that apparently covers nothing, and purchased it under the business link

program which does nothiung for me and there is only 3 dealers that are on

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

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

why it is so expensive to own a dodge truck. I am in the market for $15\,\mathrm{new}$

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

VIN:

6G

Mileage:

89000

Servicing Dealer:

crown bristow

Title:

Mr.

First Name:

Middle

Last Na

Address

Address

City:

Sasakwa

State:

OK

Zip:

Email Work Attention:

Susan

Reference #: 16944032

From:

PAGE. 02

350 East I-45 Fairfield, TX 75840 (903) 389-5100 www.800bossier.com Monday - Friday 8:00 am - 6:00 pm

NOV 15 2007 18:57



P.O. Box 3247 Lawrence, KS 66046 (785) 856-8889 www.bossiernissansubaru.com Monday - Friday 7:30 am - 6:00 pm P.O. Box 2839 Waxahachle, TX 75168 (972) 938-9998 www.877bossler.com Monday - Friday 8:00 am - 8:00 pm

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	LADOR BATE	LICENSE NO.	477.776	DOYOR	STOCK NO
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CS - VIBRATION WHEN SLOWING E REPALCE DRIVESHAFT FOUND DRIVESHAFT OUT OF FASE REPLACED DRIVESHAFT AND RETES TK01008	XOWN - FOUND DRIVES! (TWISTED)	(S):01008 HAFT TWISTED	89.00	The seller, hereby expre- sither expressed or im- warranty of merchantob purpose, and relither a other person to assume to with the eate of said or a	OF WARRANTIES spin disclaims all warrant plied, including any impl ility or litness for e particul estumes nor authorizes of or it any liability in connect duots.
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IANK YOU FOR YOUR BUSINESS.IF YOU HAVE AN UR BILL PLEASE FEEL FREE TO CONTACT OUR SHOOL FRIDAY 8:00 AM TO 5:30 PM	SERVICE DEPARTMENT	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG TOTAL MISC DISC	. 0.00 . 0.00 . 17.98 . 0.00	for the constant of testing ending	ANTIN YOUR BIDDO (46 PARTISSE) BUILD ON THOSE HIGH AND TO BEDWIN HISDOCION, AN EXPORT MICHARIS BOYS VEHICLE TO SECURE THE ARGUM FAR ARRANGEMENTS MADE
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350 East (-45 Fairfield, TX 75840) (903) 389-5100 ; www.800bossier.com Monday - Friday 8:00 am - 8:00 pm



P.O. Box 3247 Lawrence, KS 66046 (785) 856-8869 www.bossiernissansubaru.com Monday - Friday 7:30 am - 6:00 pm P.O. Box 2839 Waxahachie, TX 75168 (972) 938-9998 www.877bossler.com Monday - Friday 8:00 am - 6:00 pm

CUSTOMER NO 01026 TAG NO 896 **8730/07** *CHES108396 32355 JAMES COLDIT STOCK NO LABOITHATE LICENSE NO. 49,038 DELIVERY MILES DELIVERY LAIL O6/OOOGE TRUCK FAIRFIELD, TX PHODUCTION DATE SÉLLING DEALER NO. **УБПОТНОМ X 4 8 C X 6 G** 08727/07 BUSINESS PHONE COMMENTS MO: 49042 AIR CONDITIONING TECH(S):379 873
CS - AC DOES NOT BLOW COLD, CHECK AND ADVISE, WAS TOLD
COMPRESSOR NOT CETTING VOLTAGE.
COMPRESSOR IS GELITING VOLTAGE.
COMPRESSOR IS GELITING VOLTAGE.
CULTCH SHORTED OUT
EVACED A/C SYSTEM REPLACED COMPRESSOR RECHARGED A/C SYSTEM
FOUND LOW FAN PERFORMANCE DUE 10 RECIRC DOOR BROKEN LAYING
ON BLOWER MOTOR ADVISED CUSTOMER AND DECLINED
200-873 045-379 J 20CHZAC 225,00 DISCLAIMER OF WARRANTIES The sellor, hereby expressly disclaims all worranties, either expressed or implied, including any implied warranty of morphantability or fatness for a particular purpose, and neither assumps for authorizes any other person to assume for it any liability in connection with the sale of said products. WITH THE SAIS OF SAID PRODUCTS.

NULL EXPENSION AND THE PROPERTY CROPS AND BUT AN THE PERSON WITH IS AN ACTION ON BUILDING OF THE PERSON WITHOUS BOULDING THE TO FAVOR OF THE REPORT OF THE PROPERTY OF THE PR 2A0-873 0A5-379 PARTS....QTY.... P-NUMBER. 300 # 1 1 5511141DESCRIPTION. _----UNIT PRICE-55111411-AG COMPRESOR 24025005 JOB # 1 TOTAL PARTS 406.35 JOB # 1 TOTAL LABOR & PARTS 631.35 Miguation of the Foton Responsible or Agent for Person Responsible for Payme 0.98 Harvely authorities the report work normalities set this his bit draws along with the neododay material and agree tool yet are not expandible for loop or dumpore to various in which has love and they have not of the train or any other makes havyout price contact or for any dailyst stated by manufacturing in parts artifacts and in property or parts artifacts. 15.00 17.98 TOTAL - MISC or any detail desire register to extra Control on any develop-tion with the control of policy or stategy or garden and control by the control of the tensive property asking who described on a state of the control of the tensive property asking who described on a state of the control of the tensive property asking who described on a state of the control of the con THANK YOU FOR YOUR BUSINESS IF YOU HAVE ANY QUESTIONS ON YOUR BILL PLEASE FEEL FREE TO CONTACT OUR SERVICE DEPARTMENT MONDAY THRU FRIDAY 8:00 AM TO 5:30 PM 225.00 406.35 0.00 0.00 17.98 TOTAL LABOR ...
TOTAL PARIS ...
TOTAL SUBLET ...
TOTAL G.O.G. ...
TOTAL MISC CHG.
TOTAL MISC DISC TERMS; STRIGTLY CASH, UNLESS ARRANGEMENTS MAGE ********************************** 0.00TOTAL TAX..... **TOTAL INVOICE \$** 684.26 ≯[] CASH [] CHECK NO. [] OTHER THANK YOU FOR YOUR BUSINESS !!!!!!!!! CUSTOMER SIGNATURE PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 03:57pm

NOV 15 2007 18:58

"Your Automotive Superstore"
PAGE. 03

From:

To: customerassist@chrysler.com
Date: Thu Oct 16 22:19:33 EDT 2008

Subject: Chrysler LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Having problem with drive train on my truck, and MPG. I have never had this much trouble with drive train before.

Comments:

I've had tie rod end break while driving. Which cause lost of steering,

this happen with appox 50,000 miles. When I took it in to have this fixed,

they found other tie rod ends bad along with ball joints. I would think

these items should last longer than 50K miles.

Sender Information:

Title: Mr First Name: Middle Initial: Last Name: From customerassist@chrvsler.com

To:

Date: Fri Oct 17 09:36:40 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear Darryn:

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

We regret that you are still experiencing problems with your vehicle and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis.

It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership. Should your dealer require factory assistance, it is available through the regional Business Center.

If required, seek out the dealerships that are known for excellence in customer service - our Five Star dealers. Please visit http://www.fivestar.com, or call 1-800-677-5-STAR.

You can also locate a dealer on the "Dealers in my Area" dropdown on the Dodge (http://www.dodge.com) brand website.

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

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

Thanks again for your email.

Sincerely,

Nick Tyler

Customer Service Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to

the following information: REFERENCE NUMBER: 18002012 EMAIL CASE NUMBER: 2118212

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM6019379I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Having problem with drive train on my truck, and MPG. I have never had this

much trouble with drive train before.

Comments:

I've had tie rod end break while driving. Which cause lost of steering, $% \left(1\right) =\left(1\right) \left(1\right) +\left(1\right) \left(1\right) \left(1\right) +\left(1\right) \left(1\right)$

this happen with appox 50,000 miles. When I took it in to have this fixed,

they found other tie rod ends bad along with ball joints. I would think

these items should last longer than 50K miles.

VIN:
6G
Mileage:
61000
Servicing Dealer:
Shields Motors Co Inc
Title:
Mr.

First Name:
Middle
Last N
Addres

Address z.

City:

Humboldt

State:

KS

Email:

Zip:

Work Pl

From:

To: customerassist@chrysler.com Date: Tue Mar 10 10:06:49 EDT 2009

Subject: Chrysler LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

defective drag link

Comments:

Own a 2006 2500 ram 2500 four wheel drive diesel. drag link from pitman arm

to passenger side knuckel end to end needs to be replaced. was told

dealer that design has changed because of problems they are having but not

eligible as a recall item. now you have to purchase entire set up which is

\$500. only need the drag link and don't want to spend \$500 for something

that is defective because in a truck like this at the cost it was it should

not break down this easy under normal wear and tear. please contact asap.

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Tue Mar 10 14:37:27 EDT 2009

Subject: Re: Chrysler LLC Customer Assistance

Dear Stanley:

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

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

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

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

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

Sincerely,

Kelly Nelson Customer Service Representative Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18408835 EMAIL CASE NUMBER: 2211842

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM6285731I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

defective drag link

Comments:

Own a 2006 2500 ram 2500 four wheel drive diesel. drag link from pitman arm

to passenger side knuckel end to end needs to be replaced. was told by

dealer that design has changed because of problems they are having but not

eligible as a recall item. now you have to purchase entire set up which is

\$500. only need the drag link and don't want to spend \$500 for something

that is defective because in a truck like this at the cost it was it should

not break down this easy under normal wear and tear. please contact asap.

VIN:

```
Mileage:
  65000
Servicing Dealer:
 greenfield dodge
Title:
First 1
Middle
Last Na
Addres
Address 2:
City:
      hamilton
State:
      ΝJ
Zip:
Email:
Home P
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From:

To: customerassist@chrysler.com Date: Thu Mar 26 11:37:43 EDT 2009

Subject: Chrysler LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

steering linkage malfunction 07 ram 2500

Comments:

My local shop says there is a recall and i have the numbers for that $\mbox{\tt Ward}$

Chrysler says there is not. This steering linkage pitman armball stud fracture is a manufacture defect and should be fixed by Chrysler.Now Dodge

says they dont have a replacment part for this. What is that? Please reply

asap before this truck kills me or someone else. Mechanic says if the fracture breaks i will have no steering and i need this truck for my business. Thank you

Sender Information:

Title: Mr.

First Name:
Middle Initial:
Last Name:

From:

To: customerassist@chrysler.com Date: Thu Mar 26 11:37:43 EDT 2009

Subject: Chrysler LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

steering linkage malfunction 07 ram 2500

Comments:

My local shop says there is a recall and i have the numbers for that $\mbox{\tt Ward}$

Chrysler says there is not. This steering linkage pitman armball stud fracture is a manufacture defect and should be fixed by Chrysler.Now Dodge

says they dont have a replacment part for this. What is that? Please reply

asap before this truck kills me or someone else. Mechanic says if the fracture breaks i will have no steering and i need this truck for my business. Thank you

Sender Information:

mitle: M

Title: Mr.
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com

To:

Date: Thu Mar 26 17:37:03 EDT 2009

Subject: Re: Chrysler LLC Customer Assistance

Dear

Thank you for contacting the Chrysler Customer Assistance Center regarding 2007 Dodge Ram.

We regret to read of the dissatisfaction, and inconvenience you experienced, and appreciate the time and effort you took to write to us regarding your concern.

In response to your email, after thoroughly reviewing your request and the files on this matter, we feel it is necessary to discuss this issue with you directly. Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 AM. to 5:00 PM. from Monday through Friday (in all Continental Time Zones). When calling the Customer Assistance Center, please have your Reference (18456854) number and the following information handy:

- ? Vehicle owner name
- ? Vehicle owner address
- ? Day and evening phone numbers
- ? Vehicle Identification Number (7J524907)
- ? Name of dealership where vehicle was purchased
- ? Date of purchase
- ? Dealership where service was performed
- ? Date of last service
- ? Current vehicle mileage
- ? An explanation of the problem

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

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

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

Sincerely,

Dafie Brown Customer Service Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to

the following information: REFERENCE NUMBER: 18456854 EMAIL CASE NUMBER: 2222904

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM6318547I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site Brief Description: steering linkage malfunction 07 ram 2500 Comments: My local shop says there is a recall and i have the numbers for that Ward Chrysler says there is not. This steering linkage pitman armball stud fracture is a manufacture defect and should be fixed by Chrysler. Now Dodge says they dont have a replacment part for this. What is that? Please reply asap before this truck kills me or someone else. Mechanic says if fracture breaks i will have no steering and i need this truck for mybusiness. Thank you VIN: Mileage: 55000 Servicing Dealer: ward chrysler Title: Mr. First Name: Middle Last Na

City:

Address

Address

Cobden

State:

IL

Zip:
Email:

Work Pl

OKlahoma City, OK

Hasler

FIRST-CLASS MAIL \$00.44 05/26/2009 USIPOSITACE

ZIP 73106 011D10605132

Chrysler, LLC

Special Investigations CIMS 431-00-00

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

CATHCART & DOOLEY

A Professional Corporation
Attorneys At Law
2807 Classen Boulevard
Oklahoma City, Oklahoma 73106
www.cathcartdoolev.com

WILLIAM R. CATHCART CARY D. DOOLEY VIRGINIA CATHCART HOLLEMAN SCOTT D. CALDWELL ANTHONY L. BONNER, JR.

May 26, 2009

Chrysler, LLC Special Investigations CIMS 431-00-00 P.O. Box 21-8004 Auburn Hills, MI 48321-8004

RECEIVED

Telephone: (405) 524-1110

Facsimile: (405) 524-4143

JUN 0 1 REC'D

SPECIAL INVESTIGATIONS

RE: Claim Number:

Insured:

Vehicle: 2007 Dodge Ram 3500 Laramie

VIN:

3D7MX48A87G

Date of Loss:

201 00226

Our File No.:

301.09226

Dear Sir or Madam:

This is to advise you that my office has been retained by Oklahoma Farm Bureau Mutual Insurance Company to obtain reimbursement for money paid to their insured as a result of damage to his vehicle that occurred on the above referenced date when the tie rod broke. The loss was the result of a defect in your product.

The damage in this case exceeds \$22,000.00, and Oklahoma Farm Bureau Mutual Insurance is entitled to collect monies from you.

Please contact my office regarding payment. Failure to hear from you regarding payment by June 10, 2009, will result in legal action being taken against Chrysler, LLC for the recovery of the amount due.

Very truly yours,

CATHCART & DOOLEY

STEPHANIE TELLEEN

Legal Assistant

cc: David Massey



June 5, 2009

Chrysler Motors LLC

Ms. Stephanie Telleen Cathcart and Dooley 2807 Classen Blvd. Oklahoma City, OK 73106

Re: Your Claim No.:

Insured:

Vehicle:

2007 Dodge Ram 3500

V.I.N.:

3D7MX48A87G

Date of Loss:

4/10/2008

Your File No.:

301/09226

Our File No.:

18629692

Dear Ms. Telleen:

This will acknowledge your recent correspondence regarding your client referenced above.

A review of our records indicates that this is the first notification we have had of your client's loss. In order for us to properly evaluate your claim, we require the following information:

- 1. The complete address for the location at which the vehicle may be inspected in its damage state.
- 2. A copy of the police/fire department report relating to this incident.
- 3. Copies of repair estimates or repair bills.
- 4. A copy of any engineering or inspection report you may possess relating to the incident, as well as the photographs.
- 5. A detailed explanation as to why you feel we have a liability in this matter.

We will investigate your claim following receipt of the above requested information. Thank you for your cooperation in this regard.

Sincerely,

M. Gentry Special Investigations (248) 944-7084

MG/ss

From: To: customerassist@chrysler.com Date: Thu Jul 16 12:53:38 EDT 2009 Subject: Chrysler Group LLC Customer Assistance Form Selected: Category: US Customer Service Brief Description: complaint on product Comments: To Consumer Relations for Dodge vehicles\r\n\r\nI purchased a 2006 Dodg= Ram 3500/Quad cab 4wd from Gupton Motors, in Springfield Tennessee, in May of 2006. Vin # 3D7MX48C16G . I have had numerous problems with this vehicle. Since May of 2006 I have had it in the dealership for work least 4 times. The first was in 2007 and the work was on the air conditioning and some other minor light problems at Gupton Motors. was covered under warranty. In the beginning of 2008 I had 40000 miles on the vehicle and it developed a bad vibration which seemed to me to be the drive train. I took the vehicle to Gupton Motors. They diagnosed the problem to be in the front hub bearings. I questioned them about this but they insisted that was the problem, which was not under warranty. replaced the hub bearings and charged me just under \$1500 dollars. That was not the problem. I drove it home and it was no better. I did not turn around because I picked the vehicle up at closing. I called the next and took it back down there. It was a bearing in the drive shaft which they fixed for free. My problem with that is front hub bearings are a lot higher to fix than the carrier bearing, but they offered no compensation outside of fixing it for free this time. In April of 2009 I had to have the vehicle towed because it would not start. I had it towed to Miracle Chrysler Dodge in Gallatin, Tn. It was a internal module which was under warranty. I had them service the vehicle while it was there. July 9 2009 the passenger side tie rod end broke and caused me to wreck. No major damage to the vehicle but it did scratch the paint on one side badly. had it towed to Gupton Motors again since I had just had it serviced within three months at Gallatin and evidently they can=E2=80=99t even do a

I also thought Gupton owed me one and would maybe give me a break on

service=

price. They said they did but it don=E2=80=99t seem like it to me. All I =needed was a tie rod end. They said it had been redesigned and I could not iust buy a tie rod end I had to replace all of the parts for the steering. Chrysler is going to redesign the whole thing on a model that new, then they should furnish the parts. My bill ended up being almost \$1400.00. That is not right when all I needed was a tie rod end. I own two business=E2=80=99s and need all my trucks running plus I had had it towed t= here so there wasn=E2=80=99t much to do but let them fix it and pay for it. In =2005 and 2006 I bought a 3500 truck my brother bought a 3500 truck just like mine and my dad bought a 3500 flatbed from Gupton. We have bought numerous vehicles there and I can=E2=80=99t believe they would treat that good of cu= stomer that way. All these trucks were diesel engines. With those hub bearings I did get a survey call and expressed my thoughts but nothing was ever My air conditioner is not working right again but I=E2=80=99m just living w= ith it. until I trade because it is not under warranty and I can not find a service department for these vehicles. I just wanted to write and know how Gupton Motors were treating their customers. I am not at all satisfied with this product. I have mailed you this letter with a copy of \n600

Sender Information:

the

Title: <u>=20</u>

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Thu Jul 16 14:00:41 EDT 2009

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Galen:

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

We regret to read of your disappointment due to the various concerns with the vehicle viz. air conditioner, tie rods, front bearing and the repair cost incurred for the repairs. Your disappointment with the dealership? Gupton Motors Inc., 3450 Tom Austin Highway, Springfield, TN is also understandable. The inconvenience caused to you is regretted and we appreciate the time and effort you took to share your concerns with us.

We realize that our reputation depends on the quality of service provided by our dealerships. We are continuously striving to assist our dealerships in providing complete customer satisfaction.

In response to your email, we would like to inform you that we do value your loyalty towards Chrysler Group LLC. We suggest that you contact our Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. from Monday to Friday to speak to one of our Customer Service Representatives regarding the various concerns with the vehicle. Moreover, please keep the Reference number 18759582 and the following information handy before calling the Customer Assistance Center:

- ? Vehicle owner name
- ? Vehicle owner address
- ? Day and evening phone numbers
- ? Vehicle Identification Number (VIN)
- ? Name of dealership where vehicle was purchased
- ? Date of purchase
- ? Dealership where service was performed
- ? Date of last service
- ? Current vehicle mileage
- ? An explanation of the problem

Thanks again for your email. We appreciate your patience.

Sincerely,

Stacy Brown Customer Service Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to

the following information: REFERENCE NUMBER: 18759582 EMAIL CASE NUMBER: 2285704

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk ID=KMM6501647I25261L0KM&

Original Message Follows:

US Customer Service - CORPORATE Brand Site Brief Description: complaint on product Comments: To Consumer Relations for Dodge vehicles\r\n\r\nI purchased a 2006 Dodge

Ram 3500/Quad cab 4wd from Gupton Motors, in Springfield Tennessee, in May

of 2006. Vin # 3D7MX48C16G . I have had numerous problems with this

vehicle. Since May of 2006 I have had it in the dealership for work at $% \left(1\right) =\left(1\right) +\left(1\right) =\left(1\right) +\left(1\right) +\left($

least 4 times. The first was in 2007 and the work was on the air conditioning and some other minor light problems at Gupton Motors. This

was covered under warranty. In the beginning of 2008 I had 40000 miles on

the vehicle and it developed a bad vibration which seemed to me to be in

the drive train. I took the vehicle to Gupton Motors. They diagnosed the

problem to be in the front hub bearings. I questioned them about this but

they insisted that was the problem, which was not under warranty. They

replaced the hub bearings and charged me just under \$1500 dollars. That

was not the problem. I drove it home and it was no better. I did not turn

around because I picked the vehicle up at closing. I called the next day

and took it back down there. It was a bearing in the drive shaft which

they fixed for free. My problem with that is front hub bearings are a lot

higher to fix than the carrier bearing, but they offered no compensation $\ensuremath{\mathsf{C}}$

outside of fixing it for free this time. In April of 2009 I had to

the vehicle towed because it would not start. I had it towed to $\ensuremath{\mathsf{Miracle}}$

Chrysler Dodge in Gallatin, Tn. It was a internal module which was under

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the passenger side tie rod end broke and caused me to wreck. No major $\,$

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had it towed to Gupton Motors again since I had just had it serviced within

three months at Gallatin and evidently they canâ $\mathfrak{E}^{\mathrm{m}}$ t even do a service job.

I also thought Gupton owed me one and would maybe give me a break on the

price. They said they did but it donâ $\mathfrak{C}^{\mathbb{M}}$ t seem like it to me. All I needed

was a tie rod end. They said it had been redesigned and I could not just

buy a tie rod end I had to replace all of the parts for the steering. If

Chrysler is going to redesign the whole thing on a model that new,

they should furnish the parts. My bill ended up being almost \$1400.00.

That is not right when all I needed was a tie rod end. I own two businessâ \mathfrak{C}^{TM} s and need all my trucks running plus I had had it towed there

```
2005
 and 2006 I bought a 3500 truck my brother bought a 3500 truck just
like
mine and my dad bought a 3500 flatbed from Gupton. We have bought
numerous
vehicles there and I canâ\mathfrak{C}^{\text{TM}}t believe they would treat that good of
customer
 that way. All these trucks were diesel engines. With those hub
bearings I
did get a survey call and expressed my thoughts but nothing was ever
My air conditioner is not working right again but \hat{\text{la}} \in \mathbb{T}m just living
with it
 until I trade because it is not under warranty and I can not find a
decent
 service department for these vehicles. I just wanted to write and
let you
know how Gupton Motors were treating their customers. I am not at
all
 satisfied with this product. I have mailed you this letter with a
copy of
the receipt on the work\r\n\r\n\r\nSincerely\r\n\r\n
\n600
VIN:
Mileage:
Servicing Dealer:
Title:
First Name:
Middle
Last Na
Address
Address
City:
       Cottown
State:
       TN
Zip:
Email:
Work Ph
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so there wasnâ $\mathfrak{C}^{\mathbb{m}}$ t much to do but let them fix it and pay for it. In

RECEIVED DATE: 7/21/2009

POSTED DATE:

07/16/2009

LAST NAME:

VIN (LAST 8 DIGITS)

6G

CAIR#2

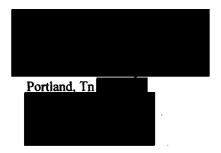
0000000

NON - SCANABLE ITEMS: CIRCLE ONE

NO

YES

I purchased a 2006 Dodge Ram 3500/Quad cab 4wd from Gupton Motors, in Springfield Tennessee, in May of 2006. Vin # 3D7MX48C16G I have had numerous problems with this vehicle. Since May of 2006 I have had it in the dealership for work at least 4 times. The first was in 2007 and the work was on the air conditioning and some other minor light problems at Gupton Motors. This was covered under warranty. In the beginning of 2008 I had 40000 miles on the vehicle and it developed a bad vibration which seemed to me to be in the drive train. I took the vehicle to Gupton Motors. They diagnosed the problem to be in the front hub bearings. I questioned them about this but they insisted that was the problem, which was not under warranty. They replaced the hub bearings and charged me just under \$1500 dollars. That was not the problem. I drove it home and it was no better. I did not turn around because I picked the vehicle up at closing. I called the next day and took it back down there. It was a bearing in the drive shaft which they fixed for free. My problem with that is front hub bearings are a lot higher to fix than the carrier bearing, but they offered no compensation outside of fixing it for free this time. In April of 2009 I had to have the vehicle towed because it would not start. I had it towed to Miracle Chrysler Dodge in Gallatin, Tn. It was a internal module which was under warranty. I had them service the vehicle while it was there. July 9 2009 the passenger side tie rod end broke and caused me to wreck. No major damage to the vehicle but it did scratch the paint on one side badly. I had it towed to Gupton Motors again since I had just had it serviced within three months at Gallatin and evidently they can't even do a service job. I also thought Gupton owed me one and would maybe give me a break on the price. They said they did but it don't seem like it to me. All I needed was a tie rod end. They said it had been redesigned and I could not just buy a tie rod end I had to replace all of the parts for the steering. If Chrysler is going to redesign the whole thing on a model that new, then they should furnish the parts. My bill ended up being almost \$1400.00. That is not right when all I needed was a tie rod end. I own two business's and need all my trucks running plus I had had it towed there so there wasn't much to do but let them fix it and pay for it. In 2005 and 2006 I bought a 3500 truck my brother bought a 3500 truck just like mine and my dad bought a 3500 flatbed from Gupton. We have bought numerous vehicles there and I can't believe they would treat that good of customer that way. All these trucks were diesel engines. With those hub bearings I did get a survey call and expressed my thoughts but nothing was ever done. My air conditioner is not working right again but I'm just living with it until I trade because it is not under warranty and I can not find a decent service department for these vehicles. I just wanted to write and let you know how Gupton Motors were treating their customers. I am not at all satisfied with this product.





Celebrating over 35 years of Customer Satisfaction

Chrysler · Dodge · Jeep

3450 Tom Austin Hwy. Springfield, TN 37172 Phone: (615) 384-2886

Nashville Line: (615) 726-0597

4502	ADVISOR JADE		74G NO	982	07/14/09	CHCS8223
1302	LABOR RATE 69.95	LICENSE ND.	MILEAGE		COLOR	STOCK NO.
	YEAR / MAKE / MODEL		3500 (INF RED/GRA DELIVERY DATE	DELIVERY MILES
OTTONTOWN, TN	06/DODGE T			120.5WB	SELLING DEALER NO.	PRODUCTION DATE
	3 D 7 M X	4 8 C 1	6 G P. O. NO.		R. O. DATE	
	COMMENTS				07/10/09	
						MO: 917
# 1 CHARGES						
OR	TECH(S):590		209.85		
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TIE ROD END BROKE RIGHT SIDE INSPECTED VEHICLE, REPLACED BOTH	TIF DAN FNDS ST	FFRING				
DAMPNER, PITMAN ARM AND GEAR BOX.	TEST DROVE	LLMING				
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1 52122370-AB DAMPE 1 68039930-AA ARM F	IRA SIE 1900150 IR STEER 190300 PITMAN 19027002 POWER S 190010 POWER 1081033	72.45	145.00 72.45	145.00 72.45		
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# 1 TOTALS		LABOF	}	209.85	i	
		PARTS	5	1001.20		
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# 2 CHARGES						
OR 2+45CHZ13 STEER/SUSP RECALL	TECH(S):590		WARRANTY		
RECALL-H46-STEERING LINKAGE RECALL	* * *					
INSPECTED, OK					ı	•
# 3 CHARGES	2 JOURNAL PREFIX	CHCS JOB#	2 TOTAL	0.00	•	
,,						
3+45CHZ05 2 WHEEL ALIGNMENT CUSTOMER REQUESTS 2 WHEEL ALIGNM	TECH(S):590		49.95		•
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MENTS						
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Celebrating over 35 years of Customer Satisfaction

Chrysler · Dodge · Jeep

DIGEORES

3450 Tom Austin Hwy. Springfield, TN 37172 Phone: (615) 384-2886

Nashville Line: (615) 726-0597

JSTOMER NO. 4502	ADVISOR JADE	566	9 82	107/14/09	INVOICE NO. CHCS82231
1332		CENSE NO. MILEAGE		COLOR INF RED/GRA	STOCK NO.
	YEAR / MAKE / MODEL		,	DELIVERY DATE	DELIVERY MILES
COTTONTOWN, TN	VEHICLE I.D. NO.	ICK/RAM 3500/QUAD	120.5WB	SELLING DEALER NO.	PRODUCTION DATE
	3 D 7 M X 4	8 C 1 6 G	В	R. O. DATE	
	COMMENTS			07/10/09	
	COMMENTS		·		MO: 9172
ECOMMENDATIONS	T SAFE				
[] CASH [] CHECK CK NO. [2]91]	: NB	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G	259.80 1001.20 0.00 0.00		
[] VISA [] MASTERCARD [] DISCOVER	_,★	TOTAL MISC CHG. TOTAL MISC DISC	12.99 0.00		
[] AMER XPRESS [] OTHER [] CHARGE	*	TOTAL TAX	124.22		
************************	*** T	OTAL INVOICE \$	1398.21		
THANKS FOR YOUR BUSINESS" CUSTOMER SIGNATURE					

THU 16 JUL 2009 PM

Chrysler Ciroup LLC P.D. BOX 21-8004 Auburn Hills, MI 48321-8004 RECEIVED DATE: 9/25/2009

POSTED DATE:

09/22/2009

LAST NAME:



VIN (LAST 8 DIGITS)

<u>5G</u>

CAIR

<u>00000000</u>

NON - SCANABLE ITEMS: CIRCLE ONE



YES

Tom Addis Dodge Inc. 314 Clayton Ave. • Coeur d'Alene, ID 83815 Phone 208-664-4000 • Toll Free in Idaho 800-648-1601

www.tomaddisdodge.com



www.tomaddisdodge.com) ·	JUGE
37370 3D7LS38C55G		06/14/07
YEAR MAKE MODEL RAM 3500 Q BLUE	Ti	07:36
MALES IN MALES OUT FIRST USE USC. 84055 84058 00/00/00		05ED 06/14/07
SEE ALSO	11	FITTER 2230 JOE P.
(1) CUST STATES RIGHT TIE ROD BROKE WHILE DRIVING-ADVISE FOUND DRAG LINK BALL JOINT BROKEN, ALL TIE RODS VERY LOOSE, U-JOINTS LOOSE, BALL JOINTS LOOSE, NOT CORRECT DAMPNER. REPLACED ALL TIE RODS AND DAMPNER. NOTE:STILL NEEDS FRONT AXLE U-JOINTS TEST DROVE OK (Tech:76) A	Labor T76 52106909AE (DAMPER) 1 5086144AC (TIE ROD) 1 5086143AB (TIE ROD) 1 5086145AC (TIE ROD) 1 . 5086146AC (TIE ROD) 1 Total Labor	518.32
(2) C/S COMPLETE 2 WHEEL FRONT END ALIGNMENT CHECKED AND SET FRONT ALIGN TO SPECS. (Tech: 60) A	Labor T60 Total Labor Total Repair (Customer)	
	Cash:	839.37

	W/C	INT.		CUSTOMER
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, includes any included and the seller hereby expressly disclaims all warranties either expressed or implied, includes any included and the seller hereby expressly disclaims all warranties either expressed or implied, includes any included and the seller hereby expressly disclaims all warranties either expressed or implied, included any included and the seller hereby expressly disclaims all warranties either expressed or implied, included any included an			Labor Parts Sublet Oil/Grease Sub Total Tax	289.95 518.32 .00 .00 .00 808.27 31.10
Page 1 of 1 Job 393 Reprint (1) 37370 Customer Copy			Total (Cash)	839.37

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

VIN (Last 8 Characters of Vehicle Identification Number)

Notification Code





5 G		F	144	
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	s sold to (ch] stolen neck one if applicat	,	
☐ Someone		a dealer (type or p	address¦is unknown. orint the new owner's	3
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Owner's title	(check one	if applicable):		
☐ Mr.	☐ Miss	☐ Mr. & Mrs.		
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Email Address				



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Chrysisp RECAIN

PO BOX 21-8007

お地域の一手地のの人

Auburn Hills, MT, 48321 - 8007

Amenda of the control of the control

RECEIVED DATE:

10/03/2009

POSTED DATE:

09/28/2009

LAST NAME:



VIN (LAST 8 DIGITS)

0000000

CAIR

18943762

NON - SCANABLE ITEMS: CIRCLE ONE



YES

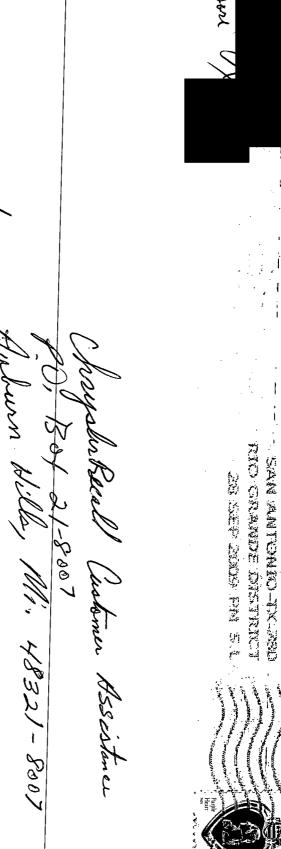
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AMOUNT:

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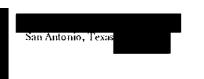
AMOUNT:

ORNELAS/GILBERT



Att. , Remalussemen

mor 18943762



CHRYSLER PO BOX 21-8004 **AUBURN HILLS MI 48321** November 2, 2009

Reference: Request for payment

Chrysler/Dodge,

We will be reimbursing our insured for damages sustained as a result of the loss listed below. Our investigation shows that your insured is responsible. This is notification that we intend to recover the amount we will be paying.

USAA policyholder:

Claim #:

Date of loss:

Loss location:

USAA tax ID:

Your reserence #:

October 24, 2009 Unknown, Arkansas

74-0959140 Your policyholder:

We ask that you not settle the claim with our insured without protecting our recovery rights.

If you need additional assistance, please call 1-800-531-8722. I, or one of my co-workers, will assist you.

Sincerely,

Saudia Rijo

Sandra C Rizo CENTRAL United Services Automobile Association SPECIAL INVESTIGATIONS



9800 Fredericksburg Road San Antonio, Texas 78288

IMPORTANT INFORMATION FROM USAA ENCLOSED

PRESORTED FIRST CLASS





USPOSAGE USPOSAGE NOVO 52009 ZIP 78288 21 654265

14X004 400XX

RECEIVED DATE:

10/26/2009

POSTED DATE:

10/20/2009

LAST NAME:

VIN (LAST 8 DIGITS)

7<u>G</u>

CAIR

0000000

NON - SCANABLE ITEMS: CIRCLE ONE

NO

YES

Clean Ser the road trivers down Rell out from under it. I recieved the Safely recall 1866 mopen steering linkage letter after the fact Vin 307KS28AX7G

Customers Order No. 2424 North Harrison Name D & L TIRE SERVICE & AUTOMOTIVE Address C. O. D. んこの DESCRIPTION Business 275-5117 BRAKES - FRONTENDS CHARGE Oil & Grease Fluids 「マククター」 ON ACCT. ころよ Sales Tax MDSE RET PAID OUT るろう Shawnee, OK 74804 3 Salos AMOUNT NABHOTE STOLLEN RELEASED BY WHOM MOHW AR GEGNNOOF COMMENTS: 3 B E TAG & A YEAR carrier or when services are performed under supervision of others. THE UNDERSIGNED authorizes listed services and authorized that car-rier is not responsible for loss or damage due to assembly boyand control of the

PRINTED NAME

STORAGE

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THE FACE ADDOCT

ROLLBACK

FUEL SURCHARGE HOBYT PARL

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AFTER HO

JACK'S WRECKER SERVICE

5800 NORTH KICKAPOO PHONE 405-275-5712

SHAWNEE, OK 74804 24 Hour Service

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TEN CETT ON YOU

AUBURN Hills mI 40 Box 21-8007

もののがいとものので 48321-8007

From:

To: customerassistre@chrysler.com Date: Fri Dec 04 14:00:00 EST 2009

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Customer concern/disatisfaction regarding 2005 Ram 3500 faulty part Comments:

I have a 2005 Dodge Ram 3500 four wheel drive truck, which I purchased new, $\,$

in a cash transaction from my local dealership.=20

Up until now, I have

been very happy with my truck. It has been reliable, which is why I was

shocked when the passenger side outer tie rod fell apart yesterday. Luckily, I was pulling into my driveway when it happened. If this had happened when I was on the highway, I would have been in an accident. Anyone involved in an accident caused by this part=92s failure could have

been seriously injured or killed.

I spoke to my local dealership on the

telephone today. They told me that the part is not the one under re-call,

and that it is not under warranty either. They also told me that $\ensuremath{\mathsf{I}}$ could

not purchase a replacement part by itself. They told me that there had been

so many problems with this particular part that it has been upgraded, and $\ensuremath{\mathsf{I}}$

need to purchase a replacement kit at a cost of more than \$300.

I am

very disappointed. When I made the investment of purchasing this truck, $\ensuremath{\text{I}}$

expected it to last. I was never notified of the problems regarding this

part. I was never given the opportunity to replace the part prior to its

failure. It shocks me that after I paid out my hard earned money to purchase my truck, my safety and the safety of the public were not important enough to the company or the dealership for them to inform me of

the potential hazards.

I am a working man, and this extra expense is a real hardship to me. I would like for you to reconsider my situation, and replace the faulty components in my truck.

Sincerely,

Sender Information:

Title: Mr

First Name:

Middle Initial:
Last Name:

From: customerassistre@chrysler.com

To:

Date: Tue Dec 15 11:05:02 EST 2009

Subject: Re: Chrysler Group LLC Customer Assistance

Dear :

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 ${\rm Ram.}$

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time and mileage limitations of the manufacturer's warranty.

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

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

H46

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

Thanks again for your email.

Sincerely,

Chris

Customer Service Representative Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19140565 EMAIL CASE NUMBER: 2386347

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM6779086I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Customer concern/disatisfaction regarding 2005 Ram 3500 faulty part Comments:

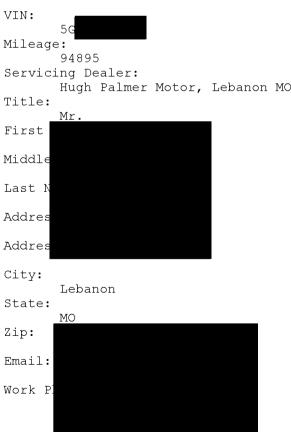
I have a 2005 Dodge Ram 3500 four wheel drive truck, which I purchased new,

in a cash transaction from my local dealership. Up until now, I have been very happy with my truck. It has been reliable, which is why I was

shocked when the passenger side outer tie rod fell apart yesterday. Luckily, I was pulling into my driveway when it happened. If this had

happened when I was on the highway, I would have been in an

accident. Anyone involved in an accident caused by this part's failure could been seriously injured or killed. I spoke to my local dealership on telephone today. They told me that the part is not the one under recall, and that it is not under warranty either. They also told me that I could not purchase a replacement part by itself. They told me that there had been so many problems with this particular part that it has been upgraded, and I need to purchase a replacement kit at a cost of more than \$300. I am very disappointed. When I made the investment of purchasing this truck, I expected it to last. I was never notified of the problems regarding this part. I was never given the opportunity to replace the part prior to its failure. It shocks me that after I paid out my hard earned money to purchase my truck, my safety and the safety of the public were not important enough to the company or the dealership for them to inform me of the potential hazards. I am a working man, and this extra expense is real hardship to me. I would like for you to reconsider my situation, and replace the faulty components in my truck. Sincerely, VIN: Mileage: 94895 Servicing Dealer: Hugh Palmer Motor, Lebanon MO





Reference # 19095563

November 24, 2009

Owens Turf Farm

To whom it may concern at Chrysler Company,

On the evening of November 13, 2009 an my way home from work, the steering linkage on my 2005 Dodge Ram pickup broke and caused me to completely lose control of the steering on my truck. I was in heavy traffic, driving 55 mph. And careened off the highway. I was very lucky to have avoided any serious injury to myself or anyone else.

After the accident, I found out that there is a recall from Chrysler on my 2005 Dodge Ram for the steering linkage. I did not receive any information of this recall, so I am now sending this complaint letter to get reimbursed for the damage that this accident has caused to my truck. The accident also caused the ball joints on my Dodge to be damaged and they also needed to be replaced. I am sending the bill for the repairs and also for the parts.

Please give this matter your immediate attention. This accident was caused by a Chrysler defect and I expect to be reimbursed for the total amount of the labor and parts which is \$996.05. Over the years I have owned over 5 Dodge vehicles and have been very satisfied with all of them and I would hate to see that change.

Thank You, Sincerely

Triple E Tire Co

1011 Isley Excelsior Springs, MO 64024

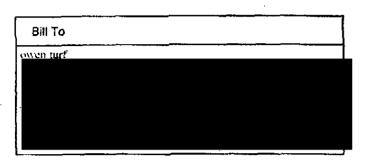
816-630-6060 fax 1-816-637-3811

Receipt

Reference # 19095563

Date	11/20/2009
receipt#	22196





Omens Turf Farm Ruddy Owens 216 South Kimball St Exclision Springs, 940 64024-1953

			Mileage	Vehicle	Payment metho	d Check#
				05 Dodge 350		
Quant	ity		Descript	ion	Rate	Amount
	repla right	ing damper ce 4 ball joir	parts parts parts ts, tie rod and dampe came apart cause exc	r labor cess damage to steering	40 500	0.00 90.001 0.00 40.001 0.00 500.00
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85-tch 11: 744 VISA ************************************	Invoice#: &	9602	Pd gr	41634	paid in cash	k carca
Batch W: 744 VISA REFERENCE 279 POT Code: 400021 Otal: Custom	Invoiced: 66 \$ 41 or copy	9602	\$	41634	paid in cash	\$705.00
Batch H: 744 VISA ANNOMENTALIZA ANNOMENTALIZA ANNOMENTALIZA ANNOMENTALIZA ANNOMENTALIZA	Invoiced: 66 \$ 41 or copy	9602	*	41634, 716,34		



816-630-7173

Regerence # 19095563

Advance | -- Auto Parts | -- -

Keep the wheels turning.

Store # 06969 (816) 781-8055 200 SOUTH 291 HMY.

LIBERTY

Mű 64068

11/17/2009

12:46:03

REG 01

Cashier: Timothy H.

ITEM	QTY	PRICE	TOTAL
		=====	2 52 2
BALL JOINT	S MODE	20516802	
K7467	1	\$82.99	\$82.99 71
LIMITED LI	PETIME RE	PLACEMENT	
BALL JOINT	S HODG	20516802	
K7467	1	\$82.99	\$82.99 T1
LIMITED LI	FETIME RE	PLACEMENT	
Su	b Total		\$165.98
11	Tax @	7.6000%	\$12.61
Ťo	tal		\$178.59

Transaction #1901

Owens, Turf Farm CARD TYPE: Visa

ACCOUNT #:***************

AUTH CODE: 571703

*6210 - AMOUNT: \$178.

Cardholder acknowledges receipt of goods and/or services in the amount of



Autozone 2368 1750 N. JESSE JAMES EXCELSION SPRINGS, MO (816) 637-3132

VDP PARK 2 @ 1/46.99 VDP PARTS PD # 012784 **#208098 1047460** 93.98 P 1047460 Duralast Fried Upper Ball Jami, EA SUBTRITAL 93.98 101AL TAX 2 7.600% 7.14 TOTAL 101.12 XXXXXXXXXXXXX6270 UISA 101.12 RPPROVAL # 011843

REG NO2 CSR NOT RECEIPT #549744 STR TRANS #903813 STORE #2368 DATE 11/17/2009 11:51

OF ITEMS SOLD 2

From:

To: customerassist@chrysler.com Date: Tue Jan 19 12:35:41 EST 2010

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Complaint about steering system on 2006 Ram 2500 Diesel.

Comments:

I am very concerned about the steering system in my 2006 $\operatorname{Ram}\ 2500$ Diesel

pick up. The steering system is very weak and seems unsafe. Last Friday

the right tie rod just fell off, luckily I was only traveling 30mph. $^{\mathrm{T}}$

bought my first Dodge PU in 1973 and have had four others since, and it

seems to me that the quality has gone way down since my first one. I $_{\rm am}$

unemployed right now and cannot afford costly break downs like what just

happened. This pick up has been service at only Dodge dealerships and they

seemed to have missed lubricating the tie rod ends as the one that fell off

was very dry. I have been a Dodge fan for years but after owning this

vehicle my loyalty is dwindling fast. You have a motor that lasts $300\ \text{to}$

400 thousand miles, why can't you make the rest of the vehicle to do the $$\rm ^{\circ}$

same??

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Wed Jan 27 16:05:14 EST 2010

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Gerald:

Thank you for contacting the Chrysler Customer Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and noted your VIN along with the vehicle's current mileage of 137,000 miles.

Your owners manual states the outer tie rods (on a 4x4) are to be lubricated at every oil change interval.

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

Thanks again for your email.

Sincerely, Tomas

Customer Service Representative Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19248065 EMAIL CASE NUMBER: 2403693

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk ID=KMM6827214I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Complaint about steering system on 2006 Ram 2500 Diesel.

Comments:

I am very concerned about the steering system in my 2006 $\operatorname{Ram}\ 2500$ Diesel

pick up. The steering system is very weak and seems unsafe. Last Friday

the right tie rod just fell off, luckily I was only traveling 30 mph.

bought my first Dodge PU in 1973 and have had four others since, and it

seems to me that the quality has gone way down since my first one. I $_{\rm am}$

unemployed right now and cannot afford costly break downs like what just

happened. This pick up has been service at only Dodge dealerships and they $\,$

seemed to have missed lubricating the tie rod ends as the one that fell off $% \left(1\right) =\left(1\right) +\left(1\right)$

was very dry. I have been a Dodge fan for years but after owning this

vehicle my loyalty is dwindling fast. You have a motor that lasts

300 to 400 thousand miles, why can't you make the rest of the vehicle to do the same??

