod at a total cost \$986.83. Customer is seeking reimbursement for repairs done to vehicle. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is cell Preferred Afternoon/Evening call back number is Customer email address for case updates: n/a Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? No If a CDJ dealer has diagnosed, what is the dealer name or code?IRF Reassigned to 88F Customer call for status on claim.Agen informed that it has not been one full business day yet and someone will be in contact with him. CONTACT UPDATE - 1st Contact attempt, phone number dialed, Customer went to IRF for repair but a dealer was right there and available. Customer will be upset if no reimbursement. Customer calls to speak with their Case Manager. Agent transferred to the case management team. Caller requesting to speak with Case Manager. 218-638-2626 - Customer had the tie rod bolt snap. Customer had the repair done at the IRF, and Paid over \$550 for parts, and power steering was broken also, but he was not charged for that. Writer agreed that we should pay for the parts but not the labor. He was happy with that. Writer will have customer mail in the receipt. We will reimburse for parts only. Total for parts - \$590.20 ----- TIER 2 AGENT ----- CONTACT UPDATE - 1st Contact attempt, phone number dialed, 6) at (11:11am). Customer answered. Customer stated that reimbursement documents have been sent in. The customer stated that the documents were sent approximately 4 days ago. Writer advised customer that reimbursement process will be completed

after documentation is attached to CAIR.

WRITER WAS ABLE TO VERIFY WITH THE CUSTOMER THAT THE ADDRESS WE HAVE ON FILE IS CORRECT.

POSTMARK DATE: 042911; DATE RECEIVED: 050211

Tier 2 Agent

Previous Agent Promise

Customer submitted documents for request for reimbursement for their repair to the tie rod (parts only) on their 2007 Dodge Ram SLT, on lines 25 & 26 in CAIR #20733569, reimbursement in the amount of \$590.20.

Date of repair: 04/19/2011

Mileage : 30,270

Parts: \$590.20

Total: \$590.20

Total Reimbursement: \$590.20

Customer s proof of payment is: the customer s invoice shows no payment information.

Writer contacted the IRF, Hermantown Amoco at 218-722-3330 at 1:52pm and spoke with the General Manager, Tim Olson. Tim was able to confirm and verify that the customer had the repair completed and paid in full by credit card.

Writer contacted the customer at [REDACTED] at 1:59pm and spoke with Mr. Hamlet. Writer was able to give him the reimbursement amount that was promised to him and he was very thankful and stated that when someone steps up to help cover the cost it really helps and he thanked us for being so efficient with this process.

As per lines 35 & 36, writer has already verified the address with the customer.

Writer is submitting a check in the amount of \$590.20 for approval.

-----TIER 2 AGENT-----

Approved amount of \$590.20

| | | | | | | | |
|---|---------------|----------------------------------|------------------|-------------------------------------|-------------------|---------------------|---------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20733618 | |
| VIN | 3D3LX39C0 | 6G | Open Date | 04/25/2011 | Built Date | 04/25/2006 | |
| Model Year | 2006 | Body | D18P81 | DODGE RAM 3500 LARAMIE MEGA CAB 4X4 | | | |
| In Service Dt | 05/15/2006 | Mileage | 128,000 | Dealer Zone | 42 | DETROIT | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Dealer | 44254 | BOB CALDWELL CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 1888 MORSE RD | | | | | | |
| Dealer City | COLUMBUS | | | Dealer State | OH | Dealer Zip | 43229 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | SUNBURY OH | | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Suspension - Tie Rods / Drag Link - Broken - Front | |
|--|--|

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

The caller states that while towing over the weekend, the driver's tie rod broken making the vehicle impossible to drive. The caller states that the dealership told him that the entire steering system has to be replaced as they cannot get just the tie rod. The caller states that most of the steering components were replaced 13 months ago and now everything has to be replaced at his expense.