VIN:
6J
Mileage:
137000
Servicing Dealer:

Servicing Dealer:

Title:
Mr.
First Name:
Middle
Last Na
Address
Address

City:
 Potwin
State:

KS Zip:

Email:
Home F

Outbound Follow up: Shok make

Amount: 526.32

Phone Number

CAIR # to Paperclip /72776/6

CUSTOMER #: 7J526702

77526 4WA

589549

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WILKES BAR	RE, PA				PAGE 1				
HOME:		CONT:N/A							
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5	Faicos	62ÅB STEERING	,				156.89		
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UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. WARRANT OF PROMISE FOR ANY WAY WITH ANY Solid notified assumes for a particular purpose. Salier notified assumes for a particular purpose. MISC. CHARGES LESS INS / DISC SALES TAX	ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	STATEMENT OF DISCLAIMER The lactory warranty constitutes all of the warranties with respect to the sale of this item/temp. The Seller hereby expressly disclaims all warranties alther express or implied, including any implied	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE	TOTALS
Item/norms. LESS INS / DISC SALES TAX	UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	warranty of morchantability or titiness for a particular purpose. Seller neither assumes nor outhorizes any other person to assume for it any liability in connection with the sale of this limitation.	MISC. CHARGES TOTAL CHARGES	

CUSTOMER #: 7J52€	702
•	
WILKES BARRE, PA	
HOME:	10
BUS:	CEI
COLOR YEAR	MA

589549

INVOICE

150 MOTORWORLO DRIVE WILKES-BARRE, PA 1870; 1670) 821-3730 1-800-437-8599 w.mprarworldmous con

DUPLICATE 1

	RRE, P	_		PAGE 2				
HOME:		NT:N/A CELL:		SERVICE ADVISOR	R: <u>2461</u> 6 BR	RET JOSEI	PH	
COLOR	YEAR	MAKE/MODEL		VIN	LICENSÉ		E IN/ OUT	TAG
'me' hate	07 I	OODGE RAM	l D	7K\$28C97J			/77526	T6197
DEL DATE	PROD, DA	ATE WARH EXP.	"PROMISED.""	PO No.		PAYMENT	INV.	DATE
06JUL07 D			21:00 26JAN	10		CASH	28JAN:	10
R.O. OPE	NED .	READY	OPTIONS:	ENG:5.9 Liter	Turbo Dies	el		
12.12 057	ANTIO	17.40 00 TAN						

13:12 25JAN10 (17:49 28JAN10 LINE OPCODE TECH TYPE HOURS

LIST TOTAL All vehicles we service receive a FREE wash from our (GREEN) car washer on the day of service...Weather Permitting All repairs performed with Aftermarket Parts are covered under warranty for 12 Months or 12 Thousand miles. Parts only

ACCI : \$48843165165844 RP: 051990 HAYE: NORTON GHOENGKER TOTAL TENER FOR USING 늄 Ε¥Ρ 13/E

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER The factory warranty constitutes ell of the warranties with respect to the sale of this item/tems. The Sellar hereby expressly disclaims all Sellar hereby expressly discretions all warranties either express or impied, including any implied warranty of inerchentability or fitness for a particular purpose. Sellar neither assumes nor authorizes any other person to assume for k any listility in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	225.84
PARTS AMOUNT	270.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	497.04
LESS INS / DISC	0.00
SALES TAX	29.82
PLEASE PAY THIS AMOUNT	F26 06

526,86

Business Link"

CUSTOMER #: 10010180

116731

INVOICE

CHRYSLER - DODGE - JEEP 1045 KINGS HIGHWAY . SWEDESBODO

WILKES BAR	RRE, PA CONT:N/A	PAGE 1		67-22	O O O
HOME: BUS:	CELL:	SERVICE ADVISOR	: 3548 ROB	NTCHOTO	
CÓLOR	YEAR MAKE/MODEL	NIV:	LICENSE	MILEAGE (DAT TUO VM
BLUE DEL DATE	07 DODGE BR2500 PROD. DATE! WARR EXP. PROM	1D7KS28C97J	BATE	63724/6 PAYMENT	3726 INV. DATE
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7.0, GPB	уер я ЕАДУ ОРПО	NS: DLR:UNK ENG:5.	9_Liter_Tu	rbo_Diese	1
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1	53032700AB FILTER	********	28.00	24.70	24.70
CUSTOMER 1	PAY HAZ WASTE REMOVE FOR	REPAIR ORDER			1.00

****** THANK YOU AND HAVE A ***** PRESTERNACEENT DAYMERTETTER

÷ <u>ئ</u>يد تو Spipti (194-lidige leep 1945 Plucs Higher Spectsbood, an object 856-467-2289 ALEGISACOTA: Salt ≘ % Mar.J. J. J. 15:

I heroby authorize the repair work herein set forth to be done along with the necessary monerial and agree that you are not responsible for loss or damage to vehicle or emicles left in vehicle in case of fire, then or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts stripments by the supplier or transporter. I hereby great you and/or your employees bermission to operate the vehicle herein described on surests, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby scknowledged on above vehicle to secure the amount of recking herein. An express mechanic's light is horeby approvided on this car of truck to secure the amount of any charges for work not covered by Chrysler Corporation's warranty.

XCUSTOMER SIGNATURE

! HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The fectory warranty constitutes all of the warranties with respect to the sale of this item/items. The Saler hereby expresely discisions all warranties either express or implied, including any implied warranty of merchaniability or fitness for a particular purpose. Seller neither essumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	111.29
PARTS AMOUNT	24.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	136.99
LESS INSURANCE	0.00
SALES TAX	9.59
PLEASE PAY THIS AMOUNT	146.58

Business Link*

FIVE STAR

7.52

CUSTOMER #: 10010180

117063

INVOICE

CHRYSLER · DODGE · JEEP

1945 KINGS HIGHWAY • SWEDESBORO

WILKES BARRE.			P.	AGE 1	4	67-22	200	, .
HOME:	CONT:N/A		CEPVIC	E ADVISOR:				
BUS:	CELL:		SERVIC			HARD J T		
COLOR YEAR	MAKE/MODEL	· ·		VIN	LICENSE	MILEAGE	IN/ JUT :	TAG
BLUE 07	DODGE BR2500		1D7K528			65496/	65501	
DEL DATE PROD	DATE WARR, EXP.	PROMIS	€ D	PO NO.	RATE	PAYMENT	INV. DAT	E
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73	48 CP 7.50	 -=-	•			539.25		
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1 5212	2370AB DAMPER				146.00	98.00	98.0	00
1.6803	9930AA ARM				74.70	54.00	54.0	סכ
3 6509	623AA NUT				1.70	1.25		75
	*****	******	*****	****	*****		_,.	-

I hereby outhorize the repair work nerein set forth material and agree that you are not responsible to: loss withink in case of fire, theft or any other cause beyond the analysis cause of parts or delays in parts disjunctes by the supplier or vaneporter. I hereby by unavailability of parts or delays in parts disjunctes by the supplier or vaneporter. I hereby brain you and/or your employees permission to operate the vehicle to repetite on experts, highways or elsewhere for the purpose of tissing and/or inspection. An express mochanic's light is hereby acknowledged on this car or much to accurate the amount of any charges for work not covered by Chrysler Corporation's warranty.

CUSTOMER PAY HAZ WASTE REMOVE FOR REPAIR ORDER

XCLISTOMER SIGNATURE.
I HERSBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO DOMPLETE THE REQUESTED REPAIRS.

X CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this lenditerns. This Seller hereby expressly diacleims all warranties either express or implied, including any implied warranty of methantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	539.25
PARTS AMOUNT	380.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.62
TOTAL CHARGES	92762
LESS INSURANCE	0.00
SALES TAX	64.93
PLEASE PAY THIS AMOUNT	992.55

® Business*Link*™

FIVE STAR

CUSTOMER #: 10010180

117203

INVOICE

CHRYSLER - DODGE - JEEP

1945 KINGS HIGHWAY - SWEDESBORO WILKES BARRE, PA PAGE 1 HOME: CONT:N/A BUS SERVICE ADVISOR: CELL 3565 RICHARD COLOR MAKE/MODEL MILEAGE IN/ OUT TAG DODGE BR2500 <u>66215/66218</u> PROB. DATE WARR EXP. DEL DATE RATE PAYMENT INV. DATE 25MAY07 DD29JUL06 :00 10SEP09 99.99 CASH R.O. OPENED READY OPTIONS: DLR:UNK ENG:5.9_Liter Turbo_Diesel 08:18 28AUG09 15:56 10SEP09 LINE OPCODE TECH TYPE HOURS LIST TOTAL A C/S STILL HAS SAME VIBRATION IN STEERING WHEEL CAUSE: BALL JOINTS 0208 *** SUSPENSION 4** 7348 CP 0.00 0.00 **Q.GO** 1 5086672AH BALLJOINT 185.00 165.00 165.00 1 5086674AB BALLJOINT 163.00 145.00 145.00 REPLACED LEFT SIDE UPPER AND LOWER BALL JOINTS ******* B** VIBRATION IN FRONT ENG. 0200 *** SUSPENSION *** 7348 INTP 3.50 (N/C)CUSTOMER PAY HAZ WASTE REMOVE FOR REPAIR ORDER 6.20 章章 Herring Pres 180

I hereby authorize the repair work flarein set forth to be done stong with the tiscessary material and egree that you are not responsible for loss or damage to vehicle or etiples left in vehicle in case of tire, then or any other cause beyond your control or for any delays tagged by unavertability of parts or delays in parts shipments by the supplier or transported, i hereby gront you and/or your employees parnission to operate the vehicle herain described on stroats, highways by elsewhere for the purpose of testing and/or inspection. An express mechanic is ten is hereby acknowledged on above vehicle to eccure the amount of repairs toronto. An express mechanic's limits hereby acknowledged on this car or truck to stroug the amount of gry charges for work out covered by Chryster Corporation's warranty.

XCUSTOMER SIGNATURE

1 HERESY WAIVE WY RICHT TO RECEIVE A WAITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

X
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty consultance all of this warranties with respect to the rade of this itembranes. The Sollar hardry expressly disclotted of warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, Sellar neither assumes not authorizes any other porsont to essuring for it any liability or connection with the sale of this hamiltans.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	310.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC, CHARGES	6.20
TOTAL CHARGES	316,20
Less insurance	0.00
SALES TAX	21.70
PLEASE PAY THIS AMOUNT	337.90

RECEIVED DATE:
02/22/2010
POSTED DATE:
2-18-2010
LASTNAME
VIN (LAST 8 DIGITS)
97
CAIR
0000 0000
NON - SCANABLE ITEMS: CIRCLE ONE
NO YES

*





NO PAYNÉ. NO GAI

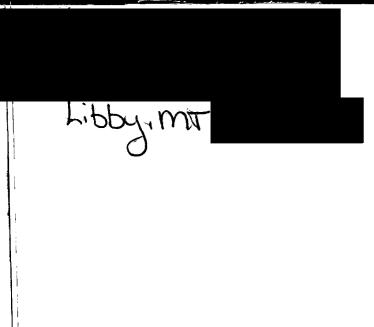
PHONE: (800) 793-2680 / (406) 293-7735 FAX: (406) 293-3240
HYDRAULIC REPAIR – INDUSTRIAL SUPPLY
TRUCK & TRAILER PARTS – SHOP SERVICES
PAYNE1677@FRONTIERNET.NET

02-17-10

I wish to report a serious flaw in the steering apparatus of the 2007 Dodge Ram 3500 vehicle #3D6WH46A97 For the second time in 114,000 miles, the connection between the steering wheel and the front wheels was lost. The first time was resolved under warranty by replacing steering linkage ABD Dampener Assembly. The second time the ball stud snapped off and warranty was refused. The diameter of the ball stud where it broke off measures less than 5/8" inch. My question is what kind of engineering expertise allows this fragile link in the steering system of a 12,000 gross weight vehicle. This is the ball stud one would expect to find on a small car not a one ton truck. That our truck did not crash when steering was lost on both of the described occasions can only be attributed to sheer luck. When relating our concerns to the product quality official of your company we were told that this is a unique failure and no other reports had been received. I find this odd when considering our own experience plus two other similar instances of Dodge steering failure just in our small community. You guys have a problem. I suggest you recognize it and fix it.

Barring an acceptance of responsibility for this obvious product flaw and a fix for it, I can assure you we will not be buying more Dodge products. The vehicle in this discussion has never been driven off highway and has not been abused in any way. IT has been driven by the same driver who has worked for us as outside salesman for 6 years without a single accident.







016H26518048

Chrysler Customer Assistance Centul P.O. Box 21-8004 AUBURN Hills MI

11.11.11.11.11.11.11.11.11.11.11.148321-8004

RECEIVED DATE:

4/29/10

POSTED DATE:

4/26/10

LAST NAME:

VIN (LAST 8 DIGITS)

7G

CAIR

19038005

NON- SCANABLE ITEMS: CIRCLE ONE YES NO

Ridgway, Pa January 30, 2010

Chrysler LLC Recall Center Chrysler LLC P.O. 21-8007 Auburn Hills Mi, 48321

Dear: Chrysler LLC

I got a recall note's in the mail. And the Recall is an H-46 recall. I talked with the Dealer about it. And we had all the Recall item. Re-placed. Back on 6/9/09 Because it fell off when I was driving the Ram-2500.

I was driving it on a main Highway. And your Right Front Tie Rod End Broke. And the dealer is telling me, you should be getting your money back from this bill. They should pay you back without a problem. Since it's a recall part.

Here is a copy of the dealership's bill that I had to pay. How do I get reimbursed for it?? Ref:19038005

Sincerely,

Kelly Chrysler Jeep Dodge

Brookville, PA 15825 (814) 849-2277

	421	3 D 7	KS28A07	COLOR					TIME IN	06/09/09
07	DOI	DGE	RAM 2500 Q	Mineral Gr	BIDG/	VAY PA			I I I I I I I	08:00
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	DAMAG					2362AE	(STEERIN	•		313.00
				RM/STABILIZER		2370AB	(DAMPER)			145.00
		/ COMPLET	E STEERING LIN	KAGE. ROAD TES			(NUT)	1		.42
	OK.					9930AA	(ARM)	1	40.00	72.45
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			Labor Time	40	0	d	40	=		
						1	226 05	71.8%		
			Total Labor	226.95	.00	.00	226.95	/1.0%		
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	W/C	-/ INT		CUSTOMER
	.00	.00	Labor	226.95
	.00	.00	Parts	530.87
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			Warr Deduct	.00
	.00	.00	Paint & Materi	.00
	.00	.00	Oil/Grease	.00
	.00	.00	Less Disc.	.00
·	.00	80.00	Total	757.82
Page 1 of 1 Printed 1 time(s)	.00	.00	Tax	45.47
	.00	.00	Tax2	.00
16421 Job 16421	.00	.00	Tire Tax	.00
VIEW R/O	.00	80.00	TOTAL (CASH)	803.29

JOHNSTOWN PA 159 Ridgway la 26 APR 2010 PM 1 T Chrysler LLC Recall Center P. U. 21-8007 Auburn Hill ni 48321 البران المناب المتعالم المتعال **RECEIVED DATE:**

5/13/10

POSTED DATE:

<u>5/7/10</u>

LAST NAME:

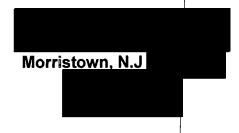
VIN (LAST 8 DIGITS)

<u>6G</u>

CAIR

19526411

NON- SCANABLE ITEMS: CIRCLE ONE YES



May 6, 2010

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

RE: Safety Recall H46
VIN 6G

To whom it may concern:

I'm writing with regard to the above referenced safety recall. On March 15th while driving in the left lane on Highway 78 in NJ, my truck started to veer left while the wheel was being held straight. I had to turn the wheel almost a full turn in the opposite direction just to keep the truck in the lane. After a few miles I was able to move from the left lane over to the breakdown lane where I applied the brakes and the truck "jumped" and rattled to a stop. I slowly moved the truck forward another 200 feet or so for safety reasons and then got out to inspect. The tie rod connection had disconnected on the right side.

The Tie Rod Damper was replaced by Warnock Dodge on March 17th, 2010 at a cost of \$855 (see the attached receipt). I strongly believe that this should have been covered under this recall and that I should be reimbursed. I am fortunate that an accident was avoided but am concerned that it could happen again! Warnock has subsequently informed me that the replacement parts were not part of the recall.

You may contact me at if you have any questions.

Thank you in advance for your assistance.

Sincerely



WARNOCK DODGE, JEEP, CHRYSLER

175 ROUTE 10 EAST EAST HANOVER, NJ 07936

SERVICE ADVISOR CURTIS THOMAS		PHO	NE: (973)	515-0800		
WHEPAIR ORDER OF THE PROPERTY	DENTIFICATION CUST, NO.	TAG NO.	P.O. NO	NVOICE PRINTED	INVOICE NO.	
					74848	
		2000 2000000 of 5 > 1 65 - 7 AV 400				
TIME IN TIME READY YEAR MAKE & MODI	t telephone no.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A	<u> </u>
08:18 15:00 06 DODGE 2500		VAR:	I 23FEB06	3466	3466	
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119644 119654 HE1726	LIST/UNIT NET/UNIT T	D7AL				
A World Class Inspection complet	e inspection,	DIAL	⊔∩ 1 '4343	9888FSED\/	ICE	
Please see your Know Your V			WARNOCK	DODGE, INC.		
and return your vehicles ba	ck to like new			ROUTE 10 IVER, NJ 07936		
27PT World Class Inspection	complete	ne messive ne si		884-2100	·	
inspection, Please see		27.334	Merchant ID: 110000	adoore		
Vehicle Report and retu	rn your		Term ID: 005		ef #: 002	
vehicles back to like n				_		
8883 (IOM) 644		(N/C)	Sa	ale	•	
B CUST STS CAR TOWED IN SUSPENSI 12 REPLACED THE TOD PAKAGE		La Partiri Maria				
12 REPLACED THE TOO PARAGE		10.97	XXXXXXXXXXXXX8239)	
1 52122362AE STEERING		45 05		Catan Mathe	1. 6.4 1	
8 6505623AA NUT	1.70 1.70	5.10	MASTERCARD	Entry Method	i: pathed	
1 52122370ABCDAMPER	146.00 146.00 1	46.00	03/17/10		14:41:02	
FLANGE LOCK	1.35 1.35	1 35				
C 917-295-1960			Inv #: 000002	Appr Code	: 072449	
C24É ALIGN FRONT SUSP.		Simulation of	Approd: Online	Batch!	: 009052	•
8883 CUSM	89.95	89:951	Cust Ref #:74848	DUCTION	7	Z
D CHECK FOR OPEN RECALL ON VIP	ABBU KALAGUA SIBA ABBU MARAB	g) ex (400, 44			7	5
8883 IO	avita sakratiki i Historik kollakti kerapatan tertabah sulah kerapatan pertabah s	(N/C)	Total:	\$	855,27	TM .
		55.95		** -		
** PRE-INVOICE **	Liverian de la companyación de la companyación y companyación de la co	TALS	•			
INSTALLATION OF GENUINE	DARTO AMOUNT	00-92		wer_Copy	dor	ne
MOPAR PARTS WARRANTIED FOR	PARTS AMOUNT 4 GAS,OIL, LUBE	98.40			e no	
12 MONTHS OR 12,000 MILES WHICHEVER	SUBLET AMOUNT	0.00 deta	ys in parts shipmen	ts by the supplie	ts	or
COMES FIRST.	MISC. CHARGES	0.00 here	eby grant you and/or y vehicle herein describ	our employees ped on streets, hig	ermission to opera	ate ere
SEE ADVISOR FOR DETAILS		99.32 med	the purpose of test chanic's lien is hereby	acknowledged		
	LESS INSURANCE	0.00	are the amount of repa	ers thereto.	OPY HEREOF.	
WINNER OF THE PRESTIGIOUS	SALES TAX PLEASE PAY	55.95			DET MEREUF.	
CHRYSLER 5 STAR AWARD	R02224	55.27				
FOR EXCELLENCE						=
FREE						
EXTERIOR CAR WASH						
WITH YOUR NEXT						
SCHEDULED MAINTENANCE SERVICE*	3					
DOESN'T APPLY TO TRUCKS						ļ
OR CONVERSION VANS						
VALID 120 DAYS FROM INVOICE	VAI A		100			
INVOICE MUST BE INTACT	TV F		IVI			

MORRISTOWN, NJ

WARNOCK THERE REALLY IS A DIFFERENCE!

5	-10	_	ەر	ı	(
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PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

JIF ANY OF	THE FOLL	.OWING	CONE	DITIONS APPLY /
VIN (Last 8 Cha		ehicle	Not	ification Code
$\mathbf{L}G$				146
This service wa applicable):	as previous!	y performe	ed on m	ny vehicle <i>(che¢k one i</i>
□ My vehicl ⊈ My vehicl				
This vehicle wa ☐ scrapped	is (check one E	e <i>if applica</i> ∃ stolen	ble):	□ exported
☐ Someone	or someone	whose na	me and	able): address is unknown. print the new owner's
Date of sale:			_	/
				he new owner's name ess if it has changed):
Owner's title ☐ Mr. ☐ Mrs.	☐ Miss	☐ Mr. 8	,	│ □ Dr. │ □ Business
First Name				MI
Last Name				
Street Address				
			/	
City				
State		-	Zip Co	ode
Email Address_			/	

DV DANIELS NO OP WARRED VAN SEL MORRISTONN, NJ Chrysler Recull Costfore Asstrace PO. Box 21-80 PMAY Auburn Hills, MI 48321-8007 48321\$8007 Milderlandlanderdlandlandlanderd

RECEIVED DATE: 7/14/10 POSTED DATE: LAST NAME: VIN (LAST 8 DIGITS) CAIR#

NON-SCANABLE ITEMS:CIRCLE ONE

NO

YES



A TRADENAME OF DODGELAND OF RICHLAND LP 190 GREYSTONE BOULEVARD COLUMBIA, S.C. 29210

(803) 256-3634 • 1-800-642-1038 service@dodgelandofcolumbia.com

> CELL: 407-468-0136 DOCS343892

> > PRODUCTION DATE

MO: 68580

STOCK NO. DELIVERY MILES

CUSTOMER NO. 84078	ADVISOR CHASE	725 TAG NO.	3156	04/30/10
	LABOR RATE	LICENSE NO. MILEAGE	1	OLOR
		UCK/RAM 3500/MEGA	160.5WB	ELIVERY DATE
OVIEDO, FL	4	4 9 C 7 6 G		LING DEALER NO.
	F. T. E. NO.	20 P. G. NO.	, n	04/30/10
BUSINESS PHONE	COMMENTS			
TOTALS				
**************************************		********		IMPOR
* 07/30/2010 / 403 MI 62DOZ DO NOT		******		MAN RECEIVE
************************************		TOTAL LABOR	289.95 479.33	THE MANUFACT
***** WE AT DODGELAND OF COLUMBIA *****		TOTAL SUBLET	0.00	CANNO "COMPLETELY SA QUESTION
**** APPRECIATE YOUR BUSINESS *****		TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	20.88 0.00 34.57	PLEAS
***** THANK YOU !! *****		TOTAL INVOICE \$	824.73	DODGE

THE SERVICE DEPT DIRECT LINE 803-256-3634.				DISCLAIMER
BILL K. EXT 3071 KELLY B. EXT 3045 DAMON M. EXT 3036	* * <u>*</u>			The only warranti
			1	these parts are manufacturer. Do
CUSTOMER SIGNATURE			\ 1	hereby expressly ties, either expres
1 1	•	1	1 1	any implied warra



LAIMER OF WARRANTIES

nly warranties, if any, applying to parts are those offered by the acturer. Dodgeland of Columbia expressly disclaims all warranther express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or accessories. Buyer shall not be entitled to recover from Dodgeland of Columbia any consequential damages, damage to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. SEE REVERSE FOR DETAILS OF MOPAR WARRANTY.

Thank You!

CC619401 Q

PAGE 2 OF 2

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CUSTOMER COPY

[END OF INVOICE] 05:15pm

OLUMBIA SC 29210

| Merchant ID: vo. 2 | 11102 | | Perm ID: 102270.6 | | Perm ID: 33

Sale

***********9478

VISA Entri Method . - J

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Total:

04/30/10

Inv #: 343892 Appr Code: 88181 Approd: Online Batch#: 008623

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Copy



1749 Airport Blvd. Cayce, SC 29033 (803) 794-5060 TOWING SERVICE

20266



Date Time Requested By Call No. 4/30/10 Z:25Ph Mrshl 1409B Phone	
Phone	
Phone	ł
Parole Design Hard	
Proof Down II.	
Break Down Location	
I-26W X104	
Year Make Model Color	
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Tow Destination	
DODGETAND 190 GREYSTONE BLVD	
Payment: Cash Check (#) Visa Master Card	i
On Account PO#	
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Remarks	
Hook Up	\$
Mileage /	\$ 15.00
Storage \$ a day	\$
Labor	\$
	\$
Operator's Signature & # 19 Total	\$5. d

CHRYSLER GROUP LLC

CIMS 482-00-85 PO Box 218008 Auburn Hills Mt USA 48321-8008 Address Service Requested PRESORTED STANDARD U.S. POSTAGE P A I D PERMIT #2655 DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

*******AUTO**3-DIGIT 327 3/344

6G224006

H46

0138686

CHULUOTA, FL

0138686/#42606 / H46

Cru Asita (enter Po Box 21-8007 Aburn Hills Mich. 48321-8007



A TRADENAME OF DODGELAND OF RICHLAND LP

190 GREYSTONE BOULEVARD COLUMBIA, S.C. 29210

(803) 256-3634 • 1-800-642-1038 service@dodgelandofcolumbia.com

> CELL: 407-468-0136 DOCS343892

> > STOCK NO.

DELIVERY MILES

PRODUCTION DATE

MO: 68580

	ł		. 1		CEL
CUSTOMER NO. 84078	ADVISOR CHASE		725 TAG	3156	04/30/10
0.07.0	LABOR RATE	LICENSE NO.	MILEAGE	68,578	COLOR
	YEAR / MAKE / MODEL				DELIVERY DATE
OVIEDO, FL	06/DODGE T	RUCK/RAM	3500/MEG	4 160.5WB	NG DEALER NO.
OVILDO, 12	VEHICLE I.D. NO. 3 D 7 M X	4 9 C 7			
	F. T. E. NO.		P.O. NO. 20 .		R. O. DATE 04/30/10
RESIDENCE PHONE BUSINESS PHONE	COMMENTS				
407-468-0136		 			<u> </u>
LABOR & PARTS RECALL CAMPAIGNS RECALL CAMPAIGNS	TECH(S	:20	7945 I.V.	WARRANTY	
PERFORM RECALL H46 STEERING LINKA PER CHRYSLER RECALL CAMPAIGN	aL.				IMPOF
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J# 2.02DOZ J FRONT SUSPENSION C/S RIGHT FRONT TIE ROD END BROKE	TECH(S	5) 20 NADVISE		220.00	OUESTI PLEAS
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REPLACED TRACK BAR ASSY AND STABI					DODGE
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JOB # 2 1 6502835 NUT H	EX F 1/015030	JOB # 2 TO	0.33 TAL PARTS	0.33 479.33	DISCLAIMER
	JOB # 2	TOTAL LARC	OR & PARTS	699.33	The only warrant these parts are
J# 3_01D0Z23 23_POINT INSPECT		1			manufacturer. Do
23 POINT VEHICLE CHECKUP	L. C. BELLIC	s):20 ६ ५; ०;३	All to the Market of the	0.00	hereby expressly ties, either expres
E 23.POINT	•				any implied warra
	TOTTON		INIT DDICE.		neither assumes
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	JOB # 3	B TOTAL LABO	OR & PARTS	0.00	accessories. Buy
J# 4+01D0Z33ALTESCO_4 WH ALIG				:	
ALTESCO FOUR WHEEL ALIGNMENT	, w s. · ILOH(.	77.4°€.♥' #1.000 %#	mangangan di kalendar mengenjakan di ¹⁹⁴	1987 PRESULT - 20 .	property, damage of time, loss of pr
PERFORM ALIGNMENT. COMPLETE FOUR WHEEL ALIGHNMENT.					other incidenta
PARTSQTYFP-NUMBERDESCR	IPTION		INIT PRICE-		REVERSE FOR WARRANTY.
		JOB # 4 TO	TAL PARTS	0.00	
•	JOB # 4	4 TOTAL LABO)r & Parts	69.95	
MISCCODEDESCRIPTION		CONTROL I	10		
JOB # A 1B COMPLIANCE/ENVIRONMENTAL JOB # A 1A ADM FE				4.93	
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COMMENTS	= 07 M		AL - MISC	20.88	Thai
TH TOAKETT					
RECOMMENDATIONS					
	\$****************	-			}
R. ·		4			
PAGE 1 OF 2 CUSTOMER COPY	•	CONTINUED O	ON NEXT PAGE]	05:15pm	l



DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to these parts are those offered by the manufacturer. Dodgeland of Columbia hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or accessories. Buyer shall not be entitled to recover from Dodgeland of Columbia any consequential damages, damage to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. SEE REVERSE FOR DETAILS OF MOPAR WARRANTY.

Thank You!



Name & Address Hi

Hilton

230 Greystone Blvd. • Columbia, SC 29212 Phone (803) 239-4663 • Fax (803) 239-2700 Reservations

www.homewood-suites.com or 1-800-CALL-HOME

OVIEDO, FI

Room 511/KSTN Arrival Date 4/30/2010 2:49:00PM Departure Date 5/1/2010 8:41:00AM

Adult/Child Room Rate 1/0 129.00

RATE PLAN HH# AL: CAR: LV2

Fosio

CONFIRMATION NUMBER:

5/1/2010

PAGE

- -

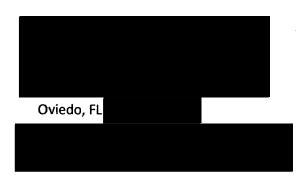
PAYMENT DUE UPON RECEIPT - 1.5% PER MONTH INTEREST CHARGE WILL BE APPLIED TO ALL PAST DUE INVOICES.

H	HHONORS HILTON WORLDWIDE

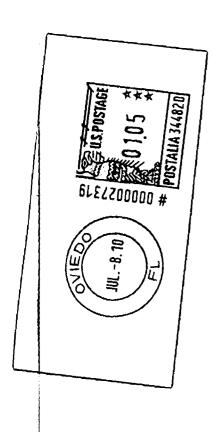
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5/1/2010	367648	VS *4026	**BALANCE**	\$143.19)	CONRAD
ROOM & TAX DAILY TO		EXPENSE REPORT SU 0 00:00:00 STAY TOTAL \$143.19 \$143.19 \$143.19 \$143.19	JMMARY		Hilton
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ACCOUNT NO VS *4026			DATE OF CHARGE 4/30/2010 2:50):00P 10 NO./CHECK NO.	Hamplon)
CAR ESTABLISHMENT N	O. & LOCATION	ESTABLISHMENT AGREES TO TRANSMIT TO CARD HOLDER FOR PAYMENT	AUTHORIZATION 494205 PURCHASES & SERVIC	INITIAL	HOMEWOOD SUITES Hiller,
			TAXES TIPS & MISC.		номе
CARD MEMBER'S SI		HIS CARD SHALL NOT BE RESOLD OR RETURNED FOR A CASH REFUN	TOTAL AMOUNT	-143.19	(U) Hillon Grand Vacations

Attention: Chrysler Recall Reimbursement

I am writing this letter in response to a recall I received for my 2006 Dodge Ram pickup truck. I have already paid in full for all necessary repairs and am requesting that I be reimbursed for these charges. I had previously received a recall and proceeded to take the truck to the local dealership for any repairs. This dealership in question was Greenway Dodge in Orlando, FL. They informed me that my vehicle was not included in the recall and that no repairs were necessary. Less than six months later I decided to take this truck on a road trip from Orlando, FL to Gatlinburg, TN for a vacation. Along Interstate 20 in Columbia, SC I lost all steering and was headed towards a concrete barrier at nearly 75 mph due to the tie rod end breaking off. The truck was towed to the nearest dealership which was DodgeLand of Columbia where all said necessary repairs were completed. I have also included copies of bills for other expenses caused by this situation, such as the towing expense and the invoice for the one night stay at the only hotel within walking distance. This unfortunate experience not only endangered the lives of myself and my passenger but also financially ruined a long planned vacation. I am hopeful that I will be treated fairly within this process and that I will be refunded the full cost of repairs for my vehicle.



Oviedo A



Chrysler Recall Custamer Service Asst. Abburn Hills, MI 48321-8007
HHENHON: Reimbursemeine P.O. Box 21-8007

From:

To: customerassist@chrysler.com
Date: Mon May 24 15:51:56 EDT 2010

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

2006 ,3500 Dodge Ram, upgraded left tie rod end broken Comments:

Friday May 14, 2010 while driving my truck the left tie rod disconnected

away from the wheel hub, and the truch came to a halt because the tie rod

end punctured through my left tire and blew it out. I had it towed to the $\,$

dealer. The linkage on the truck is the new upgraded linkage that was installed before I purchased the truck last year. I am concerned that this

is an upgrade, and had I been going faster, I could have wrecked the truck

and very possibly hurting or killing someone or myself. As it stands it

liioks like will have to come out of pocket for the wrecker, the repairs/alignment to the truck and a new front tire. I would hope that

Chrysler Dodge would stand behind their upgrades on these trucks. I $^{\mbox{\scriptsize am}}$

scared that if this happened once, it could happen again also. Please can

you help me with the costs that I will be enduring on this problem that

should not have occured on new parts/upgrade.

I will appreciate your

immidiate response.

Sincerely,

Sender Information:

Title: Mr
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com

To:

Date: Mon May 24 16:57:13 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Rocky:

Thank you for contacting the Dodge Customer Assistance Center requesting assistance with the repairs of your 2006 Dodge Ram.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

Please contact your dealer for further resolution. They will be happy to assist you.

Thanks again for your email.

Sincerely,

Nicole

Customer Service Representative Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19575255

EMAIL CASE NUMBER: 2458175

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk ID=KMM6971376I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

2006 ,3500 Dodge Ram, upgraded left tie rod end broken

Comments:

Friday May 14, 2010 while driving my truck the left tie rod disconnected $% \left(1\right) =\left(1\right) +\left(1\right) +\left$

away from the wheel hub, and the truch came to a halt because the tie rod

end punctured through my left tire and blew it out. I had it towed to the

dealer. The linkage on the truck is the new upgraded linkage that was

installed before I purchased the truck last year. I am concerned that this

is an upgrade, and had I been going faster, I could have wrecked the truck

and very possibly hurting or killing someone or myself. As it stands it

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Chrysler Dodge would stand behind their upgrades on these trucks. I $_{\mbox{\scriptsize am}}$

scared that if this happened once, it could happen again also. Please can

you help me with the costs that I will be enduring on this problem that $% \left(1\right) =\left(1\right) +\left(1\right) +\left($

should not have occured on new parts/upgrade. I will appreciate your

VIN:		
Mileage	66 ∋: 57000	
Servici	ing Dealer: Finnegan Chrysler/Rosenberg,	ጥሂ
Title:	Mr.	1 2 2
First 1	Vame.	
Middle		
Last Na		
Address		
Address		
City:	Rochmond	
State:		
Zip:	TX	
Email:		
Work Pl		

RECEIVED DATE:

5/26/10

POSTED DATE:

5/21/10

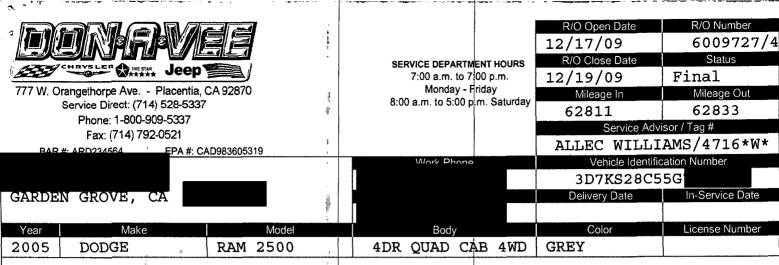
LAST NAME:

VIN (LAST 8 DIGITS)

CAIR

0000000

NON- SCANABLE ITEMS: CIRCLE ONE YES



	1.			
DESCRIPTION OF SERVICE AND PARTS			· · · · · · · · · · · · · · · · · · ·	AMOUNT
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#10 -00: MAINTENANCE CREDIT FOR COUPON ON LOF Work performed by CHUCK SPE Sub Total: -22.65	ENCER	(828)		-22.65
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and the second s			-	
•				
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby author		LABOR		1004.77
work hereinafter to be done along with the necessary material and agree that you are ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft,	or any other	PARTS		1067.76
cause beyond your control or for any delays caused by unavailability of parts or de shipments by the supplier or transporter. I hereby grant you or your employees p	lays in parts	DEDUCTIBLE		.00
operate the vehicle herein described on streets, highways, or elsewhere for the purpo	se of testing	SUBLET	· · · · · · · · · · · · · · · · · · ·	.00
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehi the amount of repairs thereto."	cle to secure	SHOP SUPPLIES		.00
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are the	ose made by	HAZARDOUS MATE	PIAL C	10.79
the manufacturer. The seller hereby expressly disclaims all warranties either express or ing any implied warranty of merchantability or fitness for a particular purpose, and the	rimplied, includ	SALES TAX OR TAX		93.43
assumes nor authorizes any other person to assume for it any liability in connection wi	th the sale of			.00
said products. Any limitation contained herein does not apply where prohibited by law.	<u> </u>	SPECIAL ORDER DE	:ruaii	-310.88
Original Estimate:\$Authorized by:	☐By FAX ☐By E-Mail	TOTAL DUE		1865.87
Phone No.: Time:	In Person By Phone	Visa/MC/A	rm 019257	1865.87
Additional Cost:\$Revised Estimate:\$	By FAX	'		ĺ
Revision Details:	By E-Mail	I hereby acknowled	ge that I was notified & gave oral approval of	the above estimate:
Authorized by:Contacted by:	n Person	Jack to Wick	estimate of repairs:	a.c above ostillate.

By Phone

Contacted by:



777 W. Orangethorpe Ave. - Placentia, CA 92870 Service Direct: (714) 528-5337

Phone: 1-800-909-5337 Fax: (714) 792-0521 5ERVICE DEPARTMENT HOURS 7:00 a.m. to 7:00 p.m. Monday - Friday 8:00 a.m. to 5:00 p.m. Saturday

	R/O Open Date	R/O Number
	12/17/09	6009727/
	R/O Close Date	Status
	12/19/09	Final
	Mileage In	Mileage Out
/	62811	62833
	Service Ad	lvisor / Tag #

ALLEC WILLIAMS/4716*W*

BAR #: ARD234564 FRA #: CAD983605319

Work Phone Vehicle Identification Number

3D7KS28C55G

Delivery Date In-Service Date

GARDEN GROVE, CA

YearMakeModelBodyColorLicense Number2005DODGERAM 25004DR QUAD CAB 4WD GREY

DESCRIPTION OF SERVICE AND BARTS		AMOUNT
DESCRIPTION OF SERVICE AND PARTS #1 - VI: CUSTOMER REQUESTS TO PERFORM	A 23PT VEHTCLE	AMOUNT
INSPECTION:		· · · ·
Work performed by CHUCK SPENCER	(828)	
Sub Total: .00	(828)	
bub local00		
#2 ASDIEDING GUGUONED DEGUEGE DING	NOCE AND DEPONE ON	
#2 - 03DIFFDIAG: CUSTOMER REQUEST DIAG	MOSE AND REPORT ON	
THEFOLLOWING CONCERN:	DECEL MUDDE TO 3	
WHEN DRIVING UP TO 25 MPH AND ON		
CLICKING OR ROTATEING SOUND FROM		
Work performed by CHUCK SPENCER	(828)	
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D FROM THE SUSPENTION		
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Caused by		
FOUND TSB THAT IS AN UPGRADE ON	THE ROD AND LINK A	_
SM, DAMPNER, ARM AND FOUR NUTS		1
Work performed by CHUCK SPENCER	(828)	552.00
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Installed 6505623AA :NUT: HEX LOC	· · · · · · · · · · · · · · · · · · ·	i
Installed 68039930AA :ARM: PITMAN		74.70
HEAVY DUTY UPGRADE PERFORMED, REI		
ND LINK ASSEMBLY, THE PITMAN ARM,		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR	,
work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other	PARTS	
cause beyond your control or for any delays caused by unavailability of parts or delays in parts	DEDUCTIBLE	
shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing	SUBLET	
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	SHOP SUPPLIES	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by	HAZARDOUS MATERIALS	
the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither	SALES TAX OR TAX I.D.	
assumes nor authorizes any other person to assume for it any liability in connection with the sale of	SPECIAL ORDER DEPOSIT	
said products. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS	
Original Estimate:\$Authorized by:By FAX	TOTAL DUE	
Phone No.: Date: Time: In Person	TOTAL BOL	
By Phone		
Additional Cost:\$Revised Estimate:\$By FAX		•
Revision Details:By E-Mail	I hereby acknowledge that I was notified & gave oral approval of t	he above estimate:
Authorized by: Contacted by: By Phone	I hereby acknowledge receiving estimate of repairs:	
Phone No.:Date:Time:	X	



777 W. Orangethorpe Ave. - Placentia, CA 92870 Service Direct: (714) 528-5337

Phone: 1-800-909-5337 Fax: (714) 792-0521 SERVICE DEPARTMENT HOURS 7:00 a.m. to 7:00 p.m. Monday - Friday 8:00 a.m. to 5:00 p.m. Saturday

 R/O Open Date
 R/O Number

 12/17/09
 6009727/2

 R/O Close Date
 Status

 12/19/09
 Final

 Mileage In
 Mileage Out

 62811
 62833

 Service Advisor / Tag #

	1 ax. (/ 14) / 52-00		.			ALLEC WILL	IAMS/4716*W*
DAD.	#· VDD334E64	EPA #: CAD983605319				1	
			T	Work Phone		Vehicle Identif	ication Number
			п			3D7KS28C	55G
GARDE	N GROVE, CA		-			Delivery Date	In-Service Date
Ornibe	i GROVE, CII				•		
Year	Make	Model		Body		Color	License Number
2005	DODGE	RAM 2500		4DR QUAD CAB	4WD	GREY	
							

			:
DESCRIPTION OF SERVICE AND PARTS			AMOUNT
	CORRECTED		
Sub Total: 1099.80		, <u> </u>	
#4 - 00CHZ3KD: DIESEL 3K SERVICE PERFO	ORM 3.000	MILE DIESEL	
SERVICE WHICH INCLU DES REI			
FILTER WITH 12 QUARTS OF D			
TOP OFF ALL FLUIDS. SET TIME			
VEHIC	KE I KEBBOK		
Work performed by CHUCK SPENCER	(828	2)	12.95
Installed 68024967ÅB :OIL: 15W40	(02)	3@15.60	46.80
Installed 5083285AA :FILTER: ENG	INE OIL	1@7.85	7.85
1	INE OIL	167.05	3.47
Hazardous Materials Charge		•	3.47
Sub Total: 67.60			İ
#E COURTE DE DEED ONL DEDUCTION DE	OME DIE		
#5 - 00FDIF: FT. DIFF SRV: PERFORM FI			
SERVICE, REMOVE COVER TO DRA			
AND CLEANGEARS. RESEAL COVI			
ANDADDITIVE AS NEEDED FOR (00.00
Work performed by CHUCK SPENCER	(828		88.90
Installed 4874469 :LUBRICANT: GEA		3@35.00	105.00
Installed 4318060AB :LUBRICANT: A	l l	1@25.00	25.00
Installed 68065197AA :CLEANER: BI	rake - Aer	ROSOL 1@8.00	8.00
Hazardous Materials Charge	,		1.25
Sub Total: 226.90			
#6 - 00RDIF: REAR DIFF SRV.: PERFORM I			
SERVICE, REMOVE COVER TO DRA			
AND CLEANGEARS, RESEAL COVI			
ANDADDITIVE AS NEEDED FOR (CLUTCHES A	AND ROAD TEST	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not respons-	LABOR		
ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other	PARTS		
cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to	DEDUCTIBLE		
operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure	SUBLET		
the amount of repairs thereto."	SHOP SUPPLIES		
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, included.	HAZARDOUS MAT	ERIALS	
ing any implied warranty of merchantability or fitness for a particular purpose, and the seller neither	SALES TAX OR TA	X I.D.	
assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	SPECIAL ORDER D	DEPOSIT	
TRy FAY	DISCOUNTS		
Original Estimate:\$Authorized by:By E-Mail	TOTAL DUE		
Phone No.: Date: Time: By Phone			
	1		
l			
Revision Details: By E-Mail Authorized by: Contacted by: In Person		edge that I was notified & gave oral approval of tedge receiving estimate of repairs:	the above estimate:
	. Holdsy dominowie	11go 1000ring Commune or repairs.	
Phone No.: Date: Time: Liby Phone (C) 2009 DEALERTRACK SYSTEMS, Inc Dealership Application Group (800)945-1028	X		ľ



777 W. Orangethorpe Ave. - Placentia, CA 92870 Service Direct: (714) 528-5337

Phone: 1-800-909-5337 Fax: (714) 792-0521

EPA #: CAD983605319

SERVICE DEPARTMENT HOURS 7:00 a.m. to 7:00 p.m. Monday - Friday 8:00 a.m. to 5:00 p.m. Saturday

Work Phone

R/O Open Date	R/O Number
12/17/09	6009727/
R/O Close Date	Status
12/19/09	Final
Mileage In	Mileage Out
62811	62833
Service Ad	lvisor / Tag #

*

ALLEC WILLIAMS / 4716 * W * Vehicle Identification Number

3D7KS28C55G

GARDEN GROVE, CA

Pear Make Model Body Color License Number

2005 DODGE RAM 2500 4DR QUAD CAB 4WD GREY

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by CHUCK SPENCER (828)	77.20
Installed 4874469 :LUBRICANT: GEAR 3@35.00	105.00
Installed 4318060AB :LUBRICANT: AXLE 1@25.00	25.00
Installed 5013477AB :SEALANT: RTV 1@11.00	11.00
Installed 68065197AA :CLEANER: BRAKE - AEROSOL 1@8.00	8.00
Hazardous Materials Charge	1.25
Sub Total: 226.20	
Dub 100d1. 220.20	
#7 - 00TF: TRANS FLUSH: FLUSH TRANSMISSION REPLACING ALL	
OFTHE FLUID WITH NEW MOPAR ATF. ADJUST LINKAGE	
ASNEEDED, ROAD TEST FOR TRANSMISSION PERFORMANCE.	\$1 . 2.
Work performed by CHUCK SPENCER (828)	108.32
Installed 68026608AA :FLUID: ATF + 4 10@5.42	54.20
	65.00
	3.57
Hazardous Materials Charge	3.3/
Sub Total: 227.52	v i
No comes management of the control o	
#8 - 00TCS: TRANSFER CAŠE SRV: DRAIN AND REFILL TRANSFER	
CASEAND ADD NEW MOPAR GEAR OIL. ADJUST LINKAGE	
ASNEEDED.	
Work performed by CHUCK SPENCER (828)	51.40
Installed 5016796AC :LUBRICANT: TRANSFER CASE 2@15.38	30.76
Hazardous Materials Charge	1.25
Sub Total: 82.16	:
#9 - 14FUEL: CUSTOMER STATES:	
FUEL FITLER REPALCEMENT	Į
Work performed by CHUCK SPENCER (828)	136.65
Installed 68001914AB :FILTR PKG: FUEL 1@28.35	28.35
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair LABOR	
work hereinafter to be done along with the necessary material and agree that you are not respons- ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other	
cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to	
operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure	
the amount of repairs thereto."	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by	
the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither	
assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. SPECIAL ORDER DEPOSIT	
DISCOUNTS DISCOUNTS	
Original Estimate:\$Authorized by:By E-Mail TOTAL DUE	
Phone No.: Date: Time: In Person	
L By Phone	
Additional Cost:\$Revised Estimate:\$By FAX	
Revision Details:By E-Mail Authorized by:Contacted by:In Person	ve estimate:
Authorized by: Contacted by: Lin Person I hereby acknowledge receiving estimate of repairs:	
Phone No.: Date: Time: By Phone C: 2000 DEALERTRACK SYSTEMS, Inc Dealership Application Group (800)845-1028	J

OON-A-VEE CHRYSLER JEEP
777 WEST ORANGETHORPE AVE
PLACENTIA. CA. 92870
(714)528-5337

Merchant ID: 300000092016

Term ID: 004

Ref #: 025

Sale

XXXXXXXXXXXXXX5950

VISA Entry Method: Swiped

12/19/09

17:14:29

Inv #: 000025

Appr Code: 019257

Approd: Online

Batch#: 353001

1,865.87

Total:

Customer Copy THANK YOU!

5.1

अध्यासक स्थल से १ % व्यक्ति And the same of the same of

To whom it may concern,

and in December of 2009 I began experiencing steering problems with my 2005 Dodge 2500 4x4 so I took it to my dealer to have it taken care of. I was told that the problem was the steering linkage, damper, and pitman arm. I was told that there was a TSB that was an upgrade to those parts that would address this problem, but the repairs would not be covered by my warranty so I had to pay to have my truck fixed. Now months later I received a safety recall notice that has to do with the same parts I already paid to have replaced. Enclosed I have included original work orders, and receipt of payment. I would like to know what I am going to be reimbursed and if I am also going to be reimbursed for the interest I have paid on the cost of the repairs since I did not have the cash to pay for them, and I had to put the charges on my credit card.

Garden Grove CA.

Garden Grove CA P.O. Box 21-8007 Auburn Hills MI 48321-8007 THI Attn: Peimburgement 4632196007 Alallahallahallahallahallahallahallah

RECEIVED DATE:

6/24/10

POSTED DATE:

6/21/10

LAST NAME:

VIN (LAST 8 DIGITS) <u>00000000</u>

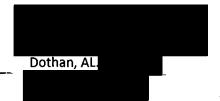
CAIR

<u>19597858</u>

NON- SCANABLE ITEMS: CIRCLE ONE YES

To Chrysler Custom Assistance Center,

My name is # 19597858. I have been working with Tina in the Resolution center and have been approved for a reimbursement of \$597.10 for repairs on the front of my truck due to steering linkage. I have enclosed the original receipt of purchase for all the new parts from Dothan Dodge of Alabama. My contact information is as follows:



Thank you in resolving this matter and keeping my Dodge road worthy as there are part upgrades.

Thanks Again





DOTHAN CHRYSLER-DODGE, INC.

4074 ROSS CLARK CIRCLE N.W. P.O. BOX 8276 334-794-0606 DOTHAN, ALABAMA 36304



NO REFUNDS WITHOUT THIS INVOICE

DATE ENTERED YOUR ORDER NO. DATE SHIPPED INVOICE DATE NUMBER 131304

S O ACCOUNT NO. 99999 H PAGE 1 OF 1

SHIP VIA	SLSM	. B/L N	n		TERM	MS	_		E O F	B. POINT		
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		X		_			TOT	ΔΙ		\$597.10		ļ
L						The selle	Control Services			-DODGE INC ber	1	

NO RETURN ON SPECIAL ORDER OR ELECTRICAL PARTS.

15% HANDLING CHARGE ON ALL RETURNED PARTS. The seller, DOTHAN CHRYSLER-DODGE, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and DOTHAN CHRYSLER-DODGE, INC. neither assumes nor authorizes any other person to assume for it any liability in connection

NO REFUNDS AFTER 30 DAYS CUSTOMER of COPY arts or material.

PUMLEOMELA, WE SEE 21 JUN 2010 JUN 2 4 2010 Chrysler Customer AssiSTANCE CENTER P.O. Box 21-8004 AWBURNAHAWAJIMIDA I JIHARBEN

RECEIVED DATE: 6/1/2010

POSTED DATE:

5/27/10

LAST NAME:

VIN(LAST 8 DIGITS)

<u>6G</u>

CAIR#

<u>19579436</u>

NON-SCANABLE ITEMS: CIRCLE ONE



YES

My Name 15 I have recieved a recall on the Steering linkage on my truck Vin#307MX48696 I have already had to do this repair a mounth ortwo ogo. So I'm mailing the recient to get a refund. my address is Carriere MS My phone Numberis Please Call if you have any question's Safty Recall H46-Mopar Steering linkage reference number # 19579436

PICAYUNE TIRE SERVICE, INC., NORTH

601-799-5440 608 HWY 43 North Picayone, MS 39466

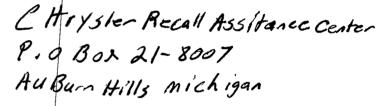
VEHICLE CHECKED BY	ESTIMATE OF
ESTIMATE WRITTEN BY	REPAIRS

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NA	ME				R 00			
AD	DRESS	·		MOL	DEL Ham	35,00	MILEAGE	
PH	ONE 1: Home Work			COL	OR		TAG#	
्र १	PARTS Y. DESCRIPTION	UNIT EXTENDED		DESC	CRIPTION OF WOR	LABOR K		PRICE
	Steering Domper	161.20						2
<i>(</i>)	Cabor	80.00						
	Steering linkage bar	262.11					•	1
	6600	80,00					, t	
	Ouber Tie Rod	101.99						
		40,00						*
	Alignment -	59,99						
		785.29	77			<u>)</u>	-	,
		Tax 54,97			•		·	
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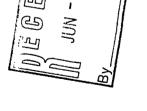


CONTRACTORISMAN



Idullahalbadaallalallaallaallaallaallaallaal

48321-8007



48321+6007

RECEIVED DATE:

6/1/2010

POSTED DATE:

5/27/10

LAST NAME:

VIN(LAST 8 DIGITS)

<u>5G</u>

CAIR#

00000000

NON-SCANABLE ITEMS: CIRCLE ONE



YES



SAFETY RECALL H46 - MOPAR STEERING LINKAGE

Dear

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

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

The problem is...

During a prior service appointment, a Mopar service parts steering linkage may have been installed on your truck (VIN: 3D7KS28C45G The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

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

What your dealer will do...

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

What you must do to ensure your safety...

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

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

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

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

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

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

Customer Services Field Operations Chrysler Notification Code H46

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

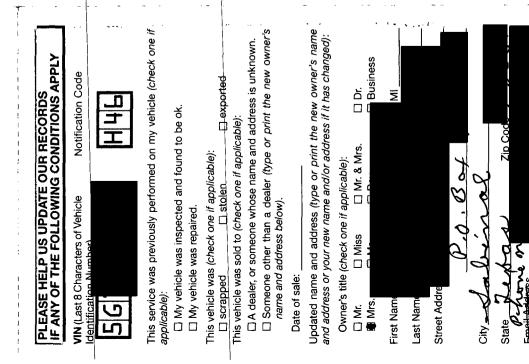
DODGE

CHRYSLER

Jeep



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



CHRYSLER GROUP LLC

CIMS 482-00-85 PO Box 218008 Auburn Hills MI USA 48321-8008 Address Service Requested PRESORTED STANDARD U.S. POSTAGE P A I D PERMIT #2655 DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

0281706/#42606 / H46



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT, MI

POSTAGE WILL BE PAID BY ADDRESSEE

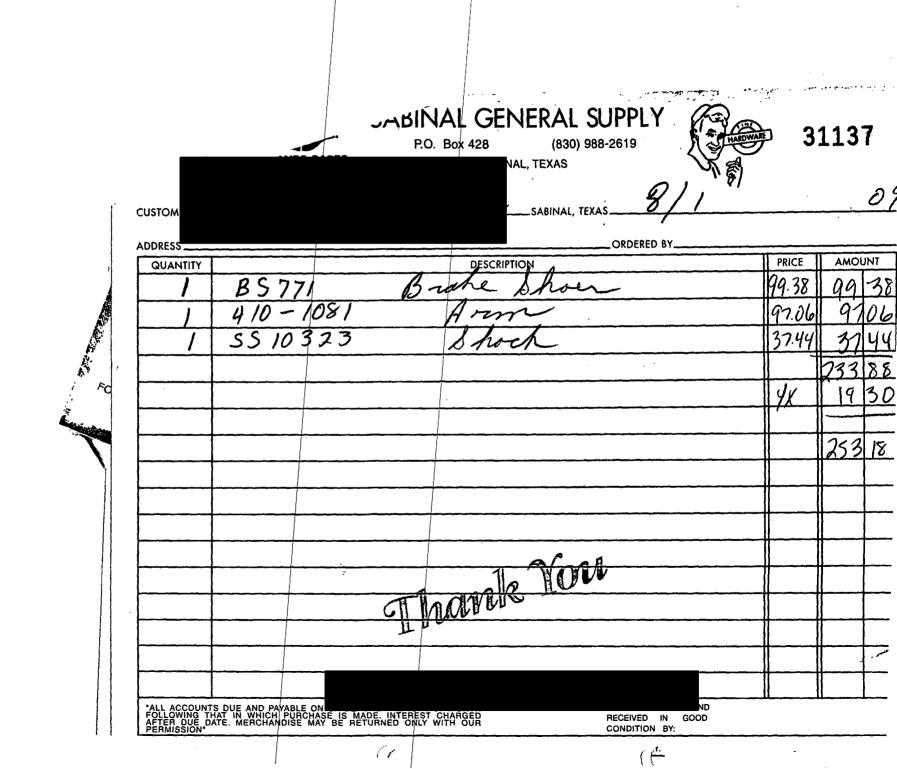
RECALL ADMINISTRATION 482-00-85 PO BOX 218008 AUBURN HILLS MI 48321-9959

IdoBaladhaddaallldaddaalddallad

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



Steering ann that was recalled proch I + was repaired at Louck also broke tie rad as ux which was reposed Driver Owner



Sabinal Zeros Recall administration 482-00-05 Box 218008 auburn Hélls mi 48321-9959 الأساد الدائد العائد العدالية المطالبين أسيالية المداد المدالية . 4892188008

RECEIVED DATE:

6/7/2010

POSTED DATE:

6/3/10

LAST NAME:

VIN(LAST 8 DIGITS)

<u>5G</u>

CAIR#

0000000

NON-SCANABLE ITEMS: CIRCLE ONE



YES

Hello my name is Jaden Applin,

I own a 2005 dodge ram 2500 vin #3D7KS28C05G I just got a safety recall notice H46 mopar steering linkage. I have already replaced the linkage with a upgrade after market steering linkage from source automotive. The factory linkage brock on me while I was driving. I had to replace upper and lower ball joints on both sides, front shocks on both sides and my front left hub assembly because of it.

I am enclosing my receipts of all the work and parts done by earley tire in Aberdeen, WA. my local repair shop and the receipt from Source Automotive were I order the steering linkage from. There is a oil change on the receipt, with the oil change price of \$88.95 removed the total amount paid to fix this steering assembly failure is \$1,178.89.

My home address is: Home phone number is:

quiam WA. 98550

EARLEY TIRE FACTORY

P.O. BOX 64 · ABERDEEN, WA 98520

Passenger Shop (360) 533-1902

SOLD

TO

Truck Shop

Office

(360) 533-1823

(360) 532-6974

INVOICE

INVOICE DATE CUST.NO. ORDER NO. PAGE INVOICE NO. 02/17/10 111019

License Mileage: 067, 842 Yr:05 Md1:R2500 Mk:DODGE

SHIP

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APPLIN

HOQUIAM, WA

PURCHASE ORD. NO. SALES PERSON

MAIN PHONE

OTHER PHONE

SHIP VIA

	,	1	Lasn		
	MH_ 581-7746 CUSTOME	R PICKUP			
ITEM NO.	DESCRIPTION	QUAN _ORDERED_	SHIPPED	FET PRICE	NET EXTENSION
5710	INSTALL LEVELING KIT *AND FRONT SHOCKS	1.00	1.00	70.00	70.00
	*AND HIS TRACK BAR KIT AND *STEERING STABLIZER				,
OPP	RAN RS5044 RANCHO RS5000 SHOCKS	2	2	55.00	110.00
5620	ENVIRONMENTAL FEE	1	1	2.00	2.00
5730	WHEEL ALIGNMENT	1	1	49.95	49.95
5840	FREIGHT	1.00	1.00	7.75	7.75
	*HIS LEVELING KIT AND TRACK BAR	į,			1) 1
5710	REPLACE BALL JOINTS	2.00	2.00	70.00	140.00
	*UPPER AND LOWER BOTH SIDES	l l			
OPP	45D0117 UPPER BALL JOINTS	. 5	2	85.00	170.00
- Obber er	LOWER BALL JOINTS	2	2	85.00	170.00
0PP	BRG RS155061 HUB ASSEMBLY	, 1	1	0.00	J 0.00 L
	*PUT ON LEFT FRONT	1			
	CONTINUES ON BOCK	· >		1	

Ihank You!

A FINANCE CHARGE OF W2% MONTHLY (ANNUAL PERCENTAGE RATE OF 18%) MAY BE ASSESS ON ACCOUNT REMAINING UNPAID SO DAYS

AFTER GLOSING DATE (MINIMUM \$100)

CUSTOMER COPY

INVOICE

EARLEY TIRE FACTORY

P.O. BOX 64 • ABERDEEN, WA 98520

_Passenger-Shop ____Truck Shop ____ (360) 533-1902

CUSTOMER SIGNATURE

(360) 533-1823

TELEPHONE NO.

Office (360) 532-6974

02/17/10

APPLIN

INVOICE DATE

111019 243565 158704

License Mileage: 067, 842 Yr: 05 Mk: DODGE Md1: R2500

CUST.NO. ORDER NO. PAGE

SOLD

HOQUIAM, WA

PURCHASE ORD. NO. SALES PERSON **MAIN PHONE**

OTHER PHONE

SHIP VIA

SHIP

TO

MH 581-7746

CUSTOMER PICKUP

Cash

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ITEM NO.	DESCRIPTION		ORDER	ED.	SHIPPE	D	المساعة	PRICE	NET EXTENSION
LOF PF1070F DELO 5620	*N/C WARRANTY ON HUB AND LABOR LUBE-OIL-FILTER UIL FILTER DELO 400 15/40 OIL ENVIRONMENTAL FEE*HIS_LEVELING KIT		14.	1	14.	1 1	·	17.95 0.00 5.00 1.00	17.95 0.00 70.00 1.00
			JA	an	k You	48		Parts: Labor:	548.70 259.95

PERMONIA).

NET 28 DAYS

CUSTOMER SIGNATURE

TELEPHONE NO.

AFINANCE CHARGE OF 172% MONTHLY (ANNUAL PERCENTAGERATE OF 18%) MAY BE ASSESSED ON AGGOUNT REMAINING UN PAID SO DAYS AFTER GLOSING DATE (MINIMUM \$100)

Inv Total

Tax 8.400%:

876.58

67.93

CUSTOMER COPY

Source Automotive

16805 SE 130th Ave Clackamas, OR 97015 (503) 654-9004 www.SourceAutomotive.biz



Sales Receipt

Date	Sale No.
1/11/2010	5983

Sold To			Ship T					
Hoquiam, WA				Hoqi	uiam, WA			
Phone #	360.581.7746		ı	E	-mail	jaden_lacey05@y	ahoo.com	
Ve	hicle:	Te	ech/Handler		Rep	Check No.	Payment Meth	hod
05	ram		jw				c/c	
Milage:		Plate #:			Tracking#			
	Description	<u> </u>	T	Qty		Rate	Amount	
3rd Gen Tie Rod Upgrade Shipping & Handling UPS Package 1 Tracking # C/C Authorization #05475						45.00 24.26		5.00 4.26
	accept returns on	any of	our tw	ın tu	rbo parts	. NO EXCEP	TIONS.	
Referred by:		*				Total	\$391.2	:6

EBP AW AMODAT OLYMPIA WA OBJUN ZOLD PW LT

Chrysler Recall Customer Assistance [] UE P.O. Box 21-8007, Auburn Hills] JUN 07 2010 MI 98321-8007 Attention: Reimbursement

Mathaladhadadhalladhalladhalladhallad

From:

To: customerassistre@chrysler.com Date: Sat Jun 12 14:14:34 EDT 2010

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Steering Linkage

Comments:

I need information on the recall for the steering linkage on 2003 -2008 Ram

2500. My ball joint stud broke almost causing a major accident. My truck is

being repaired but no dealer was available. Thank you.

Sender Information: ______

Title:

First Name: Middle Initial:

Last Name:

From: customerassistre@chrysler.com

To:

Date: Mon Jun 14 10:53:59 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Richard:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your recall inquiry.

This is the information about recalls on your 2007 Dodge Ram.

G30 REPROGRAM ECM & REPLACE O2 CONTROL MODULE 10/31/2007 11/30/2007 COMPLETE USA

H34 DASH SHIELD SAFETY 01/20/2009 02/17/2009 COMPLETE USA

H46 STEERING LINKAGE SAFETY 04/27/2009 06/18/2009 COMPLETE USA

J35 REPROGRAM ECM - REGENERATION STRATEGY 04/16/2010 INCOMPLETE USA

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

J35 REPROGRAM ECM - REGENERATION STRATEGY 04/16/2010 INCOMPLETE USA

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

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

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to

the following information: REFERENCE NUMBER: 19631397 EMAIL CASE NUMBER: 2465489

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM6993675I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Steering Linkage

Comments:

I need information on the recall for the steering linkage on 2003 - 2008 $\ensuremath{\mathsf{Ram}}$

2500. My ball joint stud broke almost causing a major accident. My truck is

being repaired but no dealer was available. Thank you.

VIN: Mileage: 63000 Servicing Dealer: Crown dodge Title: First N Middle Last Na Address Address City: Eight Mile State: AL Zip: Email: Work Ph

RECEIVED DATE:

6/10/2010

POSTED DATE:

6/7/10

LAST NAME:

VIN(LAST 8 DIGITS)

<u>7G</u>

CAIR#

0000000

NON-SCANABLE ITEMS: CIRCLE ONE

NO

YES

Chrysler Recall Assistance P.O. Box 21-8007 Auburn Hill, MI 48321

RE: Recall H46 Linkage

To Whom It May Concern:

I am sending in the requested paper work concerning the above recall for:

2007 Dodge 3500 Ram

VIN: 3D7MX38C07G

As noted on the John Vance invoice this was paid in cash in the amount of \$960.31. Please reimburse to:

Guthrie, Ok.

If you have any questions please contact:

Thank you

Strange Commence of the Commen

CUSTOMER #: 62453 UNIT# 6935P 244652



INVOICE

JOHN VANCE MOTORS INC.
"Where It's comfortable to buy a car."
I-35 AND SOUTH GUTHRIE EXIT

P.O. BOX 400 GWTHRIE, OKLAHOMA 73044 (405) 282-2113 Phone (800) 375-4471 Toll Free

GUTHRIE. PAGE 1 (18) (CO) Jeep ONT:N/A Cadillac Buick PONTIAG HOME SERVICE ADVISOR: ELL: 11 JEFF BUS: DUTTON MAKE/MODEL LICENSE MILEAGE IN/ OUT VIN TAG 3D7MX38C07G 07 DODGE 3500 123191/123191 T730 PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE DEL DATE 26JAN09 DD 17:00 15FEB10 0.00 CASH 16FEB10 R.O. OPENED READY OPTIONS: STK:6935P DLR:43577 08:36 15FEB10 09:44 16FEB10 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CUST STS PASS TIE ROD CAME OUT OF ITS SOCKET ADVISE S10 REPLACE STEERING LINKAGE 95 CHRIS, WOLEK LIC#: 95 CPMJ 250.00 250.00 1 52122362AE STEERING 325.00 325.00 325.00 1 52122370AB DAMPER 150.00 150.00 150.00 3 6505623AA NUT 2.00 2.00 6.00 DS#287024 1 68039930AA ARM 75.00 75.00 75.00 DS#287024 PARTS: 556.00 LABOR: 250.00 OTHER: 0.00 TOTAL LINE A: 806.00 ****************** B-CHECK-ALL-OF FET END AND SHOCKS ADVISE S10 SHOCKS LOOK GOOD AT THIS TIME 95 CHRIS, WOLEK LIC#: 95 CPMJ 0.00 0.00 PARTS: LABOR: 0.00 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 C MULTI-POINT INSPECTION REPORT 99P MULTI-POINT INSPECTION REPORT 95 CHRIS, WOLEK LIC#: 95 INTD (N/C)0.00 LABOR: 0.00 0.00 ********** D** 4 WHEEL ALIGNMENT WA4 4 WHEEL ALIGNMENT 51 BOGGS, JIMMY LIC#: 295240911 CPMJ 79.95 79.95 PARTS: 0.00 LABOR: 79.95 OTHER: 0.00 TOTAL LINE D: 79.95 ******************* STATEMENT OF DISCLAIMER TOTALS DESCRIPTION ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE The factory warranty constitutes all LABOR AMOUNT INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO PARTS AMOUNT OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE Seller nereby expressly displaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. GAS, OIL, LUBE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY SUBLET AMOUNT ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS MISC. CHARGES CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY **TOTAL CHARGES** MANUFACTURER'S REPRESENTATIVE. LESS INSURANCE SALES TAX (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE **PLEASE PAY** THIS AMOUNT

CUSTOMER #: 62453

UNIT# 6935P

244652

JOHNVANCE

INVOICE

JOHN VANCE MOTORS INC.
"Where It's comfortable to buy a car."

1-35 AND SOUTH GUTHRIE EXIT (405) 282-2113 Phone P.O. BOX 400 GUTHRIE, OKLAHOMA 73044 (800) 375-4471 Toll Free GUTHRIE, OK PAGE 2 (1) (M) (S) Jeep HOME CONT:N/A Cadillac Buick PO SERVICE ADVISOR: BUS: ELL: 11 JEFF DUTTON COLOR YEAR MAKE/MODEL TAG VIN LICENSE MILEAGE IN/ OUT 07 DODGE 3500 3D7MX38C07G 123191/123191 PROD. DATE | WARR. EXP. PROMISED **DEL DATE** PO N RATE PAYMENT INV. DATE 26JAN09 DD 17:00 15FEB10 0.00 CASH 16FEB10 R.O. OPENED READY OPTIONS: STK:6935P DLR:43577 08:36 15FEB10 09:44 16FEB10 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL SHOP SUPPLIES 20.99 OUR SERVICE DEPARTMENT'S WARRANTY ON INSTALLED PARTS STANDS AT 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. THANK YOU FROM JAMES MONIZ AND STAFF. PLEASE SEE US FOR YOUR MAINTENANCE WORK. STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY INAL HILL INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

	DESCRIPTION	TOTALS
	LABOR AMOUNT	329.95
	PARTS AMOUNT	556.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	20.99
	TOTAL CHARGES	906.94
i	LESS INSURANCE	0.00
	SALES TAX	53.37
1	PLEASE PAY	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT 9.6.0.3.1 Chrysler Assistance Lector P.O BOX 21-8007 Aurbiern Hell MI 48321 4832128007 hlallahalladadhadhadhadadhadhadhadlad

RECEIVED DATE: <u>6/10/2010</u>

POSTED DATE:

<u>6/7/10</u>

LAST NAME:

VIN(LAST 8 DIGITS)

8G

CAIR#

0000000

NON-SCANABLE ITEMS:CIRCLE ONE



YES

Montrond.com

888 I-45 ຣີຮີບໍ່ໂກ້. Conroe. Texas 77304 (936) 539-3181 • (281) 443-2500 • (800) 324-5211

FIVE STAR













108291

ROBERT FOREMAN

391

01/30/10 6590

DTCS192408

82.630 SILVER/

06/DODGE TRUCK/RAM 3500/QUAD 160.5WB

3 D 7 M X 4 8 C 8 6 G

NONE

01/30/10

MO: 82630

J# 1 45CHZ

MONIGOMERY,

STEERING/SUSPENSION HOURS:

TECH(S):109

INSTALL PITMAN ARM INSTALL PITMAN ARM

O/C TJ

JOB # 1 TOTAL LABOR & PARTS

J# 2 45CHZ05

2 WHEEL ALIGNMENT HOURS: CUSTOMER REQUESTS 2 WHEEL ALIGNMENT

TECH(S):109

MAINTENANCE

COMPLETE 2 WHEEL ALIGNMENT

JOB # 2 TOTAL LABOR & PARTS

MISC-----CODE------DESCRIPTION------CONTROL NO-----JOB # A

SS SHOP SUPPLIES/ENVIRO DISPOSAL FEE

TOTAL - MISC

TOTAL LABOR....

TOTAL PARTS....

TOTAL SUBLET...
TOTAL G.O.G....

TOTAL MISC CHG. TOTAL MISC DISC

COMMENTS.....

WAITER

TOTALS-----

Thank you for choosing to do business with us today! If for any reason you visit was not to your expectations, please contact Mike Renfro at 936-442-7318. Your feedback is critical to improving our service for you.

If you love our service and own another type of vehicle besides a Chrysler or Cadillac, bring it here for your next maintenance needs.

Present this receipt on your next visit for 10% off one of our details!

]CHECK CK NO.[]VISA []DIS

[]AMEX

[]CHARGE ** []OTHER **

TOTAL TAX..... **TOTAL INVOICE \$**

34.75

Any warranties on the products sold hereby are those of the manufacturer. The Seller hereby

expressly disclaims all warranties, either express or implied, including 34.75 99.95

any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

99.95

13.47 13.47

JOIN OUR E-MAIL CLUB

Exclusive Promotions

Notice of Special Events

134.70 · Recall and Safety Info

0.00 Special Order Parts Reminder 0.00

0.00 13.47

0.00 1.11

149.28

See Cashier for details

On your next visit:

Free 1 Day Vehicle Rental on Service Repairs Over \$300.00.

(Appointment required. Some restrictions apply.)

CUSTOMER SIGNATURE

DeMontrond.com















888 I-45 South, Conroe, Texas 77304

Five Star. It's Better. We'll Prove It.

PARTS DIRECT (936)442-7271 FAX (936)442-7216

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.	
112005			WC	CRED CD	WAYNE WAGNER	01/08/10	487467	
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PAID M/C 1-8-10

	PRO F	AB		· PAID M	/C 1-8-10		
SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT	* 20% RESTOCKING
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		i			SUBTOTAL TAX FREIGHT	39.24 0.00	Any warranties on the products sold hereby are those of the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the
CUSTO	MER CO	PY		P/	Y THIS AMOUNT		sale of said products.

WER COPT



17:21:57 PAGE 1 OF 1 NET513

PLEASE HELP US LIPDATE OUR RECORDS

IF ANY OF	THE FOLL	OWING CO	NDITION	SAPPLY	
VIN (Last 8 Challdentification N		hicle	Notification	Code	
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☐ My vehic This vehicle wa ☐ scrapped	•		e): exp	oorted	
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First Name_					L
Last Name_					
Street Addre					
City_ <i>Mo</i>	ntanm	*V			
State 7E	~		Zin Co		
Email Address					

HOUSTON TX 770 Montgomery OF JUN 2010 FM 9 L Chrysler Recall Costoner Assis P.O. BOX 21-8007 Auburn Hills, MI 48321-8007 Mallada Haddadhadhadhadhadhadhadhad RECEIVED DATE:

6/14/2010

POSTED DATE:

LAST NAME:

VIN(LAST 8 DIGITS)

6G

CAIR#

<u>19570456</u>

NON-SCANABLE ITEMS: CIRCLE ONE

NO

YES



SAFETY RECALL H46 - MOPAR STEERING LINKAGE

Dear

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

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

The problem is...

During a prior service appointment, a Mopar service parts steering linkage may have been installed on your truck (VIN: 3D7KS29C16G). The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

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

What your dealer will do...

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

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

If you need help...

6,

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

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

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

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

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

Customer Services Field Operations

Chrysler

Notification Code H46

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



DODGE









1518 MID CITIES DR PHARR, TX 78577 (956) 781-8983 (800) 884-4825

1305 OKLAHOMA HARLINGEN, TX 78550 (956) 444-0500

02/19/10

1605 EAST HILLSIDE LAREDO, TX 78041 (956) 726-6977 (866) 713-6977

1102 N. WILLIAM

VICTORIA, TX 77902

(361) 573-4395

"COD" CASH DRAWER

'Re Car Care Aware'

DATE NUMBER 02/19/10 9-187684 CUSTOMER P.O. NO. CUSTOMER NO. 9015

(866) 668-0500 11 *** REPRINT REPRINT

REPRINT *** REPRINT *** REFERENCE SHIP VIA

10:50

PROD.

SHIP DATE ERMS STORE CODES B/O PAGE 9 9KS

SOLD TO:

QUANTITY

ORDER

ITEM

CASH ACCOUNT THANK YOU VICTORIA, TX

SHIP TO:

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PART NUMBER ΝO. ORDERED SHIPPED BK. ORD. LINE Ø6 DODGE TRUCK 2 1 1 Ø D45 45A3Ø81 -- 1 --- 1 D45 45A3080 NEW RETURN -- 1 -- 1 D45 45A3080 PART PURCHASED 5 1 1 Ø D45 45A0920

*** CHARGE *** DESCRIPTION

> RAM 2500 PICKUP ROD S

END S

PRICE 6-360 127.59

13:50

5.9L Ds1 84.88 156.83 104.35

UNIT

PRICE

84.88

EXTENSION

NEW RETURN ON INV# 9-187665 DATED 02/19/10

34.13

0.00 34.13

51.29 END S

*****TDL_# ****NAME

SIGNATURE

A 1.5% SERVICE CHARGE WILL BE APPLIED TO PAST DUE ACCOUNTS.

ALL RETURNS SUBJECT TO A 15% RESTOCKING FEE.

· CORES MUST BE RETURNED IN ORIGINAL BOX. NO RETURN ON ELECTRICAL PARTS.

RYOUR EUSINESS

553-7483

SUBTOTAL

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE.

CUSTOMER COPY

TOTAL AMOUNT

MERCHANDISE

TAX AMOUNT

15.87

14.66

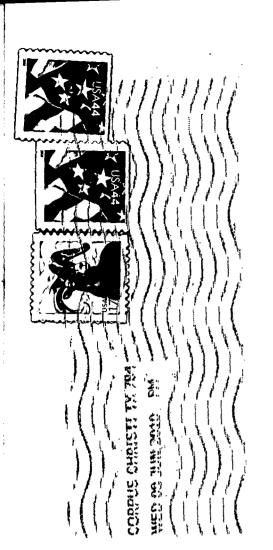
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-		<u> </u>					express or implied, including any particular purpose, and Victoria Alig	ning Sen	ice, Inc., n	either assumes r	or authorizes any	YES D NO D	PARTS			
	011						other person to assume for it any lia	bility in co	nnection v	vith the sale of sa	id products.	ESTIMATES AND EOG LAROR	ACCESSO	ORIES		
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		i														

Re: Safety Recall H 46 Ref # 19570456 Jane 8, 2010 Recall administration To whom it may lovern, On February 18,2010 where diving on a private road, the Right Hand Ball-socket on the R. St. Bay Jlink fell off rendering it impossible to steen the truck! Thank God Iwas going less than 20 mps. This happened 20+ miles from the ne arest town, I used the cell shone to call for a ride to town, I bought a new drag link plus the connectie rod end and instelled them. I have drove the truck to town and had the frontlend aligned. Parts totaled \$175.22 and alignment \$55.00 my lator not wieled - nor milege. It took about 1.5 hours to do my Part & the job.
Send me \$230.22 (my out-0-pochet) & l'll be happy.

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

III VILLI OLI		2177710	014011	TORTO AFFE					
VIN (Last 8 Char Identification No		nicle	Notific	cation Code					
L G			H	46	,				
This service wa applicable):	s previously	performed	on my	vehicle (check d	ne if				
•	☐ My vehicle was inspected and found to be ok. My vehicle was repaired. 2/20/10								
This vehicle was (check one if applicable): scrapped									
Date of sale:									
				e new owner's n s if it has change					
Owner's title	(check one i	f applicable	e):		1				
□ Mr. □ Mrs.			Mrs.	☐ Dr. ☐ Business					
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Last Name		1	L						
Street Address									
City			1						
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Email Address									
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chayola Recall H-46 Customer assistance P.O. Box 21-8007 Aubum Hills, MI

L008-1258h

ATTN: Reinbarsement

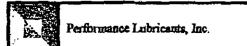
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07/08/2010 13:29

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PERFORMANCE: LUBE

PAGE 01



9678697

502 Simpson Rd. Victoria, Texas 77904

Phone: 361 575-3451 Fax: 361 573-0148

E-mail:

perlube@shcglobal.net

Fax Transmittal Form Chrysler Broup Letter TRam

Name: Ownetta Organization Name/Dept.

000 Phone numb

2051 Fax number

Urgent For Review Tease Comment Please Reply

Fron (ahn I

Phone: 361 575-3451 Fac: 361 573-0148

E-mail: perhabe@sbcelobal.net

ly 8,2010 Data sent Time sent

Number of pages including cover page:

Message:



annette -Copies of the Check & Bill from alignment shop fallow. I don't get checks back to so I can't show the Sack of check, However, you can see that the check cleared the bank. Please call me of this isn't enough & dill see if anything else can be done. Thanks for your consideration!

to Labrinante, Inc.



19678697

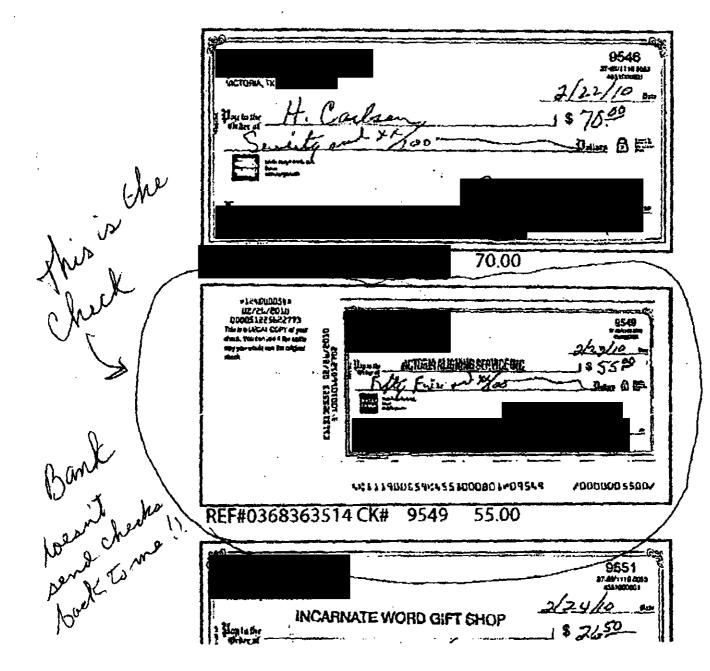
Account: 4551000801

February 18, 2010 - M

07-12-2010

Online banking customers can view and print check images that have

Check Images



07/08/2010 13:29 13615730148

PERFORMANCE: LUBE

PAGE 03

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RECEIVED DATE:

6/18/10

POSTED DATE:

6/15/10

LAST NAME:

VIN (LAST 8 DIGITS)

7G

CAIR

0000000

NON- SCANABLE ITEMS: CIRCLE ONE YES



June 14, 2010

Chrysler Recall Assistance Center P.O. Box 21-8007 Auburn Hills, MI 48321-8007

Re: 2007 Dodge, VIN 3D7KS28C17G

To Whom It May Concern:

I am seeking reimbursement for repairs that were done to the above referenced 2007 Dodge. Enclosed is a copy of the Safety Recall Notice, H46 for the Mopar Steering Linkage, along with the invoice from Littles Diesel Service, the company that repaired my truck, for your review.

Once you have reviewed the enclosed documents, please contact me to discuss reimbursement for the charges I have paid. My address is New Castle, Utah, my phone #'s are 8-3143 cellular.

If you need any further information, please contact me at the number above. Thank you for your professional courtesy in this matter.

Figure 18 (1) Comment of the comment o



SAFETY RECALL H46 - MOPAR STEERING LINKAGE

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

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

The problem is...

During a prior service appointment, a Mopar service parts steering linkage may have been installed on your truck (VIN: 3D7K\$28C17G). The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

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

What your dealer will do...

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

What you must do to ensure your safety...

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

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

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

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

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

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

Customer Services Field Operations Chrysler Notification Code H46

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



DODGE







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

0371875/#42606 / H46

CHRYSLER GROUP LLC

- CIMS-482-00-85

. * PO Box 218008 Auburn Hills MI-USA 48321-8008

Address Service Requested

IMPORTANT!

SAFETY RECALL NOTICE

STANDARD U.S. POSTAGE $\mathsf{P}\ \mathsf{A}\ \mathsf{I}\ \mathsf{D}$ PERMIT #2655 DETROIT, MI

PRESORTED

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0371875/#42606 / H46.

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT, MI

POSTAGE WILL BE PAID BY ADDRESSEE

PO BOX 218008

RECALL ADMINISTRATION 482-00-85 AUBURN HILLS MI 48321-9959

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NO POSTAGE NECESSARY IF MAILED



Invoice

DATE	INVOICE #
3/28/2010	90676

SERVICE FOR		
New Castle, Utah		

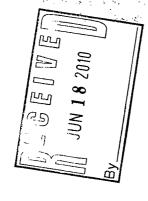
TRUCK#		MAKE/YEAR/VIN#	PO#	MILEAGE
07 DODGE/5.9	-	VIN# 3D7KS28C1-7G		75,652
ITEM	QTY	DESCRIPTION	PRICE EACH	AMOUNT
52122362AF 52122370AB Alignment Towing Hook-Up Service Call- Labor Shop Supplies	1 1 106 1 2	CHRYSLER STEERING LINKAGE KIT STEERING SHOCK Front End Alignment Towing Hook-Up Fcc Service Call Labor -SUNDAY SERVICE CALL -TOW TRUCK AND TRAILER FROM HOUSEROCK VALLEY, AZ HWY 89A, SOUTH/EAST OF JACOB LAKE, AZ TO LITTLES DIESEL IN KANAB, UTSTEERING TIE ROD END ON TRUCK FELL OFF -HAD TO TOW TRAILER IN DO TO TRUCK HAULING LIVESTOCK -CUSTOMER REQUESTED TRUCK TO BE REPAIRED ON SUNDAY DO TO LOADED LIVESTOCK	313.96 146.00 89.95 5.00 65.00 95.00 4.00%	313.96 146.00 89.95 530.00 65.00 190.00 7.60

THERE IS A 15% RESTOCKING FEE FOR ALL SPECIAL ORDERS! THANK YOU FOR YOUR BUSINESS. WE LOOK FORWARD TO SERVING YOU AGAIN!	Subtotal	\$1,342.51		
Thereby authorize Little's Diesel Service to perform repairs on my vehicle, I understand & agree:				
A. I will pay for all repairs performed, parts & materials installed in my vehicle. I will pay for teardown, inspection & reassembly, even if no repairs are made. B. All parts & repairs are strictly cosh. No checks accepted unless prior arrangements are made. C. All accounts due & payable upon receipt. A finance charge of 2% or 24% annually will be charged on all past due accounts along with any collection costs.	Sales Tax (0.00)	\$0.00		
D. No warranty on used parts or parts used over. Warranty only covers the repairs or replacements of parts in question. No labor included. E. Little's Diesel Service is not responsible for any loss be fire, theft or accidents beyond our control. F. Little's Diesel Service employees can drive my vehicle for testing and inspection purposes:	Amount Due	\$1,342.51		

I HAVE READ, UNDERSTOOD & AGREE TO THE TERMS & CONDITIONS STATED ABOVE SIGNATURE

IS NOT THE LET





Chryster Safety Recall Assistance Center PO Box 21-8007 Auburn Hills, MI 48321-8007

4832158007

Brownsburg, IN

Reference No.: 19691375 VIN: 3D7MX39A270

Dear Mr.

This will acknowledge your concern about the fire/accident that occurred to your 2007 Dodge Ram pickup.

Naturally, we were sorry to learn of this incident and the costly damage that occurred to your vehicle. At your request, Chrysler Group LLC provided for an independent inspector to examine your vehicle. Chrysler Group LLC feels that the expense of this inspection is in the best interest of you, our customer, and the corporation, in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. It is the conclusion of this investigation that there was no manufacturing responsibility associated with this incident. The inspector noted the tie rod had separated from its base, and both the joint and base had no lubricate/grease. Rust and corrosion were present.

Therefore, we suggest you contact your insurance company regarding this loss.

Thank you for this opportunity to address your inquiry.

Sincerely,

M. Gentry Special Investigations (248) 944-7084

MG/kat

From: To: customerassist@chrysler.com Date: Sat Jul 03 15:15:28 EDT 2010 Subject: Chrysler Group LLC Customer Assistance Form Selected: Category: US Customer Service Brief Description: Broken tie-rod end. Comments: The front differential was leaking and my check engine light came on had an appointment at Westgate Monday (7-5-10) morning. Last night I 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 could happen! I have serviced this vehicle as required and more through only Dodge dealerships...I am very particular with my vehicles and 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 However, as inconvenient as it has been taking it in and out service that is nothing compared to the feeling of something so 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 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

other cases of tie-rod failure and if so why was there no notification of a

recall? I am awaiting your response.

Sender Information:

Title:

First Name: Middle Initial: Last Name:

From: <u>customerassist@chrysl</u>er.com

To:

Date: Tue Jul 06 13:15:44 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

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.

Thanks again for your email.

Sincerely,

Terri Lynne

Customer Service Representative Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19691375 EMAIL CASE NUMBER: 2473776

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7017804I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Broken tie-rod end.

Comments:

The front differential was leaking and my check engine light came on so $\ensuremath{\mathsf{I}}$

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

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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
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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.
VIN:
Mileage:
       67000
Servicing Dealer:
       Westgate Dodge
Title:
First Name:
Middle
Last Na
Address
Address
City:
       Brownsburg
State:
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take

IN

Zip:

Email:

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CONFIDENTIAL - Prior Approval Required Before Duplicating

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			Hel	p Key		***************************************				
		PA	RT A-	- GENER	AL					
REQUIRED PHOTOGRAPHS: ALL FOUR SIDE VIEWS IF CRASH DAMAGED: PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL) - ANY RECENT VEHICLE SERVICE YES NO UNKNOWN IF YES, ENCLOSE COPIES OF	1 Address 2 City State	AGENC PORTS/ S OF IN Westg	PHOT SPEC ate C	OS BY TION hrysler -	DI C	SASSE	NCE OF TEMBLY NO DESCRI			

Phone 317-839-6554

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

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

INFORMATION:

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

There was no damage to the interior or to any sheet metal body panels. The only damage to the vehicle was the separtion of the tie rod at the right side of the front suspension. The tie rod had separated from its base,both the joint and base had no lubricant/grease,rust and corrosion present. The control arm after separating from the tie rod had made contact with the backing place of the right front brake assembly,scraping the back plate. There was no other damage to the undercarriage. There was no injuries to anyone in the vehicle.

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS STEERING WHEEL AIRBAG(S) KNEE BLOCKERS ALL POSSIBLE LOCATIONS OF CONTACT AECM INFORMATION - SOFTWARE VERSION: 01.06.04 - SERIAL NUMBER:	- PHOTOGRAPH REQUIRED FOR DRB S - WERE THERE DRB READINGS TAKEN? PYES NO IF NO, EXPLAIN - RECORD ACTIVE DTC'S EXAPPEAR: 0 active codes - RECORD STORED DTC'S (MINUTES/COUNTS): 0 stored codes						
- PART NUMBER: 56043708AF DOES AIRBAG WARNING - LIGHT CYCLE ON? • YES NO NA - ARE WARNING LABELS PRESENT (PHOTO) • YES NO NA - RECORD LABEL PART NUMBER • COMPLETE PART D	- WAS AIRBAG DEPLOYED? DRIVER YES NO IF NO, There was no EXPLAIN collision PASSENGER YES NO IF NO, There was no EXPLAIN collision SIDE AIRBAG YES NO N/A IF NO, No side airbags - WHICH SIDE DEPLOYED? LEFT RIGHT N/A BOTH - TYPE OF SIDE AIRBAG SEAT CURTAIN N/A - TYPE OF STEERING WHEEL TILT STANDARD - ANY DAMAGE TO STEERING WHEEL YES NO IF YES, EXPLAIN	DO NOT ERASE DRB READINGS IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH? YES NO IF YES, NOTE POSITION OF PASSENGER A/B SWITCH ON OFF N/A - EVIDENCE OF TAMPERING OR DISASSEMBLY? YES NO N/A IF YES, EXPLAIN CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS - UNDERBODY DAMAGED? YES NO IF YES, EXPLAIN					
	PART - D SEATS/SHOULDER BELTS	NOT APPLICABLE					
PART - E TRANSMISSION NOT APPLICABLE							
	Previous Autobiological abolicies de abolic	Next					

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART H - STEERING/SUSPENSION/TIRES

Restrictions

REQUIRED PHOTOGRAPHS:

- COMPLETE
- STEERING SYSTEM
- RACK & PINION
- ✓ LINKAGE
- C/V & UNIVERSAL JOINTS
- ✓ COLUMN
- **▼** BELTS & PULLEYS
- STEERING GEAR
- EACH TIRE WITH VISIBLE LOCATION LABEL, INSURING ALL TIRE IDENTIFICATION AND TREAD WEAR IS DOCUMENTED
- ALL DAMAGED
 WHEEL AND RIM
 AREA INCLUDING
 IMPACTED FOREIGN
 MATERIAL

INFORMATION:

- STEERING TYPE? C MANUAL POWER

Pink

- CHECK AND
 - RECORD FLUID Full
 - LEVEL:
- RECORD COLOR OF FLUID:

IS DRIVE BELT TIGHT?

right front tire/wheel

- YES NO IF NO, EXPLAIN
- CHECK FOR HOSE/SYSTEM LEAKS
 - YES NO
- IF YES, EXPLAIN No leaks
- CHECK CONDITION OF STEERING
 LINKAGE FROM WHEELS TO STEERING
 COLUMN. RECORD INFORMATION OR
 LOOSE CONNECTIONS

Right tire rod damaged at steering knuckle.

UNLOCK KEY AND TURN WHEEL FULLY RIGHT TO LEFT

Turns fully left to right

✓ IF SAFE, START ENGINE AND TURN WHEEL FULLY RIGHT TO LEFT AND LIST OBSERVATIONS

Turns fully left to right

ADDITIONAL OBSERVATIONS

RECORD:	FRONT LEFT	FRONT RIGHT	REAR LEFT	REAR RIGHT	SPARE			
TIRE SIZE:	lt265/70r17	lt265/70r17	lt265/70r17	lt265/70r17	lt265/70r17			
BRAND:	MICHELIN	MICHELIN	MICHELIN	MICHELIN	MICHELIN			
	other :	other :	other :	other:	other :			
RATING:								
DOT NO.: m3kppejx1807m3kppejx1807m3kppejx1807m3kppejx1807								
TREAD DEPTH	12/32	13/32	13/32	13/32	9/32			
PRESSURE:	66	70	52	54				

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

The Owner stated that he was going approximately less than 5 miles per hour when tie rod separated. There was no other damage to his vehicle or to other property.

Previous Form Approved Returned for corrections

From:

To: customerassist@chrysler.com
Date: Mon Jul 05 19:36:37 EDT 2010

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

i have a 2005 dodge dually with about $79000\ \mathrm{miles}$ on it and i know there is

a recall on it for something to do with the steering. $\mbox{\it me}$ and $\mbox{\it my}$ 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.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com

To:

Date: Wed Jul 07 09:18:22 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

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.

Thanks again for your email.

Sincerely,

Terri Lynne

Customer Service Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to

the following information: REFERENCE NUMBER: 19692689 EMAIL CASE NUMBER: 2474248

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7018984I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

tie rod broke in truck, nearly caused a bad accident Comments:

- i have a 2005 dodge dually with about $79000 \ \mathrm{miles}$ on it and i know there is
- a recall on it for something to do with the steering. $\ensuremath{\mathsf{me}}$ and $\ensuremath{\mathsf{my}}$ 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 ${\bf u}$ 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.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name.

Middle

Last Na

Address

Address 2:

City:

Warrenton

State:

VA

Zip:

Email

Home

RECEIVED DATE: 8/16/10

POSTED DATE:

LAST NAME:

VIN (LAST 8 DIGITS)

_76

CAIR

19708225

NON- SCANABLE ITEMS: CIRCLE ONE YES

Somerset, NJ Cell Hom

Case # 19708225 VIN # 3D7MX48A57G DODGE RAM 3500 SILVER.

I requesting the reimbursement of a recall done on 09/22/09 that I should have not pay for the parts for steering linkage. Also on July 5, 2010 that same part broke down and I had to pay for a second time, I 'm requesting the reimbursement of the two repairs since it was a recall to begin with. Enclosed I'm sending the paid receipt from the 2 times it was repaired and paid.

My case manager name is Sherry.