Briefly summarize what the customer is expecting:

The caller states that he would like financial assistance from Chrysler

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

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? 44254

Reassigned to 88F

***** CASE MANAGER TEAM - District V *****

Second owner, 1 used, purchased on 03/31/09 and at 99,020 miles, no service contact, only outside of 3/36 warranty by 2 years and 92,000 miles

Writer contacted 44254 Service Manager Dave Shunk is in meeting will call back in a hour.

Writer contacted 44254 Service Manager Dave Shunk left message

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

left message

Writer contacted 44254 Service Manager Dave Shunk left message

Writer contacted 44254 Service Manager Dave Shunk not available.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

614-206-5916. Left message.

***** Below Customer Contacted for Documentation Request *****

on 2011-05-04 @ 13:39

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer states that he repaired a broken tie rod on Feb

2010, customer had a issue that it failed again 14 months later just outside of warranty. Customer would like Chrysler to reimburse for part. Advised customer to submit original repair order & proof of payment to link.

***** Customer Document Received *****

Customer Document Reviewed.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ Writer informed customer that Chrysler will not assist with reimbursement customer is outside of warranty by time and mileage.

Decline approved by ME601. Writer is closing case.

***** 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.

| | | | | | | | | | | | | | |
|--|--------------------|-------------------------------|------------------|---------------------------------|---------------------|-----------------|--|---|------------|--|--|-----------------------|--|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20734915 | | | | | | | |
| VIN | 3D7KS19D0 | 6G | Open Date | 04/25/2011 | Built Date | 09/26/2005 | | | | | | | |
| Model Year | 2006 | Body | DH6H81 | DODGE RAM 1500 SLT MEGA CAB 4X4 | | | | | | | | | |
| In Service Dt | 02/23/2007 | Mileage | 59,000 | Dealer Zone | 32 | NEW YORK | | | | | | | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | | | | | | | |
| Dealer | 07083 | BREWER BROS INC | | | | | | | | | | | |
| Dealer Address | 32 RAILROAD STREET | | | | | | | | | | | | |
| Dealer City | CANAAN | Dealer State | CT | Dealer Zip | 06018 | | | | | | | | |
| Owner | | | | | Contact Type | TELEPHONE | | | | | | | |
| Address | | | | | Home Phone | | | | | | | | |
| | HOUSATONIC MA | | | | Country | UNITED STATES | | | | | | | |
| <table border="1"> <tr> <td>Corporate - Complaint Contact - Default - Default - Default</td> <td>Recall H46</td> </tr> <tr> <td>Dealer - By-Pass - Default - Default - Default</td> <td></td> </tr> <tr> <td>Recall - H46: - Other</td> <td></td> </tr> </table> | | | | | | | | Corporate - Complaint Contact - Default - Default - Default | Recall H46 | Dealer - By-Pass - Default - Default - Default | | Recall - H46: - Other | |
| Corporate - Complaint Contact - Default - Default - Default | Recall H46 | | | | | | | | | | | | |
| Dealer - By-Pass - Default - Default - Default | | | | | | | | | | | | | |
| Recall - H46: - Other | | | | | | | | | | | | | |

Customer states his steering linkage has now broken into pieces. Customer states in June 2010, he took his vehicle to:

Brewer Bros.
32 Railroad Street
Canaan, CT 06018
Phone- 860-824-5174

At this time the dealership stated he needed no repair and he was sent on his way. Customer now has his vehicle at an IRF as it is not driveable. Agent advised customer to tow his vehicle back to Brewer Bros and have them complete the recall repair.

Agent is sending dealer complaint to dealer code 07083.

Please repair and complete recall H46. Customer will be calling to arrange appointment for recall repair.

REASSIGNED TO BC/DLR 32 07083 04/25/11 16:47 O 20734915

Briefly summarize why the customer is contacting Chrysler: WILLIAM A CROWELL called in stating the dealership still refuses to re-perform recall as it was only inspected in 2010.