Thank you

137474

Remsen Dodge

INVOICE

3391 ROUTE 35, HAZLET, NJ 07730 Service (732) 739-4990 Sales (732) 739-4010

SOMERSET, NJ BUS

SOMERSET,	NJ	Dire			PAGE 1		JA A	
HOME :	· ·	BUS:		SER	VICE ADVISOR:	9538 BR	FNT SMTTH	
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SHOWN, SERVICE	S DESCRIBED V	VERE PERFORMED	AT NO CHARGE TO	the s	ale of this item\items. The hereby expressly disclaims all	PARTS AMO	UNT	
VEHICLE OR OTH	ERWISE, THAT	ANY PART REPAI	PPEARANCE OF THE RED OR REPLACED	warrai	nties either express or	GAS, OIL, LI		
UNDER THIS CLA	IM HAD BEEN!	CONNECTED IN AN	Y WAY WITH ANY	warrar	d, including any implied ty of merchantability or	SUBLET AM		
			SUPPORTING THIS DATE OF PAYMENT	Sciler	for a particular purpose, neither assumes nor	MISC. CHAR		
NOTIFICATION A	T THE SERVIC	ING DEALER FOR	R INSPECTION BY	author	izes any other person to e for it any liability in	TOTAL CHA		· · · · · · · · · · · · · · · · · · ·
MANUFACTURER'	S REPRESENTAT	IVE.		connec	ction with the sale of this	COUPONS		
'	ľ			46.11/10	ems. ¥	SALES TAX		
(SIGNED) DEALER	, GENERAL MANAG	ER OR AUTHORIZED P	ERSON (DATE)	CUST	OMER SIGNATURE	 		
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137474

Remsen Dodge

0.00

INVOICE

3391 ROUTE 35, HAZLET, NJ 07730

Service (732) 739-4990

Sales (732) 739-4010

PAGE 2

HOME		BUS:								
	.,			SER	VICE ADVISO	OR: 9	538 BR	ENT SMIT	'H H	
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		A .					•			
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09:28 22SEP09 12:59 22SEP09

SOMERSET, NJ

PARTS:

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CUSTOMER STATES THE OVERHEAD CONSOLE READS "PERFORM SERVICE" U RESET COMPUTER

4044 -CP -0.00

0.00 LABOR: 0.00 OTHER:

0.00

TOTAL LINE D:

0.00 0.00



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER

DESCRIPTION TOTALS LABOR AMOUNT 70.50 PARTS AMOUNT 570.40 GAS, OIL, LUBE 0.00 SUBLET AMOUNT .00 MISC. CHARGES 0.00 TOTAL CHARGES 740.90 COUPONS 0.00 SALES TAX 51.87 PLEASE PAY

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER SIGNATURE THIS AMOUNT

Thank You!

792.77



TERMINAL I.D.:

025000

MERCHANT #8

86530002607001

SALE

BATCH: 0858

INVOICE: 000005

DATE: SEP 22: 09

TIME: 12:04

RRH: 08580005

AUTH NO: 034263

TOTAL

\$792.77

ARTUR ALVES

CUSTOHER COPY

☐ CASH	Ford CHE	YSLER	FULLE	ERTON		<u>F</u> (<u>ORD</u>	
☐ CHARGE WE AGCER	ग ।		ROUTE 22 EAST		Parts		(908) 722-2	
□ м.с.	only in A leep	DOLGE '	SOMERVILLE • N TELEPHONE (Serv	ice :	(908) 722-2	301
U VISA □ AM-EXPR	RESS		PARTS ARE NEW UNLE		ATED CHRY	'SLER /	JEEP / DO	DGE
☐ DISCOVE	:R	(CHECK (✓) APPI	IEEP · DODGE · SOMERVILI ROPRIATE BOX) RIZATION TO PARTS	LE, NJ MILEAGE OUT	Parts		(908) 722-2	
SERVICE INSTALLE		SUBMIT	CLAIM SCRAP	DUT	Serv		(908) 722-2	
MO. DAY	YR. PARTS	LABO		DATE OUT	CROS	S REFERE	NCE NUMBER	
ACCRUED MILE	AGE ON BEHALF OF SERVICE HEREON IS ACCURATE. U NO CHARGE TO OWNER.	ING DEALER, I HEREBY INLESS OTHERWISE SHOW THERE WAS NO INDICATION	CERTIFY THAT THE INFORMATION O M, SERVICES DESCRIBED WERE PERF IN FROM THE APPEARANCE OF THE VI	ORMED AT EHICLE OR	M 7/00/	ا عما	9.00	
OMIT TENTH	IN ANY WAY WITH ANY ARE AVAILABLE FOR (1)	ACCIDENT, NEGLIGENCE O	CED UNDER THIS CLAIM HAD BEEN CO OR MISUSE, RECORDS SUPPORTING T OF PAYMENT NOTIFICATION AT THE S FORD.	HIS CLAIM PROGRAM CODE	APPROVAL CODE (OR NO.	COMMITMEN	VT CODE
				(DATE)				
				·	<u>*</u>			
Adv: 053 COL	IN MCNAMARA		License:	3D7MX48	A5 7G	Page: 1	Invoice	: C65930
Invoice to				Driver/Owner Inf	ormation ,			
SOMERSET, N	J			SOMERSET, NJ 08	3873			
For Office Us	e / 1/1			Vehicle Information	n .			
Odometer in:	100309 Out: 100312	Dist: CMC CU	S C W I Prelim	07 DODGE RAM 3500	4WD QUAD CAB			
				Stock#: 7G784401	Inv Acct: 3461			
Begin: 07/14/	10 Done: 07/22/10	Invoiced: 07	7/22/10 16:14 RI					
Customer Co						. 15		
	CUSTOMER STATES S	STEERING LIN	KAGE GOING TO LE	FT FRONT HUB	Operation	Tech		Amount
Correction	BROKE OFF TECH INSPECTED, FO FAULTY. TECH REPLA	ACED DAMPER,	STEERING GEAR AN		x	314	s	90.00
	ARM.TECH PERFORME					314	s	270.00
Parts	Part Number CMC 52122362AF	PO#		cription ERING STEERING	Qty 1		Sell 345.95	345.95
	CMC 68039930AA			PITMAN	1		96.32	96.32
	CMC 52122370AB		DAM	PER STEERING	1		174.70	174.70
i	CMC 06502835			HEX FLANGE LOCK	1 1		0.75	0.75
	CMC 06502473 Tech 314 STAATS JI	R, JAME	SPO *BO	LT HEX FLANGE-SPO	1 .		5.00	5.00
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r					PARTS			622.72
Type: C				, <u> </u>	LAB-MECHANIC		ONCERN	360.00 982.72
	 nary of Charges f	or Invoice	C 65930	Payment Dis	tribution fo			
PARTS			622.72	TOTAL CHARGE	<u> </u>		10)57.93
SERVICE MA LAB-MECHAN			6.00 360.00	CASH DUE			105	57.93
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☐ CASH	Sird CHRYSLER		ERTO	N		FORD
☐ CHARGE WE ACCEPT ☐ M.C.	ORLY MA Pleer HIGH	ROUTE 22 EA SOMERVILLE •	SLER JEEP DODGE ST • P.O. BOX 71 NEW JERSEY 08 E (908) 722-2500		Parts Service	(908) 722-2502 (908) 722-2501
☐ VISA ☐ AM-EXPRESS ☐ DISCOVER	(CHECK (ALL PARTS ARE NEW UN LER - JEEP - DODGE - SOMER) APPROPRIATE BOX)	VILLE, NJ MILEAGE		CHRYSLE Parts	R / JEEP / DODGE (908) 722-2503
SERVICE INSTALLED PARTS DATE INSTALLED	S S PARTS	AUTHORIZATION TO SUBMIT CLARM SCR	APOUT	оит	Service	(908) 722-2560 ERENCE NUMBER
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CROSS REFERENCE TO	ARE AVAILABLE FOR (1) YEAR FROM TH DEALER FOR INSPECTION BY REPRESENTAT	E DATE OF PAYMENT NOTIFICATION AT T			PROVAL CODE OR NO.	COMMITMENT CODE
Adv: 053 COLIN MCNA	MARA	License:	3D7	/MX48A5 7 G	Page	: 2 Invoice: C65930
Invoice to		l	Driver/Owner			
Invoiced: 07/22/10	16:14:50 RI		07 DODGE RAM	3500 4WD QU	AD CAB	
Attention: The fo	llowing Invoices al		<u></u>			
THANK YOU FOR USI	uestions - please s NG FULLERTON CHRYSI UR SERVICE NEEDS.					. Last Page
	·					
					to.	
1	ı					

CHRYSLER ☐ CASH **FORD** CHARGE FORD CHRYSLER JEEP DODGE **Parts** (908) 722-2502 ROUTE 22 EAST • P.O. BOX 718 WE ACCEPT SOMERVILLE • NEW JERSEY 08876 Service (908) 722-2501 DODGE □ м.с. TELEPHONE (908) 722-2500 ☐ VISA ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED AM-EXPRESS CHRYSLER / JEEP / DODGE MILEAGE OUT FULLERTON FORD · CHRYSLER · JEEP · DODGE · SOMERVILLE, NJ DISCOVER (CHECK (✓) APPROPRIATE BOX) **Parts** (908) 722-2503 AUTHORIZATION TO SUBMIT CLAIM SERVICE INSTALLED PARTS Service (908) 722-2560 DATE INSTALLED \$ TOTAL DATE OUT **CROSS REFERENCE NUMBER** DAY YR AUTHORIZED SIGNATURE AND DATE AUTHORIZED SIGNATURE AND DATE ON BEHALF OF SERVICING DEALER, I REREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PAST REPARTED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OFFORD. ACCRUED MILEAGE PROGRAM CODE OMIT TENTHS CROSS REFERENCE TO APPROVAL CODE OR NO. COMMITMENT CODE DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) Adv: 053 COLIN MCNAMARA 3D7MX48A5 7G Invoice: **I65930** License: Page: 1 Invoice to Driver/Owner Information

SOMER <u>SET, NJ</u>	SOMERSET, NJ	
Home:	Home:	
For Office Use	Vehicle Information	
Odometer in: 100309 Out: 100312 Dist: CMC INT C W I F	nal 07 DODGE RAM 3500 4WD QUAD CAB	
	Stock#: 7G784401 Inv Acct: 3461	
Begin: 07/14/10 Done: 07/22/10 Invoiced: 07/22/10 16:16	RI .	
Customer Concern		
Concern +50 MOUNT ONE AND BALANCE 1 TIRE.	Operation Tech Units A	Amount
Correction MOUNT AND BAL 1 TIRE.TECH DAMAGED TIR		10.00
PULLING IN VEHICLE.TECH REPLACED DRIVE 1 TIRE	R SIDE TIRE.	
Parts Part Number PO# Note	Description Oty Sell	
CMC NPN2358017FIRE 134499		35.00
' 010 AAW150C INSF	WHEEL WEIGHT 1/2 OZ 1 1.00	1.00
010 KITTIRETAX	SURCHARGE 1 **.00 *	*.00
010 TIREFEE TIRETX	******************* 1 B 1.50	1.50
Tech 314 STAATS JR, JAME		
	Subtotal	_
		36.00
•		2.00
		1.50
Type: I Line Flags: EPA		99.50
Summary of Charges for Invoice 165930	Payment Distribution for Invoice 165930	· y
PARTS 186.	0 TOTAL CHARGE 199.	.50
EPA COMPLIANCE CHG 2.	0	
LAB-MECHANICAL 10.	200.	50
STATE TIRE FEE 1.9		
TOTAL CHARGE 199.		
If you have any questions - please see COLIN MCNAN	ARA	
THANK YOU FOR USING FULLERTON CHRYSLER		

☐ CASH☐ CHARGE☐ WE ACCEPT	ONLY BY A		FULL FORD CHRY ROUTE 22 EA SOMERVILLE	SLER JEEP AST • P.O	DODGE BOX 718	Part: Serv	3	FORD (908) 72 (908) 72	22-2502
☐ M.C. ☐ VISA ☐ AM-EXPRESS			TELEPHON ARTS ARE NEW UN EP · DODGE · SOMER	IE (908) 72 NLESS OTH	22-2500	ATED		,	DODGE
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Adv: 053 COLIN MC	CNAMARA		License	:	3D7MX48	A5 7G784401	Page:	1 Inv	pice: W6593 0
Invoice to SOMERSET, NJ Home: For Office Use				SOMER Home:	r/Owner/Inf				
Odometer in: 1003	09 Out: 100312	Dist: CMC WAR	C W I Final	07 DOD	GE RAM 3500 4	WD QUAD CAB			
				Stock#	: 7G784401	Inv Acct: 3461			
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Customer Concer	rn j								
· ·	TOMER STATES F	PERFORM COMPL	EMENTARY QCM	MULTI-PO	DINT	Operation	Tech	Units	Amount
Cause X Correction PER Comment PER	RFORM MULTI POI RFORM SERVICE		N			99P	314	0.0	0.00
'	h 314 STAATS JF e Auth": RI	07/22/10 16:00		AIL CODE :	x				
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Summary	of Charges f	or Invoice	W 65930	P	ayment Dis	tribution fo	r Invo	ice W	65930
TOTAL CHARGE	1		0.00		ARRANTY L CHARGE				0.00
Attention: The CUS - CUSTO If you have any THANK YOU FOR U JEEP DODGE FOR	OMERPAY INT questions - p ISING FULLERTON	- INTERNAL lease see CO CHRYSLER							Last Page

SEAVI	CASH CHARGE WE ACCEPT M.C. VISA AM-EXPRESS DISCOVER CE INSTALLED P DATE INSTALLED ACCRUED MILEAGE OMIT TENTHS	YR. ON BEHA HEREON I NO CHARM IN ANY IN ANY REP AVAIL	ERTON FORD CLAIMS REVIEW PARTS FOR SERVICING S ACCURATE. UNLE SE TO OWNER, THE SE THAT AMY PART AV WITH AMY ACCURATE. AREL FOR INSPECTION BY RE	AUTHORIZED S AUTHORIZED S AUTHORIZED S AUTHORIZED S BEALER, I HER S SO OTHERNES ON PRISE RE WAS NO INDIO REPARED OR RE DENT, NEGUIGEN IN FROM THE DE EPPRESENTATIVES	F ROU SOME TELL PARTS AF JEEP DOD APPROPRIATE BO HORIZATION TO MIT CLAIM LABOR LABOR SIGNATURE AND DATE EBY CERTIFY THAT HOWN, SERVICES DE SATION THE APPLACED UNDER THE CE OR MISUSE. RECE AFTOR PAYMENT NA	ORD CHRYSI JTE 22 EAS RVILLE • ELEPHONE RE NEW UNL GE · SOMERVI XX) PARTS TOTA THE INFORMATION ESCRIBED WERE PEPPEAGAIN FOR THE PEPPEAGAIN OF THE PERCENT OF THE	LER JEEF ST • P.C NEW JE E (908) 7 LESS OTH LLE, NJ SPOUT CONTAINED REPERBED AT VEHICLE OR CONNECTED CONTRECTED). BOX 718 RSEY 08876		Parts Serv	Sice SICE Sice	(90 / JE (90 (90	EEP / DODE 18) 722-250 EEP / DODE 18) 722-250 18) 722-250 E NUMBER	01 GE 03 60
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Jan 117 . W	053 COLIN	MCNAMARA				License:	M. C	3D7MX48/	A5 7G	1 2. S. 3. 3. 3.	Page:		Invoice:	(6593)
9	ice to: iced: 07/22,	/10 16:16:	34 PT				(313/4.4 <u>4)</u>	r/Owner DGE RAM 3500 4	שח סנואם מש					
	DODGE FOR			EDS.			0. 20.						Last	Page

AS RECOMMENDED BY FULLERTON AUTOMOTIVE

Name:			Year/Model: Date:
License	e Pla	te: VIN:	Repair Order #:
		REPORT CARD	REPORT CARD
		CHECKED AND OKAY	CHECKED AND OKAY
164	-	MAY REQUIRE FUTURE ATTENTION	MAY REQUIRE FUTURE ATTENTION
	\perp_{1}	REQUIRES, IMMEDIATE ATTENTION	REQUIRES IMMEDIATE ATTENTION
		EVERY 5,000 (OR 3,000) MILES:	NON-MILEAGE RELATED CHECKS: (Optional)
₩ /	 - -	Check operation of horn, interior lights (map light/trunk/ dome/glove), exterior lamps, turn signals, hazard warning lights, and brake lights	Inspect shocks/struts for excessive bounce, leaks and damage Inspect windshield for cracks, chips, and pitting
	厂	Check windshield washer spray, wiper operation, and wiper blades	Check battery performance
	7	Inspect half shaft boots, if equipped	Visually inspect for oil/fluid leaks
		Visually inspect exhaust system for leaks, damage,	BRAKES & TIRES .
<u> </u>		loose parts, and remove any foreign material	LF RF
	4	trapped by shielding	Brake Lining mm Brake Lining mm
		Inspect and lubricate drive shaft, transmission, u-joints, and transmission shift linkage (if equipped)	Tire Tread 32nds Tire Tread 32nds
ja 1		Inspect and lubricate steering and steering linkages	Wear Pattern Wear Pattern
	142	Inspect and lubricate suspension	Tire PressurepsiTire Pressurepsi
	+	Visually inspect radiator, heater,	
		and air conditioning hoses for leaks or damage	
_DK	TOPPED OFF	CHECK AND FILL	BRAKE INSPECTION NOT REQUIRED
	L	4x4 transfer case, front drive axle, and clutch reservoir fluid (truck only)	THIS VISIT
		Transmission fluid	
Ш		Brake fluid	」 LR → RR
		Power steering fluid	Brake Lining mm Brake Lining mm
	Ц	Coolant recovery reservoir fluid	Tire Tread 32nds Tire Tread 32nds Wear Pattern Wear Pattern
		Window washer fluid	Tire Pressurepsi
	/	EVERY 15,000 MILES: (Plus above items)	
		Inspect brake system including lines, hoses and parking brake	Comments: STRUING GOAL
	\square	Inspect engine cooling system, hoses, clamps	The state of the s
Z		Inspect non-neoprene accessory drive belt (only at 105,000-mile interval)	
	<u>ا</u> ر	EVERY 30.000 MILES: (Plus above items)	
	\square	Inspect clutch operation*]
		Inspect evaporative fuel system hoses and tubes (only at 60,000- and 120,000-mile intervals)*	Technician:
	Ц	Visually inspect battery and clean terminals (if required)	Service Advisor:
	┰┼	Inspect neoprene accessory drive belt	This Courtesy Inspection completed by your

Inspect neoprene accessory drive belt (not required at 30,000 miles)*

Customer Care Service Team

FULLERION CHRYSLER JEEP 1534 US HIGHWAY 22 SOMERVILLE, NJ. 08876-1 908-722-2500

Terminal_ID: 0075420008006082963002

Merchant_ID: 8006082963

COPY 07/24/2010 14:03:58 Sale:

Transaction # 1.14
Card Type: MasterCard
Acc: **********9971
Exp. Date: **/**
Entry: Manual
Invoice # 11273
Amount: 1057.93

Reference No.: 014
Auth.Code: 053689
Response: APPROUAL
Response Code: AA012
Tax: 0.00

CUSTOMER COPY

Fenton, MO

RE: Your Claim No.: 404032850

Your Insured:

Date of Loss: May 8, 2010 Our File No.: 19776435 V.I.N.: 3D7MX48C86G

Dear Mr.

This will acknowledge your recent correspondence of July 26, 2010, regarding your insured referenced above.

A review of our records indicates that this is the first notification we have had of your insured's loss. In order for us to properly evaluate your claim, we require the following information:

- 1. The complete address for the location at which the vehicle may be inspected in its damaged state.
- 2. A copy of the police/fire department report relating to this incident.

We will investigate your claim following receipt of the above requested information. Thank you for your cooperation in this regard.

Sincerely,

M. Gentry Special Investigations (248) 944-7084

MG/kat

48321 FMFZNM1

վահրկարերի հայտարարկարև իրենի հերի հեռուսի



02 1M \$ 01.902 0004233784 JUL 27 2010 MAILED FROM ZIP CODE 63110

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CAIR #	

DOCUMENT RETENTION

SEE DOCUMENT RETENTION

Items placed in document retention because:	
photos are unscannable.	
originals are too light.	
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Item NOT placed in document retention:	
Poor legibility on original document.	
Original survey forwarded on (date)_	
Original check given to	for hand
Other	
No envelope attached.	

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RECEIVED

JUL 29

2010

SPECIAL INVESTIGATIONS

Chrysler Recall Customer Service

Agency Markets Subrogation

Liberty Mutual

1315 N. Highway Drive Fenton, MO 63026 Attention: Reimbursement PO Box 21-8007

Auburn Hills, MI 48321-8007



Liberty Mutual Agency Markets Recovery Management 1315 N. Highway Drive Fenton, MO 63026 800-332-3226 888-268-8840 fax

Liberty Mutual Agency Markets July 26, 2010

SUBROGATION NOTICE

Our Insured Name:

Our Claim Number:

Loss Date: 5/8/2010

Our Company: America First Insurance

Your Insured: n/a

Your Claim Number: vin # 3D7MX48C86G

Dear Chrysler Recall Customer Assistance

We have completed our investigation of the above loss. Our investigation indicates that your insured is partially liable for the damages to our insured's property. Under our insured's policy, we have become legally subrogated to the right of our insured to recover from your policyholder. As such, we are seeking reimbursement from you for the damages we paid out on behalf of our insured.

Enclosed please find the documentation that will support the claim.

Collision: 21638.48

Rental:

Out-of-pocket:

Deductible: 500.00

Salvage: pending/on hold until inspection by Chrysler

Property Damage TOTAL: pending

Please direct all future subrogation correspondence to **Andre D. McBride** at the mailing address noted above. If you have any questions I can be reached at (800) 332-3226 extension 483170.

Sincerely,

Andre D. McBride Agency Markets Subrogation Sr. Subrogation Specialist

(800) 332-3226 Ext: 483170 Fax: (888) 268-8840

Andre, McBride@LibertyMutual.com

Peerless Insurance Company Montgomery Mutual Indiana Insurance Company America First
Colorado Casualty GoAmerica Auto Insurance Hawkeye-Security Insurance Golden Eagle
Ohio Casualty Insurance Company West American Insurance Company Ohio Security Company
American Fire & Casualty Company Avomark Ohio Casualty of New Jersey, Inc.
The Ohio Life Insurance Company Ohio Casualty Corporation Liberty Northwest

AHN: Volanda C Jones Clair. # 404032850

SAFETY RECALL H46 - MOPAR STEERING LINKAGE

Dear

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

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

The problem is...

During a prior service appointment, a Mopar service parts steering linkage may have been installed on your truck (VIN: 3D7MX48C86G). The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

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

What your dealer will do...

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

What you must do to ensure your safety...

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

If you need help...

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

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

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

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, I200 New Jersey Avc., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to http://www.safercar.gov.

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

Customer Services Field Operations Chrysler Notification Code H46

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















Safety Ratings

Defects & Recalls

Safe Driving Information

Model: RAM

Mfr's Report Date: MAR 09, 2006

NHTSA Action Number: N/A

New Search

Print Version

Help

Office of Defects Investigation (ODI)

Safety Complaints ?

RECALLS - SEARCH RESULTS

File a Complaint

online or by phone

Search Complaints

Defect Investigations

Safety Recalls

Service Bulletins

Downloads

Foreign Campaigns

EWR Information

Sitemap

Contact ODI

(888) 327-4236

TTY: (800) 424-9153

Navigate: ODI Home » Recalts » Search » Results List

Search Results

Report Date: June 4, 2010 at 01:37 PM

Search Type: VEHICLE Make: DODGE Modei: RAM

Model Year: 2006

Results: 4 | All records displayed

Make: DODGE

Model Year: 2006

Manufacturer: ANZO USA, INC.

NHTSA CAMPAIGN ID Number: 06E023000

Component: EXTERIOR LIGHTING:HEADLIGHTS

Potential Number of Units Affected: 292000

Summary:

CERTAIN ANZO COMBINATION HEADLAMP ASSEMBLIES SOLD AS REPLACEMENT LAMPS FOR USE ON CERTAIN PASSENGER VEHICLES, SOME COMBINATION LAMPS ARE NOT EQUIPPED WITH AMBER SIDE REFLECTORS WHICH FAIL TO CONFORM TO FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 108, "LAMPS, REFLECTIVE DEVICES, AND ASSOCIATED EQUIPMENT."

Consequence:

WITHOUT THE AMBER REFLECTORS, THE VEHICLE WILL BE POORLY ILLUMINATED, POSSIBLY RESULTING IN A VEHICLE CRASH.

ANZO WILL NOTIFY OWNERS AND REPLACE THE HEADLAMPS FREE OF CHARGE. THE RECALL BEGAN MAY 9, 2006. OWNERS MAY CONTACT ANZO USA AT 909-468-3688.

THIS RECALL ONLY PERTAINS TO AFTERMARKET HEADLAMP ASSEMBLIES MANUFACTURED BY ANZO AND HAS NO RELATION TO ANY ORIGINAL EQUIPMENT INSTALLED ON THE LISTED PASSENGER VEHICLES. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO HTTP://WWW.SAFERCAR.GOV.

Document Search

Check to Request Research, Submit below.

Make: DODGE Model Year: 2006

Manufacturer: CEQUENT ELECTRICAL PRODUCTS

NHTSA CAMPAIGN ID Number: 07E066000

Component: EQUIPMENT:ELECTRICAL Potential Number of Units Affected: 175

Summary:

CERTAIN CEQUENT 90 DEGREE 7-WAY RIGHT ANGLE ADAPTORS SOLD BY DISTRIBUTORS IN TOW

Model: RAM

Mfr's Report Date: AUG 24, 2007

NHTSA Action Number: N/A

PACKAGES FOR AFTERMARKET SALES TO TOW 5TH WHEEL RV TRAVEL TRAILERS. DUE TO INCORRECT WIRING OF THE HARNESS, THE TRAILER LIGHTS MAY NOT OPERATE PROPERLY.

Consequence

IF THE TRAILER LIGHTS ARE NOT WORKING PROPERLY, A VEHICLE CRASH CAN OCCUR.

Remedy:

ALL OF THE DEFECTIVE TOW PACKAGES ARE STILL AT THE DISTRIBUTOR LEVEL AND HAVE NOT BEEN SOLD TO ANY CONSUMERS.

Notes:

THIS RECALL ONLY PERTAINS TO AFTERMARKET CEQUENT TOW PACKAGES AND HAS NO RELATION TO ANY ORIGINAL EQUIPMENT INSTALLED ON DAIMLERCHRYSLER, GMC, OR FORD VEHICLES. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO HTTP://www.SAFERCAR.GOV.

Document Search

Check to Request Research, Submit below.

Make: DODGE

Model: RAM

Model Year: 2006

Manufacturer: CHRYSLER LLC

Mfr's Report Date: JAN 06, 2009

NHTSA CAMPAIGN ID Number: 09E001000

NHTSA Action Number: N/A

Component: STEERING:LINKAGES

Potential Number of Units Affected: 18000

Summary:

CHRYSLER IS RECALLING 18,000 AFTERMARKET STEERING LINKAGES USED FOR SERVICE ON SOME MY 2003 THROUGH 2008 DODGE RAM HEAVY DUTY PICKUP TRUCKS. THE SUBJECT LINKAGES MAY EXPERIENCE DRAG LINK INNER TIE ROD TO PITMAN ARM BALL STUD FRACTURE, ALSO, THE STEERING LINKAGE DAMPER ATTACHING BRACKET MAY YEILD AND SHIFT ON THE LINKAGE. THE PART NUMBERS OF THE AFFECTED ASSEMBLIES IS 52122362AA THROUGH 52122362AD.

Consequence:

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

Remedy:

DEALERS WILL REPLACE THE STEERING LINKAGE DRAG LINK INNER TIE ROD END ASSEMBLY, AND INSPECT THE STEERING LINKAGE DAMPER BRACKET FREE OF CHARGE. THE RECALL BEGAN ON JUNE 6, 2009. OWNERS MAY CONTACT CHRYSLER AT 1-800-853-1403.

Notes

CHRYSLER RECALL NO. H46. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO http://www.safercar.gov.

Document Search

Check to Request Research. Submit below.

Make: DODGE

Model: RAM

Model Year: 2006

Manufacturer: CHRYSLER LLC

Mfr's Report Date: MAR 09, 2009

NHTSA CAMPAIGN ID Number: 09E009000

NHTSA Action Number: N/A

Component: VISIBILITY:WINDSHIELD WIPER/WASHER

Potential Number of Units Affected: 1364

Summary

CHRYSLER IS RECALLING 1,364 WINDSHIELD WIPER MODULES, P/N 55077098AJ, SOLD DURING THE 2008 AND 2009 CALENDAR YEAR FOR USE AS AFTERMARKET REPLACEMENT EQUIPMENT ON MY 2002-2009 DODGE RAM PICKUP TRUCKS. THESE WIPER MODULE ASSEMBLIES MAY BE SUSCEPTIBLE TO WATER INTRUSION THAT COULD RESULT IN PARTIAL OR COMPLETE LOSS OF WINDSHIELD WIPER CAPABILITY.

Consequence:

WHEN THE WIPER SYSTEM FAILS, THE OPERATOR WILL HAVE REDUCED VISIBILITY WHICH COULD RESULT IN A CRASH.

Remedy:

DEALERS WILL REPLACE THE WIPER MODULE ASSEMBLIES WITH VENTED WIPER MOTOR

HOUSINGS FREE OF CHARGE. THE SAFETY RECALL BEGAN ON AUGUST 28, 2009. OWNERS MAY CONTACT CHRYSLER AT 1-800-853-1403.
Notes:
CHRYSLER'S RECALL NO. J11. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO <u>HTTP://WWW.SAFERCAR.GOV</u> .
Document Search
Check to Request Research. Submit below.
Request Research

CSA.gov. 112

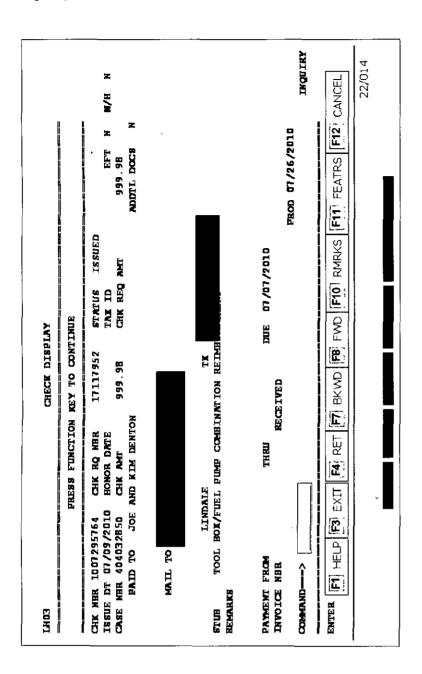
RSS | Web Policies & Notices | Terms of Use | FOIA | Privacy Policy | Accessibility | Contact NHTSA

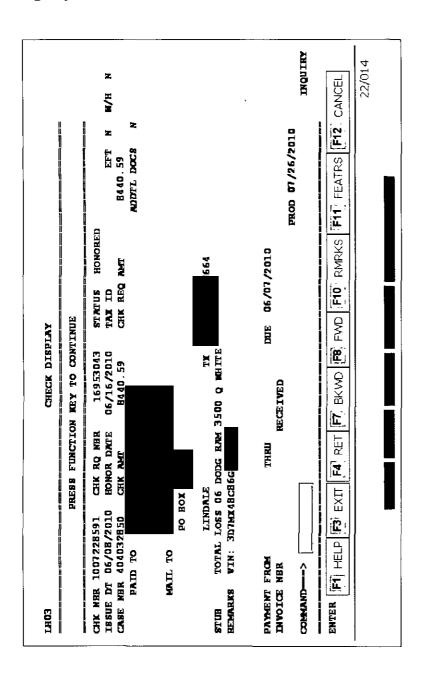
REMITTSC BUSINESS ACCOUNT PAYMENTS ONLY TO: TRACTOR SUPPLY COMPANY

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CUSTO	MERTO CO	OMPLET	E			Ιυ.	y www.	محرر	. 0
CERTIFICATE OF EXEMPTION: The undersigned conities compliance with the agricultural sales tax exemption law of the state indicated below and understands and agrees with the General Exemption Statement at right and the applicable statement of the respective state printed or the reverse side of this form.	payment of sa properly as it	ed party de ales and us indicated b business d orticulture, a uses the far ral producti	ertifies their etax on ta elow and/of agriculture in machine on items pu	ingible per ir purcha al product of floricult ry, equipm irchased	ersonal aser is tion of ture for ment or free of	Fron	r Ken De	nten	J
PRODUCT IS TO BE USED IN THE FOLLOWING STATE: INEQUIRED; (Exceptions, Georgia, New York & Kasauchy - COMP. ETE REVENSE SIDE)	The undersitunders and the due on the pun state law shou	ey may be to chase price to such goo	able for pay for the good ds be used	mem of allowing and allowing allowing and allowing and allowing allowing and allowing	taxes wed by	Comb	100 E	Pun	70 K = 1 40
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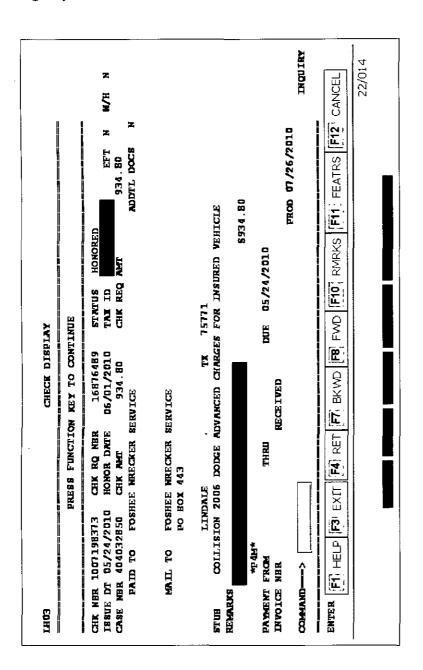
Form No. 99-30401 (12:08)

CUSTOMER - DRIGINAL





CHECK D	
PRESS FUNCTION KEY TO CONTINUE	
CHK NBR 1007222684 CHK RQ NBR 16943777 STMTUS HONORED ISSUE DI 06/04/2010 HONOR DATE 06/11/2010 TAX ID CASE NBR 404032850 CHK AMT 11263.11 CHK REQ AMT PAID TO BANK OF THE MEST	ED EFT N M/H N 11263.11 ADDT DOCS N
MAIL TO C/O BANK OF THE MEST PO BOX 8160 INSUR DEPT NCTRE01	
STUB TOTAL LOSS OF DODGE LOAN\$ REMARKS PLEASE SEND TITLE TO: NAC PO BOX 3938 MTN: KARLA SHELDON	
SPOKANE NA 99220 PANHENE FROM THRU DUE D6/04/2010 INVOICE NBR RECEIVED	PROD 07 /26 /2010
COLEGAND>	INQUIRY
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SAFECO TOTAL LOSS UNIT PAYMENT WORKSHEET

DOWEHAVE THE KEYS: CLAIM:#//WEHIGLE//OWNER

/I/2006 DODGE RAM-DENTON-TX

When paying a % of liability always use a SALVAGE BID not 40%

A C V Pre-Tax	\$18,952.00
Sales Tax % 6.25%	\$1,184.50
Subtotal	*- \$20,136.50
Unused License	\$39.20
Title Transfer Fee	\$28.00
Additonal/Fees Owed	\$0.00
The second secon	
Salvage Bid	\$0.00
Deductible	\$500.00

COPART	State info
COLLECTOR CARS	EDMUNDS
ALL Dept. of INS	NAC Workflow

Additional Info	mation
Holdback Percentage	42.84%
Total Taxes and Fees	\$1,251.70
Loan Payment	\$11,263.11
Payments Already Made	\$0.00
Liability Percentage	100%

Lien Holder Payment	\$11,263.11
	\$0:00

Second Payment	\$8,440.59
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Claim Class	
COLL (INSD)	N
APD (CLMT)	
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UM PD (INSD)

CA Owner Retain

Hide Multiple Payments

Total w/ no deductions taken \$20,203,70 Total w/ deductible \$19,703,70

Payment Notes	
Payment Notes	
Payment Notes	
Salvage Notes	1st pymt to BANK OF THE WEST
Salvage Notes	FINAL PYMT TO INSURED

Additional Comments

Misc information



CLAIM INFORMATION

Owner:

Insured:

Loss Vehicle:

2006 Dodge Ram 3500 4X4 Quad Cab 4 Door Long

VIN: 3D7MX48C86G

Odometer: 171,080

Location: Lindale, TX 75771

Loss Incident Date: 05/08/2010 Report Reference Number:

Claim Reference:

Adjuster:

Claim Submitted Date:

Date Last Updated:

Policy Number:

Claim Class:

Appraiser:

43552841

0180598

05/19/2010

Original

COLL

IVERSON, RONALD

VALUATION SUMMARY

Vehicle Value		\$ 19,298.00
Condition Adjustment		- 346.00
Actual Cash Value		\$ 18,952.00
Pre-tax Amount		\$ 18,952.00
Vehicular Sales Tax	6.25%	\$ 1,184.50
Sales Tax reflects all applicable si	tate, county, and n	nunicipal taxes.
License/Fees (if applicable)		\$

Proposed Settlement Amount

\$ 20,136.50

The Vehicle Value is derived from comparable vehicle(s) available or recently sold in the marketplace at the time of valuation. 4 comparable vehicle(s) were utilized in this report.

Vehicle Allowances

Odometer	171,080	- 4,9 91.00
Options		
Automatic Transmission	Reported	+ 500.00
Power Driver Seat	Reported	+ 100.00
Power Mirrors	Reported	+ 100.00
Keyless Entry	Reported	+ 150.00
Auxiliary Audio Connection	Reported	+ 100.00
Fog Lamps	Reported	+ 7 5.00
Heated Mirrors	Reported	+ 50.00
Running Boards/Side Steps	Reported	+ 150.00
Bedliner (Spray On)	Reported	+ 225.00
Grill Guard	Reported	+ 100.00

This CCC Valuescope® Market Report was prepared for CHECK WITH YOUR ADJUSTER FOR UW CO by CCC Information Services Inc. CCC is an independent company that has been preparing market value reports for the insurance industry since 1981.

The loss vehicle has been valued in the region where it was garaged as a newer truck with 119% greater than average mileage of 78,200.

Allowances are factors influencing the value of the loss vehicle when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment. These allowances are illustrative only. The Proposed Settlement Amount is calculated entirely from the comparable vehicles with adjustments to reflect the loss vehicle configuration.



Owne Claim

Rear Sliding WindowReported+ 100.00Tool Box (Permanent)Reported+ 100.00

VEHICLE HISTORY SUMMARY

Experian® AutoCheck®	No Title Problem Found
Insurance Services Organization/ National Insurance Crime Bureau	1 Record Found
National Highway Transportation Safety Administration	4 Recalls



Owner: Claim F



LOSS VEHICLE COMPONENTS

2006 DODGE RAM 3500 4X4 QUAD CAB 4 DOOR LONG - LINDALE, TX 75771

VIN: 3D7MX48C86G

Below are the components of the loss vehicle, provided to CCC by CHECK WITH YOUR ADJUSTER FOR UW CO, included in this valuation.

Odometer	171,080
Transmission	
Automatic Transmission	Reported
Overdrive	Standard
4 Wheel Drive	Standard
Power	
Power Steering	Standard
Power Brakes	Standard
Power Windows	Reported
Power Locks	Reported
Power Driver Seat	Reported
Power Mirrors	Reported
Decor/Convenience	
Air Conditioning	Standard
Intermittent Wipers	Standard
Tilt Wheel	Standard
Cruise Control	Reported
Keyless Entry	Reported
Console/Storage	Standard
Wood Interior Trim	Reported
Electronic Instrumentation	Reported
Seating	
Cloth Seats	Reported
Reclining/Lounge Seats	Reported
Bucket Seats	Reported
Radio	
AM Radio	Standard
FM Radio	Standard
Stereo	Standard

Search/Seek	Standard
CD Player	Standard
Auxiliary Audio Connection	Reported
Wheels	
Styled Steel Wheels	Standard
Safety/Brakes	
Drivers Side Air Bag	Standard
Passenger Air Bag	Standard
Anti-Lock Brakes (4)	Standard
4-Wheel Disc Brakes	Standard
Exterior/Paint/Glass	
Clearcoat Paint	Reported
Fog Lamps	Reported
Tinted Glass	Reported
Body Side Moldings	Reported
Dual Mirrors	Standard
Heated Mirrors	Reported
Other - Trucks	
Running Boards/Side Steps	Reported
Bedliner (Spray On)	Reported
Grill Guard	Reported
Rear Step Bumper	Standard
Rear Sliding Window	Reported
Tool Box (Permanent)	Reported
Trailering Package	Reported
Dual Rear Wheels	Standard



Owner: Claim R

VEHICLE CONDITION

CHECK WITH YOUR ADJUSTER FOR UW CO uses Condition Inspection Guidelines to determine the condition of key components of the loss vehicle. These guidelines are specific to geographic location, year, and vehicle type. The guidelines describe physical characteristics for each of the vehicle components. Based on these guidelines, CHECK WITH YOUR ADJUSTER FOR UW CO has determined the condition of the vehicle prior to the loss.

COMPONENT	CONDITION	VALUE IMPACT	INSPECTION NOTES
Interior			
Seats	Major wear	- \$346	STAINED SOILED AND FADED HEAVILY
Carpets	Normal wear	\$0	LIGHTLY SOILED AND STAINING
Dashboard	Normal wear	\$0	SMALL FEW CRACKS AND LIGHT WEAR AND FADING
Headliner	Normal wear	\$0	MINIMAL STAINING AND OR SOILING
Exterior			
Sheet Metal	Normal wear	\$0	SMALL FE DINGS
Trim	Normal wear	\$0	MINIMAL FADING
Paint	Normal wear	\$0	SMALL FEW CHIPS AND SCRATCHES SLIGHT FADING
Glass	Normal wear	\$0	GLASS MASHED DUE TO ACCIDENT
Mechanical			
Engine	Normal wear	\$0	NO ACCESS TO HOOD DUE TO DAMAGES
Transmission	Normal wear	\$0	NO ACCESS TO HOOD DUE TO DAMAGE
Tires			
Front Tires	Normal wear 3	\$0	LT FRONT 10/32 RF 10/32
Rear Tires	Normal wear	\$0	LT REAR 9/32 LT INNER 9/32 RT REAR 10/32 RT INNER 10./ 32
	Total Adjustments:	- \$346	

Total Adjustments:

- \$346



Owner: Claim R

VINGUARD® VEHICLE IDENTIFICATION

2006 DODGE RAM 3500 4X4 QUAD CAB 4 DOOR LONG — LINDALE, TX 75771 VIN: 3D7MX48C86G

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number (VIN). This number provides certain specifications of the vehicle. Decoding the VIN, using VINguard®, identifies the vehicle for which Vehicle Value will be determined.

Insured Description		
Year	2006	
Make	Dodge	
Model	Ram 3500 4X4 Quad Cab	
Model Number	7X48	
Body Style	4 Door Long	
Engine	6-5.9L-TD	
Transmission	Automatic Transmission* Overdrive* 4 Wheel Drive*	
Restraints	Air Bags (Driver+Pass.)	
Curb Weight		

VINguard® Analysis	
2006	-
Dodge	
Ram 3500 4X4 Quad Cab Drw	
7X48	
6-5.9I-Td	
Air Bags (Driver+Pass.)	
6,894	***

VINGUARD® VEHICLE HISTORY INFORMATION

Using the VIN for this vehicle, VINguard® detected discrepancies or prior history requiring additional research. Please review the information detailed below.

VINguard® Messages: VINguard has decoded this VIN without any errors.

ISO Vehicle History:

Number of times reported to ISO: 1

ISO's file number: H0167310899

Activity Reported: Property & Casualty

This vehicle was assembled in MEXICO

Loss date: 05/08/2010

Insurance company: Liberty Mutual Insurance Company

Phone: (800) 332-3226

Claim ref

Point of Impact:



Owner Claim

CCC provides CHECK WITH YOUR ADJUSTER FOR UW CO information reported by Experian® regarding the loss vehicle. This data is provided for informational purposes. Unless otherwise noted in this Market Report, CCC does not adjust the value of the loss vehicle based upon this information.

7.0 v

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

TITLE CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this 2006 Dodge Ram 3500 4X4 Quad Cab (3D7MX48C86C shows show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

EVENTS CHECKED	RESULTS FOUND
Abandoned	No Abandoned Record Found
Damaged	No Damaged Record Found
Fire Damage	No Fire Damage Record Found
Grey Market	No Grey Market Record Found
Hail Damage	No Hail Damage Record Found
Insurance Loss	No Insurance Loss Record Found
Junk	No Junk Record Found
Rebuilt	No Rebuilt Record Found
Salvage	No Salvage Record Found

M EVENT CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this 2006 Dodge Ram 3500 4X4 Quad Cab (3D7MX48C86G shows) show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

•		
EVENTS CHECKED		RESULTS FOUND
NHTSA Crash Test Vehicle	7	No NHTSA Crash Test Vehicle Record Found
Frame Damage	7	No Frame Damage Record Found
Major Damage Incident	7	No Major Damage Incident Record Found
Manufacturer Buyback/Lemon	Y	No Manufacturer Buyback/Lemon Record Found
Odometer Problem	Y	No Odometer Problem Record Found
Recycled	Z	No Recycled Record Found
Salvage Auction	7	No Salvage Auction Record Found
Water Damage	7	No Water Damage Record Found

O VEHICLE INFORMATION

INFORMATION FOUND. AutoCheck found additional information on this vehicle. These records will provide more history for this 2006 Dodge Ram 3500 4X4 Quad Cab (3D7MX48C86G......).

EVENTS CHECKED	RESULTS FOUND
Accident	No Accident Record Found
Corrected Title	No Corrected Title Record Found
Driver Education	No Driver Education Record Found
Duplicate Title	No Duplicate Title Record Found
Emissions Safety Inspection	No Emissions Safety Inspection Record Found
Fire Damage Incident	No Fire Damage Incident Record Found
Lease	❸ Lease Record(s) Found
Lien	1 Lien Record(s) Found
Livery Use	No Livery Use Record Found
Government Use	No Government Use Record Found
Police Use	No Police Use Record Found
Fleet	No Fleet Record Found
Rental	▼ No Rental Record Found
Fleet and/or Lease	No Fleet and/or Lease Record Found
Fleet and/or Rental	No Fleet and/or Rental Record Found
Repossessed	No Repossessed Record Found
Taxi use	No Taxi use Record Found
Theft	No Theft Record Found

M ODOMETER CHECK

THIS VEHICLE CHECKS OUT. For this 2006 Dodge Ram 3500 4X4 Quad Cab (3D7MX48C86G) no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

DATE REPORTED **ODOMETER READING**



Owner: Claim R

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT (CONTINUED)

2006-08-10	4600	
2008-02-26	126534	

FULL HISTORY

REPORT RUN DATE: 05/20/2010 Below are the historical events for this vehicle listed in chronological order.

Event Date	Event Location	Odometer Reading	Data Source	Event Detail
2006-08-01	TX		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2006-08-02	TX		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL (Lease Reported)
2006-08-10	ROANOKE, TX	4600	Motor Vehicle Dept.	TITLE (Lien Reported)
2006-11-22	TX		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2006-12-21	TX		Motor Vehicle Dept."	REGISTRATION EVENT/RENEWAL
2007-04-01	OVERTON, TX		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2008-02-15	LINDALE, TX	1	Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2008-02-26	LINDALE, TX	126534	Motor Vehicle Dept.	TITLE (Lien Reported)
2009-02-01	LINDALE, TX		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2010-02-01	LINDALE, TX		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL

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

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

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

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

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



Owner: Claim R

NHTSA VEHICLE RECALL

The National Highway Traffic Safety Administration has issued 4 safety related recall notices that may apply to the above valued vehicle.

NHTSA ID: 07V038000 ISSUED: 02/26/2007 NO. OF VEHICLES: 86,333

Suspension:Front:Wheel bearing on certain pickup trucks, the front wheel bearing may have received an insufficient quantity of grease during the manufacturing process. This could result in bearing degradation, and if subsequent noise and vibration are ignored, could result in hub assembly separation. This may result in a loss of Vehicle control and cause a crash without warning. Dealers will replace the front hub and bearing units. The recall began on February 26, 2007. Owners may contact Daimlerchrysler at 1-800-853-1403.

NHTSA ID: 06V380000 ISSUED: NO. OF VEHICLES: 309

Visibility:Rearview mirrors/devices certain trucks fail to conform to the requirements of Federal motor Vehicle safety standard no. 111, "rear view mirrors". The Right outside rear view mirror glass has a curved (convex) mirror glass installed instead of flat glass. Curved glass creates a wider view, but displays images further away than they actually are. Drivers of large Vehicles may have difficulty judging distance relationships, which could cause a crash without prior warning. Dealers will replace the Right outside convex mirror glass with a flat mirror glass free of charge. The recall is expected to begin on or before October 9, 2006. Owners may contact Daimlerchrysler at 1-800-853-1403.

NHTSA ID: 06\(\text{V073000}\) ISSUED: NO. OF VEHICLES: 279

Exterior lighting certain trucks equipped with dual rear wheels fail to comply with the requirements of Federal motor Vehicle safety standard no. 108, B lamps, reflective devices and associated equipment.B the trucks may have been inadvertently manufactured without the roof mounted cab clearance lamps. Without these lamps, other Vehicle operators may not detect the increased width of the Vehicle which could cause a crash without warning. Dealers will install cab clearance lights free of charge. The recall is expected to begin during March 2006. Owners may contact Daimlerchrysler at 1-800-853-1403.

NHTSA ID: 06V038000 ISSUED: NO. OF VEHICLES: 39,274

Service brakes, hydraulic:Antilock:Control unit/module on certain pickup trucks equipped with four-wheel antilock brake systems (ABS), the ABS electronic control unit (ECU) may cause a loss of front to rear brake balance, and the rear brakes could lock up prematurely during certain braking conditions. This could result in a loss of Vehicle control and cause a crash without warning. Dealers will replace the ABS ECU. The manufacturer has not yet provided an owner notification schedule for this campaign. Owners may contact Daimlerchrysler at 1-800-853-1403.



Owner: Claim F

LOCAL MARKET COMPARABLE VALUES

LOSS VEHICLE - 2006 DODGE RAM 3500 4X4 QUAD CAB 4 DOOR LONG — LINDALE, TX 75771 VIN: 3D7MX48C86G

	LOSS VEHICLE 2006 DODGE RAM 3500 4X4 QUAD CAB 4 DOOR LONG 6-5.9L-TD	4X4 QUAD CAB 4 DOOR PICKUP	DEALER VEHICLE COMPARABLE 2 2006 DODGE RAM 2500 4X4 QUAD CAB 4 DOOR PICKUP 6-5.9L-DIESEL TURBO	DEALER VEHICLE COMPARABLE 3 2006 DODGE RAM 2500 4X4 QUAD CAB 4 DOOR PICKUP 6-5.9L-DIESEL TURBO
Options				
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	×	×	×
4 Wheel Drive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	i	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	•	✓	×	✓ .
Power Passenger Seat	×	×	×	✓
Power Mirrors	✓	×	✓	✓
Air Conditioning	✓	✓	✓	✓
Rear Defogger	×	×	×	✓
Intermittent Wipers	✓	•	•	✓
Tilt Wheel	✓	•	•	✓
Cruise Control	•	✓	✓	✓
Keyless Entry	•	×	X	×
Console/Storage	✓	✓	✓	•
Wood Interior Trim	•	×	×	×
Electronic	•	X	X	×
Instrumentation Cloth Seats	, , .			•
Leather Seats	•	X	X	×
Reclining/Lounge Seats	X	X Ž	. X	√
Bucket Seats	•	X	×	X
AM Radio	.2"	X	X	X
FM Radio	•		•	•
Stereo		ز		V
Search/Seek		•		<i>y</i>
CD Player		, i	Ž.	
Auxiliary Audio	.	4	×	X
Connection	· ·	•	^	^
Aluminum/Alloy Wheels	×	x	•	✓
Styled Steel Wheels	✓	<i>V</i>	×	×
Drivers Side Air Bag	✓	✓	/	~
Passenger Air Bag	•	✓	✓	<i>V</i>
Front Side Impact Air	×	×	×	✓
Bags				
Alarm	×	.•	X	×
Anti-Lock Brakes (4)	✓	✓	•	✓
4-Wheel Disc Brakes	•	✓	•	✓



Owner: Claim F

LOCAL MARKET	COMPARAE	BLE VALUES (CON	ITINUED)	
Clearcoat Paint		x	×	×
Fog Lamps	<i>'</i>		×	×
Tinted Glass	,	×	Ž	Ž
Privacy Glass	×	ÿ	×	×
Body Side Moldings	Ĵ	×	×	×
Dual Mirrors	~	Ĵ	Ĵ	ÿ
Heated Mirrors	/	×	×	×
Running Boards/Side	·	x	X	×
Steps			••	••
Bedliner (Spray On)	✓	X	X	×
Grill Guard	✓ .	X	X	×
Rear Step Bumper	✓	✓	✓	✓
Rear Sliding Window	✓	×	X	×
Tool Box (Permanent)	✓	X	· X	×
Trailering Package	✓	✓	X	×
Dual Rear Wheels	✓	X	×	x
Miles	171,080	121,026	155,799	124,470
List Price Take Price		\$22,99 <u>1</u> \$22,991	\$18,500	. \$19,995
Adjustments				
Model/Year		-1,475	+925	+925
Options		+225	+1,150	+250
Mileage		-686	-278	-1,273
Baseline Adjustment		-1,485	-1,485	-1,485
Adjusted Value		\$19,570	\$18,812	\$18,412
Location		Frank Parra	West Coast	Camarena Auto
011		Chry/Jeep/Dodge	Auto Group	Sales
Contact Contact		Joe Oliver. 972-721-4590	972-296-1301	972-266-5200
Stock ID		Stock:	Stock; 214090	Stock: 181473
0.00.0.12		T7J526101	Q100M 21 1000	Otobia 1071110
VIN		1D7KS28C57J526101	3D7KS28C06G214090	1D7KS28C56J1814 7 3
Inspected		Inspected	Pub Date	Pub Date
Distance from Lindale		5/19/2010	4/14/2010	2/27/2010
Distance from Lindale		94 Miles - Irving	88 Miles - Duncanville	95 Miles - Grand Prairie

> List Price is the sticker price of the vehicle.

> Take Price is the amount for which the vehicle can be purchased as defined by the contact at each dealership.

> The baseline is defined as the condition of the typical vehicle on the road. Baseline Adjustments are made when a comparable vehicle's condition varies from that of a typical vehicle.

> All dollar adjustments are determined by surveys, inspections, and interviews with dealerships across the United States.

> Note that some comparable vehicles that were recently available in the local market may no longer be available.

> The Price, Asking Price, Take Price or List Price displayed above (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.



Owner:		
Claim F		

ADDITIONAL LOCAL MARKET COMPARABLE VEHICLES

The following comparable vehicles also support the Vehicle Value of the loss vehicle, but are displayed in less detail. The complete configuration of each comparable vehicle is compared to the loss vehicle to determine the Adjusted Value. The Adjusted Value represents the price of the comparable configured exactly as the loss vehicle. The Price, Asking Price, Take Price or List Price displayed below (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.

Local Advertisement

List Price Adjusted Value Source Vehicle

Autotrader.Com Ad Date: 03/05/2010 (903) 818-9880 Sherman TX 103 Miles From Lindale 2006 Dodge Ram 2500 4X4 Quad Cab Odometer: 99,728

\$ 21,613

\$ 20,484

VALUATION METHODOLOGY

CHECK WITH YOUR ADJUSTER FOR UW CO has provided CCC the VIN (Vehicle Identification Number) of the loss vehicle and the vehicle owner's zip code, which CCC uses to identify the local markets that will be used to determine the market value. CHECK WITH YOUR ADJUSTER FOR UW CO has also provided CCC with the configuration of the loss vehicle, including equipment, odometer, condition, maintenance, etc. Using this information, CCC searches its databases to find comparable vehicles in the local market. If necessary, the search may have been expanded to obtain additional information. CCC's database include vehicles for sale at dealerships that CCC has physically inspected and dealer and private party advertised vehicle information from more than 1,700 publications and Autotrader.com®. Vehicles located are compared to the loss vehicle, and adjustments are made for differences such as model, equipment, and odometer that results in the adjusted value for each comparable. The comparable vehicles are used to determine the market value.

This calculation is a weighted average that is based on the following factors:

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

Please review the information in this Market Valuation Report to confirm the reported mileage, condition and to verify there are no missed options, added equipment or refurbishments, or other aspects of your vehicle that may impact the value.

VEHICLE APPRAISAL AND VALUATION NOTES

Backup vehicles may be one year newer than the loss vehicle. Proper adjustments were made to reflect model, year and mileage differences for this valuation.

Included in our backup are similar models to the loss vehicle. Proper adjustments were made for this valuation.

America First Insurance, Colorado Casualty, Golden Eagle Insurance, Indiana Insurance, Liberty Agency Underwriters, Liberty Northwest, Montgomery Insurance, Ohio Casualty, Peerless Insurance and Safeco Insurance are part of Liberty Mutual Agency Markets, a business unit of Liberty Mutual Group.



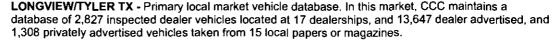
Owner: Claim F

LOCAL MARKET DEFINITION

The Vehicle Value for your 2006 Dodge Ram 3500 4X4 Quad Cab 4 Door Long was defined by the ZIP code 75771 - Lindale, TX. If necessary, the search area may have been expanded to obtain additional information. Details of the specific markets searched follow.



THE STATE OF TEXAS is composed of 16 distinct local markets. The following 10 local markets were used in the preparation of this vehicle market report.





SHREVEPORT/MONROE LA - Secondary local market vehicle database. In this market, CCC maintains a database of 3,788 inspected dealer vehicles located at 25 dealerships, and 10,926 dealer advertised, and 962 privately advertised vehicles taken from 9 local papers or magazines.

DALLAS TX - Third local market vehicle database. In this market, CCC maintains a database of 9,694 inspected dealer vehicles located at 36 dealerships, and 122,080 dealer advertised, and 5,189 privately advertised vehicles taken from 28 local papers or magazines.

Other markets searched - Texarkana, East Central Texas, Southeast Oklahoma, Southwest Arkansas, Ft. Worth, Southeast Arkansas and Waco. In these markets, CCC maintains a database of 5,865 inspected dealer vehicles located at 26 dealerships and 98,970 vehicles taken from 56 local newspapers or magazines.



From these 10 local markets, comparable vehicles were selected based on the year, make, model, body style and engine configuration of your vehicle. Adjustments were made to the value of each comparable vehicle to compensate for differences in year, model, body style, engine configuration, packages, options, and mileage.





Owner: Claim Re

CARRIER INFORMATION

Prepared for: CHECK WITH YOUR ADJUSTER FOR UW CO

Personal Lines West Field

Settlement Tracking

Complete this form wh	nen file is closed.	Date valued: 05/20/2010 Date of loss: 05/08/2010
SEND TO: CCC INFORMATION SERVICE ATTN: SETTLEMENT TRACE 100 S. MAIN ST. SIOUX FALLS, SD 57104 FAX: 1-800-621-7070		Date of 1055: 03/00/2010
Set	tlement Data	
Request number: 43552841 Insured: Claim reference:	Vehicle:	00821 Code: SA : 2006 DODG RAM 3500 4X4 QUA uster: 0180598 :
Deductible:	346.00 - (+) (-) (+) (+/-) 18952.00 + 1184.50 + (-) (-) (-) (-) (-) (-) 20136.50 +	Settlement Values
(1111)		(mm, ad, 1111)
Claim Representative Settlement	Notes:	

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CHECK WITH YOUR ADJUSTER FOR UW CO AMERICA FIRST INSURANCE RONALD. IVERSON@SAFECO. COM P.O.BOX 515097 LOS ANGELES, CA 90051-5097 (903)814-3045 FAX: (888)268-8840

ESTIMATE OF RECORD

WRITTEN BY: RONALD IVERSON 05/19/2010 04:34 PM ADJUSTER: 0180598 (903)814-3045

INSURED: OWNER:

REPAIR

VIN: 3D7MX48C86G

ADDRESS: LINDALE, TX OTHER:

CLAIM POLICY

DATE OF LOSS: 05/08/2010 AT 12:00 AM

TYPE OF LOSS: COLLISION POINT OF IMPACT: 15. TOTAL LOSS

DAY: (903) -

INSPECT FOSHEE WRECKER SERVICE LINDALE T

LOCATION: 17634 US HIGHWAY 69 N

OTHER

TYLER, TX 75701

0 DAYS TO REPAIR

LICENSE #

FACILITY: 2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

TX PROD DATE: 09/2005 ODOMETER: 171080 CONDITION: FAIR TILT WHEEL AIR CONDITIONING CRUISE CONTROL INTERMITTENT WIPERS ELEC. INSTRUMENTATION KEYLESS ENTRY BODY SIDE MOLDINGS TINTED GLASS DUAL MIRRORS CONSOLE/STORAGE WOOD INTERIOR TRIM FOG LAMPS POWER STEERING POWER BRAKES CLEAR COAT PAINT

POWER WINDOWS POWER LOCKS POWER DRIVER SEAT HEATED MIRRORS POWER MIRRORS AM RADIO STEREO SEARCH/SEEK FM RADIO

AUXILIARY AUDIO CONNECTIO ANTI-LOCK BRAKES (4) CD PLAYER 4 WHEEL DISC BRAKES PASSENGER AIR BAG DRIVER AIR BAG BUCKET SEATS CLOTH SEATS RECLINE/LOUNGE SEATS

REAR STEP BUMPER SLIDING REAR WINDOW RUNNING BOARDS/SIDE STEPS BEDLINER (SPRAY ON) TOOL BOX (PERMANENT) GRILL GUARDS

TRAILERING PACKAGE AUTOMATIC TRANSMISSION DUAL REAR WHEELS 4 WHEEL DRIVE OVERDRIVE STYLED STEEL WHEELS

_______ DESCRIPTION QTY EXT. PRICE LABOR PAINT OP, SUBL RAM 3500 LONE STAR EDITION 1 1# RECYCLED ASSEMBLIES 2 N REPL QUAL RECY PARTS SHEET METAL; 1 4375.00* 4.2 9.6 W/O SPORT PACKAGE +25% SUBL BLACK RANCH HAND GRILL GUARD 4# 1 850.00 X 1 125.00 X SUBL GRILL GUARD SPRAY LINER N 5# 1 125.00 X SUBL LABOR GRILL GUARD

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ESTIMATE OF RECORD 2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

		DESCRIPTION			CE LABOR	PAINT
 _						
8	REPL	RT NAMEPLATE CUMMINS TURBO	1	22.45	0.2	
9	REPL	DIESEL LT NAMEPLATE CUMMINS TURBO DIESEL	1	22.45	0.2	
10		FRONT SUSPENSION				
11*	REPL	DIESEL FRONT SUSPENSION QUAL RECY PARTS AXLE ASSY 4.10 RATIO +25%	1	1187.50*	M 3.5*	M
12		O/H SUSPENSION BOTH SIDES			M 6.8	M
13*	REPL	QUAL RECY PARTS RT KNEE +25%	* 1	250.00*	MINCL.*	M
14*	REPL	QUAL RECY PARTS LT KNEE +25%	* 1	250.00*	MINCL.*	M
15	REPL	4.10 RATIO +25% O/H SUSPENSION BOTH SIDES QUAL RECY PARTS RT KNEE +25% QUAL RECY PARTS LT KNEE +25% RT SHOCK 5.9 LITER DIESEL, 3500 W/O OFF ROAD GROUP DEDUCT FOR OVERLAP	1	32.00	MINCL.	
16		DEDUCT FOR OVERLAP			-0.2	
17	REPL	3500 W/O OFF ROAD GROUP DEDUCT FOR OVERLAP LT SHOCK 5.9 LITER DIESEL, 3500 W/O OFF ROAD GROUP	1	32.00	MINCL.	
18		DEDUCT FOR OVERLAP			-0.2	
19	R&I	STABILIZER BAR W/O HEAVY DUTY			M 0.7	
20	REPL	LT STABILIZER LINK	1	214.00	MINCL.	
21		DEDUCT FOR OVERLAP			-0.2	
22	\mathtt{REPL}	RT STABILIZER LINK	1	214.00	MINCL.	
23		DEDUCT FOR OVERLAP			-0.2	
24		WINDSHIELD				
		3500 W/O OFF ROAD GROUP DEDUCT FOR OVERLAP STABILIZER BAR W/O HEAVY DUTY LT STABILIZER LINK DEDUCT FOR OVERLAP RT STABILIZER LINK DEDUCT FOR OVERLAP WINDSHIELD QUAL REPL PARTS WINDSHIELD W/THIRD VISOR, W/O BLUE SHADE PLUS KIT				
		WINDSHIELD W/THIRD VISOR, W/O BLUE SHADE LABOR	* 1 *	216.00*	X	
27		FRONT DOOR				
28	REPL		1	205.00	6.5	
29		OVERLAP MAJOR ADJ. PANEL				-0.4
30		ADD FOR CLEAR COAT ADD FOR MIRROR				1.0
31		ADD FOR MIRROR			0.3	
31 32 33		ADD FOR EDGING				0.5
33		ADD FOR CLEAR COAT				0.1
34		ADD FOR INSIDE				0.5
35		ADD FOR CLEAR COAT		F0 00	*****	0.1
36	KEPL	LT BELT W'STRIP OUTER	1	50.20	INCL.	
3/	KEAT	LI NAMEPLATE "KAM 3500"	1	37.80	0.2	
38*	K&T	LT SIDE MODDING BLACK		110 50+	0.4*	
39**	REPL	ADD FOR MIRROR ADD FOR MIRROR ADD FOR CLEAR COAT ADD FOR INSIDE ADD FOR CLEAR COAT LT BELT W'STRIP OUTER LT NAMEPLATE "RAM 3500" LT SIDE MOLDING BLACK QUAL REPL PARTS LT MIRROR ASSY POWER W/TOW PKG. +25% LT DOOR GLASS CHRYSLER LT RUN CHANNEL LT HANDLE, OUTSIDE W/KEYLESS	1	112.50*	INCL.	0.0
40	REPL	LT DOOR GLASS CHRYSLER	1	422.00	0.5	
41	REPL	LT RUN CHANNEL	1	100.00	0.2	
42	R&I	LT HANDLE, OUTSIDE W/KEYLESS ENTRY				
43	R&I	LT R&I TRIM PANEL RT OUTER PANEL			INCL.	
44*	RPR	RT OUTER PANEL			1.0*	2.8

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ESTIMATE OF RECORD 2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

ERLAP MAJOR ADJ. PANEL D FOR CLEAR COAT BELT W'STRIP OUTER NAMEPLATE "RAM 3500" SIDE MOLDING BLACK MIRROR ASSY POWER W/TOW 3. DOOR GLASS CHRYSLER HANDLE, OUTSIDE W/KEYLESS IRY R&I TRIM PANEL	1	37.80		0.3 0.2 0.4*	-0.4 0.5
SIDE MOLDING BLACK MIRROR ASSY POWER W/TOW J. DOOR GLASS CHRYSLER HANDLE, OUTSIDE W/KEYLESS		37.80		0.3	0.5
SIDE MOLDING BLACK MIRROR ASSY POWER W/TOW J. DOOR GLASS CHRYSLER HANDLE, OUTSIDE W/KEYLESS		37.80		0.3 0.2	
SIDE MOLDING BLACK MIRROR ASSY POWER W/TOW J. DOOR GLASS CHRYSLER HANDLE, OUTSIDE W/KEYLESS		37.80		0.2	
SIDE MOLDING BLACK MIRROR ASSY POWER W/TOW J. DOOR GLASS CHRYSLER HANDLE, OUTSIDE W/KEYLESS				0.4+	
J. DOOR GLASS CHRYSLER HANDLE, OUTSIDE W/KEYLESS				0.47	
HANDLE, OUTSIDE W/KEYLESS				0.3	
HANDLE, OUTSIDE W/KEYLESS				0.5	
DAT TOTM DANGE	•			0.3	
R&I IRIM PANEL ELECTRICAL ΓENNA MAST				0.5	
renna mast				0.1	
REAR DOOR OUTER PANEL					
OUTER PANEL				3.0*	1.8
ERLAP MAJOR ADJ. PANEL					-0.4
FOR CLEAR COAT					0.3
ERLAP MAJOR ADJ. PANEL D FOR CLEAR COAT BELT W'STRIP OUTER	1	19.95		0.3	
SIDE MODDING BLACK				∪_4*	
AL RECY PARTS LT DOOR GLASS				1.0*	
HANDLE, OUTSIDE R&I TRIM PANEL ALIGNMENT NSTRIPES UP AND MEASURE TES USEARCH WHEELS				0.3	
R&I TRIM PANEL				0.3	
A ALIGNMENT	1	89.95	Х		
NSTRIPES	1	25.00	Х		
Γ UP AND MEASURE				2.0	
res	1		Х		
J SEARCH	1		X		
WHEELS			-		
WHEELS AL RECY PARTS LT/FRONT EEL, STEEL 2500, 3500 WGS AL RECY PARTS RT/FRONT	1	100.00*	M	0.3*	
566. SIEEG 2500, 3500 MGS	1	100.00*	M	0.3*	
OTHER CHARGES					
ATTION CHANGID	1	3.50			
ornak chakasa	1	620.00			
	OTHER CHARGES C.C. VING	VING 1	VING 1 620.00	/ING 1 620.00	OTHER CHARGES 2.C. 1 3.50 ZING 1 620.00 SUBTOTALS ==> 10083.94 34.4

LINE 3 : BIG TEXAS JOHNNY 903-234-2490

LINE 5 : FAIR WAY FORD HENDERSON LINE 13 : LT AND RT FRONT KNEE ASSY

LINE 65 : CHECK SUSP

LINE 67 : DUE TO DAMAGES AND AT TOWING YARD , COMPLETE FRON DOWN IN THE DIRT

POSS MAJOR FRAME AND SUSP DAMAGES

151U0NE9

ESTIMATE OF RECORD

2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

LINE 68: I HAVE INSPECTED AT TOWING YARD AND AT THIS POINT I WILL RUN A FIELD ID TO CHECK REPAIR VS TOTAL LOSS, POSSIBLE WILL NEED TO GO TO REPAIR SHOP AND HAVE A COMPLETE TEAR DOWN DONE AND PUT UP ON A RACK FOR ACCESS.

LINE 69 :

DATE: 05/19/2010 04:09 PM

R.O. NUMBER:

CLAIM NUMBER:

--- VEHICLE INFO ---

2006 342 DODGE 3500 PICKUP

VIN: 3D7MX48C86G

PART: KNEE, FRONT, RECYCLED

QUOTE: \$200.00 W/MARKUP: \$250.00 TOTAL: \$250.00

STOCKNUMBER: X364APU

GRADE: A

DESCRIPTION:

RF KNEE 5 05 YEAR: 2005 HOURLY DAMAGE: 0.00 COND: A

TO ENSURE SPECIAL PRICING USE THE APU QUOTE # APU 7712 7389 9307 392

PART QUOTE # 7712 7389 9307 573

LONE STAR AUTO SALVAGE GEORGE OLIVER 4115 HWY 59 NORTH LUFKIN, TX 75904 8002566378 LONESTARAUTOSALVAGE@YAHOO.COM LOCAL SUPPLIER

PART: KNEE, FRONT, RECYCLED

QUOTE: \$200.00 W/MARKUP: \$250.00 TOTAL: \$250.00 STOCKNUMBER: X364APU

GRADE: A

DESCRIPTION:

LF KNEE 5 05 YEAR: 2005 HOURLY DAMAGE: 0.00 COND: A

TO ENSURE SPECIAL PRICING USE THE APU QUOTE # APU 7712 7389 9307

15IU0NE9

ESTIMATE OF RECORD

2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

392

PART QUOTE # 7712 7389 9307 580

LONE STAR AUTO SALVAGE GEORGE OLIVER 4115 HWY 59 NORTH LUFKIN, TX 75904 8002566378 LONESTARAUTOSALVAGE@YAHOO.COM LOCAL SUPPLIER

PART: DOOR GLASS, REAR, RECYCLED

QUOTE: \$75.00 W/MARKUP: \$93.75 TOTAL: \$93.75

STOCKNUMBER: 0D210APU

GRADE: A

DESCRIPTION:

LR DOOR WINDOW YEAR: 2006 HOURLY DAMAGE: 0.00 COND: A

TO ENSURE SPECIAL PRICING USE THE APU QUOTE # APU 7712 7389 9307 392

PART QUOTE # 7712 7389 9307 733

RCS RECYCLERS
MIKE MELTON
10809 HWY 271 NORTH
TYLER, TX 75708
903-877-4020
MIKE@RCSAUTOPARTS.COM
LOCAL SUPPLIER

PART: SIDE VIEW MIRROR , RECYCLED

QUOTE: \$90.00 W/MARKUP: \$112.50 TOTAL: \$112.50

STOCKNUMBER: 8L412APU

GRADE: A

DESCRIPTION:

L DOOR MIRROR YEAR: 2006 HOURLY DAMAGE: 0.00 COND: A

151UONE9

ESTIMATE OF RECORD

2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

TO ENSURE SPECIAL PRICING USE THE APU QUOTE # APU 7712 7389 9307 392

PART QUOTE # 7712 7389 9307 586

RCS RECYCLERS
MIKE MELTON
10809 HWY 271 NORTH
TYLER, TX 75708
903-877-4020
MIKE@RCSAUTOPARTS.COM
LOCAL SUPPLIER

TRANSFER ID: 771273899307392

SHOP: IF YOU ARE ALREADY A MEMBER OF APU SOLUTIONS YOU MAY LOG IN AND RETRIEVE THIS CLAIM USING THE TRANSFER ID NUMBER.
TO PROCURE THESE PARTS AND VIEW MORE QUOTES, PLEASE FOLLOW THESE SIMPLE STEPS.

- 1. GO TO WWW.APUSOLUTIONS.COM
- 2. ENTER THE ABOVE TRANSFER ID NUMBER ON THE HOME PAGE.
- 3. FOLLOW THE STEPS PROVIDED.
- 4. SELECT THE PARTS AND THE VENDOR YOU WISH TO BUY FROM AND CLICK SUBMIT.

THE PO WILL THEN BE SENT TO THE VENDOR SELECTED AND, UPON ACCEPTANCE OF THE PO, YOU WILL RECEIVE NOTIFICATION THAT THE PART(S) WILL BE DELIVERED. PARTS MARKED AS "LOCAL" WILL SHIP WITHIN 48 HOURS OF THE PO BEING ACCEPTED. LOCAL PARTS ARE DEFINED AS PARTS THAT ARE WITHIN THE SUPPLIERS LOCAL DELIVERY AREA AND NO SHIPPING FEES WILL BE CHARGED. OTHER FEES MAY STILL APPLY. IF AT ANY TIME YOU HAVE QUESTIONS RELATED TO THE PART(S) YOU CAN CONTACT THE SELLER DIRECTLY WITH THE CONTACT INFORMATION PROVIDED.

PRIOR DAMAGE NOTES:

WORK TRUCKL DINGS AND REAR BED ADD ON A/M SCUFFS

PARTS					8029.49
BODY LABOR	24.1	HRS	@\$	46.00/HR	1108.60
PAINT LABOR	18.8	HRS	@\$	46.00/HR	864.80
MECHANICAL LABOR	10.3	HRS	@\$	60.00/HR	618.00
PAINT SUPPLIES					400.00
SUBLET/MISC.					1430.95
OTHER CHARGES					623.50

15100NE9

ESTIMATE OF RECORD

2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

 SUBTOTAL
 \$13075.34

 SALES TAX
 \$8429.49 @ 8.2500% 695.43

 TOTAL COST OF REPAIRS
 \$13770.77

 ADJUSTMENTS:
 DEDUCTIBLE
 500.00

 TOTAL ADJUSTMENTS
 \$500.00

 NET COST OF REPAIRS
 \$13270.77

AMERICA FIRST INSURANCE, COLORADO CASUALTY, GOLDEN EAGLE INSURANCE, INDIANA INSURANCE, LIBERTY AGENCY UNDERWRITERS, LIBERTY NORTHWEST, MONTGOMERY INSURANCE, OHIO CASUALTY, PEERLESS INSURANCE AND SAFECO INSURANCE ARE PART OF LIBERTY MUTUAL AGENCY MARKETS, A BUSINESS UNIT OF LIBERTY MUTUAL GROUP.

ALL SUPPLEMENTS REQUIRE RE-INSPECTION. NOTIFY INSURER ON ANY SUPPLEMENT REQUEST. FAILURE TO ALLOW RE-INSPECTION MAY RESULT IN DISAPPROVAL OF SUPPLEMENT.

NOTICE TO INSURANCE CLAIMANTS FOR MOTOR VEHICLE REPAIRS.

THIS NOTICE IS REQUIRED BY LAW. IT DOES NOT CONSTITUTE AN ADMISSION OF LIABILITY BY THE INSURANCE COMPANY.

YOU HAVE THE RIGHT TO SELECT WHERE YOUR MOTOR VEHICLE IS REPAIRED AND THE PARTS USED FOR REPAIRS. HOWEVER, AN INSURANCE COMPANY IS NOT REQUIRED TO PAY MORE THAN A REASONABLE AMOUNT FOR SUCH REPAIRS AND PARTS. B YOUR RIGHTS ARE EXPLAINED FULLY IN THE COPY OF ARTICLE 5.07-1 OF THE TEXAS INSURANCE CODE, PRINTED ON THE REVERSE SIDE OF THIS NOTICE OR ATTACHED TO THIS NOTICE. IF YOU ARE INSURED BY THE COMPANY FOR THE DAMAGE, YOUR RIGHTS ARE EXPLAINED IN MORE DETAIL IN YOUR INSURANCE POLICY.

IF YOU HAVE ANY QUESTIONS ABOUT YOUR MOTOR VEHICLE REPAIR RIGHTS, CONTACT THE TEXAS DEPARTMENT OF INSURANCE AT:

TELEPHONE:

1-800-252-3439

MAILING ADDRESS:

TEXAS DEPARTMENT OF INSURANCE

P. O. BOX 149091

AUSTIN, TX 78714-9091

FAX NUMBER:

512-475-1771

WEB ADDRESS:

WWW.TDI.STATE.TX.US

ESTIMATE CALCULATED USING A PRESET USER THRESHOLD AMOUNT FOR THE PAINT AND MATERIAL COST.

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ESTIMATE OF RECORD

2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

THE INSURER GUARANTEES THAT IT WILL REPLACE THE QUALITY REPLACEMENT PARTS (PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURE OR NON NEW-OEM PARTS THAT ARE MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER) IDENTIFIED ON THIS ESTIMATE IF A DEFECT IS DISCOVERED. THE INSURER FURTHER GUARANTEES THAT THE PARTS ARE C.A.P.A (CERTIFIED AUTOMOTIVE PARTS ASSOCIATION) CERTIFIED WHEN APPLICABLE. THIS GUARANTEE WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THIS ESTIMATE, AND IS NOT TRANSFERABLE TO ANOTHER PARTY AT ANY TIME. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, PAINT AND MATERIALS IF REQUIRED, AND COST OF A TEMPORARY REPLACEMENT VEHICLE DURING THE REPAIRS. THIS GUARANTEE DOES NOT COVER CONSEQUENTIAL DAMAGES. IF A DEFECT IN A QUALITY REPLACEMENT PART IS DISCOVERED, CONTACT YOUR LOCAL INSURER REPRESENTATIVE IMMEDIATELY AND WE WILL REPLACE THE PART WITH A NEW ORIGINAL EQUIPMENT MANUFACTURER PART.

THE GLASS PART PRICE, KIT AND LABOR HAS BEEN CALCULATED BASED ON MARKET PRICING FOR YOUR AREA. SAFECO'S GLASS ADMINISTRATOR IS SAFELITE AUTO GLASS. PLEASE CALL SAFELITE AT 1-800-800-2727 TO ARRANGE FOR THE WORK TO BE COMPLETED.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR3TH03, CCC DATA DATE 05/03/2010, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2010 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

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ESTIMATE OF RECORD
2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

ALTERNATE PARTS SUPPLIERS

39 QUAL REPL PARTS LT MIRROR + PART NO.	CH1320228	PRICE 112.50
KEYSTONE - COMPLETE 5129 MLK FREEWAY BLDG 6 FT. WORTH, TX 76119	(866)451-5355 (817)451-5355	
KEYSTONE - COMPLETE 10427 SANDEN DR. DALLAS, TX 75238	(800) 822-0866 (972) 764-2272	
KEYSTONE - COMPLETE 1935 MELROSE PINEVILLE, LA 71360	(800)737-8686 (318)445-3669	
KEYSTONE - COMPLETE 5969 HAASE RD. SUITE B DEFOREST, WI 53532	(800) 352-7252 (608) 249-4775	
KEYSTONE - COMPLETE 5085 WREN DRIVE APPLETON, WI 54913	(800) 422-1995 (920) 731-3030	
KEYSTONE - COMPLETE 11011 BLUFF BEND DRIVE AUSTIN, TX 78753	(800) 580-8989 (512) 339-3001	
KEYSTONE - COMPLETE 4520 TEJASCO DRIVE SAN ANTONIO, TX 78218	(800)580-8989 (210)666-1190	
KEYSTONE - COMPLETE 1709 NORTH JACKSON ROAD STE 11 MCALLEN, TX 78501	(800) 580-8663 (956) 664-0690	
KEYSTONE - COMPLETE 13681 SYDNEY ROAD WHITEHOUSE, TX 75791	(866)837-0051 (903)592-7455	
KEYSTONE - COMPLETE 1721 TANCAHUA STREET CORPUS CHRISTI, TX 78401	(866)272-8901 (361)855-7121	
KEYSTONE - COMPLETE 4851 HOMESTEAD ROAD STE 148 HOUSTON, TX 77028	(888)411-5601 (713)675-7900	

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ESTIMATE OF RECORD 2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

ALTERNATE PARTS SUPPLIERS

KEYSTONE - COMPLETE 6532 DEPOT DRIVE WACO, TX 76712

(866)247-5165 (254)751-1559

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ESTIMATE OF RECORD

2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D LONG WHITE INT:GRAY

ALTERNATE PARTS USAGE

							AFTER	MAR	KET	PART	'S								
						AFTE	RMARK	EΤ	SEL	ECTIC	N MI	ETHO	D:	A	UTOM	ATIC	ALLY	LIST	-
NO.	OF	TIMES	USER	WAS	NOTI	FIED	THAT	' AN	AF	TERMA	RKE	r PAI	RT WA	AS Z	AVAI	LABL	E:	3	-
		N	o. of	' AFT	ERMAR	KET	PARTS	TH	TA	APPEA	R II	1 TH	E FIN	1AL	EST	IMAT	E:	2	2
						0	PTIOŅ	ΙAL	OEM	PART	's								
					0	PTIO	NAL C	EM	SEL	ECTIC	N M	ETHO	D:	A	UTOM	ATIC	ALLY	LIST	ľ
NO.	OF '	rimes t	JSER	WAS	NOTIF	IED	TAHT	AN	OPT	IANOI	OEN	(PA	RT WA	AS I	AVAI:	LABL	Ė:	C)
		МО	. OF	OPTI	ONAL	OEM	PARTS	TH	AT.	APPEA	R II	1 TH	E FIN	IAL	EST	IMAT	Ε:	C)
						R	ECOND	ITI	ONE	D PAF	TS								
					RE	COND	ITION	ED	SEL	ECTIO	N M	ETHO	D:	A	UTOM	ATIC	ALLY	LIST	2

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 2

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 7

Member of Liberty Mutual Group

A CONTRACTOR OF THE PROPERTY O

Los Angeles, CA 90051-5097 P.O. Box 515097

Return Service Requested

MAILED FROM ZIP CODE 63026

TATELLY PROPERTY







46664



Liberty Mutual Agency Markets Central Recovery Unit 1315 N. Highway Drive Fenton, Missouri 63026 800-332-3226

Liberty Mutual Agency Markets August 18, 2010

Chrysler Group, LLC CIMS 484-04-04; Attention M. Gentry P.O. Box 21-8004 Auburn Hills, MI 48321

RECEIVED SPECIAL INVESTIGATIONS

Re: your claim # 19776435; my claim win #3D7MX48C860

Dear M. Gentry:

I am responding to your July 30, 2010 acknowledgement letter.

You also requested:

1. the complete address and location where our insured vehicle may be inspected The vehicle can be inspected at Copart 3046 HIGHWAY 322 SOUTH LONGVIEW, TX 75603 Phone: (903)643-9705

Fax: (903)643-9958 Lot #15169560

2. A copy of the police/fire department report relating to this accident. There was no police or fire department report

Thank you in advance for your assistance in this matter.

Please contact me with any questions. Sincerely,

a Mysiole

Andre McBride Sr Subrogation Specialist Liberty Mutual Company (636) 825-3170 Fax: (888) 268-8840 Andre.mcbride@libertymutual.com

> Peerless Insurance Company Montgomery Mutual Indiana Insurance Company America First Colorado Casualty GoAmerica Auto Insurance Hawkeye-Security Insurance Golden Eagle Ohio Casualty Insurance Company West American Insurance Company Ohio Security Company American Fire & Casualty Company Avomark Ohio Casualty of New Jersey, Inc. The Ohio Life Insurance Company Ohio Casualty Corporation Liberty Northwest

Outbound Follow up:

SAMUEL Creekmore

\$415,00 'Amount:

Steering repair

Phone Number

إذائليان

734-645-1170

CAIR# to Paperclip #19858664



CONFIDENTIAL FAX TRANSMISSION

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To:

Tro

Date: 10-7-16

Pages to Follow: 2

(If you do not receive all the pages, please call the number below.)

Comment:

Ref. 198586664

FURTHER QUESTIONS OR NEEDS
734-645-1170

Chelsea Community Hospital Surgery Department

Telephone Number: (734) 475-3915

Fax Number: (734) 475-4021

CÚSTOMÉR #: CR61034

176388



UNIT# 61034

INVOICE

1111 W. MICHIGAN AVENUE

MANCHESTER, MI		Dt	JPLICATE 1 PAGE 1	CLIN	TON, MICH (517) 458	GAN 49236 -6555
HOME : BUS : COLOR YEAR MAKE	3(0)25g	SER	VICE ADVISOR:	412 JOE	L NATTER	HEIR/GUITHI III III IIACI
FRAY 06 DODGE 25	000 TRUCK	3D3K8	529C96G PD No.	FATERE		/93379 T1673
8DEC06 DD 8.0 OPENED REA	17:00 20		K:61034 DLR:42	0.00 -68541	CASH	20AUG10
0:58 20AUG10 16:06 20 INE OPCODE TECH TYPE 1	DAUG10		er_Turbo_Diese		. NE	T TOTAL
TOW IN - CUSTOMER ST AUSE: DRAG LINK END A L900 STEERING REP	TES THAT STEE R/H KNUCKLE	RING SEPARI	INOP ATION		190400000000000000000000000000000000000	
10 GERVI C 1 52122362AF S'	CK, WILLIAM A. TEERING	LIC#:		328.65	328 6	0 135 00 5 328.65
1 68039930AA A 1 52122370AB D 3 6505623AA NU	amper I			82.15 156.22 1.8	156.2	7. 82 17 2 156.22 7 5.61
934 FEA REAR WHEE 10 GERVI C	er, william a.	LICH		1 (8 / 8 / 5 / 5 / 6 / 6 / 6 / 6 / 6 / 6 / 6 / 6	69.9	5 69.95
93379 DRAG LINK END A COMPLETE STEERING LIN PARTS-PARTS NOT AVAIL	KAGE ASSEMBLY	PER M	OPAR PARTS REI	LACEMEN	VT	
MARION ENGINEERING PROPERTY PAUS DE MARION (ISBN 1911)						
		7 7		,) III II 12		1515 2 13 16
91178 MALKE PERIOD						
ALL PARTS ARE NEW UNLESS A ALL PARTS ARE NEW UNLESS A CHARGE CODE # AUTHORIZATION #	OTED OTHERWISE	The of the	ATEMENT OF DISCLAIMER factory warranty constitutes all the warranties with respect to sale of this familians. The lar heraby expressly disclaims all	LABOR AN	77.00	TOTALS:
TOTAL ESTIMATE INCLUDING ADDITIONS	FACILITY REG. # F-1	44278 we fith	renties either express or kiled, including any implied frontry of merchantability or sess for a perticular purpose, let neither assumes nor	I MINOUS OF I	MOUNT	
DIAGNOSIS- ESTIMATE	CABOR TOYAL	ass con iter	horizes any other person to ume for it any liability in inaction with the sale of this rultams.	TOTAL CH LESS INSI SALES TA	JRANCE	
CERTIFICATION: ALL REPAIRS AND PARTS LIST	ED WERE FURNISHED IN COMP	×	TOMER SIGNATURE	7	PLEASE PAY HIS AMOUNT	

CUSTOMER #: CR61034 UNIT# 61034

176388

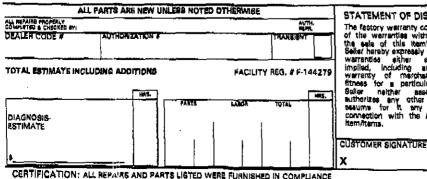


INVOICE

DUPLICATE 1

1111 W. MICHIGAN AVENUE CLINTON, MICHIGAN 49236

MANCHESTER, MI PAGE 2 (517) 486-6555 HOME SERVICE ADVISOR: BUS: 412 JOEL NATTER MEAGENNOUTON COLOR YEAR MAKE/MODEL TAG <u>G</u>RAY 93377/93379 06 DODGE 2500 TRUCK 3D3KS29C96G DEL DATE PAYMENT NV DATE PRODUCATE WARENEXES WAS A PROMISED OF THE PROPERTY OF THE PROP FATE CASH 18DEC06 DE 17:00 20AUG10 .00 20AUG10 R.O. OPENED READY STK:61034 DLR:42-68541 ENG: 5.9 Liter Turbo Diesel 10:58 20AUG10 20AUG10 16:05 LIST TOTAL LINE OPCODE TECH TYPE HOURS NET SERVICE HOURS: MONDLY TART FREDAY 7:20AM TO 6:00 PM, SATURDAY 8:00AM TO 2:00PM WE PROVIDE THE SAME GREAT SERVICE ON ALL MAKE AND MODEL VEHICLES-SEE US FOR COMPLETE VEHICLE DETAILING



STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this itemitisms. The Seller hereby expressly discisline bill warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor sutherizes any other person to essume for it any fieldlity in connection with the sele of this item/items.

LABOR AMOUNT 215.05 PARTS AMOUNT 617.55 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 14.35 TOTAL CHARGES 846,95 LESS INSURANCE 0.00 SALES TAX 37.91 PLEASE PAY THIS AMOUNT 884.86

TOTALS

DESCRIPTION

CERTIFICATION: ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300)

From:

To: customerassist@chrysler.com Date: Wed Aug 25 21:41:33 EDT 2010

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Warranty info on parsts

Comments:

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 $\frac{1}{2}$

the highway) Contacted Good Brothers in Weymouth to get a new one. Parts

counter was extremely awe some. Got ${\tt my}$ 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 \ \text{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?

Sender Information:

Title. Mr

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@ch_rysler.com

To:

Date: Thu Aug 26 11:01:38 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

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
LINKAGE

STEERING

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

For any future communications related to this email, please refer to

the following information: REFERENCE NUMBER: 19871971 EMAIL CASE NUMBER: 2496547

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7081684I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site Brief Description: Warranty info on parsts Comments:

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

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end that ya'all knew had problems with. I have already spent over $$400\ \text{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?

VIN: Mileage: 110011 Servicing Dealer: Good Brothers Title: Mr. First Name: Middle Last Na Address Address City: Carver State: MA Zip: Email: Work Ph

From: To: customerassist@chrysler.com Date: Tue Aug 31 19:23:59 EDT 2010 Subject: Re: Chrysler Group LLC Customer Assistance (KMM7081684I25261L0KM) I contacted the dealership and they said it was an inspection only. I have = paid=C2=A0 (\$400) and installed it and 20k mile later=C2=A0one of the tie r= od ends sheered off. Now=C2=A0I am 7 months into the original purchase warr= anty. My question is what happens after the warranty expires if a tie nd breaks and I can't get aftermarket parts for it? I shouldn't have to she= 11=C2=A0out another \$400 for a whole new front end....=C2=A0=20 ---- Original Message ----=20 From: "customerassist" <customerassist@chrysler.com>=20 Sent: Thursday, August 26, 2010 11:02:25 AM=20 Subject: Re: Chrysler Group LLC Customer Assistance =C2=A0 (KMM7081684I25261= L0KM) = 20=20Dear Thank you for contacting the Dodge Customer Assistance Center, your= emails are important to us!=20 We recommend that if you are experiencing problems with your front to contact your local factory-authorized dealer and schedule an=20 appointment. If, after meeting with your dealer, these concerns arestill not resolved to your satisfaction, please re-contact us by email=20 or by phoning our office at 1-800-4A-DODGE (423-6343). We will be happy=20 to review the situation with you at that time.=20 As well, the following unfinished recall information is available for=20 your vehicle:=20 Recall # =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2 =A0 = C2 ==A0 =C2=A0 Description=20 =C2=A0=C2=A0H46 =C2=A0 =C2 =A0 A0 = C2 ==A0 =C2=A0 =

We suggest that you contact your local authorized Dodge dealer to make=20 arrangements for an inspection and, if necessary, corrective action at=20 no charge to you.=20

=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0STEERING=20

LINKAGE =C2=A0=20

```
Please take a copy of this message with you at the time of service
to=20
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=20
your vehicle in for this service.=20
If you wish to obtain further information, please contact the
Chrysler=20
Group Recall Assistance Center at 1-800-853-1403.=20
Thanks again for your email and have a wonderful day!=20
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Sincerely, =20
Matt=20
Customer Service Representative=20
Dodge Customer Assistance Center=20
For any future communications related to this email, please refer to
the=20
following information:=20
REFERENCE NUMBER: 19871971=20
EMAIL CASE NUMBER: =C2=A02496547=20
REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?
trk ID=3D=
KMM7081684I25261L0KM&=20
Original Message Follows:=20
----=20
=C2=A0=C2=A0=20
US Customer Service - Dodge Brand Site=20
Brief Description:=20
Warranty info on parsts=20
Comments:=20
I have upgraded My 2006 Ram 3500 front end to the TSB 08 Ram front
end.=20
=C2=A0After 20K mi the tie rod end sheared off.(good thing I was on a
side=
=C2=A0street. I was towing 4 tons of skidsteer equipment about three
miles=
=20
from=20
=C2=A0the highway) Contacted Good Brothers in Weymouth to get a new
Parts=20
=C2=A0counter was extremely awesome. Got my new one under the year
warranty=
.=20
My=20
=C2=A0question is from original date of purchase of the front end is
Jan. n=
ow = 20
if=20
=C2=A0the second front end brakes after the Jan date I have to
purchase the=
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=2.0
front=20
=C2=A0end that ya'all knew had problems with. I have already spent
over $40=
0 = 20
for=20
=C2=A0the original front end, and Dodge hasn't found a fix for this
problem=
.=20
What=20
=C2=A0am I going to do when this front end fails?=20
=C2=A0=20
VIN:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0 6G
Mileage:=20
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Servicing Dealer:=20
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Title:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0 Mr.=20
First Name:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0
Middle Initial:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0 J=20
Last Name:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0 Quigley=20
Address 1:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0 62 Pond St=20
Address 2:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0=20
City:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0 Carver=20
State:=20
=C2=A0=C2=A0 =C2=A0 MA=20
Zip:=20
=C2=A0=C2=A0 =C2=A0 02330=20
Email:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0
Work Phone:=20
=C2=A0=C2=A0 =C2=A0 =C2=A0
```

From: customerassist@chrysler.com

To:

Date: Wed Sep 01 08:10:42 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7081684I25261L0KM)

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

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2496547

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7088470I25261L0KM&

Original Message Follows:

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....