Briefly summarize what the customer is expecting: Customer just wants the recall repaired and has the parts but just needs a mechanic.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Customer email address for case updates: XXXXXX@XXXXXX.com

Who has possession of the vehicle? at customer s personal mechanic

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? Brewer Bros CJD.

Reassigned to 88F

***** CASE MANAGER TEAM - District 88 T *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, ,left message. Follow up 04/28/11.

Caller requesting to speak with Case Manager. Writer transferred the caller to voice mail.

Writer called customer and he stated that it wasnt repaired but only

inspected. He stated that it was bolted through the drag link. He stated that dealership said has fixed it and refuse further repair. he stated that the part has been redesigned and will now have to replace drag link and all components. repair shop Shawn allen 413-528-6659, writer will follow up with both dealer and IRF. 05/02/11.

Writer called dealer busy signal. Follow up 05/04/11.

Writer called dealer twice, busy signal. Writer called IRF Shawns Auto, he stated that the part fell apart when he pulled in the driveway. Repair \$ 784.73 mopar parts and labor. were used to replace drag linkage, steering dampner, pitman arm, assorted hardware.

***** Below Customer Contacted for Documentation Request *****

██████████ on 2011-05-05 @ 10:34

Writer called customer ██████████, sent email link for work order, paid receipt, and current address. Check back later today on link.

***** Customer Document Received *****

What has the customer requested? recall repair

If this is a Recall or Extended Warranty, enter the campaign number. H46

If this is for a previously made goodwill decision, what is that CAIR #?

no

Enter the Mileage at the time of the repair. 59000 Enter the Date when the repairs were completed. 04/25/11

What is the total cost of the Parts to be reimbursed? \$ 590.45

What is the total cost of the Labor to be reimbursed? \$ 0.00

What is the total tax to be reimbursed? \$ 0.00

What is the total amount being reimbursed? \$ 590.45

customer co-pay is \$ 204.28

Writer called customer ██████████, unable to leave a message. Follow up 05/06/11.

Address in documentation does not match. Please verify with customer at what address we are sending check.

Writer called customer and verified address. Address is correct in coin, hpims and document. po box 801 HOUSATONIC , MA- 01236 bill and andy is his middle name.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20735139 |
|--|------------|--------------------------------------|------------------|------------------------------------|-------------------|------------|
| VIN | 3D6WD76A4 | 8G | Open Date | 04/25/2011 | Built Date | 01/23/2008 |
| Model Year | 2008 | Body | DM0L66 | DODGE RAM 4X4 5500 REG CAB CHASSIS | | |
| In Service Dt | 02/26/2008 | Mileage | 73,920 | Dealer Zone | | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | Market | U | US | |
| Color | PR4 | FLAME RED CLEAR COAT | | | | |
| Engine | ETJ | 6.7L CUMMINS TURBO DIESEL ENGINE | | | | |
| Transmission | DG3 | 6-SPD AUTO AISIN AS68RC TRANSMISSION | | | | |
| Owner | | | | Contact Type | LETTER | |
| Address | | | | Home Phone | | |
| | WAUSAU WI | | | Country | UNITED STATES | |

| | |
|---|--|
| Corporate - Reimbursement - Default - Default - Default | Customer seeking reimbursement for towing due to K28 |
| Recall - K28: - Reimbursement | K28 - Left Tie Rod End Recall |

POSTMARK DATE: 041811; DATE RECEIVED: 042111

****TIER 2 AGENT****

Customer submitted request for reimbursement for recall K28 Left Outer Tie Rod. Left outer tie rod end on vehicle may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

Recall applies to customer s vehicle: yes

Customer s proof of payment is: Writer calling tow company to verify POP

Date of Repair: 04/02/2011

Labor \$0.00

Parts \$0.00

Misc. Charges \$185.00 (wrecker)

Misc. Charges \$48.00 (16 miles @ 3/mi)

Tax \$0.00

Total \$233.00

Writer is submitting total reimbursement in the amount of \$233.00

****TIER 2 AGENT****

Writer called tow company at 903-693-5782 at 5:11pm EST and spoke to Owner Garrett who verified that the bill was paid in full for the tow.