---- Original Message -----

From: "customerassist" <customerassist@chrysler.com>

To:

Sent: Thursday, August 26, 2010 11:02:25 AM Subject: Re: Chrysler Group LLC Customer Assistance (KMM7081684I25261L0KM)

Dear

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 $% \left(1\right) =\left(1\right) +\left(

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

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

following information: REFERENCE NUMBER: 19871971 EMAIL CASE NUMBER: 2496547

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7081684I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site Brief Description: Warranty info on parsts Comments:

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

```
Parts
counter was extremely awesome. Got my new one under the year
warranty.
Му
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?
VIN:
Mileage:
       110011
Servicing Dealer:
       Good Brothers
Title:
First Name:
Middle
Last N
Addres
Addres
City:
       Carver
State:
       ΜA
Zip:
Email:
Work Pi
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the highway) Contacted Good Brothers in Weymouth to get a new one.

from

From:

To: customerassist@chrysler.com
Date: Fri Sep 03 18:46:41 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7088470I25261L0KM)

you still haven"t answered my question. What happens when the original warr=

anty runs out on the front end and I can only buy it from Dodge? I have alr=

eady purchased it once and a tie rod end broke after 20K mi.=20 ----- Original Message $-----=20\,$

From: "customerassist" <customerassist@chrysler.com>=20

To:

Sent: Wednesday, September 1, 2010 8:11:20 AM=20

Subject: Re: Chrysler Group LLC Customer Assistance =C2=A0

(KMM7088470I25261=

L0KM) = 20

Dear = 20

Thank you for contacting the Dodge Customer Assistance Center, your= 20

emails are important to us!=20

We appreciate the time and effort you took to tell us of your=20 dissatisfaction in our product. Comments like yours are one way to learn=20 $\,$

of problems that develop and the improvements desired. We have=20 documented your comments and provide them to the product development= 20

team for review.=20

Chrysler Group has made tremendous gains in customer satisfaction and =20

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not been met. Please accept our apology for the problems you have=20 experienced.=20

Thanks again for your email and have a wonderful day!=20 =C2=A0=C2

Sincerely,=20

Matt=20

Customer Service Representative=20 Dodge Customer Assistance Center=20

For any future communications related to this email, please refer to the=20

following information:=20

REFERENCE NUMBER:=20

EMAIL CASE NUMBER: =C2=A02496547=20

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=3D=

KMM7088470I25261L0KM&=20

Original Message Follows:=20

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ends sheered off. Now I am 7 months into the original purchase warranty.=20 $\,$

My question is what happens after the warranty expires if a tie rod $\operatorname{end}=20$

breaks and I can't get aftermarket parts for it? I shouldn't have to= 20

shell out another \$400 for a whole new front end...=20 ---- Original Message ----=20

From: "customerassist" <customerassist@chrysler.com>=20

To:

Sent: Thursday, August 26, 2010 11:02:25 AM=20
Subject: Re: Chrysler Group LLC Customer Assistance =C2=A0=20
(KMM7081684I25261L0KM)=20

Dear == 20

Thank you for contacting the Dodge Customer Assistance Center, your= 20

emails are important to us!=20

We recommend that if you are experiencing problems with your front $\operatorname{end}=20$

to contact your local factory-authorized dealer and schedule an=20 appointment. If, after meeting with your dealer, these concerns are= 20

still not resolved to your satisfaction, please re-contact us by ${\tt email=20}$

or by phoning our office at 1-800-4A-DODGE (423-6343). We will be happy=20 $\,$

to review the situation with you at that time.=20

As well, the following unfinished recall information is available for =20 your vehicle: =20

Recall # =C2=A0

=A0 =C2=A0 =C2A0 =C2=A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =

=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 Description=20

=C2=A0=C2=A0H46 =C2=A0

=A0 =C2=A0 =C2A0 =C2=A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =C2A0 =

=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0STEERING=20 LINKAGE =C2=A0=20

We suggest that you contact your local authorized Dodge dealer to ${\tt make=20}$

arrangements for an inspection and, if necessary, corrective action at=20

no charge to you.=20

Please take a copy of this message with you at the time of service to=20 $\,$

aid the process. Although not required, it is recommended to bring a= 20

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=C2=A0=C2=A0 =C2=A0 =C2=A0 110011=20
Servicing Dealer:=20
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=C2=A0=C2=A0 =C2=A0 =C2=A0

From: customerassist@chrysler.com

To:

Date: Tue Sep 07 08:17:12 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7088470I25261L0KM)

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 (800) 521-9922.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative Dodge Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2496547

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7094312I25261L0KM&

Original Message Follows:

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.

---- Original Message -----

From: "customerassist" <customerassist@chrysler.com>

To:

Sent: Wednesday, September 1, 2010 8:11:20 AM Subject: Re: Chrysler Group LLC Customer Assistance (KMM7088470125261L0KM)

Dear :

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

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2496547

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7088470I25261L0KM&

Original Message Follows:

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....

---- Original Message -----

From: "customerassist" <customerassist@chrysler.com>

To:

Sent: Thursday, August 26, 2010 11:02:25 AM

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7081684I25261L0KM)

Dear

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 $\ensuremath{\mathsf{end}}$

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 $% \left(1\right) =\left(1\right) +\left(

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 $\operatorname{Chrysler}$

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

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

following information:

REFERENCE NUMBER: 19871971 EMAIL CASE NUMBER: 2496547

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7081684I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Warranty info on parsts

Comments:

I have upgraded My 2006 Ram 3500 front end to the TSB 08 Ram front end.

After $20 \, \text{K}$ 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 awe some. Got $\ensuremath{\mathsf{my}}$ new one under the year warranty.

Μy

question is from original date of purchase of the front end is ${\tt Jan.}$ ${\tt now}$

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?

VIN:

6G
Mileage:
110011
Servicing Dealer:
Good Brothers
Title:
Mr.
First Name:
Middle
Last N
Addres

City:

Address

Carver

State:

Zip:

Email:

Work Pl

RECEIVED DATE: <u>8/16/10</u>

POSTED DATE: 8/11/10	
LAST NAME:	
VIN (LAST 8 DIGITS)	
<u>Coe</u>	
CAIR	
<u></u>	

NON- SCANABLE ITEMS: CIRCLE ONE YES

CUSTOMER #: 5570423

UNIT# 60016

COLOR

DEL DATE

BLACK

(SIGNED)

131507

Wilford Chrysler Sales

INVOICE

P.O. Box M 500 Routes 6 & 209 MILFORD, PA 18337 (570) 296-2636

Parts & Service Fax: (570) 409-1947

www.milfordchrysler.com

09FEB10

12 BARKER ROAD ELDRED, NY HOME: CONT:N/A CELL: BUS:

06

PAGE 2

SERVICE ADVISOR: CASEY PRISCO 12631 MILEAGE IN/OUT TAG LICENSE VIN 3D7KS28C56G 48750/48754 PAYMENT INV. DATE PO NO. RATE PROMISED

89.41

30SEP05 DD **OPTIONS:** STK:60016 DLR:44144 R.O. OPENED READY

20:00 06FEB10

08:03 06FEB10 16:32 09FEB10

PROD. DATE

LINE OPCODE TECH TYPE HOURS

DODGE 2500

MAKE/MODEL

WARR, EXP.

TOTAL LIST NET THANK YOU FOR YOUR BUSINESS IF FOR ANY REASON

CASH

YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL SERVICE MANAGER KEVIN HAY @(570)296-2636. BETWEEN THE HOURS OF 8:00AM & 5:00PM

ALSO PLEASE NOTE OUR EXTENDED SERVICE HOURS ON WEDNESDAY TILL 6:00PM & SATURDAY TILL 5:00







ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	220.97
PARTS AMOUNT	1036.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1257.32
LESS INSURANCE	0.00
SALES TAX	75.44
PLEASE PAY THIS AMOUNT	1332.76

CUSTOMER #: 5570423

131507

Milford & Chrysler Sales

(N/C)

(N/C)

(N/C)

UNIT# 60016 *INVOICE*

WMP4

1 5086674AB BALLJOINT

1 5086672AB BALLJOINT

P.O. Box M 500 Routes 6 & 209 MILFORD, PA 18337 12 BARKER ROAD (570) 296-2636 ELDRED, NY PAGE 1 Parts & Service Fax: (570) 409-1947 www.milfordchrysler.com HOME: ONT:N/A SERVICE ADVISOR: 12631 CASEY PRISCO CELL: BUS: LICENSE COLOR MAKE/MODEL MILEAGE IN/OUT TAG YEAR 06 3D7KS28C56G 48750/48754 DODGE 2500 BLACK PROD DATE WARR EXP. PROMISED RATE PAYMENT INV. DATE PO Non DEL DATE 30SEP05 DD 20:00 06FEB10 89.41 CASH 09FEB10 R.O. OPENED OPTIONS: --STK:60016 DLR:44144 08:03 06FEB10 | 16:32 09FEB10 TOTAL LINE OPCODE TECH TYPE HOURS LIST NET A C.S CHECK FRONT SUSPENSION CAUSE: LOOSE 12 TECH FOUND STEERING LINKAGE BROKEN, TECH REPL STEERING LINKAGE AND LEFT SIDE UPPER BALLJOINTS, AND STEERING DAMPNER 68 NACKMAN, MICHAEL LIC#: 1 CP 201.42 201.42 322.00 1 52122362AE STEERING 322.00 322.00 146.00 146.00 1 52122370AB DAMPER 146.00 1 6505623AA NUT 3.00 3.00 3.00 1 68001734AB LINK KIT-STABILIZER BAR 71.50 71.50 71.50 1 5086674AB BALLJOINT 104.00 104.00 104.00 1 5086672AB BALLJOINT 132.00 132.00 132.00 1 6502473 BOLT-HEX FLANGE HEAD 1 6502835 NUT-HEX FLANGE LOCK 6.00 6.00 1.05 1.05 MB1T CUSTOMER REQUESTS TO HAVE ONE TIRE MOUNTED AND BALANCED 68 NACKMAN, MICHAEL LIC#: 19.55 1 211648)1H315/70R17 246.30 30 246.30 1 TTAX TIRE-TAX 1.00 1.00 1.00 1 TD DESPOSAL FEE 3.50 3.50 3.50 02106512 REPLACE UPPER AND LOWER BALLJOINT RIGHT SIDE 68 NACKMAN, MICHAEL LIC#: 1

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

STATEMENT OF DISCLAIMER

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

IF ANT OF	THE PULL	DANING CC	NUTTIONS APPLI
VIN (Last 8 Ch Identification		hicle	Notification Code
L G			H46
This service wapplicable):	as previously	performed o	on my vehicle (check one i
	cle was inspec cle was repaire		nd to be ok.
This vehicle w		e if applicable] stolen	e): exported
☐ Someon	or someone	whose name a dealer (typ	plicable): and address is unknown. e or print the new owner's
Date of sale	e:		
			rint the new owner's name address if it has changed):
Owner's title	e (check one i	if applicable):	
X Mr. □ Mrs.	□ Miss □ Ms.		frs. □ Dr. □ Business
First Name_			
Last Name			
Street Addres			
City <u></u>	dred		
State	U.Y.	z	Zip Code

Email Address

PAID HUDSON NY 125 11 AUG 7010 FM 3T ChrysLev Record Jacobson Assistance P.O. BOXIG 26 2080007 AUGUEN HILLS M.I. 48321-8007 48321+8007

From: To: customerassist@chrysler.com Date: Thu Sep 16 13:41:59 EDT 2010 Subject: Chrysler Group LLC Customer Assistance Form Selected: Category: US Customer Service Brief Description: Rod and Link Assembly, Steering Comments: To: Chrysler Customer Service From: Re: VIN# 3D7KS29A27G (2007 Ram 2500 Mega Cab 4X4) Date: 9/16/2010 been a dedicated Dodge owner for the past 20 years. I have had owned cars and five trucks. Two of the trucks have been Ram 2500=92s. Currently I drive a a 2007 Ram 2500 Mega Cab.=20 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 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 truck and inspected to see what was blocking me from moving forward. 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.=20 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, =93In my 30 years as an Auto Technician, I have never seen anything like this happen in a parking lot=94. I explained that I drove to work normally as I do everyday. I travel on three different freeways tend to drive at speed between 65 and 75 MPH. I asked him what would be the cause of this. He said, =93You have something that malfunctioned=94= 20 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

the truck had never been off road and I have only put it in four-

explained that

wheel drive to pull my boat out of the water. He then said he would get back to me.=20Later that same day, I called Don back and asked if this was related to the same problem I had a year ago when my front end wobbled at above 55 MPH? I reminded him that when repaired the issue then, he said it was related to a recall. He said that this was a different issue. Don said it would cost me a \$100.00 to have the truck fixed. I picked up my truck today (9/16/10). As I was driving down the freeway, I noticed steering wheel was not level. Once I arrived at work, I sent an email Don explaining the issue and have not heard back. My biggest concern is why I am writing this letter is, how can my steering linkage fall to ground while my truck is in the parking lot? What would happen if I driving at 75 MPH on a freeway? What would happen if I towing my boat mountainous curved with my children in the truck? How am I supposed to have piece of mind when I drive the truck now? Why did I have to pay \$100.00 to have my truck fixed? I have many witnesses from work who saw me drive in and park the truck with no damage. In my mind, I would think that if was caused by hitting a curb, the linkage would have broken at the site of impact. Not just fall apart in the parking lot while my truck was parked. Even the toe truck driver was amazed. On another note, when I brought my truck in last year for the recall issue, the service advisor said that is why I had uneven wear on my tires and tried to sell me new tires. I ended up buying tires in October 2009 and today he sent me an email stating that I need to keep an eye on my tires tread. I am curious why I have to worry about my tires after 11 months? Is there uneven wear due to the problem I had with my steering linkage?=20 I am not sure if this note will be read but, I would really feel better about driving the my most favorite have ever owned if I had some better answers.

Respectfully,
Gilbert, AZ

Sender Information:

Title: Mr.

First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com

To:

Date: Fri Sep 17 12:15:50 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Dodge Ram.

We regret the dissatisfaction you have experienced in attempting to resolve your vehicle's issue and appreciate the time and effort you took to bring this matter to our attention.

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.

A representative will contact with you.

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

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 when you bring your vehicle in for this service.

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

Thanks again for your email.

Sincerely,

Nicole

Customer Service Representative Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19950359 EMAIL CASE NUMBER: 2505395

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk ID=KMM7109113I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Rod and Link Assembly, Steering

Comments:

To: Chrysler Customer Service From: 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 $\ensuremath{\mathrm{I}}$

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.

noticed that my rod and link assembly was lying on the asphalt and my

passenger front tire was steered to the right and $\ensuremath{\mathsf{m}} \ensuremath{\mathsf{y}}$ driver side tire was

in the forward direction. I work for a public utility that employs nearly $% \left(1\right) =\left(1\right) \left(1\right) +\left(1\right) \left(1\right) \left(1\right) +\left(1\right) \left(1\right$

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

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

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

the truck had never been off road and I have only put it in four-wheel

drive to pull my boat out of the water. He then said he would get back to

me. Later that same day, I called Don back and asked if this was related

to the same problem I had a year ago when my front end wobbled at speed $% \left(1\right) =\left(1\right) +\left(

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steering wheel was not level. Once I arrived at work, I sent an email to

Don explaining the issue and have not heard back. My biggest concern is

why I am writing this letter is, how can my steering linkage fall to the

ground while my truck is in the parking lot? What would happen if I

was
driving at 75 MPH on a freeway? What would happen if I towing my
boat on
mountainous curved with my children in the truck? How am I supposed
to have
piece of mind when I drive the truck now? Why did I have to pay

have my truck fixed? I have many witnesses from work who saw me drive in $% \left(1\right) =\left(1\right) +\left(

and park the truck with no damage. In $\ensuremath{\mathsf{my}}$ mind, I would think that if this

was caused by hitting a curb, the linkage would have broken at the site of

impact. Not just fall apart in the parking lot while my truck was parked.

Even the toe truck driver was amazed. On another note, when I brought $\ensuremath{\mathsf{m}} \ensuremath{\mathsf{y}}$

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why I had uneven wear on my tires and tried to sell me new tires. I ended $% \left(1\right) =\left(1\right) +\left(1\right) +$

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I need to keep an eye on my tires tread. I am curious why I have to worry

about my tires after 11 months? Is there uneven wear due to the problem $\ensuremath{\mathsf{I}}$

had with my steering linkage? I am not sure if this note will be read

but, I would really feel better about driving the my most favorite truck I $\,$

have ever owned if I had some better answers. Respectfully,
Gilbert, AZ

VIN:

7 G

Mileage:

\$100.00 to

42000

Servicing Dealer:

Earnhardt Dodge

Title:

Mr.

First Name:

Middle

Last Na

Address

Address Z.

City:

Gilbert

State:

AZ

Zip:

Email:

Home P

RECEIVED DATE: <u>9/10/10</u>

POSTED DATE:

9/7/0

LAST NAME:

VIN (LAST 8 DIGITS)

00000000

CAIR

19951896

NON- SCANABLE ITEMS: CIRCLE ONE YES

To: Chrysler Motor Company Customer Assistance Center PO BOX 21-8004 Auburn Hill, MI 48321

CASE # 19951896

I am writing today in regards to my Dodge Ram 3500 dually 2006, with 41000 miles. On August 19, 2010 I was on my way to pick up my grand children from school; luckily I forgot my wallet at home and turned back. As I drove up my lane I felt a strong jolt, as if my tire blew out. I quickly stopped to look under the truck, and found a rod hanging down that should have been attached to my tire. You can understand how upsetting this was to me, as I was about to have two of my grandchildren with me. If this had happened as I was driving on the hi-way at 65 mph I would have not been able to control the vehicle, and our lives could have been lost! As I said I had not made it far enough to get them, and for that I am fortunate. Being home alone with my husband out of town, I had no way to get the truck to a repair shop. I had to have my truck towed into town. This truck is only 4 years old and a rod was broken off the tire and it had to be towed. The truck was taken to a repair shop where it stayed for 12 days. This was a safety hazard for me as I am a brittle diabetic without a vehicle, and no way to get to medical care if needed; as the truck was my only vehicle at the time. It was found to have a right outer tire rod end, which was broken and needed replaced. A steering stabilizer needed replace, after that the truck needed afront end alignment as well. It was brought to my attention while getting the front alignment that the upper ball joints needed replaced also.

I'm sure this news is upsetting to you as the makers of such a truck. It is under my impression that Dodges standards are much higher then that of the truck I currently own. I find it hard to believe that this truck would have these problems as listed above at only four years old, with 41000 miles. I would like to have my concerns addressed immediately with reimbursement for my unnecessary expenditures on the repair, tow, alignment, and rental vehicle. I'm sure you will agree that this is not the quality of vehicle you are proud of. I want to purchase a new vehicle in a few years, but this will way heavy on my mind as to which brand I choose in the future. I have purchased Dodge trucks in the past, and up until this point have been a loyal customer. Below is a list of expenditures, I will also provide copies of each bill.

Tow- 45.00

Repair and rental-281.00

Ball joint replacement with alignment- 413.46

Grove MO

MANSFIELD Towing, Inc.

1330 Hwy 5 Mansfield, MO 65704

Towing

2399 Bell Crossing Rd Mountain Grove, MO 65711

417-926-2222 • Cell 554-1234

417-924-2222 • Owner's Cell: 683-0599

By:

Phone License Number Make Delate	Year	Color DACE 2 stock	Style
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2			
Not Responsible For Any Damages While Towing Not Responsible For Any Items Lost Or Stolen.	g.	TAX	

Booger County Motors

10185 E. Bus 60 Mtn. Grove, MO 65711

Cell Phone: 417-926-6748 or 417-259-1761

Customer		Date	:8-25-10
Address:			
City, State,	& Zip: Ut 6 rose UO		
QUAN.	DESCRIPTION	PRICE	AMOUNT
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RI	ECEIVE	DBY:		

Chank You!

Printed By: ColorXpress Graphic & Copy Center • 417-926-3888

MANSFIELD SERVICE CENTER

1330 HWY 5
Mansfield, MO. 65704
Phone - 417-924-4020 Fax - 417-924-4021

Sub	Estimate	=

ESTIMATE FOR SERVICES

Estimate Date: 08/30/2010

2006 Dodge - Pickup R3500

Lic#:

Odometer In: 0

Unit#:

VIN#:

Cust Id: 2,110

Mountain Grove, MO

Part Description / Number	Qty	Sale	Extended	Labor Description	Extende
Upper Ball Joint	-			LABOR ON REMOVAL AND INSTALLATION	184.0
Upper Ball Joint K7460	2.00	89.16	178.32	OF UPPER BALL JOINTS ON FRONT END	
Shop Supplies			0.89		
•				COMPUTER ALIGNMENT	40.
				Hazardous Materials	0.3

Parts: \$ 179.21 Labor: \$ 224.89 Tax: \$ 9.36 Total: \$ 413.46

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described for testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SMOG: I understand that I can have emission service and/or adjustments done elsewhere. I hereby waive this right. I understand that this is only an estimate, this price may or maynot be an exact amount.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ____days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts ____. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Cose#19951896 Idealla fan Bardala a III a Idealla a II a da III a da III a d 48321+8554

From:

To: customerassistre@chrysler.com Date: Sun Oct 17 19:13:27 EDT 2010

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Failure of the steering linkage Comments:

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 $1500\ 4\mathrm{x}4$

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 $% \left(1\right) =\left(1\right) \left(1\right) +\left(1\right) \left(1\right) \left(1\right) +\left(1\right) \left(

breakage. This was repaired out of pocket by me. The second was a 03 2500

 4×4 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. $\ensuremath{\mathsf{I}}$

now drive an 07 3500 4x4 and just experienced steering linkage failure

which occured 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 $% \left(1\right) =\left(1\right) +\left(1\right)$

the speed limit of $70\ \mathrm{mph}$. Had this failure occured 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 occured with another vehicle. The recall on $\ensuremath{\mathsf{my}}$ truck for steering

linkage failure I am told does not apply to my truck. This is not a letter $% \left(1\right) =\left(1\right) +\left(1\right)$

to focus on Acadiana Dodge but to state the disappointment and faith that $\ensuremath{\mathsf{I}}$

have in Dodge Ram trucks. Due to this accident I am placed at fault by $\ensuremath{\mathsf{m}} \ensuremath{\mathsf{y}}$

insurence 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.

Sender Information:

Title First Name Middle Initial Last Name From: customerassistre@chrysler.com

To:

Date: Tue Oct 19 11:14:52 EDT 2010

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Gordon:

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2007 $\ensuremath{\mathsf{Ram}}\xspace.$

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.

Sincerely,

Harry

Customer Service Representative Dodge Customer Assistance Center

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

the following information: REFERENCE NUMBER: 20051908 EMAIL CASE NUMBER: 2515958

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM7141262I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site Brief Description:

Failure of the steering linkage

Comments:

I am writing this to let $\ensuremath{\mathsf{Dodge}}$ 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 $1500\ 4\mathrm{x}4$

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dealer at their cost. The other u-joints replaced where at my expense. The

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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 occured 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

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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,

VIN:

7 G

Mileage:

75000

Servicing Dealer:

Acadiana Dodge

Title:

First
Middle
Last N

Address 1:

Address 2:

City:
 Gueydan
State:
 LA
Zip:

Email:

Home Ph

RECEIVED DATE: <u>10/25/10</u>

POSTED DATE:

10/20/10

LAST NAME:

VIN (LAST 8 DIGITS)

0000000

CAIR

2078103

NON- SCANABLE ITEMS: CIRCLE ONE YES

UNLESS ARRANGEMENTS HAVE BEEN MADE TERMS: STRICTLY CASH

of fire, theft, accident or any other cause beyond your control. not be held responsible for loss or damage to vehicle or articles left in case acknowledged on vehicle to secure the amount of repairs thereto. You will testing, inspection or delivery at my risk. An express mechanic's lien is materials. You and your employees may operate vehicle for purposes of I hereby authorize the repair work to be performed along with necessary

Terms: All accounts are due and payable on the 15th of the Month following purchase and are past due on the 25th. With a minimum of \$.50 per month. Interest at 1/1/2% per month charged on all past due accounts

Signed: PART NO. DESCRIPTION PRICE TOTAL ξÌ OPER. NO. ≱l RECOMMENDED REPAIRS: YEAR CITY & STATE FULLMER'S GARAGE NORTH 201 PARK STREET - HWY. 395 1 INSTRUCTIONS TYPE OR MODEL CHEWELAH, WA 99109 (509) 935-6939 SERIAL/M.V.I. NO. JOTAL PARTS TOTAL LABOR TOTAL REPAIRS W. MONIN CUSTOMER P.O. NO. ORDER WRITTEN BY HOME PHONE NO LICENSE NO. CUSTOMER PAYS BUS. PHONE NO. <u>2</u> 00

SPECIAL

EXHAUST

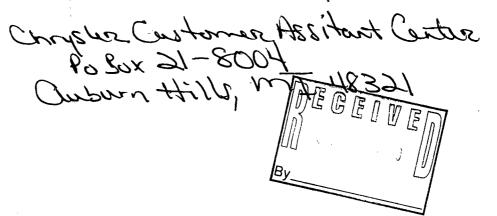
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TOTAL AMOUNT

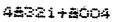
SUB-TOTAL

OIL, GREASE, ATF

JOET ZULU PAG 41



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RECEIVED DATE:
11/08/10
POSTED DATE:
11/10
LAST NAME:
VINI (I ACT O DICITO)
VIN (LAST 8 DIGITS)
76
CAIR
20082212
NON- SCANABLE ITEMS: CIRCLE ONE
NO YES

Thanks,

Triple T Construction LLC

Invoice

189 Nanette Ln Morse, LA 70559

Date	Invoice #
10/25/2010	547

Bill To		
Esterwood, LA		
		*

P.O. No.	Terms	Project		

Quantity		Description		Rate	Amount
	delivered to mechanic she	3500 North of Lake Charles, LA op in Lafayette, LA.	and	405.00	405.00
	VIN: 3P7mX4	8 A 3 7 G			-
	po Casi	4			
				Total	\$405.00

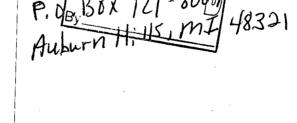
Estherwood, La.

Christe CE FIME

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48321/0121

RECEIVED DATE: 12/07/10

POSTED DATE:

12.2.10

LAST NAME:

VIN (LAST 8 DIGITS)

6G

CAIR

20127452

NON- SCANABLE ITEMS: CIRCLE ONE YES



December 1, 2010

phone:

Case # 20127452

To whom it may concern,

This is a brief explanation of what happened to my 2006 Dodge Ram 3500, VIN:3D7MX48CX6G

While driving my truck on a flat, straight road, the right tie rod end fell apart, causing the truck to go sidewise, to the left and putting myself and occupants perilously close to a ten-foot deep ditch on the left side of the road. Upon inspection of the parts, we discovered we could put them temporarily back together and drive the truck to the nearest repair shop, i.e. Kari Dodge. The parts are not heavy enough to be on a one-ton truck and the shop informed me I would have to pay for repairs. I still believe that these parts do not belong on a truck labeled, "Heavy Duty", when they look like the same parts used on the Dodge Dakota.

While getting the vehicle back together we damaged the stabilizer, which I have paid for also. The total repair bill came to \$1077.05

A copy of the original repair invoice is attached.

Thank you for your time and consideration in this matter.

Respectfully,

CUSTOMER #: 14930

KALISPELL, MT

HOME #

126155

INVOICE



1177 Hwy. 2 East Kalispell, Montana 59901 (406) 755-6555 Fax (406) 756-8201 Toll Free (800) 788-8156 www.karidodge.com

DUPLICATE 4

	PAGE	1
CONT:N/A	•	

BUS:		CELL:		SERVIC	E ADVISOR:	217	JOHN	PETERSE	EN	
COLOR	YEAR	MAKE/MODE			VIN	LICE	NSE	MILEAGE	IN / OUT	TAG
FLAME-RED	06 1	OODGE RAM 3	500	3D7MX48	CX6G			45301/	45301	T2732
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08:39 08NOV10 14:22 18NOV10

NE OPCODE TECH TYPE HOURS L.	IST	NET.	TOTAL
CUSTOMER STATES THE RIGHT OUTER TIEROD END BROKE			
02 REPLACED FRONT STEERING ASSEMBLY WITH NEW			
STYLE PARTS			
214 CC 2.10			.99.50
1 52122362AF STEERING 350	.00 350	.00 3	150.00
1 52122370AB DAMPER CK# 1239 149.	.00 149	.00 1	49.00
	.90 0	.90	0.90
	.20 76	.20	76.20
RTS: 576.10 LABOR: 199.50 OTHER: 0.00 TOTAL	L LINE A:	"	75.60

VERSION 1 (EMP# 217,08NOV10 15:48): REPLACEMENT OF TIE-ROD AND

TRAILING ARM

02 REPLACED RIGHT LOWER CONTROL ARM 214 CG 1.00 1 68078374AA ARMSLOWER CONTROL

1 6505742AA BOLT 1 6505741AA WASHER-FLAT ROUND 1 6102252AA NUT-HEX FLANGE LOCK

PARTS: 187.45 LABOR: 95.00 OTHER:

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C** PERFORM WHEEL ALIGNMENT WITH PRINTOUT AND ADVISE ON ANY NEEDED REPAIRS.

CAUSE: REQUESTED

 \mathbf{X}_{-}

FEA PERFORM WHEEL ALIGNMENT WITH PRINTOUT AND ADVISE ON ANY NEEDED REPAIRS.

214 CC 1.30

PARTS: 0.00 LABOR:

69.95 OTHER: 0.00

TOTAL LINE

69.95 69.95

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS. ALL REPAIRS SUBJECT TO A MINIMUM .5 DIAGNOSTIC TIME.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If your service was satisfactory tell your friends, if not, please tell us immediately.

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY	LABOR AMOUNT	364.45
TITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS. ALL REPAIRS SUBJECT TO A	PARTS AMOUNT	763.55
IME. 1 UNLESS ARRANGEMENTS MADE.	GAS, OIL, LUBE	0.00
CUSTOMER SIGNATURE	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	1128.00
opportunity to serve you. It is our aim to perform all the repairs	LESS INSURANCE	0.00
repair order to your complete satisfaction. If your service was	SALES TAX	0.00
r friends, if not, please tell us immediately. Thank You	PLEASE PAY THIS AMOUNT	1128-00





4<u>872178004</u>

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November 18, 2010

Better Business Bureau of Detroit & Eastern Michigan 26777 Central Park Blvd., Ste. 100 Southfield, MI 48076-4163

Ms.		
Fax		

BBB Case No.: #8397999-Patrick Kwiatkowski

CAIR: 20149616

Dear Ms. Stevens:

Thank you for referring Mr. complaint regarding his 2007 Dodge Ram 2500 to our office.

We fully appreciate Mr. concerns, particularly in view of the expense and inconvenience involved. However, we are unable to accommodate his request for consideration in this matter. Mr. 2007 Dodge Ram 2500 has exceeded the time and mileage limitations of the manufacturer's warranty.

Although we are unable to provide a more favorable reply, we do appreciate your writing to share his concerns with us.

Sincerely,

Lisa Senior Staff

LS/kat

COMPLAINT INFORMATION:

BBB Case # 8397999 - Chrysler

Customer Information:

Buffalo , NY

E-mail:

Lmmif

The details of this matter are as follows:

Complaint Involves:

Billing or Collection Issues

Customer's Statement of the Problem:

Car Make: Dodge Car Model: LHS

Vin Number: 1D7KS28C77J

Dealer information: Name: West Herr Dodge Address: Southwesteren BLVD

Postal Code: City: Orchard Park

State: NY

Dealer Seller:

Name: West Herr Dodge Address: Southwesteren BLVD

Postal Code: City: Orchard Park

State: NY

Issue 1:Tie rod ends

Issue 2: Issue 3: Issue 4: Issue 5: Issue 6:

Issue 7: Issue 8:

Issue 9: Issue 10:

Desired Settlement:

I bought a 2007 Dodge Ram 2500(wasn't and option so I just picked any vehicle) from West Herr

, F

Dodge`and 4 days after the tie rod ends snapped in half. I would like them to pay me back what i had to pay for them to fix it because I feel that they are responsible for the repairs. I was told by other mechanics that they are responsible and they refused to fix it and made me pay which I feel is wrong. I believe they should have fixed it for free seeing I only had the truck 4 days. Thank you.



BBB of Detroit & Eastern Michigan 26777 Central Park Blvd, Ste. 100 Southfield, MI 48076-4163

Phone: (248)223-9400 | Fax: (248)356-5156

www.easternmichiganbbb.org

11/15/2010

Teresa Zdanowicz Chrysler P.o. Box 21-8004 Auburn Hills MI 48321

Dear Teresa Zdanowicz:

The Better Business Bureau has received a complaint about your business. The complaint was submitted on 11/11/2010 12:29:47 PM and was assigned an ID of 8397999. The complaint was filed by the consumer's complete contact information appears below.

Please review this information and respond within the next seven (7) calendar days. Our goal is to assist you in retaining the business of your customer by resolving this dispute.

If you received this complaint via email simply click on the "Respond to this Complaint", link located on the left, when you are ready to answer.

If complaint was received via postal mail, please state your position in a typed or handwritten letter and fax or mail back to the BBB.

Please understand that when you respond to a complaint, your response will be submitted directly to the customer.

Regards,

Constance Stevens The Better Business Bureau

Fax: 248-356-5156

A COMPLETE OF STREET, WITH LIBERTH IN

Better Business Bureau Serving Eastern Michigan 26777 Central Park Blvd, Suite 100 Southfield, MI 48076-4163 Start With Trust bpp.org Chrysler, LLC Ms. Teresa Zdanowicz BBB Respondent for Chrysler, LLC P.O. Box 21-8004 Auburn Hills, MI 48321-0800

\$ 01.56 5.01 500 5.01 5010 5.01 5010 5.01 5010 5.01 5010 5.01 5010 5.01 5010 5.01 5010 5.01 5010 5.01 5010



FIRST CLASS

From:

To: customerassistre@chrysler.com Date: Wed Nov 17 11:07:57 EST 2010

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Tie Rod end broke while driving down the highway Comments:

Last week my wife was driving down the highway and the tierod end broke,

causing her to loose control and cross trafic running into a ditch. $\ensuremath{\text{Ts}}$

there a safety recall associated with the steering linkage on this truck?

Thanks

Sender Information:

Title: First Name:

Middle Initial:

Last Name:

From: customerassistre@chrysler.com

To:

Date: Thu Nov 18 13:38:31 EST 2010

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Warren:

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2005 $\ensuremath{\mathsf{Ram}}\xspace.$

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.

Sincerely,

Harry

Customer Service Representative Dodge Customer Assistance Center

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

REFERENCE NUMBER: 20154420 EMAIL CASE NUMBER: 2524570

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7167798I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Tie Rod end broke while driving down the highway

Comments:

Last week my wife was driving down the highway and the tierod end broke.

causing her to loose control and cross trafic running into a ditch. Is

there a safety recall associated with the steering linkage on this truck?

Thanks

VIN:

56

Mileage:

RECEIVED DATE: 12/09/10

POSTED DATE:

12/9/10

LAST NAME

VIN (LAST 8 DIGITS)

QG

CAIR

20172599

NON- SCANABLE ITEMS: CIRCLE ONE YES

Mrs. Rosse, I sending this sapework in remembersment of \$ 650.00 for truck regains on steering parts that broke. Ref # 201 72599 Bogalusa, LA phone # Vin # 3D7 MX48C 266 Thanks,



GOODFYEAH





The Reynolds and Reynolds Campany EXAINTING SECTED (07.07)



CHRYSLER
Dodge - Jeep
301 River Highland Blvd.
COVINGTON, LOUISIANA 70433
(985) 892-9165
Service Direct # (985) 892-2329
Parts Direct # (985) 892-3552
www.rainbowcdj.com

CUSTOMEP TO.	3641	AMANDA CRAIN	810 TAG NO. 920	11/23/10	INVOICE NO. CHCS146741
		LABOR RATE LICENSE NO.	MILEAGE	2 BLACK/	STC CK NO.
		YEAR ! MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
BOGALUSA, L	Д	06/DODGE TRUCK/RAM	3500/QUAD 140.50	SELLING DEALER NO.	PRODUCTION DATE
		3 D 7 M X 4 8 C 2			- HODGOTION DATE
		F. T. E. NO.	P. O NO.	R.O.DATE 11/19/10	
P	BUSINES PHONE	COMMENTS			MO: 53102
LABOR & PARTS	1			SEB/ICE D	EPT. HOURS
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		JOB # 11 TO		2	er mi tebe.
		JOB # 1 TOTAL LABO	R & PARTS 725.3	2	
RDA	*4 WHEEL ALIGNMENT TOMER REQUEST 4 WHEEL ALIGNME D TEST AND PERFORM 4 WHEEL AL GNMENT COMPLETED	NT \$RG QE	0.0	0	
PARTSQTY	·FP-NUMBERDESC	RIPTIONLIST PRICE-L	NIT PRICE-	"RAINBOW	CHRYSLER
		JOB # 2 TO	TAL PARTS 0.0	n i	JEEP THE
	*******************	JOB # 2 TOTAL LABO	R & PARTS 0.0	1	RE'S NEWEST
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171777	*******	JOB # 3 TOTAL LABO	R & PARTS 0.0		
	VEND INV#-INV.DATE-DESC 99718 11/19/10 TOW	RIPTION	• • • • • • • • • • • • • • • • • • • •	•	
JOB # 2 4899	220006 11/23/10 ALIG	NMENT	75.0 89.9		
MISC CODE	DCCCD IDTION	TOTAL	- SUBLET 164.9		
JOB # A	EC MISC SHOP SUPPLIES	CONTROL N) 10 T	.]	
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PAGE 1 OF 2	CUSTOMER COPY	(CONTINUED ON	NEXT FAGE) 03:39pm		



GOODSYEAR



www.rainbowcdj.com

Jeep.





CUSTOMER NO 32 C 41	ADVISOR	C 1 O TAG NO	020	11/23/10	INVOICE NO.
33641	AMANDA CRAIN LABOR PLATE LUCENSE NO.	810	920	11/23/10 COLOR	CHCS146741
	CABON MAILE MODEROS NO.	WILLIAM	53,102	BLACK/	
	VEAR/MAKE/MODEL 06/DODGE TRUCK/RAM	3500/0UAD	140.5WB	DELIVERY DATE	DELIVERY MILES
BOGALUSA, LA	VEHICLE I.O. NO.			SELLING DEALER NO.	PRODUCTION DATE
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CUSTOMER SATISFACTION IS OUR NUMBER ONE CONCERN, IN THE NEXT FEW WEEKS YOU SHOULD RECEIVE A CUSTO	IMFR TOTAL IN	VOICE \$	975.42	!	HOURS AND AFTER
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HOWARD HEINZ-SERVICE DIRECTOR AT 985-892-9165	DE CUNTACT				
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BOGALUSA, LOUISIANA

ATT Remburgement

Chrysler Customer Carle & E TO E P. O. Box 21-8004 By HELLS, MI HE

46321+0022

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RECEIVED DATE: 12/22/10

POSTED DATE:

12-10-10

LAST NAME:

VIN (LAST 8 DIGITS)

56

CAIR

20188673

NON- SCANABLE ITEMS: CIRCLE ONE YES

STOMER #: 2003928

471852

CHEVROLET DODGE KIA

INVOICE

CUSTOMER SIGNATURE

NED)

DUPLICATE 3

Highway 50 & Cedar Ave. PO Box 965 Lakeville, MN 55044 Phone: 952-469-4444

VTGOMERY	, MN					PAGE	1	Phone: 952-469-4444			
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(DATE)

LESS INSURANCE SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER #: 2003928

MONTGOMERY, MN

471852

DODGE

INVOICE

Highway 50 & Cedar Ave. PO Box 965 Lakeville, MN 55044

Phone: 952-469-4444 Fax: 952-469-5232

DUPLICATE 3

PAGE 2

HOME:			CONT:	:N/A							Fax: 952-4	169-5232	
BUS:			CELL				SEF	RVICE AD'	VISOR:	987 E.G	RANT BUN	IKE	
COLOR	YEAR		MAKE	MODEL				VIN		LICENSE	MILEA	AGE IN / OUT	TAG
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Operation, ref Safety Recall #H46)			
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144693 TIE ROD TUBE BROKE CAUSING LEFT OUTER TIE ROD TO SEPARATE FROM BALL/SOCKET.REPLACED PITMAN ARE DRAG LINK, TIE ROD TUBE, ADJUSTER SLEEVE, LEFT OUTER TIE ROD, DAMPNER AND BRACKET ASSEMBLY.SET TOE AND CENTERED STEERING WHEEL. TEST DROVE OK

******************* E** LINE ADDED FOR DOCUMENTATION FOR GUSTOMER REIMBURSEMENT CHARGES

INFO ** Information Line Only

999 144693 SPOKE WITH JOY @ CHRYSLER CLAIMS HOT LINE 12/6/2010. ID#JS1631. SHE INSTRUCTED ME TO HAVE CUSTOMER CALL FIRST WITH CASE #20188673. CUSTOMER WILL NEED TO SEND A REIMBURSEMENT REQUEST TO CHRYSLER CUSTOMER ASSISTANCE CENTER, PO BOX 21-8004, AUBURN HILLS, MI. 48321. CUSTOMER NEEDS TO HAVE THE FOLLOWING INFO. IN THE LETTER: NAME, ADDRESS, PHONE NUMBER, VIN NUMBER, REFERENCE OR CLAIM NUMBER, AND THE ORIGINAL COPIES OF REPAIR ORDER AND TOW BILL.

COMPLETE SATISFACTION IS OUR GOAL!

CALL 469-3731 WITH ANY CONCERNS!

(SIGNED) CUSTOMER SIGNATURE

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER, THE SELLING

		2.2
DESCRIPTION	TOTALS	
LABOR AMOUNT	0.00	ନ୍ତି
PARTS AMOUNT	0.00	1 17.
GAS, OIL, LUBE	0.00	7
SUBLET AMOUNT	0.00	
MISC. CHARGES	0.00	7 .
TOTAL CHARGES	0.00	**
LESS INSURANCE	0.00	
SALES TAX	0.00	
PLEASE PAY		
THIS AMOUNT	0.00	

00

Hi, This would be A Reimbursement Request to CHRYSLER Customer Assistance Center, From Montgomery MNO luin # 3D7MS48Ca5G LICENSE # Mileage 144693,00 Reference or Claim # 20188673 spoke with Joy 12/06/10 ID#55 1831 44693 Thankyou 12-8-10 And Happy Hallidays From

SOUTHSIDE TOWING		Time Received	AN	A PM_
7700 Highway 101 East Shakopee, MN 55379	1	DATE 12	2-1	0
952-445-8928		PO# \$		
Radio Dispatched • Wheel Lift • Roll-Back C	arrier	(RO# (\$)		
Local & Long Distance	101	Make of Vehicle	ITON	Dually
INVOICE # O A A		License Number		
INVOICE # 18240	Mi. 75	Color		KEYS Yes ♥ No □
INVOICED TO			Hook Up	75'00
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PD 12-8-10 bRN M	MMM		TOTAL	42750
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MINNEAPOLIS MN 554 10 DEC 2010 PM 2 T Montgomery MNg Costoner Assistance Center CHRYSLER Chistowner Ass P.O. Box 21-8004 AuBurn Hills Mi. 48321

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i Mallahallankhallankhanlahallallalla

From:

To: customerassist@chrysler.com
Date: Thu Dec 09 22:05:10 EST 2010

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

drag link has fallen off three (3) times

Comments:

The original fell off the balljoint at $47000\ \mathrm{miles}$, the updated replacement

BROKE THE BOLT in the balljoint at 74000, the new updated replacement BROKE

THE BOLT in the balljoint at $85201\ \mathrm{miles}$. 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.

Sender Information:

Title: Mr.

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Fri Dec 10 12:09:38 EST 2010

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Roy:

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2006 ${\rm Ram.}$

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.

Sincerely,

Lorrie

Dodge Customer Service Representative

For any future communications related to this email, please refer to

the following information: REFERENCE NUMBER: 20219379 EMAIL CASE NUMBER: 2530935

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7186395I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

drag link has fallen off three (3) times

Comments:

The original fell off the balljoint at $47000~\mathrm{miles}$, the updated replacement

BROKE THE BOLT in the balljoint at 74000, the new updated replacement BROKE

 $\overline{\text{THE}}$ 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 ${\tt moment.Please}$

respond. Thank you.

VIN:

6J

Mileage:

85201

Servicing Dealer:
Midland Dodge

Title: Mr. First Name: Middle Last Na Address Address z.

City:
Midland
State:

TX

Zip:

Email:

Work Ph

February 1, 2011

Ms. Toni Robinson
Office of the Attorney General
Arkansas Consumer Protection Div.
323 Center Street, Ste. 1100
Little Rock, AR 72201

RE: Your Client: Mr.

Our File No.: 20221619

Dear Ms. Robinson:

Thank you for your letter dated January 25, 2011.

According to our records, the customer contacted our Chrysler Customer Assistance Center regarding the problem he was having with his 2007 Dodge Ram pickup. At that time, a goodwill offer was made to cover the cost of the repairs, less a \$100 deductible which was the customer's responsibility. At this time, based on the goodwill assistance, we consider this matter closed.

Thank you for writing and allowing us the opportunity to review this with you.

Sincerely,

M. Gentry Special Investigations (248) 944-7084

MG/kat



ATTORNEY GENERAL OF ARKANSAS

Dustin McDaniel 323 Center Street, Suite 200 Little Rock, Arkansas 72201



National Customer Call Center, CIMS: 431-00-01 P O Box 21-8004 Chrysler, LLC

Auburn Hills, MI 48321-8004

CONSUMER

DOTAL ECONO. PODIO



THE ATTORNEY GENERAL STATE OF ARKANSAS DUSTIN McDANIEL

JAN 3 1 2019
SPECIAL INVESTIGATIONS

Tuesday, January 25, 2011

Chrysler, LLC National Customer Call Center, CIMS: 431-00-01 P O Box 21-8004 Auburn Hills, MI 48321-8004

RE: Consumer Complaints-86579, Mr.

To Whom It May Concern:

The Consumer Protection Division of the Office of the Attorney General has received the enclosed complaint about your business practices.

While we do not represent the complainant as their attorney in this matter, our office does undertake efforts to mediate consumer complaints. That is the purpose of this contact with you. In addition, it is our duty under Arkansas' Deceptive Trade Practices Act to investigate potentially unfair or deceptive trade practices.

We respectfully request a written response from you regarding the complainant's allegations within ten (10) business days of your receipt of this letter, including any documents you think are relevant in supporting or explaining your position. Please include the complaint number and my name on all correspondence regarding this matter. If you would like to provide your response electronically, please email your response along with any attached documents to complaint.responses@arkansasag.gov, and include the complaint number and my name in the subject line of the email.

Your response to the complainant's allegations is required for us to conduct a fair evaluation of this matter. We will share your response with the consumer who has filed the complaint with our office. Our goal is to resolve this consumer complaint in a fashion that is acceptable to both the consumer and you. Thank you for your prompt attention to this matter.

Sincerely,

Toni Robinsofi Investigator

Consumer Protection Division

323 Center Street, Suite 1100 • Little Rock, Arkansas 72201 Telephone (501) 682-2007 • Fax (501) 682-8118 INTERNET WEBSITE • http://www.arkansasag.gov

Sherrell Givens

Sent: To: C	cott.bigtruck@gmail.com hursday, January 20, 2011 3:45 PM Consumer Division Consumer Complaint Form
This information was re	ecently submitted via the web.
Your Information	
Name:	
Addre	
City:harrison	
State:ar	
Zip	
Hom	
Wor	
Age: 35	
Email:	
Firm/Individual Compla	ined Against Information
Name: chrysler corp.	
Address:	
City: auroa	
State:mi	
Zip:	
Phone:	
Email:	
Website:	
Product or Service inv	olved Information
Product or Service inv	olved: 2007 3500 megacab dodge truck
Date of Transaction: 2	••=

Did you sign a contract? X Yes No

Have you contacted the company?

X Yes No

Have you consulted an attorney?
Yes X No

If so, who?

Is there a court action pending?
Yes X No

If so, where?

Estimate of dollars involved: 48000.00

Your view as to a fair resolution of the matter:

pay me back

PLEASE EXPLAIN THE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT. YOU WILL BE CALLED UPON TO PROVIDE COPIES (NOT ORIGINALS) OF ANY CONTRACTS, SALES SLIPS, CANCELED CHECKS, ADVERTISEMENTS, CORRESPONDENCE, OR RELATED DOCUMENTS.

always in the shop for repairs. frontend, transmission, balljoints, seals, turbos, ecm, ujoints in frontend complete axle. my wife was driving truck in shreveport la an the front tierod that steers the truck feel out at 40mph and dodge said we will fix but thats it.will i have had problems with frontend from day one and 3 sets of balljoints and muliable time in shop for vibarion and it would be ok for a few week and back it came new tire because shop said that the tires were come apart but not it.in shop this time from 12-10-10 to 1-10-11.i towed back from shreveport to here to get fixed chrysler said if i had a problem that i should have done something at first will i did and have yes i am trying to get you to help because my Wife could have got killed in shreveport and chrysler just said will fix it.but they know they have a problem in 07to09 with tierods if they were made in usa there not good and if made in mexico good dodge shop is the one that said that.emission problems first year had cleaned mulitable times second and just got out of shop on 1-10-11 had to take back because engine light on and front stabilizer shock was missing a bolt . the line that comes from motor to front was coggled and was not covered under the ext warr that they gave my because of all the problems that i was having. 2 year unlimited miles hum will that has helped but still in shop all the time and cost me as a small business owner in arkansas alot of money i trade truck all the time but i cannot sale this truck because it has not payed for its self.as a small person chrysler does not care.i do business with a lot of big business and they have moved on to different truck because of all they problems in 07to09 and i have stood up for dodge. they say they are that work truck and ram tought will i guess not and they need help so people dont get screwed by them or there dealers. ram tought and heavy duty is false advertisment.if truck is falling apart 80%highway20%dirtroads will this is arkansas thank you sir

The information contained here is true and accurate to the best of my knowledge. I understand that the Arkansas Attorney General's office does not represent individuals in matters involving private disputes. I am, however, filing this complaint to notify the Attorney General's office of the activities of this party and for any other assistance which may be

2010-12-17 12:39 CHARMAINE RAY 19853866134 >>

8017363929

P 2/2

COMMUNITY MOTORS, INC.

CUSTOMER #: 116343

134654

DODGE BRANK JOOD

500 Westin Oaks Drive

INVOICE

Post Office Box 2157 Hammond, Louisiana 70404 (985) 345-0401

HAMMOND, LA HOME BUS:			CONT: N/A CELL:		SER			9568 AARON H CHAPMAN			
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9:05 20SI LINE OPCOI A C/8 FRM	BP10 DE TE I END BPLAC	11:5 CH TY PART ED ST	4 22SEP PE HOUR S CAME	OPTION 10 S LOOSE/HAN	NGING DO				TOT	AL	
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B** ALIGNMENT- FRONT \$51.95

70 ALIGNMENT: FRONT \$51

CHRYS Live R 1.95

CUSTOMER PAY SHOP MATERIALS & WASTE DISPOSAL FOR TERMS OF WE APPRECIATE YOUR BUSTON



TOTALS

315<u>.45</u>

580**.45**

0.00

0.00

8.77

ON BEHALF OF SERVICING DEALER, I MEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO DWNBR. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE EVALUABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(DONED) DEALER, GENERAL MANAGER OR ALTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER The fectory warranty constitutes all ALL STATE OF

904.67 LESS COUP/DISC/INS. 0.00 BALES TAX **B1.42** CUBTOMEN EGNAYUNI PLEABE PAY THIS AMOUNT 986.03

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUIE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

RECEIVED DATE: <u>1/31/11</u>

LAST NAME:

VIN (LAST 8 DIGITS)

76

CAIR

20353397

NON- SCANABLE ITEMS: CIRCLE ONE YES

January 27, 2011

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

New Case # 20353397

Dear Amber:

Per your request, please find attached the original receipts from Helfman Dodge and one for the wrecker services. There is one more receipt that I'm missing and that is the one for \$40.00 for wrecker services to move the truck from the place where it broke down to our house. Besides those charges, my husband also lost wages due to his inability to use the truck and he is a truck driver. He makes \$250.00 per day and lost three days \otimes . Hopefully, with these original documents you will now be in a position to bring this claim to a prompt and satisfying conclusion.

As I explained to several of you before; this accident could have had a tragic ending. Thanks to God it didn't but I still believe that something must be done about this problem and avoid other people to go through what we just did. It is very dangerous to not give proper maintenance to the vehicles, even though we paid for this maintenance service. Every time we took the truck to the dealership, we were told that yes, indeed, the grease work was performed but it wasn't. The part that broke down should not have break, had it been greased properly. Now they put all new parts and we had to pay for them.

If you would like more information about this problem, please feel free to call me at M-F, 8:00 AM – 4:30 PM or on my cell number after those hours

Houston, TX

7720 Katy Freeway @ Silber Rd. Houston, TX 77024



www.helfmandodge.com servicegroup@helfmandodge.com

Jeep

713.533.6250 Service Direct 713.533.6100 Main

			CELL	<u>.: 281-669-630</u>
CUSTOMER NO. 40028	ADVISOR ARTHUR	975 TAG NO. 4414	12/14/10	DOCS188536
	LABOR RATE	MILEAGE 140,402	COLOR BRIGHT WHIT	sтоск no. 7G777543
NOUSTON TV	97/DODGE TRUCK/RAM	4 3500/3500 CHASSI	S DELIVERY DATE 05/12/07	DELIVERY MILES 23
HOUSTON, TX	VEHICLE I.D. NO. 3 D 6 W G 4 6 A 1	L 7 G	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	12/13/10	
	COMMENTS			мо: 140407

****** WARRANTY DISCLAIMER ******

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER, HELFMAN DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND HELFMAN DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

CUSTOMER SIGNATURE

 TOTAL LABOR....
 0.00

 TOTAL PARTS....
 435.71

 TOTAL SUBLET...
 0.00

 TOTAL G.O.G....
 0.00

 TOTAL MISC CHG.
 0.00

 TOTAL MISC DISC
 0.00

 TOTAL TAX.....
 35.95

TOTAL INVOICE \$ 471.66

DEC 14 28177

NOTICE PURSUANT TO TEXAS PROPERTY CODE 70.001

§70.001. WORKER'S LIEN. (a) A worker in this state who by labor repairs an article, including a vehicle, motorboat, vessel, or outboard motor, may retain possession of the article until: (1) the amount due under the contract for the repairs is paid; or (2) if no amount is specified by contract, the reasonable and usual compensation is paid. (b) If a worker relinquishes possession of a motor vehicle, motorboat, vessel, or outboard motor in return for a check, money order, or a credit card transaction on which payment is stopped, has been dishonored because of insufficient funds, no funds or because the drawer or maker of the order or the credit card holder has no account or the account upon which it was drawn or the credit card account has been closed, the lien provided by this section continues to exist and the worker is entitled to possession of the vehicle, motorboat, vessel, or outboard motor until the amount due is paid, unless the vehicle, motorboat, vessel, or outboard motor is possessed by a person who became a bona fide purchaser of the vehicle after a stop payment order was made. A person entitled to possession of property under this subsection is entitled to take possession thereof in accordance with the provisions of Section 9.609, Business & Commerce Code. (c) A worker may take possession of an article under Subsection (b) only if the person obligated under the repair contract has signed a notice stating that the article may be subject to repossession under this section. A notice under this subsection must be: (1) separate from the written repair contract; or (2) printed on the written repair contract, credit agreement, or other document in type that is boldfaced, capitalized, underlined, or otherwise set out from surrounding written material so as to be conspicuous with a separate signature line. (d) A worker who takes possession of an article under Subsection (b) may require a person obligated under the repair contract to pay the costs of repossession as a condition of reclaiming the article only to the extent of the reasonable fair market value of the services required to take possession of the article. For the purpose of this subsection, charges represent the fair market value of the services required to take possession of an article if the charges represent the actual cost incurred by the worker in taking possession of the article.

7720 Katy Freeway @ Silber Rd. Houston, TX 77024



713.533.6250 Service Direct 713.533.6100 Main

CELL: 281-669-6307

STOCK NO. 7G777543

DELIVERY MILES

PRODUCTION DATE

MO: 140407

DOCS188536

23

Jeep

www.helfmandodge.com servicegroup@helfmandodge.com

CUSTOMER NO. ADVISOR 40028 12/14/10 975 4414 ARTHUR LABOR BATE COLOR 140,402 BRIGHT WHIT 05/12/07 YEAR / MAKE / MODEL 07/DODGE TRUCK/RAM 3500/3500 CHASSIS HOUSTON, TX SELLING DEALER NO. 3 D 6 W G 4 6 A 1 7 G F. T. E. NO. P. O. NO. ĨŽ/13/10 COMMENTS LABOR & PARTS

J# 1 02D0Z SUSPENSION HOURS: TECH(S):157 INTERNAL

REPLACE CUSTOMER PROVIDED PARTS//WE PAY LABOR
RIGHT FRONT TIE ROD CAME APART, DAMPNER ROD BENT TIRE
HAS SCARS RIGHT FRONT
REPLACED STEERINGLIKAGE ASSEMBLY, STEERINNG DAMPNER AND
STANDARD REVISED WAS SET ALTOMERST DESCRIPTION FOR PITMAN ARM REVISED KIT SET ALINGMENT, DECLINED TIRE RF PARTS------QTY---FP-NUMBER------DESCRIPTION------LIST PRICE-UNIT PRICE-JOB # 1 JOB # 1 JOB # 1 JOB # 1 JOB # 1 1 52122362-AF STEERING 19027003 350.00 262.50 262.50 ARM PITMA 19027002 DAMPER ST 19030006 1 68039930 - AA 76.20 57.15 57.15 52122370 - AB 111.75 1 149.00 111.75 3.93 6505623-AA NUT HEX L 19015005 NUT HEX F 17015030 1.75 3 1.31 6502835 0.50 0.38 JOB # 1 TOTAL PARTS 435.71 435.71 JOB # 1 TOTAL LABOR & PARTS WARRANTY CHANGE ENGINE OIL AND FILTER PARTS_-----QTY---FP-NUMBER-------DESCRIPTION------LIST PRICE-UNIT PRICE-JOB # 2 JOB # 2 WARRANTY 5083285-AA FILTER EN 9057006 12 WARRANTY 68055893-AA OIL 15W40 1081090 JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS J# 3#02D0Z02 SUSPENSION HOURS: TECH(S):157 INTERNAL Added Operation (RIEDELA @ 12/14/2010 11:15) LABOR ONLY PARTS·····QTY···FP-NUMBER·····PRICE-JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00 COMMENTS-----PARTS @ EMPLOYEE PRICING PER CR AND SD JR INV'D

NOTICE PURSUANT TO TEXAS PROPERTY CODE 70.001

§70.001. WORKER'S LIEN. (a) A worker in this state who by labor repairs an article, including a vehicle, motorboat, vessel, or outboard motor, may retain possession of the article until: (1) the amount due under the contract for the repairs is paid; or (2) if no amount is specified by contract, the reasonable and usual compensation is paid. (b) If a worker relinquishes possession of a motor vehicle, motorboat, vessel, or outboard motor in return for a check, money order, or a credit card transaction on which payment is stopped, has been dishonored because of insufficient funds, no funds or because the drawer or maker of the order or the credit card holder has no account or the account upon which it was drawn or the credit card account has been closed, the lien provided by this section continues to exist and the worker is entitled to possession of the vehicle, motorboat, vessel, or outboard motor until the amount due is paid, unless the vehicle, motorboat, vessel, or outboard motor is possessed by a person who became a bona fide purchaser of the vehicle after a stop payment order was made. A person entitled to possession of property under this subsection is entitled to take possession thereof in accordance with the provisions of Section 9.609, Business & Commerce Code. (c) A worker may take possession of an article under Subsection (b) only if the person obligated under the repair contract has signed a notice stating that the article may be subject to repossession under this section. A notice under this subsection must be: (1) separate from the written repair contract; or (2) printed on the written repair contract, credit agreement, or other document in type that is boldfaced, capitalized, underlined, or otherwise set out from surrounding written material so as to be conspicuous with a separate signature line. (d) A worker who takes possession of an article under Subsection (b) may require a person obligated under the repair contract to pay the costs of repossession as a condition of reclaiming the article only to the extent of the reasonable fair market value of the services required to take possession of the article. For the purpose of this subsection, charges represent the fair market value of the services required to take possession of an article if the charges represent the actual cost incurred by the worker in taking possession of the article.

HELFMAN DODGE 7720 KATY FREEWAY HOUSTON TX 77024

TERMINAL I.D.: MERCHANT # :

3333 181719030

12/14/10

5:35 PM

SALE BATCH: 000202 INU:188536

AUTH: 01484R

TOTAL

\$471.66

CUSTOMER COPY

POST OAK COLLISION CENTER, INC.

11007 W. Little York Rd. * Houston, TX 77041

713-849-8581 TDLR # 0005961452C

001573

TIME 10:15 (Am)/Pm • DATE 12:13	Home Phone
NAME	Work Phone
ADDRESS	* ZIP
ADDICESS	
YEAR 2007 MAKE Dodge MODE	L 3500 COLOR White
LICENSE # 28THJ5 STATE	TX EXP. DATE 4/11
VI.N. # 3DLWG4LAI7G	
LOCATION PICKED UP	
TOWED TO Holfman Dodge 1-10	O At Silber
DESCRIPTION OF DAMAGE from FND	
OWNER CONSENT AGREEMENT I AUTHORIZE Post Oak Collision Center, Inc. TO TOW THE ABOVE	Wrecker Fees\$
LISTED VEHICLE OR REMOVE IT FROM OUR PROPERTY. AN EXPRESS MECHANICS LIEN IS HEREBY ACKNOW-	Ditch Rollover\$
LEDGED ON THE ABOVE LISTED VEHICLE TO SECURE DUE AMOUNT OF TOWING THERETO.	Clean Up\$
I UNDERSTAND THIS IS A CONSENT TOW AND I AGREE TO ALL CHARGES LISTED ABOVE. I ALSO UNDERSTAND IF I CAN NOT	Road Service\$
PAY FOR THE TOW WHEN THE VEHICLE IS DELIVERED AS PER MY INSTRUCTIONS. I SHALL BE CHARGED A SECOND	Transfer 2nd Tow\$ Mileage Charge\$
WRECKER FEE TO DELIVER THE VEHICLE TO A LICENSED STORAGE LOT WHERE THE VEHICLE WILL BE HELD PENDING PAYMENT OF ALL WRECKER FEES. SERVICE CHARGES,	Other Charges\$
STORAGE NOTIFICATION FEES. ADMINISTRATION FEES, AND TAXES.	Paid Out\$
SIGNATURE: X	Waiting Time\$
TDL#Exp. Date:	Total Charges\$\$0°
Comments QUNETS Request	COMPLAINTS MAY BE DIRECTED TO
TDLR#	TEXAS DEPT. OF LICENSING
Wrecker Driver Juan Torres	AND REGULATION P.O. BOX 12157 * AUSTIN, TX 78711 512-463-6599 * 800-803-9202
TDL#	Storage Lot VSF # 0594238

DAMAGE WAIVER

I AM AWARE THAT TOWING MY VEHICLE MAY RESULT IN DAMAGES DUE TO EXISTING CONDITIONS THEREFORE I WILL TAKE FULL RESPONSIBILITY FOR SUCH DAMAGE. INITIALS X

TOW Tag

BANK KETTENA TIM TOTA TRANCE ASSISTANCE CENTER CHRYSLER (P. O. BOX 21= 8004 AUBURN HILLS, MIRN48321

4<u>8</u>321+8304

RECEIVED DATE: <u>12/13/10</u>

POSTED DATE:

11.22.10

LAST NAME:

VIN (LAST 8 DIGITS)

65

CAIR

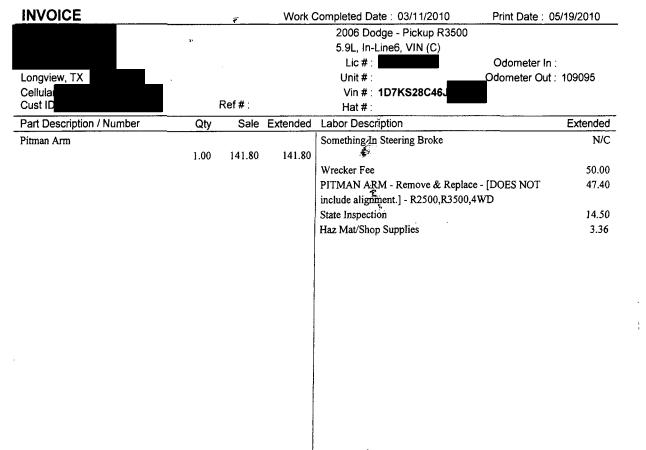
0000000

NON- SCANABLE ITEMS: CIRCLE ONE YES

AUTO SUPER CENTER DBA PERFORMANCE TIRE

448 N Eastman Rd Longview, TX. 75601 Phone - 903-753-1615 Fax - 903-753-1929 The One Source For All Your Automotive Needs INVOICE

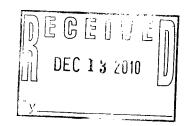
23906



_	Org. Estimate \$51.50	Revisions \$0.00	Current Estimate \$ 51.50	Additional Cost	Revised Estimate	Labor:	65.26
-						Parts:	141.80
				,		Sublet:	50.00
						Sub:	257.06
						Tax:	11.70
						Total:	268.76
	[Payments - Check (#6023) - \$268.76]	į			Bal Due:	\$0.00

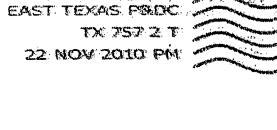
I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 12 months or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of

SIGNATURE..... Date..... Time..... Written By: Gordy, Eric Page 1 of 1 01.17.07 Copyright Mitchell 1 Invoic1



PLEASE HELP US UPDATE OUR RECORDS &

IF ANY OF THE FOLL	OWING CONDITIO	NS AFFLY
VIN (Last 8 Characters of Ve dentification Number)	ehicle Notification	on Code
6 J	. H4	6
This service was previously applicable): My vehicle was inspec	cted and found to be ol	k. ppd
This vehicle was sold to <i>(ch</i> ☐ A dealer, or someone ☐ Someone other than	e if applicable):] stolen	xported ess is unknown.
name and address be Date of sale:	s (type or print the ne	
Owner's title (check one Mr.	if applicable): □ Mr. & Mrs. [□ Rev.]	□ Dr. □ Business
First Name_ _ast Name_		
Street Addre		
city Long View		
State 1 X	Zip Code	



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Recall administration 482-00-85 P.O. Box 218008 Auburn Hills MI 48321-9959

4 **2**3 2 14 2 00 2



From:

To: customerassist@chrysler.com
Date: Wed Dec 22 20:37:23 EST 2010

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

LEFT SIDE STEERING TIE ROD END BROKE WHILE DRIVING Comments:

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

COULD HAVE BEEN KILLED HAD HE BEEN ON AN INTERSTATE TRAVELING AT A HIGH

RATE OF SPEED.

Sender Information:

Title: Mr First Name:

Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Fri Dec 24 11:04:21 EST 2010

Subject: Re: Chrysler Group LLC Customer Assistance

Dear ===:

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.

Sincerely,

Lorrie

Customer Service Representative Dodge Customer Assistance Center

For any future communications related to this email, please refer to

the following information: REFERENCE NUMBER: 20256129 EMAIL CASE NUMBER: 2534715

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7197854V6661L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

LEFT SIDE STEERING TIE ROD END BROKE WHILE DRIVING

Comments:

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WHILE DRIVING. A CLEAN BREAK AT THAT. IT ALSO CAUSED MORE DAMAGE TO

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.

VIN: Mileage: 100193 Servicing Dealer: HILL-KELLY DODGE Title: Mr. First N Middle Last Na Address Address 2: City: MILTON State: FLZip: Email: Work P

From:

To: customerassist@chrysler.com
Date: Wed Dec 29 08:24:50 EST 2010

Subject: Reply to Chrysler Group LLC (KMM7197854V6661L0KM)

Reply Comments:

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 $% \left(1\right) =\left(1\right) \left(1\right) +\left(1\right) \left(1\right) \left(1\right) +\left(1\right) \left(1\right)$

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 $5500\,\mathrm{up}$ for

sale and I will never again buy another one or ever be able to trust Dodge again.

RECEIVED DATE: 2/1/11 POSTED DATE: LAST NAME: VIN (LAST 8 DIGITS) **CAIR**

NON- SCANABLE ITEMS: CIRCLE ONE YES

0309094

RECEIVED DATE: 2/1/11

POSTED DATE:

1/29/11

LAST NAME:

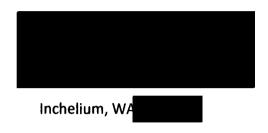
VIN (LAST 8 DIGITS)

0000 0000

CAIR

20309094

NON- SCANABLE ITEMS: CIRCLE ONE YES



RE: CASE #20309094

Enclosed please find the original receipt for the purchase of steering replacement on my Dodge Truck. Thank you for agreeing to reimburse me for these parts per our telephone conversation. Please send reimbursement to address above.



Jeep





7700 East Sprague Avenue • Spokane Valley, Washington 99212

LOCAL 509-927-1234 WATS LINE 1-800-457-6500 WHOLESALE PARTS LINE 509-927-1236 FAX LINE 509-924-1618

Cust. No. Tax Exempt Number	Cust. P.O. No.	Ship Via	Pay	Sold By	Invoice Date	Invoice
129804	. ULTING , WORKERS & MARKET		PENDING	KEITH	01/11/11	494857 DOR
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T O			T O	4.		

- Quai Ship	ntity B.O.	Part Number / Description	Bin	List	Net	Amount
3 1 1 1	0	5505623-AA NUT HEX L 19015005 52122362-AF STEERING 19027003 58039930-AA ARM PITMA 19027002 52122370-AB DAMPER ST 19030006	110C 504 110D 110H	1.75 350.00 76.20 149.00	1.75 350.00 76.20 149.00	5.25 350.00 76.20 149.00
		FNESTLE				
						7
AS IS: The	only warranti	DISCLAIMER OF WARRANTY es applying to this part(s) are those which may be offered by the	manufacturer, Dishman		SUBTOTAL	580.45
Dodge Chr warranties of person to a entitled to re for loss of u PLEASE N NO REFUN ALL RETU	ysier hereby of mechanta ssume for it ecover from ise, loss of ti OTE: ALL C NDS AFTER RNED PAR	v expressly disclaims all warranties, either express or implied bility or fitness for a particular purpose, and neither assumes nany liability in connection with the sale of this part(s) and/or ser Dishman Dodge Chrysler any consequential damages, damage me, loss of profits, or income, or any other incidental damages. ELAIMS AND RETURNED GOODS MUST BE ACCOMPANIER OF 30 DAYS, A 20% RESTOCKING AND HANDLING FEE WIRTS, ALL RETURNED PARTS MUST BE IN ORIGINAL PAC	TAX	***	50.50	
REC'D	£	SPECIAL ORDERED PARTS, THANK YOU.		FREIGHT PAY	THIS AMOUNT	0.00 630.95
10:44:02	2 CUS	STOMER COPY		NET503	į.	

7700 E SPRAGUE SPOKANE VALLEY WA 99212 509-924-3250

Ref #: 0010 Term ID: 79742426

Sale

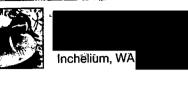
Total:

630.95

01/17/11 12:00:09 Inv #: 000010 Appr Code: 01769R Batch#: 000550 Zip Code:

\$

Customer Copy THANK YOU!



SPUKAME WA 990 29 JAM 2011 PM ST



Chuster Customer + SSISTIANCE

FO. Box 21 18 CABLE 1 1 2011

Auburn Hillsey Michigan

483 21-800

lahallahadlaahlaadlaadlaadlaadlaadladlad

Attn: Rimbursments

45321+**5**004

21-8004

RECEIVED DATE: 2/16/11

POSTED DATE:

LAST NAME:

VIN (LAST 8 DIGITS)

000000

CAIR

20395452

NON- SCANABLE ITEMS: CIRCLE ONE VES



PO BOX 111/ 59 ROUTE 94 BLAIRSTOWN, NJ 07825

R&T AUTOMOTIVE L.L.C.

Phone 908-362-0061 Fax 908-854-0063

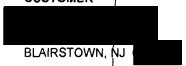
Reg. Repair Shop# 9083620061

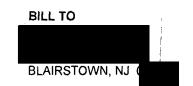
INVOICE

10973

2 122

CUSTOMER





VEHICLE

2007 DODGE RAM3500

6.7L

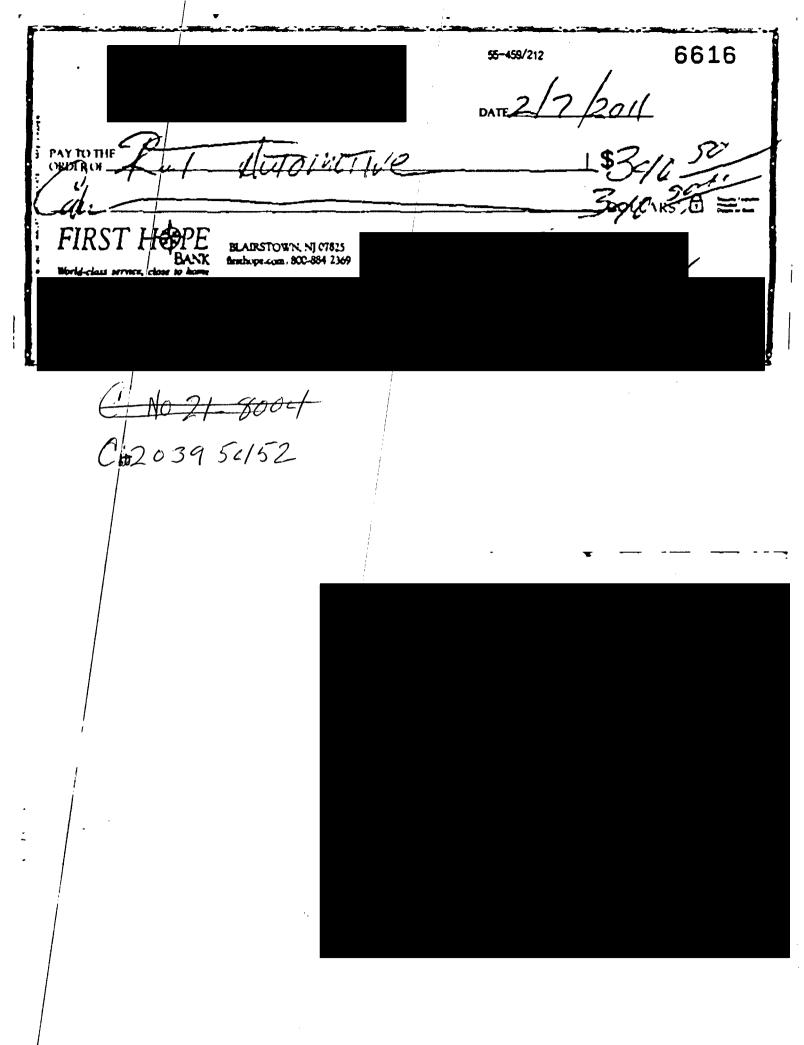
Plate#: 84080 Miles
3D7MX48A07G

Invoice Date	Customer ID	Sales Category	Invoice #	Service Writer	Primary Tec	hnician	Terms
2/7/2011		Main	10973				
Qty	Product ID		Parts Descript	ion	Taxes	Unit Price	Ext. Price
1 269	-6103	RT OUTER EN	D		7.00%	\$162.76	\$162.76

Labor Description	Hours Taxes	Price
COMPUTER WHEEL ALIGNMENT		\$75.00
LABOR TO REPLACE RIGHT OUTER TIE ROD END	1 🗹	\$75.00

 Total Parts
 Total Labor
 Shop Materials
 Sub Total
 Tax
 Total

 \$162.76
 \$150.00
 \$5.47
 \$318.23
 \$22.27
 \$340.50



Cd 46 20395452 21 - 8004 20 Aubarn Hills



blalledadladdadladdaddaddaddaddaddaddaddad

9999

M1 48321

Date: 2/16/11

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name: America Towing	Arlot
Requestor PROFS ID:	
CAIR Number: 2042/65-3	
Zone Number:	
District Number:	
Total Pages Faxed:	

AC: CAIR: 20421653 71 Check #. St: A 01 Ck OF 01 Vin: 3D6WG48A17G Cust: ADOT Category: Mail: X Payee: Address1: City/ST/Zip: PRESCOTT AZ Country: USA Submitted: Warr, Total: 2,192.01 Approved: 021611 121455 JME2 71 CAIR Total: 0.00 Sent to CAP: Cumm. Total: 2,192.01 ISSUE Date: Void: Current Check Total: 292.50 Reason Code Description 01 01 of Emotion Amount Suspension Inquiry 5 292.50

AC/ CAIR: 20421653 71 CUST: ADOT LINE 001 OF 004

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.

	P.O. PHON CHARGE	DA	18	 « .		
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15N: 3D6WG48A176

From:

To: customerassist@chrysler.com Date: Tue Feb 22 10:22:22 EST 2011

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

tie rod end breaking not SAFE high repair Comments:

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

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 worng

should have noticed i am very luck to have not KILLED some one but my

was for 826.00\$ because i had to buy the upgraded 08 parts(which y

they quit making the old style) because problems like this? but it

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

Sender Information:

Title: First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Wed Feb 23 14:43:48 EST 2011

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Seth:

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

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

REFERENCE NUMBER: 20442128 EMAIL CASE NUMBER: 2555631

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

tie rod end breaking not SAFE high repair

Comments:

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

 $% \left(1\right) =\left(1\right) \left(1\right)$ 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 worng they

should have noticed i am very luck to have not KILLED some one but $\ensuremath{\mathsf{my}}$ 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 ${\bf 1}$ 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

VIN:

7 G

Mileage:

65611

Servicing Dealer:

shelbyville chrysler

Title:

First Name:

Middle

Last Na

Address

Address

City:

Shelbyville

State:

ΚY

Zip:

Email:
Home Ph

Outhound Following: John Smith

Amount # 872.17 (Tierops)

Phone Number 313 - 272 - 6956

CAIR# to Paperclip #20442944



Snethkamp Chrysler Dodge Jeep Ra

23951 Plymouth Road Redford, Mi 48239-1462 888.455.6146 313.255.2700 www.snethkamp.com

Invoice 364222CP

Service Advisor: Rick Schwartz Started: 02/23/11 7:58 AM Completed: 02/23/11 5:30 PM

Priority: 5

Appointment: 120819

Repair Order 364222

R507 Version MPK2.71.097

2005 Dodge RAM SLT 2500 QUAD CAB PICKUP Color LT. Almond Pearl Metallic Clear Coa Detroit, MI VIN 1D7K\$28D65J Mileage In: 85788 Out: 85788 Tag Number 4851A Plate No. In-Service 11/24/04 EZA-5.7L V8 HEMI Engine Engine Coverage 704 **Build Date** 08/03/04 Comments

Task	Opcode	Description	Technician	Oty	Pay Type	Price
40000		CONTRACTOR STATES TO THE CONTRACTOR OF THE CONTR		SEE ON THE	A Task	Estimate: \$85.00
	Complai	mt CUSTOMER STATES TIEROD BROKEN	•			
	Çâuse	BROKEN				
	Correcti	ON REPLACED TIERODS AND STEERING DAME	PEA			
	02JEA1	Technician: Robert Sven Styrk, License M166781	9		CS	\$340.00
		BOLT HEX FLANGE HEAD	06502473 .	1	CS	\$3.50
		NUT -HEX FLANGE LOCK	06502835	1	CS	\$0.50
1, 7 %		NUT -HEX LOCK	06505623AA	2	C\$	\$3,50
		STEERING STEERING	52122362AF	1	CS.	\$231.00
		Core Charge - STEERING -STEERING	52122362AFCORE	1	ÇS	\$0.00
		Core Charge - STEERING -STEERING	52122362AFCORE	-1	ÇS	\$0.00
		NUT -HEX LOCK	06505623AA	3	ÇS	\$5.25
TVS		DAMPER -STEERING	52122370AB	1	cs	\$149,00
-172	ETEN	Status Business Statument - Committee of the State of the		為持續		SURFACE S99 95

Part or

Complaint

Perform 4 Wheel Alignment

Cause

Maintenance

Correction

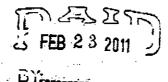
Performed 4 Wheel Alignment

02JEZALIG Technician: Jeffrey Haapala, License M176071

7

CS

S99 95



Detroit, M! Work:

AH.

Snethkamp Chrysler Dodge Jeep Ra

23951 Phymouth Road Redford, Mi 48239-1462 888.455.6146 313.255.2700

www.snethicamp.com

Vehicle: 1D7K\$28D65J511595

1D7KS28D65J511595 2005 Dodge RAM SLT 2500 **invoice 364222**

Service Advisor: Rick Schwartz Started: 02/23/11 7:58 AM Completed: 02/23/11 5:30 PM

Priority: 5

Appointment: 120819

Task Opcode	Description	Part or Technician	 Qty	Рау Туре	Price
	San Supplied Control of the Control	Care and the contract of the c			
	Shop Supplies	34401	1	cs	\$15.00

Estimate: \$184.95 Repairs properly completed and checked by: Labor: \$439.95 Parts: \$392.75 Miscellaneous: \$15.00 Durpose, and the se Subtotal: \$847.70 Sales Tax: \$24.47 Total: \$872.1X 5.00 Der day storage for lot vehicles left longer an three days after completion date. Authorized Signature

State Certification No. F-137640

Page 2

Customer Copy RO 364222

Printed 02/23/11 5:30 PM

RECEIVED DATE: 2/22/11

POSTED DATE:

2/17/11

LAST NAME:

VIN (LAST 8 DIGITS)

60

CAIR

0000 0000

NON- SCANABLE ITEMS: CIRCLE ONE YES

CUSTOMER #: 54339

MCGREGOR, TX

265862

IOHN McCLAREN

NET

0.00

0.00

45.00

TOTAL

INVOICE

your HEART TO HEART dealer!" 1015 EAST McGREGOR DRIVE

McGREGOR, TEXAS 76657-1310

. (254) 840-3261

PAGE 1 ONT:N/A

HOME SERVICE ADVISOR: CELL: 64 JASON HARBORTH BUS: COLOR MAKE/MODEL YFAR VIN LICENSE MILEAGE IN/OUT TAG 06 DODGE RAM350 3D7MX48C86G 151531/151531 T760 BLUE PROD. DATE WARR, EXP. PROMISED PO NO. PAYMENT INV. DATE DEL DATE RATE 08FEB08 DD 30DEC10 17FEB11 90.00

R.O. OPENED READY OPTIONS: STK: H157AA

17:27 30DEC10 08:46 06JAN11 LINE OPCODE TECH TYPE HOURS

A CUST STATES THE RIGHT TI	E ROD BRO)KE		, 	ar years or same		
1202 FOUND RIGHT FROM	IT TIE ROD	BROKED F	REPLACED				
FRONT DRIVE LINE	ASSEMBLY	,					
63 CPTK					123.16	123.16	
1 52122362AF STEER	ING LINK			350.00	350.00	350.00 "	
1 52122370AB DAMPE	R				156.45	156.45	
3 6505623AA NUT				1.85	1.85	5.55	
1 68039930AA PIT A	RM			76.20	76.20	76.20	
PARTS: 588.20 LABOR:	123.16	OTHER:	∞ 0.00	TOTAL LINE	A:	711.36	

B MULTI POINT VEHICLE INSPECTION

MPVI MULTI POINT VEHICLE INSPECTION

63 CPTK

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

C** TOW IN BY COMPANY VEH

TOW TOW IN BY COMPANY VEH

57 CPTK

SUBL TOW IN/MCGREGOR TOWING*5222/PO*132219

CPTK

0.00 LABOR: 0.00 OTHER: 45.00

TOTAL LINE C:

LIST

· · · ·

45.00

45.00

0.00

0.00

0.00

FC:

PARTS:

YOU MAY BE RECEIVING A SURVEY FROM CHEVROLET. WE AS A TEAM STRIVE FOR COMPLETE SATISFACTION FOR OUR SERVICE CUSTOMERS. IF YOU ARE UNABLE TO SCORE US AS COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE MANAGER, JEFF LISENBE, WITH ANY SERVICE OR BODY SHOP CONCERNS.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I am the person or an agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with \$9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON The factory warranty constitutes all of the warranties with respect to the sale of this itemlitems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

DESCRIPTION	TOTALS
LABOR AMOUNT	123.16
PARTS AMOUNT	588.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	45.00
MISC. CHARGES	0.00
TOTAL CHARGES	756.36
LESS INSURANCE	117.79
SALES TAX	48.53
PLEASE PAY THIS AMOUNT	687.10

Go green. Go paperless.

Join the effort to save trees and clean up your mailbox. Just sign up for Paperless Statements and you can help save over 70 million pages per year.

You'll also be helping yourself to 24 months of password-protected, statement history, complete with merchant names, locations and zip codes.

Go to **Discover.com/paperless** and sign up for Paperless Statements today.

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PPRGRN.0810

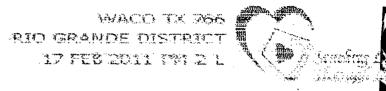
				Closing Date: February 6, 2011	page 2 of 3
Gasolin o		Feb 3 Feb 3	Feb 3 Feb 3	0305258 TEXACO 03052 MCGREGOR TX SHELL 41544220173 MC GREGOR TX	100.00 75.00
Automotive	-	Jan 6	Jan 7	JOHN MCCLAREN CHEVROLET MCGREGOR TX	687.10
Services		Jan 27	Jan 27		289.45



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

IF ANY OF THE FOLLOWING CONDITIONS APPLY					
VIN (Last 8 Ch		hicle Noti	fication Code		
ЬG		F	146		
This service wapplicable):	as previously	performed on m	y vehicle (check one i		
_ ′	ele was inspec ele was repaire	eted and found to ed.	be ok.		
☐ A dealer, ☐ Someon	as sold to (choor someone v	stolen eck one if applica whose name and a dealer (type or	□ exported able): address is unknown. print the new owner's		
Date of sale):				
			he new owner's name ess if it has changed):		
Owner's title Mr. Mrs.	e (check one i	f applicable): ☐ Mr. & Mrs. ☐ Rev.	☐ Dr. ☐ Business		
First Name					
Last Name			_		
Street Address					
City ME	Grego	9-			
State	X	Zip C	ode		
Email Address					

McGregor, TX



RECEIVED

Chrysler Recall Customer Assistation 2 Atten. Reignbursenen2019 P.D. Box 21-8007 Auburn Hills MI 48321-8007

hlallalada.h.d.h.dladladlada.h.d..dl..dl..dl..dl..dl..d

RECEIVED DATE: 3/29/11

POSTED DATE:

3/16/4

LAST NAME:

VIN (LAST 8 DIGITS)

SG

CAIR

000 000 00

NON- SCANABLE ITEMS: CIRCLE ONE YES



A Art's Mobile Auto Repair



A Art's Handy Man and Honey Do's * P.O. Box 3602 Kingman, AZ 86402

(928) 753-7077

Wednesday, February 16, 2011

Wilson Construction Company =1190 N.W. Third Avenue Canby, OR 97013

Attention:

Purchase Order: W5188 W 5153

Dear

Here is the invoice for your 2008 Dodge 5500 Truck to replace the left side tie rod in the field at the mine near Turquoise Mountain outside of Kingman, AZ.

Invoice: 420389 Signed by Mac Chapman for and behalf or Robert Loucks via phone order.

Paid Credit Card:

Ref. 0193

Description	Parts	Labor	Amount
Tie Rod	68045421AA		215.43
Tax			19.07
Service Call			100.00
Repair and Parts Pick up and order Time		2.0	220.00
Overnight Charge			30.00
Misc Charges .			29.23
Grand Total		\$613.73	

We appreciate your business and we made every effort to gain your confidence and trust to get you repaired as quickly as possible.

Sincerely,

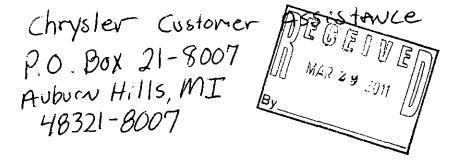
Art Jones

A Art's Mobile Auto Repair

Chrysler customer assistance:

To Whom It May Concern, Attach	ed is a bill for Left outer tie rod replacement for
truck VIN# 3D6WD76A18G	paid by credit card. If you have any questions
please call	
thank vo	и





9140345013

Hdood(dalla addalla addalla dalla
March 17, 2011

Mr. Brad Talbert Progressive Insurance 555 Marriott Drive, Ste. 500 Nashville, TN 37214

RE: Your Claim No.: 11-1306641

Your Insured:

Date of Loss: February 14, 2011

Our File No.: 20556962 V.I.N.: 3D3MX48A67G

Dear Mr. Talbert:

This will acknowledge your recent correspondence of March 14, 2011, regarding your insured referenced above.

A review of our records indicates that this is the first notification we have had of your insured's loss. In order for us to properly evaluate your claim, we require the following information:

- 1. The complete address for the location at which the vehicle may be inspected in its damaged state.
- 2. A copy of the police/fire department report relating to this incident.
- 3. Copies of repair estimates or repair bills.
- 4. A copy of any engineering or inspection report you may possess relating to the incident, as well as the photographs.
- 5. A detailed explanation as to why you feel we have a liability in this matter.

We will investigate your claim following receipt of the above requested information. Thank you for your cooperation in this regard.

Sincerely,

J. S. Susalla Special Investigations (248) 944-7149

JSS/kat

March 24, 2011

Ms. Stacy Stankus Progressive Insurance P.O. Box 89480 Cleveland, OH 44101

RE: Your Claim No.: 11-1306641

Your Insured:

Date of Loss: February 14, 2011 Our File No.: 20556962

V.I.N.: 3D3MX48A67G

Dear Ms. Stankus:

This will acknowledge your correspondence dated March 14, 2011, regarding your insured referenced above.

Naturally, we were sorry to learn of this incident, especially in view of the inconvenience and expense involved. We appreciate the opportunity to look into this matter for you.