****TIER 2 AGENT****

Writer called at 5:18pm EST. Writer left voice mail informing customer that the full amount of towing was being sent to the confirmed address on file. Writer also left phone number 800-853-1403, ext 4718337 and case number 20735139 .

Approved

| | | | | | | | |
|---|-------------------------|------------------------------------|------------------|-------------------------------------|---------------------|-------------------|-------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20735333 | |
| VIN | 3D7MX48A4 | 7G [REDACTED] | Open Date | 04/25/2011 | Built Date | 06/13/2007 | |
| Model Year | 2007 | Body | D18P42 | DODGE RAM LARAMIE 4X4 3500 QUAD CAB | | | |
| In Service Dt | 08/11/2007 | Mileage | 78,000 | 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 | DBB | | | | | | |
| Dealer | 42957 | FLOWER MOTOR CO INC | | | | | |
| Dealer Address | 2580 N TOWNSEND | | | | | | |
| Dealer City | MONTROSE | | | Dealer State | CO | Dealer Zip | 81402 |
| Owner | [REDACTED] | | | | Contact Type | TELEPHONE | |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] | |
| | TELLURIDE CO [REDACTED] | | | | Country | UNITED STATES | |

| | |
|--|--|
| Corporate - Survey By-Pass - Default - Default - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Unknown | |

Customer called in stating his tie rod snapped. He states he has issues with his vehicle since he bought it. He is seeking further assistance from Chrysler.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? (Owner

Has the vehicle been diagnosed by a CDJ dealer? yes

If a CDJ dealer has diagnosed, what is the dealer name or code? flower motor co.

Reassigned to 88F

***** CASE MANAGER TEAM - District ? k ? *****

Customer has owned 1 original vehicle 3 used. No other household vehicle s under customers information. Writer contacted [REDACTED] and [REDACTED]

verified the information in lines 1-3. Customer states he has replaced the u-joints twice. Vehicle is sitting at his house he is on vacation till monday May 9. And to have LD357 contact him back as soon as possible. Follow up April 27 to talk to customer.

CONTACT UPDATE - 1st Contact attempt. See lines 16-20.

2nd attempt made to contact customer. Left message.

Unable to reach customer by telephone, left message with text information.

Writer spoke to the customer, customer states that he is seeking help with repairs to the vehicle. Writer advised customer that he is out of warranty and we would not be able to guarantee 100% assistance but that we would like to be available pending a diagnosis. Customer states that he wont be able to take the vehicle to a dealer until after May 9th, writer informed customer that his case would be on hold and to call us back once a set appointment is made.

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 Assistance Inquiry Record (CAIR)# | | | | | | 20739364 | |
| VIN | 3D7KS28D1 | 6G | Open Date | 04/26/2011 | Built Date | 09/23/2005 | |
| Model Year | 2006 | Body | DH7P41 | DODGE RAM 2500 LARAMIE QUAD CAB 4X4 | | | |
| In Service Dt | 08/31/2006 | Mileage | 58,622 | Dealer Zone | 42 | DETROIT | |
| Plant | G | SALTILLO TRUCK ASSEMBLY PLANT | | Market | U | US | |
| Color | PX8 | BLACK CLEAR COAT | | | | | |
| Engine | EZA | 5.7L HEMI V8 ENGINE | | | | | |
| Transmission | DGQ | 5-SPD AUTOMATIC 545RFE TRANSMISSION | | | | | |
| Dealer | 57062 | CRESTWOOD DODGE INC | | | | | |
| Dealer Address | 32850 FORD ROAD | | | | | | |
| Dealer City | GARDEN CITY | | | Dealer State | MI | Dealer Zip | 48135 |
| Owner | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | DEARBORN HEIGHTS MI | | | | | Country | UNITED STATES |

| | |
|--|--|
| Referral - Executive Referrals - Other - Default - Default | |
|--|--|

Top Care customer first contact was 04/26/11 at 16:33 by JMS201

*****TOP CARE: ESCALATION REFERRAL STAFF*****

Customer contacted writer and stated he is having issues with this vehicle. Customer stated he has owned Dodge vehicles for 20 years and the last 2 vehicles he has not been happy with. Customer states he is looking to buy another vehicle in the summer but doesn't want it to be a Dodge. Writer stated we can look into his concerns with his current vehicle and look in to options for him for a new vehicle also. Customer stated he is having transmission issues and a whining noise. Customer stated he isn't expecting much and doesn't know if he wants another Dodge. Customer stated he loves Dodge but the last 2 vehicles have been bad. Writer stated we will review and get back in touch with him in 2-3 business days to review. Vehicle is under customer wife's maidenname.

5.3.11 - Writer called owner and left a v/m message inviting owner to call back for further discussion. Writer provided name and number for contact.

5.4.11 - Writer contacted owner and inquired about the vehicle. Owner said there is a whining noise in the vehicle. Owner said a few months ago, the tie rods broke, and the vehicle was involved in an accident. Owner said a week after the repairs were performed, a whining noise developed. Owner said he is apprehensive about taking the vehicle to dealerships for fear that they may do something to the vehicle which will cause him to keep coming back. Owner said for this reason, he did not have the whining noise diagnosed. Writer advised she would like to see where she can be of assistance, however, the vehicle will have to be diagnosed by a CDJ dealership first. Writer asked owner to schedule an appointment with a dealership and call writer back with the information. Writer also advised owner he will be responsible for the diagnostic fee and Chrysler will review for possible assistance with the repairs, depending on the diagnosis. Owner said he understands and will call

writer back with the appointment date and time.

5.13.11 - Owner closing file until owner calls back with request information. Writer will reopen file when requested information is provided by owner.

6.8.11 - Owner called writer and said the vehicle is currently at dealership 57062 and something is wrong with the pulley. Writer offered to contact the dealership for further information and call owner back, owner agreed. Writer called dealership and left v/m message for SW, Karen to call writer back.

SW, Karen called writer back and said the serpentine belt snapped and wrapped around the cooling fan. Karen advised the serpentine belt and tensioner have been replaced. Karen also advised the customer complained there is a whining sound in the transmission when accelerating and an unusual feel when driving. Karen said the customer feels something is wrong with the u-joints but is not want the dealership to proceed with diagnostics until writer was contacted. Writer advised Karen to inspect the two concerns and call writer back with an update. Karen advised, an update will not be available until tomorrow.

Writer called owner to provide update but was unsuccessful. Owner does not have v/m or answering machine.

Owner called writer back for information. Writer advised Karen explained his outstanding complaints and was advised not to do anything to the vehicle until she spoke with writer. Writer explained to owner, Karen will not have a thorough diagnosis for the transmission issue and unusual driving feel until tomorrow. Writer also explained to owner assistance will be reviewed, however, it will not be 100%. Writer advised she is willing to offer partial assistance. Owner became upset and began to complain about the quality of the vehicle and the manufacturer. Writer asked owner if he was still interested in the having the vehicle diagnosed and open to the partial goodwill assistance. Owner said yes. Writer advised owner she will follow up with him tomorrow when further information is available. Owners said he would like to be contacted on his cell (313)995-7691.

6.9.11 - Writer received v/m message from Karen, advising that the two outstanding complaints have been diagnosed. Writer called dealership back and left v/m message for Karen. Writer called dealership again and asked if SM, Karen can be paged. Writer was advised by the Receptionist that Karen is a SW and the SM is Dale. Writer spoke with Dale who advised the engine idler pulley is noisy, which was causing the whining noise in the transmission. Dale also said they could not verify the unusual sound in the rear of the vehicle; however, he did notice play in the right front axle u-joint. Writer advised Dale, she would like to cover 50% of the repair cost.

Writer made two unsuccessful attempts at contacting the owner. With each contact, writer received a recording that said, 'welcome voice mailbox, enter number and press star during greeting....'

Karen called writer back and explained the above diagnosis. Writer advised Karen, Chrysler will cover 50% of the repair. Writer explained to Karen that she has unsuccessfully tried to contact the owner, therefore, if the owner calls the dealership for update, please advise of goodwill assistance. Karen agreed.

6.14.11 - Writer called owner and inquired about the vehicle since the recent repair. Owner described the vehicle and the performance of the vehicle with derogatory phrases. Write asked owner if the concern is the same symptom or something different. Owner said it does not matter because he does not have the time to waste on this concern. Owner said the level of customer service he has received from writer, all the way to the top, is horrible. Owner said Chrysler s customer service and the company will fail. Writer thanked owner for his comments and also thanked

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20748666 |
|--|----------------|--------------------------------------|-----------|-------------------------------------|--------------|---------------|
| VIN | 3D6WD68A1 | 8G | Open Date | 04/29/2011 | Built Date | 12/03/2007 |
| Model Year | 2008 | Body | DM9L44 | DODGE RAM 4X4 4500 QUAD CAB CHASSIS | | |
| In Service Dt | 05/27/2008 | Mileage | 117,935 | 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 | 26768 | PLANET JEEP OF FLAGSTAFF | | | | |
| Dealer Address | 2608 N WEST ST | | | | | |
| Dealer City | FLAGSTAFF | Dealer State | AZ | Dealer Zip | 86004 | |
| Owner | | | | | Contact Type | ROADSIDE |
| Address | | | | | Home Phone | |
| | FLAGSTAFF AZ | | | | Country | UNITED STATES |

| | |
|--|------------------|
| Product - Steering - Tubes and Hoses - Other - Default | steering dampner |
| Corporate - Outbound - Proactive Customer Alert - Roadside - Default | |
| Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable | |
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |
| Recall - K28: - Other | |

Roadside Assistance Contacted - DATE : 2011-04-27

Road Side File Created 04-29-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

FLAGSTAFF FLAGSTAFF

AZ USA AZ

CALLER_COMMENTS 01- 30MILES PLANET DODGE SAID CAN

DEALER CODE : 26768 PLANET JEEP OF FLAGSTAFF

***** CASE MANAGER TEAM - District Z *****

Who did you speak with at the dealer and what is their dealer code?

Dealer Code: 26768 Requested to speak to Ken, service manager, he was at lunch, spoke to Lewis, service advisor.

Is the vehicle at the dealer now? No

When did it arrive at the dealer? 4/27/11

What is the current mileage? 117935

If known, what is the reason for the tow? Broken tie rod end & steering dampner

Have the repairs been completed? Tie rod - steering dampner - no

If yes, when were they completed? N/A

If no, what is the estimated repair date? unknown

Are there any parts that need to be ordered? N/A

If yes, what are the part & order # s? steering dampner (part back ordered) 52013986AD

Rental provided? No

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

***** Below Corporate Resources Contacted *****

PARTS EXPEDITING

on 2011-05-03 @ 15:04

PART: The part is on the UPS delivery truck and the dealership should have it today. Repair should be completed tomorrow based on call to Ken, service manager.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

The customer was not available, left a detailed voice message as to the reason for the call along with the contact information and case number.xx

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

CLOSING CAIR: Three attempts have been made to reach the customer.

| | | | | | | |
|---|-----------------------|------------------------------------|------------------|---------------------------------|---------------------|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20752040 |
| VIN | 3D7MX48A2 | 7G [REDACTED] | Open Date | 04/30/2011 | Built Date | 06/01/2007 |
| Model Year | 2007 | Body | D18H42 | DODGE RAM SLT 4X4 3500 QUAD CAB | | |
| In Service Dt | 07/19/2008 | Mileage | 75,837 | Dealer Zone | 66 | ORLANDO |
| 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 | 68722 | KEN BOGGS CHRYSLER DODGE | | | | |
| Dealer Address | 801 COLUMBUS PKWY | | | | | |
| Dealer City | OPELIKA | Dealer State | AL | Dealer Zip | 36801 | |
| Owner | [REDACTED] | | | | Contact Type | ROADSIDE |
| Address | [REDACTED] | | | | Home Phone | [REDACTED] |
| | OPELIKA AL [REDACTED] | | | | Country | UNITED STATES |

| | |
|---|------|
| Corporate - Outbound - Proactive Customer Alert - Roadside - Default | PCCP |
| Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect | PCCP |
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |

Roadside Assistance Contacted - DATE : 2011-04-13

Road Side File Created 04-30-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

OPELIKA OPELIKA

AL USA AL

CALLER_COMMENTS TOW_COMMENTS VENDOR_COMMENTS

DEALER CODE : 68722 HOMETOWN CHRYSLER DODGE JEEP

Who did you speak with at the dealer and what is their dealer code? 68722

- Jerry SM

Is the vehicle at the dealer now? no

When did it arrive at the dealer? 4/13

What is the current mileage? 75837

If known, what is the reason for the tow? Front tie rod ends broke

Have the repairs been completed? yes

If yes, when were they completed? 4/14

If no, what is the estimated repair date?

Are there any parts that need to be ordered?

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

Rental provided? no

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

CONTACT UPDATE - 1st Contact attempt to dealer, phone number dialed,

[REDACTED]

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]

Number is disconnected.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 20752147 |
|--|---------------|--------------------------------------|-----------|------------------------------------|--------------|---------------|
| VIN | 3D6WD76L6 | 9G | Open Date | 04/30/2011 | Built Date | 12/16/2008 |
| Model Year | 2009 | Body | DM0L64 | DODGE RAM 4X4 5500 REG CAB CHASSIS | | |
| In Service Dt | 01/21/2009 | Mileage | 54,570 | Dealer Zone | 51 | CHICAGO |
| 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 | 67512 | PARKWAY CHRYSLER INC | | | | |
| Dealer Address | FIFTH & OLIVE | | | | | |
| Dealer City | BENTON | Dealer State | KY | Dealer Zip | 42025 | |
| Owner | | | | | Contact Type | ROADSIDE |
| Address | | | | | Home Phone | |
| | HICKMAN KY | | | | Country | UNITED STATES |

| | |
|--|-----------|
| Corporate - Outbound - Proactive Customer Alert - Roadside - Default | PCCP |
| Recall - K28: - Other | completed |
| Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable | |
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
| Product - Suspension - Tie Rods / Drag Link - Broken - Front-Driver | |

Roadside Assistance Contacted - DATE : 2011-04-28

Road Side File Created 04-30-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

STATE HIGHWAY 1128 101 W 5TH ST

STATE HIGHWAY 239

CAYCE BENTON

KY USA KY

CALLER COMMENTS DODGE 5500 BUCKET/BOOM TRUCK, KEY

DEALER CODE : 67512 PARKWAY CHRYSLER INC

CONTACT UPDATE - 1st Contact attempt to dealer, phone number dialed,

Who did you speak with at the dealer and what is their dealer code? 67512

- Pat - SM

Is the vehicle at the dealer now? yes

When did it arrive at the dealer? 4/28

What is the current mileage? 54570

If known, what is the reason for the tow? outer tie rod broke covered under recall

Have the repairs been completed? yes

If yes, when were they completed? 4/28

If no, what is the estimated repair date?

Are there any parts that need to be ordered?

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

Rental provided? no

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

Writer received contact information for customer as

will contact customer 5/3 to followup on repairs.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 270 236 2521.

Writer was transferred to Mark. Left message.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Left message.
CLOSING CAIR: 3 attempts have been made to reach the customer.