According to Recall H46-Mopar Steering Linkage, during a prior service appointment, a Mopar Service Parts Steering Linkage may have been installed on certain vehicles. The Mopar drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning.

Based on the documentation you have provided, the failure on this vehicle was not the drag link inner joint. As a result, the accident was not related to Recall H46. In view of this, we find your claim without merit, and must respectfully decline your subrogation request.

Thank you for writing.

Sincerely,

J. S. Susalla Special Investigations (248) 944-7149

JSS/kat

SPECTAL FURGES

Progressive 555 Marriott Drive, Suite 500 Nashville, TN 37214 clost3



CHRYSLER GROUP, LLC. P.O. BOX 21-8004 AUBURN HILLS, MI 48321-8004

\$0004 TKN005

OLMINILD INDILM

Progressive 555 Marriott Drive, Suite 500, Nashville, TN 37214 SPECIAL FORCES

\$ 003.240 \$ 0003114053 MAR 142011 EMAILED FROM ZIP CODE 37214 A STATES POSTA

PROGRESSIVE

CHRYSLER GROUP, LLC. P.O. BOX 21-8004 AUBURN HILLS, MI 48321-8004

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tellibrith the man both milling

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RECEIVED

Progressive "

MAR 1 7

Underwritten By: 2011 Progressive Hawaii Insurance Corp.

PROGRESSIVE CLAIMS 555 MARRIOTT DR SUITE 500 NASHVILLE, TN 37214

SPECIAL INVESTIGATION S

Claim Number: 11-1306641

Loss Date: February 14, 2011 Document Date: March 14, 2011

Page 1 of 1

CHRYSLER GROUP, LLC. P.O. BOX 21-8004

AUBURN HILLS, MI 48321-8004

CERTIFIED AND REGULAR MAIL 7010 3090 0000 7526 9920

claims.progressive.com

Track the status and details of your claim, e-mail your representative or report a new claim.

Important Information Regarding This Claim

Please consider this letter notification of subrogation. We are handling a loss due to a tie rod end failure and we are putting you on notice for our subrogation rights.

Re:

Date of Loss:

February 14, 2011

VIN:

3D3MX48A67G

Vehicle:

2007 Dodge Ram 3500 QUAD

Vehicle owner:

Please contact me at your earliest possible convenience so that we may discuss this matter in more detail.

BRAD TALBERT Claims Department 1-423-273-0336

1-800-PROGRESSIVE (1-800-776-4737)

Fax: 1-423-764-2783

progressive P.O. Box 89480 Cleveland, OH 44101 progressive.com

\$ 02.1M \$ 01.56 0008000717 MAR 21. 2011

PROGRESSIVE

DAIMLER CHRYSLER PO BOX 21-8004 AUBURN HILLS MI 48321-8004

LEGAL PHOTOS RETAINED IN DOCUMENT RETENTION

dkrzic1

PROGRESSIVE

Payment Address Progressive-Subro 24344 Network Place Chicago, IL 60673-1243 Document Address P.O. Box 512929 Los Angeles, CA 90051-0929

Phone: (877) 818-0139 Fax: (888) 781-6947

MAR 2 3 2019 SPECIAL INVESTIGATIONS

March 14, 2011

CHRYSLER GROUP LLC PO BOX 21-8004 **AUBURN HILLS, MI 48321-8004**

Type of Loss:

RECALL ON STEERING LINKAGE CAUSED VEHICLE DAMAGE

CORRYTON, TN

VIN\DOT Number:

3D3MX48A67G

Year:

2007

Make:

DODGE

Model:

RAM 3500 QUAD S

Your Claim No:

NHTSA CAMPAIGN #09E001000

Our Insured:

Address:

Our Claim No:

02-14-11

Date of Loss: Damages:

\$5,737.60

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Hawaii Insurance Corp. damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$5,737.60 to my attention, payable to "Progressive Hawaii Insurance Corp., as subrogee of ", and remit to the following address:

> Progressive-Subro 24344 Network Place Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

STACEY STANKUS

Subrogation Representative Progressive Hawaii Insurance Corp. 440.603.7533 Fax (888) 781-6947 Stacey stankus@progressive.com Enclosure



PROORESSIVE

111 N. Northshore Drive Suite N220, Knoxville, TN 37919

Damage Assessed By: RICH FIFER

Claim Rep: RICH FIFER

(865) 388-7280

* Product Type 02/14/2011 * Date of Loss: * Deductible: 1,000.00 * Claim Number: Insured: Claimant: ORRYTON IN Address: Telephone: Home Phone: Owner: ORRYTON, TN Address: Telephone:

Mitchell Service: 910308

Description: 2007 Dodge Pickup R3500 Laramie Body Style: 4D PkupCrw 8' Bed 160" WB 3D3MX48A67G VIN:

Mileage: 123,632

OEM/ALT:

MAROON Color: Options:

Vehicle Production Date: 00/00

6.7L Turbo Inj 6 Cyl DsI 4WD Drive Train:

License: Search Code: KNOXVILLE2

VEHICLE ANTI-THEFT, PASSENGER AIRBAG, DRIVER SIDE AIRBAG, POWER DRIVER SEAT POWER LOCK, POWER WINDOW, POWER STEERING, MANUAL AIR CONDITION, CRUISE CONTROL TILT STEERING COLUMN, HEATED EXTERIOR MIRROR, LEATHER SEAT, ANTI-LOCK BRAKE SYS. FOG LIGHTS, ADJUSTABLE FOOT PEDALS, LEATHER STEERING WHEEL, SATELLITE RADIO DIESEL ENGINE, CD PLAYER, POWER ADJUSTABLE EXTERIOR MIRROR, FRONT AIR DAM TRIP COMPUTER, FIRST ROW SPLIT BENCH SEAT, SECOND ROW SPLIT BENCH SEAT

KEYLESS ENTRY, SECOND ROW FOLDING SEAT, OUTSIDE TEMPERATURE GAUGE, TACHOMETER

Line	Entry	Labor		Line Item	Part Type/	Dollar Labor	
Item	Number	Туре	Operation	Description	Part Number	Amount Units	_
1	AUTO	BDY	OVERHAUL	Frt Bumper Assy		1.7	
2	002294	BDY	REPAIR	Frt Bumper	Existing	3.5*	
3	AUTO	REF	REFINISH	Frt Bumper Cover		C 2.2	
4	002292	BDY	REMOVE/REPLACE	Frt Bumper Insert	55077 774A A	262.00 INC	
5	002280	BDY	REMOVE/REPLACE	R Frt Bumper Support	550773 7 4AD	42.35 INC	
6	002281	BDY	REMOVE/REPLACE	L Frt Bumper Support	550 77 375AD	42.35 INC	
7	002279	BDY	REMOVE/REPLACE	Frt Bumper Beam	55077960AB	347.00 INC	
8	003299	BDY	REMOVE/INSTALL	L Frt Combination Lamp		0.4	
9	000104	BDY	REMOVE/REPLACE	L Fog Lamp	** Non-OEM	109.00 * INC #	
10	AUTO	BDY	CHECK/ADJUST	Fog Lamps		0.4	
11				KEYSTONE CLINTON			
12	002176	BDY	REPAIR	L Fender Panel	Existing	2.0*#	
13	AUTO	REF	REFINISH	L Fender Outside		C 2.0	
14	002180	BDY	REMOVE/REPLACE	Ł Fender Shield	55276799AE	75.60 0.4	
15	002191	BDY	REMOVE/INSTALL	L Fender Adhesive Emblem	Existing	0.4*	
16				inclds time to clean and retape			
17	000319	BDY	REMOVE/REPLACE	Frt Wheel Center Cap	52106876AA	59.70	
18	002411	MCH	REMOVE/REPLACE	Steering Damper -M	52106909AE	122.00 0.5	
19	004774	BDY	REPAIR	L Cab Door Opening Panel	Existing	3,5*	
20		REF	REFINISH/REPAIR	L Cab Door Opening Panel	<u> </u>	C 1.5*	
21				MODIFIED REFINISH WITH FULL CLEAR COAT			
22	003374	BDY	REMOVE/INSTALL	L Roof Moulding		0.2	
23	001897	REF	BLEND	L Rear Door Outside		C 1.0	
FS:	TIMATE RI	ECALL N	UMBER: 02/22/2011 11:5	R-32 11-1306641-01			
	chell Data \		OEM: JAN_11, V	UltraMate is a Trademark of Mitchell International			
*******			0	Copyright (C) 1994 - 2011 Mitchell International		Page 1 of	5
Ultr	aMate Vers	sion:	7.0.226	All Rights Reserved		, 290	_

Estimate ID: 11-1306641-01 Estimate Version: 0

Date: 02/22/2011 12:19 PM

Committed Profile ID:

					Frome 1D:		
24				bld for color match	_		_
25	001907	BDY	REMOVE/INSTALL	L Rear Otr Belt Moulding			0.2
26	001915	BDY	REMOVE/INSTALL	L Rear Otr Door Handle			0.9 #
27	003789	BDY	REMOVE/INSTALL	L Rear Door Glass Run Channel	Existing		0.2 r
28	003331	GLS	REMOVE/INSTALL	Back Window			2.5 #
29	003364	BDY	REMOVE/INSTALL	R Pickup Bed Fender			1.8 #
30	003365	BDY	REMOVE/INSTALL	L Pickup Bed Fender			1.8 #
31	001775	BDY	REPAIR	R Pickup Bed Side Panel	Existing		6.5*#
32	AUTO	REF	REFINISH	R Bed Side Panel Outside		C	3.4
33	001776	BDY	REPAIR	L Pickup Bed Side Panel	Existing		3.0*#
34	AUTO	REF	REFINISH	L Bed Side Panel Outside		С	3.2
35	001945	BDY	REMOVE/INSTALL	Otr Tailgate Handle			0.5 #
36	003751	BDY	REPAIR	Tailgate Shell	Existing		8.0*
37	AUTO	REF	REFINISH	Tailgate Outside	_	С	1.8
38	001558	BDY	REMOVE/INSTALL	Tailgate Liner	Existing		0.3 r
39	002078	BDY	REMOVE/INSTALL	Tailgate Adhesive Medallion	Existing		0.4*
40				INCLOS TIME TO CLEAN AND RETAPE			
41	002080	BDY	REMOVE/INSTALL	Tailgate Adhesive Nameplate	Existing		0.4*
42				INCLDS TIME TO CLEAN AND RETAPE			
43	001560	BDY	REMOVE/REPLACE	Tailgate Adhesive Nameplate	55077299AA	42.35	0.2
44	001949	BDY	REMOVE/INSTALL	R Rear Combination Lamp	30011233741	.2.00	INC
45	001950	BDY	REMOVE/INSTALL	L Rear Combination Lamp			INC
46	001957	BDY	REMOVE/INSTALL	Rear Bumper Assy			0.5
47	936011		ADD'L COST	Appearance Allowance		887.38 *	0.0
48	000011		7.DD 2 000 .	TOWING 232.58		007.50	
49				TEMP REPAIR STRG 75.			
50				REAR GLASS 579.80			
51				ALL WERE PAID OUT OF POCKET AT LOCAT	TON OF ACC		
52	AUTO	REF	ADD'L OPR	Clear Coat	ION OF ACC.		4.1
53	AUTO	//Li	ADD'L COST	Paint/Materials		576.00 *	4.1
54	AUTO		ADD'L COST	Hazardous Waste Disposal			
	900500	GLS *		•	0.114	5.00 *	0.0+
55		REF *	REPAIR	Flex Additive	Sublet	5.00 *	0.0*
56	900500 900500	REF *	REFINISH/REPAIR	Car Cover for Overspray	Sublet	10.00 *	0.0*
57		BDY *	REFINISH/REPAIR	Corrosion Protection-Multiple Panels	Sublet	10.00 *	0.0*
58	900500		REMOVE/REPLACE	Front Wheel Alignment	Sublet	60.00 *	0.0*
59	900500	BDY *	ADD'L LABOR OP	Bed set back for refinish	Existing		1.5*
60	900500	BDS *	REMOVE/INSTALL	R & Bedliner	Existing		1.0*
61	900500	BDY *	REMOVE/REPLACE	RUNNING BOARDS	** Non-OEM	558.83 *	2.5*
62				CALLED PHOENIX CONVERSIONS, CRAIG 3 I	DAY DEL		
63				865-670-4060			
64				Line Markup %25.00		139.71	
65	900500	GLS *	REMOVE/REPLACE	Urethane Kit (Bonded Glass Only)	Sublet	25.00 *	0.0*
66				REAR GLASS			
67	900500	BDY *	REMOVE/REPLACE	UPPER BED RAIL COVERS	** Non-OEM	89.99 *	1.0*
68				PHOENIX CONVERSIONS			
69				Line Markup %25.00		22.50	

^{* -} Judgment Item

ESTIMATOR	SIGNATURE		

****NO SUPPLEMENTS WITHOUT PRIOR INSPECTION****

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

ESTIMATE RECALL NUMBER: 02/22/2011 11:58:32 11-1306641-01

Mitchell Data Version: OEM: JAN_11_V

UltraMate Version:

7.0.226

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^{# -} Labor Note Applies

C - Included in Clear Coat Calc

r - CEG R&R Time Used For This Labor Operation



Estimate ID: 11-1306641-01 Estimate Version: 0

Date: 02/22/2011 12:19 PM

Committed Profile ID:

Estimate Totals

l.	Labor Subtotals Body Bdy-S Refinish Glass Mechanical	Units 42.2 1.0 19.2 2.5 0.5 Taxable Labor		Add'l Labor Amount 0.00 0.00 0.00 0.00 0.00	Sublet <u>Amount</u> 0.00 0.00 20.00 5.00 0.00	Totals 1,688.00 T 40.00 T 788.00 T 105.00 T 27.50 T 2,648.50 258.23	II.	Part Replacement Summary Taxable Parts Parts Adjustments Sales Tax @ Total Replacement Parts Amount	9.750%	Amount 1,836.17 162.21 194.84 2,193.22
	Labor Summary	65.4				2,906.73				
III.	Additional Costs Taxable Costs	Sales Tax		@ 9	0.750%	Amount 	IV.	Adjustments Insurance Deductible Appearance Allowance		Amount 1,000.00- 887.38
	Total Additiona	al Costs				637.65		Customer Responsibility		112.62-
	Paint Material Init Rate = 30.		es							
							1. II. M.	Total Labor: Total Replacement Parts: Total Additional Costs: Gross Total:		2,906.73 2,193.22 637.65 5,737.60
							IV.	Total Adjustments: Net Total:		112.62- 5,624.98

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

Point(s) of Impact

11 Left Front Corner (P), 1 Right Front Corner (S), 2 Right Front Side (S), 4 Right Rear Side (S), 5 Right Rear Corner (S) 8 Left Rear Side (S)

Inspection Site: field Inspection Date: 02/22/2011



Estimate Version: 0 Committed

Date: 02/22/2011 12:19 PM

Estimate ID: 11-1306641-01

Profile ID:

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR

BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE DIFFERENCE

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Part Type Terms and Abbreviations NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part. NON-OEM and A/M and Qual REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part. USED/RECYCLED and LKQ - These refer to a used OEM part. REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION INCLUDING TOW/STORAGE CHARGES:

SHOP	SIGNATURE:	EST.	COMPLETION	DATE:	
				_	

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF

ESTIMATE RECALL NUMBER: 02/22/2011 11:58:32 11-1306641-01

Mitchell Data Version: OEM: JAN_11_V UltraMate is a Trademark of Mitchell International Copyright (C) 1994 - 2011 Mitchell International All Rights Reserved

UltraMate Version:

7.0.226

Page 4 of 5



Date: 02/22/2011 12:19 PM Estimate ID: 11-1306641-01

Estimate Version: 0
Committed

Profile ID:

INSURANCE FRAUD.

Event Log

02/22/2011 10:40:05 AM File Created: Estimate Started: 02/22/2011 10:43:23 AM Estimate Printed: 02/22/2011 11:24:55 AM Estimate Committed: 02/22/2011 11:58:32 AM Estimate Uploaded: 02/22/2011 12:19:21 PM

ESTIMATE RECALL NUMBER: 02/22/2011 11:58:32 11-1306641-01

Mitchell Data Version: OEM: JAN_11_V

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CMSD2340 /CMSM2340

OPID: DRW0015

DOL : FEB 14 11 TN-TNSPT -GRP- CLM: 111306641 OPEN

MAR 14 11 - 15:03

TERMID: ?013

POL:

REP: B TALBERT

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT: 5,624.98

CVO

LINE 1: LINE 2:

INSD:

LINE 3:

*ONLY***

ADDRESS:

CITY: CORRYTON

ST/PR* TN ZIP/CPC:

CNTRY* USA

IN PAYMENT OF: COLL, 2007 DODGE RAM3500 LESS\$112.62 DEDUCTIBLE

1099 ? N FEDERAL TAX ID:

LAST UPDT REP: RXF0070

CDS CODE * 04 PCL EFT TRACE #:

ISSUING REP: R FIFER

REVIEW DATE:

BANK CODE* AS2

* TN

ISSUE DATE : FEB 22 11 APPROVED BY:

AREA

STOP RSN *

DRAFT # : 469083787 REVIEWED BY:

00 00

COMMAND:

STATE



PROGRESSIVE"

DAIMLER CHRYSLER PO BOX 21-8004 AUBURN HILLS MI 48321-8004

P.O. Box 89480 Cleveland, OH 44101 progressive.com



Correspondence Only P.O. Box 512929 Los Angeles, CA 90051-0929 Phone: 877-818-0139 Fax: (888) 781-6947

03/25/2011

To:

CHRYSLER GROUP LLC

PO BOX 21-8004

AUBURN HILLS, MI 48321-8004

RECEIVED

SPECIAL INVESTIGATIONS

MAR 3 1

Our Insured:

Our Claim#:

Date of Loss: Your Claim/Policy#: 02-14-11 UNK.

6,859.08

Subrogation Balance:

[X] Please find enclosed documentation for the additional amount owed. Please remit payment.

[] Rental [X | Supplement [] Towing [] Deductible [] Salvage [] Storage

[] Other: ADDT'L REPAIR OF LEFT SIDE BUMPER NECESSARY

Please remit payments to:

Subrogation Payment Processing Center 24344 Network Place Chicago, IL 60673-1243.

Sincerely, Stacey Stankus

Subrogation Department

Tel: 440-603-7522 Fax: 888-781-6947

Email: Stacey Stankus@progressive.com

PLEASE INCLUDE THE PROGRESSIVE CLAIM NUMBER ON ANY AND ALL CORRESPONDENCE

CMSD2340 /CMSM2340

OPID: DRW0015

CLAIM

MAR 25 11 - 7:36

TERMID: ?00C

POL:

CVQ INSD: REP: B TALBERT DOL : FEB 14 11 TN-TNSPT -GRP- CLM: 111306641 OPEN

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT:

1,121.48

LINE 1:

LINE 2:

LINE 3:

ADDRESS:

CITY: CORRYTON

ST/PR* TN ZIP/CPC:

CNTRY* USA

IN PAYMENT OF: COLL, 2007 DODGE RAM 3500, SUPP 1

1099 ? Y FEDERAL TAX ID:

LAST UPDT REP: RXF0070

ISSUING REP: R FIFER

CDS CODE * 04 PCL EFT TRACE #: BANK CODE* AS2

* TN

ISSUE DATE : MAR 18 11 APPROVED BY:

REVIEW DATE: 00 00

STOP RSN *

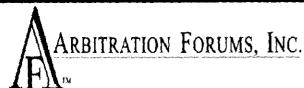
AREA

DRAFT # : 469493086 REVIEWED BY:

COMMAND:

STATE

AUTOMOBILE SUBROGATION ARBITRATION FORUM (A-FORM)



Auto-Form

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

Online Filing Form

Docket #: A007-00332-11-00

20556962

Tampa MSD PO BOX 30174 Tampa FL 33630-3174

48

Printed Date: 04/07/2011

Check if Counterclaim

(866)-977-3434

L ADDI ICANT INFORMATION	and ALLECATIONS (Bulls 2.4)
ومناها والمراور والمراور والمراور والمراور والمراور والمراور والمراور والمراور والمراور والمراور والمراور والمراور	and ALLEGATIONS (Rule 2-1)
Company Code Billing Code 047001 Company/Subsidiary Name PROGRESSIVE HAWAII INSURANCE CORP	Total Company Claim Amount: \$6,859.08 Deductible Paid By Insured: \$112.62
Representative ALAN SCAIA	Payments Accepted: \$0.00
Rep. Address PO BOX 512929	Legal Fees Sought: \$0.00
LOS ANGELES, CA 90051-0929	
USA	I will accept policy limits (Article Second (d)).
	I request one-year deferment (Rule 2-10).
Telephone Number 440-603-7644	I request Notice of Hearing (Rule 3-1).
Fax Number 888-781-6947	I request a three-person panel (Rule 3-3).
Insured 1	Appearance will be made by: (Rule 3-7).
File Num	-
Date of Loss 2/14/2011	CERTIFICATION OF SERVICE The Applicant certifies that requirements
City WEST MEMPHIS StateAR	of Rule 2-1 and condition precedent have been fulfilled.
LOCATION OF ACCIDENT	04/07/2011
	Signature Date
II. RESPONDENT INFORMATION	and ALLEGATIONS (RULE 2-2)
Respondent #1	\ r
Subsidiary Name 06512-0002 CHRYSLER GROUP LLC	RSP# and CO CODE - BILLING CODE:
Rep. Name J.S. SUSALLA	
Rep. Address PO BOX 218004	Yes No A liability policy was in effect at the time of loss.
AUBURN HILLS, MI 48321-8004	Yes No Has coverage been denied for this claim?
USA	If yes, a copy of the denial letter must be attached. (Rule 2-4)
Rep. Phone: 248 944 - 7149	l admit % liability. Liability Deductible:
Rep. Fax: File # 20556962	Amount Paid To Applicant Company:
Insured CHRYSLER GROUP LLC	
	Deductible Amount Paid To Applicant's Insured:
	I request one-year deferment (Rule 2-10).
	I request three-person panel (Rule 3-3).
	Appearance will be made by: (Rule 3-7)
"RECEIVER"	COMPLETE THE FOLLOWING TO FILE A COUNTERCLAIM
2011	Yes, I would like to file a counterclaim. (Rule 2-2)
- nn 1 l	
Hi	Podustile Poid Pulsoned
SPECIAL INVESTIGATION	Deductible Paid By Insured: \$
SPECIAL	Payments Accepted: \$
	Legal Fees Sought: \$
	I will accept policy limits (Article Second(d))
	CERTIFICATION OF SERVICE: This certifies that requirements
	of Rule 2-2, and condition precedent have been fulfilled.
	Signature Date

Docket #: A007-00332-11-00

AUTOMOBILE ARBITRATION CONTENTIONS SHEET

(Required per Rules)

File provided by:	Applicant		Date Printed 04/07/2011
Company Name:	00047 - 0038	PROGRESSIVE HAWAII INSURANCE CORP	
Insured:		File #	

APPLICANT AFFIRMATIVE PLEADINGS (Rule 2-4):

DEFERMENT JUSTIFICATION (Rule 2-10):

CONTENTIONS:

Progressive was traveling down the road when he experienced a mechanical malfunction and lost control of the vehicle and began swerving in the roadway. Progressive then went into the median which was a ditch and was able to stop the vehicle. However, a trailer Progressive was pulling went into the roadway on the other side of the ditch and into the path of an oncoming traffic. A vehicle not listed as a party to the arb struck the trailer and push it into the Progressive vehicle. After inspection of the vehicle it was determined that the mechanical malfunction was that the ball joint separated from the drag link, causing the loss of steering control.

Progressive believes this is related to a recall on this model of vehicle issued by the Respondent for a suspension issue. While the recall was serviced at a dealership, Progressive believes the recall did not adequately address the scope of the product failure, i.e the Respondent needed to include other components as to adequately address the issue. (See adjuster notes for detailed explanation) Progressive is seeking 100% from Respondent for the vehicle damages.

EVIDENCE:

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

Note this request in Administrative Request Section below.

- 1 Adjusters Notes
- 2 Estimate
- 3 Motor Vehicle Accident Report
- 4 Other

Initial Service Invoice from the Dealership

- 5 Proof of Payment
- 6 Vehicle Damage Photos
- 7 Other

Recall



AUTOMOBILE ARBITRATION CONTENTIONS SHEET

(Required per Rules)

File provided by: Applicant

Date Printed 04/07/2011

Company Name: 00047 - 0038 PROGRESSIVE HAWAII INSURANCE CORP

Insured:

File #

APPLICANT ITEMIZED COMPANY-PAID DAMAGES:

Itemize payments made to support your Total Company Claim Amount. The Total Itemized Company-Paid Damages must match your Total Company Claim Amount.

1. Auto Damage (less ded. paid by insured)

\$6,859.08

Total Itemized Company-Paid Damages:

\$6,859.08

(excluding Payments Accepted, Deductible Paid By Insured, and Salvage Amount)

Total Company Claim Amount:

\$6,859.08

Deductible Paid By Insured:

\$112.62

Administrative Requests:

HEARING NOTICE

TO: CHRYSLER GROUP LLC
Attn: J.S. SUSALLA

PO BOX 218004

AUBURN HILLS, MI 48321-8004

Date Printed: 04/07/2011

Pursuant to Rules 2-1 and 3-1, this will serve as your Hearing Notice for the attached case filed against your company via Arbitration Forums' online filing process. The Docket Number, Hearing Date and Last Day to respond are listed below. You may respond online or submit your documents to AF by mail by the date provided below. To view more information about this case please visit AF's website at www.arbfile.org.

-Case Information-

Docket Number: A007-00332-11-00

Hearing Date: 05/27/2011

Hearing Time: 8:00

Hearing Type: SCHEDULED HEARING

Last Day to Respond: 05/12/2011

Hearing Location:

SHELTER INS CO

17 CORPORATE HILL

LITTLE ROCK AR 72205

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

ARBITRATION FORUMS, INC. (AF) IS DEDICATED TO ENSURE OUR MEMBERS RECEIVE THE LEVEL OF SERVICE THEY DESERVE. WE HAVE IMPLEMENTED A NUMBER OF TRAINING OPTIONS DESIGNED TO DELIVER ESSENTIAL KNOWLEDGE AND SKILLS-BASED ARBITRATION TRAINING THAT MEMBERS CAN APPLY IMMEDIATELY TO IMPROVE THEIR RESULTS. AF'S TRAINING OFFERINGS INCLUDE: REFERENCE GUIDES, ONLINE TUTORIALS, AND FACILITATED WEBINARS. FOR MORE INFORMATION ON WHAT SUPPORT AF OFFERS TO IMPROVE OUR MEMBERS' ARBITRATION EXPERIENCE, VISIT THE TRAINING SECTION AT WWW.ARBFILE.ORG

ARBITRATION FORUMS, INC.

Member Service Department P.O. Box 30174 Tampa, FL 33630-3174

\$ 00.357 US POSTAGE Haster 018H13503606 21P33634

PRSRT FIRST-CLASS WATE 24/02/2011



ARBITRATION APPLICATION

4回され DRODEAU ~4 (/)

Please Paperclip Documents to CAIR number:

20580339

VIN number:

Customer Name:

Check Amount (If Issued):

\$2905.50 (repair & rental \$)

150. (towing)

TOTAL \$3,055.50 refund & 28

Contact Phone numbers:

337-352-1205

Placed in Scan Bin for Paper clipping on:

ALL ELSE - CONSQ. DECLINED

Thank You



To whom this may concern,

My name is owner/operator of LLC. On March 6, 2011 Hearned of a recall for my 2008 Dodge Ram (Recall # K28). Reference # 20580339

On February 12, 2010 I was in Conway Arkansas and the truck broke down. The break down was the left front tire rod and it caused the gear box to jam. Here are copies of the bills, and canceled check front and back from this recall problem. The first bill is the tow bill for \$150.00. Second is the hotel room \$65.96. Third, is the rent a car from Enterprise \$531.06. The forth is the \$2,905.50 from Superior Dodge parts and labor. I was also out of work for twelve days. This is the only vehicle I had for my business. I have a very small business, and if my truck doesn't work I do not have a check. According to my records I am out of \$3,000.00 for the twelve days out of work missed. The total amount out of my pocket is \$6652.52 for this break down. If you have any questions please call me at the number below.

Thanks,



501-472-4702



PRO AUTO WRECKER SERVICE 6 Ranchette Rd. CONWAY, AR 72032

KEY Y N PREV DMG

501-513-9200 • Mobile 501-472-1055
Pager 501-505-7080 Q CALLED IN? Y N

				ei 501-5		11674	<u>+ 20</u>	<u> </u>	337	OFFICER NA	
TIME OF CALL	DATE	N DAT	E OU	T TIME ST	ART T	IME FINISH R	EQUESTE	BY PC	D./CASE #	OFFICER NA	ME
NAME									<u> </u>		
ADDRESS											
CITY								STATE	Z:P	•	
											-
YEAR	MAKEA	MODEL	,			COLOR	SMOUC	IER	DRIVER		
MARKER PLAT		STATE				L	<u> </u>		REG:STE	RED OWNER	
LCCATION OF	VEHICLE	,,									
TOWED TO				<u> </u>			;				
		t		<u>. </u>			·				
INSPECTED B	Y INSURA	NCE CO		APPRAISE	RINAME		DATE		DRIVER		
RELEASED BY				DATE	РНО	N- #		T^\perp			
				DIVIE	' ' '	7					
REASON FOR	TOW		ヿ	TYPE OF T	ow	PERSONAI	LSTAKENI	TAG YE	E PHÚI	VE #	
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→ ABANDON	in Can	NREGISTE	RED	☐ FLAT BE	D/RAMP				D	AYS @ S	
■ NO START	. J o	UT OF GA	s	WHEEL:	LIFT		UT FEE		65		
☐ FLAT TIRE	") r	DETANE	- 1	٦		1			10	 	
			- 1	TOWED PER		AFTER	HRS _		19	· 	
LOCK OU	מ בי	O TRESPA	188	☐ STATE		MILEAC	3E		3Q	<u>_</u> .	
☐ TOW ZON	E 🗀 A	RREST	- 1			LABOR			15	1	
☐ STOLEN	n.	FOUNDE	o	→ LOCAL		DDFO			20		
SNOW REMOVAL	J		1	OWNER	ROFAC	•			7 _	-	
SPECIAL EQL			=	DEALER	₹	FUEL C	HG		10	ļ	
→ WINCH	⊒ ri	LARES	I	OTHER SER		ADMIN	CHG				
→ DCLUES	SC BL	COTC- COCKS	l	→ SWEEP	_	CERTIF					
			1	→ REMOV	E	CEIXIII				 	
☐ RAMPS			-	J SECURE		STORA	GF		 	 	
→ SNATCH BLOCKS			_]	- 100.51	CONTO	GATE				L	
METHOD OF											
J CASH (EXTRA I	PERSON	T		 	
	VISA		39	EXP DATE		FINISH _				_	
CRI DIT CARO #					Ш			St	BTOTAL		
AUTHORIZED					DATE	START	-	<u> </u>	TAX	 	
X -gen-kindin	1.101£93 ₆ 4e	compator dry d	4T4,Vo	ءو ښايو خه سک	ranter in lide	TOTA:			IAX	<u> </u>	
DRIVER SIGN	ATURE				DATC	DRIV€R #	TRUCK #	·	TOTAL	150	00
								11	. U 177L	$\Pi \supset U$	1

We cannot be responsible full damages caused by theirly level truggler trickness, see I have a representative test of damage by their level along other cause by one of damage by their level array other cause by one of damage by their level array other cause by one of damage by their level array other cause by one of damage by their level array other cause by one of damage by their level array of dama THANK YOU!

p.3

Ref # 20580339

BEST WESTERN CONWAY INN

P.O. Box 538

CONWAY, AR 72033

C/O 02/13/2010 10:25 AM Rachel

(501) 329-9855

BWCONWAY@COMCAST.NET

Room #

207-A

Conf # Arrival 30987 02/12/10

Departure

02/13/10

Room Type Q-Queen

Guests

2/0

Payment

Acct

(337) 352-1205

ABBEVILLE, LA

Registered To:

Posting	Oper	AcctCo	Description	From Reference	Amount
02/12/10	Terry	RC	ROOM CHARGE		\$57.99
02/12/10	Terry	9	ROOM TAX		\$7.10
02/12/10	Terry	91	ROOM TAX		\$0.87
02/13/10	Rachel	V 5	PAYMENT VISA/MC	4290 - 051333	\$65.96-
				Balance Due	\$0.00

THE UNDERSIGNED GUEST AGREES TO PAY THE AMOUNT INDICATED ON THE BALANCE DUE PORTION OF THIS INVOICE IF THE CHARGES ARE TO BE BILLED TO A THIRD PARTY, THE UNDERSIGNED AGREES TO BE PERSONALLY LIABLE FOR PAYMENT

OF THE CHARGES IN THE EVENT THAT THE INDICATED THIRD PARTY, PERSON, COMPANY OR ASSOCIATION FAILS TO PAY FOR ANY PART OR THE FULL AMOUNT OF SUCH CHARGES.

GUEST SIGNATURE

"Each BestWestern hotel is independently owned and operated"

Ref # 20580339

Page 1 of 1

SUMMARY OF CHARGES

DATE & TIME OUT 02/13/2010 10:02 AM DATE & TIME IN 02/27/2010 09:07 AM

BILLING CYCLE

24-HOUR

VEH #1 2008 TOYO YARI 3DR SUPERIOR DODGE**

VIN# JTDJT92318 uc# l

MILES DRIVEN 1260

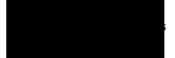
BILL TO ACCOUNT SUPERIOR DODGE** ATTN: SCOTT 1201 EXCHANGE AVE **CONWAY, AR 72032**

CLAIM INFO RO 207180

Quantity Per Rate Total Date Charge Description 02/13 - 02/27 14 DAY \$30.00 \$420.00 TIME & DISTANCE \$0.00 REFUELING CHARGE 02/13 - 02/27 \$420.00 Subtotal: Miscellaneous Charges/Refunds \$100.00 VEHICLE CLEANING CHARGE Taxes & Surcharges 02/13 - 02/27 14 DAY \$0.79 \$11.06 VLF RECOVERY \$531.06 **Total Charges:** Bill-To / Deposits TIME & DISTANCE 02/13 - 02/27 14 DAY 02/13 - 02/27 DAY VLF RECOVERY Subtotal: (\$431.06) C (\$1.09) DEPOSITS

Total Amount Due

PAYMENT INFORMATION TYPE **AMOUNT PAID** \$99.00 Mastercard \$1.00 Mastercard



\$0.00

Dodge Chrysier Jeep

1201 Exchange Avenue Conway, AR 72032 (501) 329-2661





FIVE STAR 88888



R	ef#205	8033°	1			
24377	SCOTT CUTLET		0524	1148	02/27/10	CHCS207180
		LICENSE NO.	MILE	/	COLOR	STOCK NO
	YEAR/WAKE/MODEL 08/DODGE TRI	UCK/RAM 5	500/RI		DELIVERY DATE	DELIVERY WILES
ABBYVILLE, LA	VEHICLE ID NO.		G		SELLING DEALER NO	PRODUCTION DATE
	F.T. E. NO.		P. O.		02/13/10	
RESIDENCE PHONE BUSINESS PHONE	COMMENTS					MO: 12833
JOB# 3 TOTALS					D:SCLAIMER (OF WARRANTIES
JOB# 4 CHARGES	JOURNAL PREFIX C	1CS J108# 3	TOTAL	0.00	TO THIS PART(S) ARE OFFERED BY THE	WARRANTIES APPLYING THOSE WHICH MAY BE MANUFACT: JRER. THE
LABOR J# 4+70CHZ03 ENTERPRISE RENTAL CUSTOEMR PAY RENTAL VEHICLE CUSTOMER PAY RENTAL JOB# 4 TOTALS					CLAIMS ALL WARRAN OR IMPLIED, INCLUD PANTIES OF MERCAP FOR A PARTICULAR THER ASSUVES NO OTHER PERSON TO LIABILITY IN CONNEC	REEY FXPFESSLY DIS- THEM, ETHER EXPRESS WARD MAPILED WAR- HOLD WARD WARD MAPINESS PUFFOSE. AND NEI- DR. AUTHORIZES ANY ASSUME FOR IT ANY THOM WITH THE SALE DUOR SERVICE, BUYER
JUB# 4 MISCCODEDESCRIPTION	TE FEE	CONTROL NO TOTAL -	MISC	0.00 52.25 52.25	SHALL NOT GE EN FROM THE SELLING QUENTIAL DAMAGES ERTY, DAMAGES FOR	TITLED TO RECOVER DEALER ANY CONSE- DAMAGES TO PROP- R LOSS OF USE, LOSS ROFIL OR INCOME, OR
BRIAN DEMARCAY (337)352-1205 RECOMMENDATIONSADDITIONAL TAX FOR CUSTOMER PAY RENTAL CAR TOTALS					TO CARS OR ARTIC	OR LOSS OR DAMAGE LES LEFT IN CARS IN EFT OR ANY OTHER CONTROL.
**************************************	* * * * * * * * *	TOTAL LABO TOTAL PART TOTAL SUBI TOTAL MISO TOTAL MISO TOTAL TAX	OR TS LETG C CHG.	689.95 1445.00 431.06 23.00 102.90 0.00 213.59 2905.50	Maintaining and repairing the use of chemicals and vents, oits constitute, it and vents, oits constitute, it and stored, managed and dip with trickent, state and the Sée cupport these requisions do too occub mainter returnment for these regulations; herced, andly increase costs or nearly into return darge. This is discountered to the original state or managed the control of appropriate service is	OCPLIANCE CHARGE your car assertionly monthes if minuration of warter find- arbestes, that the minit be bened at mother of compliance but demindment regulations, afters and also believe our control help ansure a span, reversione. Comply in with the cone of previous. Graf- ripty result in an increased is beabeship has decided in the list opinificance charge the browners we believe our ested to know truly une help- mister ment.
CUSTOMER SIGNATURE					Please feet free to Service Advisors or if any problem occ questions regarding performed. All ou	YOUR BUSINESSE" contact any of our our Service manager urs or you have any g the work we have r repairs are under 12 months or 12,000 of repair.
PAGE 2 OF 2 ^USTOMER COPY		[END OF I	INVOICE]	09:38am	II	e Chrysler Jeep Department

PAGE 1 OF 2

1201 Exchange Avenue Conway, AR 72032 (501) 329-2661

[CONTINUED ON NEXT PAGE] 09:38am





4444

02/27/10



INVOICE NO

STOCK NO.

DELIVERY MILES

CHCS207180

MO: 12#333

Dodge Chrysler Jeep

Kef# 20580339 CUSTOMER NO 24377 1148 SCOTT CUTLER LABOR RATE 128.333 DELIVERY DATE YEAR / MAKE / MODE: 08/DODGE TRUCK/RAM 5500/REG 144.5WB ABBYVILLE, LA ELLING DEALER NO 3 D 6 W C 7 6 A 7 8 G 3. O DATE 02/13/10 BUSINESS PHONE COMMENTS 1 CHARGES.... AROR - -STEERING/SUSPENSION TECH(S):0529 → 600.00 J# 1 45CHZ DRIVERS TIE ROD END FAILED TIE ROO BROKE AND CAUSE THE STEERING GEAR TO JAM AND WAS DANAGED REPLACED LEFT FRONT OUTER TIE ROD END AND STEERING GEAR BOX PARTS-----QTY---FP-NUMBER-----DESCRIPTION------UNIT PRICE-PACKAGE 0 19027003 GEAR POWE 19001010 200.00 1245.00 68041823-AB 200.00 1 52855643 · AG 1245.00 TOTAL - PARTS 1445.00 SUBLET-----PO#------VEND INV#-INV.DATE-DESCRIPTION------187518 02/27/10 RENTAL TOTAL - SUBLET 431.06 G.O.G. & SUPPLIES-----FREIGHT (PARTS) 23.00 23.00 TOTAL - GOG MISC-----CODE------DESCRIPTION....---------------------------CONTROL NO--------TAX TAX FOR ADOT WK/SERVICE CONTRACT 50.65 TOTAL - MISC 50.65 JOB# 1 TOTALS..... 600.00 LABOR PARTS 1445.00 431.06 SUBLET. G_O_G. 23.0050.65 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 2549.71 LABOR----TECH(S):0529 J# 2 00CHZW44 4 COMPUTER ALIGNMENT ALIGN FRONT & REAR SUSPENSION ALIGNED FRONT & REAR SUSPENSION 80.05 LABOR 89.95 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 89.95 JOB# 3 CHARGES..... EE MULTI-POINT INSPECT
MULTI-POINT VEHICLE INSPECTION
23-POINT CHRYSLER/DODGE/JEEP INSPECTION
COMPLETED W/FINDINGS RECORDED & REPORTED J# 3 DOCHZFREE TECH(\$):0529

"USTOMER COPY

DISCLAIMER OF WARRANTIES

AS 'S - THE ONLY WARRANTIES APPLYING TO THIS PARTIS) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DIS-CLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WAR-PANTES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEI-THER ASSUMES NOR AUTI ORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE, BUYER SHALL NOT BE ENTITIED TO RECOVER FROM THE SELLING DEALER ANY CONSE-QUENTIAL DAMAGES, DAMAGES TO PROP-ERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME. OR ANY OTHER INCIDENTAL DAMAGES.

NO" RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining one repairing your our inevitably involves the use of chemicals and generation of whites (sovents, cits catalics, lead, asbecton, etc.) that must be stored, managed and disposed of in script som alcurawith fodoral, ricto and local environment regulations. We support those regulations and a on believe our customers do too because they help ensure 4 safer. healthior deviraging of for everyone. Complying with these remulations increases the cost of service. Ordirarily, increase costs simply result in an increased houry labor charge. This dealership has decided in lieu of raising to labor rate, to list a compliance charge or appropriate service fills because we believe our existement would be interested to know they are helping to pay for a circaner environment.

"WE APPRECIATE YOUR BUSINESS!"

Please feel free to contact any of our Service Advisors or our Service manager if any problem occurs or you have any questions regarding the work we have performed. All our repairs are under warranty to you for 12 months or 12,000 miles from the date of repair.

> Superior Dodge Chrysler Jeep Service Department

Mar 22 11 02:53p

B&L Logistics

03/22/2011

14:20 Community First Bank

337-893-8682 (LYY)23/3042/04

p.7

Current Date:

March 22, 2011

Community First Bank New Iberia, LA.

Account Number.

Capture Date: item Number:

March 02, 2010

Posted Date:

March 02, 2010

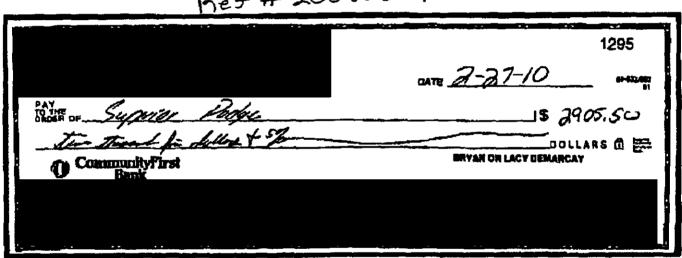
Posted Item Number: Amount:

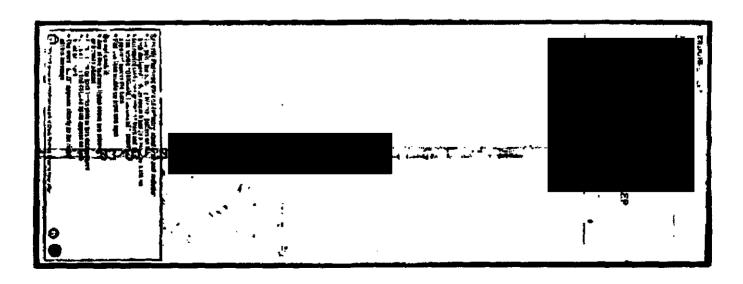
Record Type:

2,905.50 Debit



Bes # 20580339







CCAC 184- 2007 Ram 2500 Tie-Rod Issue

Complaint: Consumer's Ram 2500 broke a Tie-Rod while backing into of the driveway.

Contact:

Vin: 3d7ks29a47g



tie rod snapped...backing into my driveway friday nite the right outer tie rod snapped completely off...no steering and blocking the street....managed to get most of the truck up on my lawn...the scary part is this happened after a 38 mile run home on highway at 75-80 mph....frightening tom think if this would have snapped then...i have a 2007 2500 mega cab...8000lb truck going 75mph with no steering...when will chrysler step=up and address this apparently widespread problem with this hd trucks...do we need a cople of fatalities for then to come up with a solution...now i have a 50000 plus truck that i will be hesitant to drive and certainly with my family in it...lets go chrysler...man-up before someone dies!!!

Sunday at 12:01pm : Like : Comment

NMS Contact

Dear

My name is Patrick and I am contacting you on behalf of Ram. Chrysler would like to have the opportunity to directly address the concern you have with your 2007 Ram Mega Cab. Could you please provide your contact information and, if available, your Vehicle Identification Number? A Top Care representative from Ram Customer Care will then contact you.

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

Thank you and we look forward to hearing from you.

Customer Response

From:

Sent: Thursday, March 24, 2011 4:16 PM

To: Patrick Pho

Subject: Re: Ram Customer Care

vin # 3d7ks29a47g

RECEIVED DATE: <u>3/25/11</u>

POSTED DATE:

3/21/11

LAST NAME

VIN (LAST 8 DIGITS)

DG.

CAIR

000 000 00

NON- SCANABLE ITEMS: CIRCLE ONE YES



SAFETY RECALL K28 LEFT TIE ROD END

Dear

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2011 model year 4500/5500 series Ram Trucks.

The problem is...

The left outer tie rod end on your truck (VIN: 3D6WD66A78G) may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of the left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

What your dealer will do...

Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the left tie rod end and set toe using a tie rod end inclinometer tool. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety...

Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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

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

Customer Services Field Operations Chrysler Group LLC Notification Code K28

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











Jeep.

PAGE 1 OF 2





CHRYSLER • JEEP • DODGE 2000 WEST U.S. HIGHWAY 421 WILKESBORO, NORTH CAROLINA 28697 TELEPHONE (336) 667-2886 FIVE STAR

Website: www.empiredodge.com
PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

	<u>.</u>							CELI	.: 336-877-66
TOMER NO.	29283		BRIAN	F WEATHE	RMAN	103	TAG NO. 696	01/06/11	CHCS145694
		.(4)	LABOR FATE	LICE	NSE NO.	MIL	70,912	BRIGHT WHIT	STOCK NO.
			VEAR/MAKE	MODEL DGE TRUC	K/RAM	4500/R	AM 4500	02/29/08	DELIVERY MILES 400
JMPLER,	, NC		VENICIETO	w D 6 6	CROTTON AND AREA OF	21.202		SELLING DEALER NO.	PRODUCTION DATE
			F.T.E.NO.	Control of the Contro	Mary Consider	P. O. NO.		P. O. DATE 12/21/10	
			COMMENTS	*		1;	1 .	1	MO: 7091
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# 1	1 52013	1986 AC DAMPE	VST 19030	006 JOB # B # 1-TOTA	LL TOTAL AL LABOR	127.63 Parts	127.63 319.52 394.52	pb. entitled to recover from quential damages, amages of use, loss of time, loss of incidental damages. SHOP M	the seiting dealer any cons to property damages for lo
9Q 9Q # 2	replace froi		ROTORS D. ROTORS	TECH(S): 431	INU	7 PRICE- 1.155 83	75.00 155.83	supply thems are: Nuts, bot apray, shellar, solvent, rag battery deaner, tire, whichever Parts and Labor are v or 12,000 miles, exclu whichever occurs firs	s, carburstor cleaner, towa sealer, etc. : ANTEE warranted for 12 month iding seals and gasket
+01CHZ2W	ALGN 2 W	IEEL ALIGNMENT	and Consideration	, JOB # B # 2 TOTA TECH(S): 431	AL LABOR	L PARTS B PARTS	230 .83 230 .83	this warranty. (A copy be presented.)	
	PERFORM TWO PERFORM TWO	WHEEL ALIGNMENT ALIGNMENT O WHEEL ALIGNMENT	IPTION:		ÜNI	T PRICE		TUNITY TO SE	RVE YOU. IT I PERFORM AL
ETP	O# VE	ID INV# INV DATE DESCR	Contract dise	6 # 23 TOT/	AL-LABOR	8 PARTS	34195	THE REPAIRS ON THIS REP YOUR COMPL	AIR ORDER T
# 1 1	45694 144	694 12/21/10-TOWIN		CON	TOTAL NTROL NO	SUBLET	112.50	SALISTACION	Y TELL YOU
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1									RIANT.

CONTINUED ON NEXT PAGE





CHRYSLER . JEEP . DODGE

2000 WEST U.S. HIGHWAY 421 WILKESBORO, NORTH CAROLINA 28697 TELEPHONE (336) 667-2886

Website: www.empiredodge.com
PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

FIVE STAR

AL FAISE BY A BALL FREE SIDE

\$ 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	·	WILE CANDING		TAND GOT	CELL	: 336-877-6650
CUSTOMER NO. 29283	ADVISOR	*	103	696	INVOICE DATE 01/06/11	CHCS145694
29283	BRIAN F WEA	LICENSE NO.	. MILEAGE		COLOR - BRIGHT WHIT	STOCK NO.
	YEAR / MAKE / MODEL 08/DODGE T	RUCK/RAM	4500/RAM	,	DELIVERY DATE 02/29/08	DELIVERY MILES
CRUMPLER, NC	уенісьето но <u>— « х.</u> 3 4 D.# 6 4 W.# D.	2010年 · · · · · · · · · · · · · · · · · · ·	- 16 m		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	<u>.</u>	P. O. NO.	e <u>nikolodi i kilindi</u> r pergerana _{n sa} nga <u>d</u>	R.O. DATE 12/21/10	
	COMMENTS	1	· · · · · · · · · · · · · · · · · · ·		•	MO: 70912
* NEXT RECOMMENDED SERVICE: * 12/21/2010 / 70912 MI 23CHRTEDUALLY ROTATE * [] CASH [] CHECK CK NO [10360] * [] VISA [] MASTERCARD [] OTHER * [] CHARGE * WE APPRECIATE YOUR BUSINESS IF YOU HAVE ANY QUESTIONS OR COMMENTS FEEL FREE TO GIVE US A CALL. 667:2886. **CUSTOMER SIGNATURE** PAGE 2 OF 2 CUSTOMER COPY	DUALLY TIRES I	TOTAL LA TOTAL SU TOTAL MI TOTAL MI TOTAL TA TOTAL IN	RTS BLET O G SC CHG SC DISC X	184.95 475.35 112.50 0.00 15.70 0.88.03 826.53	The only warrentles, if any, service are those oftered by service are those oftered by service are those oftered by service are those oftered by service are those of a particular purpose, and AUTHORIZES ANY OTHER IT ANY LABILITY IN CONN THIS PART (S) AND/OR SISOBler, Empire Chirysler • Jeste terms of the manufactuable entitled to recover from quential damages, damages of use, lose of the incidental damages. A token charge equivalent is incidental damages. SHOP M A token charge equivalent is incidental damages, canages of use, lose of this incidental damages. Parts and Labor are v or 712,000 miles, exclusivity cleaner, tre, window Parts and Labor are v or 712,000 miles, exclusivity cleaner, tre, window thickever occurs firs turer Parts. Damage or abuse affer this warranty (A copy be presented.) THANK YOU FO TUNITY TO SE OUR AIM TO THE REPAIRS ON THIS REPAIRS ON	ANTEE varranted for 12 months ding seals and gaskets, ton installed Manufacting these repairs volds of this repair order must OR THIS OPPORTRYE YOU. IT IS PERFORM ALL SERVICE WAS Y TELL YOUR NOT, PLEASE DIATELY. PRIANT: BY ANTE WEEKS TO BE SUITED THE WEEKS TO USE TO

Jefferson, NC

Chrysler Customer Assistance MAR 20 2011

Po Box 21-8007

Auburn Hills, MI 48321-8007

Allertion: Reimbursement



RECEIVED DATE: 3/25/11

POSTED DATE:

3/23/11

LAST NAME:

VIN (LAST 8 DIGITS)

JG

CAIR

0000000

NON- SCANABLE ITEMS: CIRCLE ONE YES



March 21, 2011

Chrysler Customer Assistance P.O. Box 21-8007 Auburn Hills, MI. 48321-8007

RE: 2008 Dodge D5500 VIN: 3D6WD78A98G Recall K28 Left Tie Rod End.

Attached is a copy of a recipe for replacement of the left outer tie rod end on our 2008 Dodge truck. This tie rod went out the first time at 25,000 miles and was replaced by Dodge dealer in Springfield, IL. However, the truck was under warranty so it was replaced at no cost to us. Because this went out again at 59,000 miles and took four days (waiting for the part) to fix the truck, we requested and purchased an extra tie rod so as to have it when it goes out again in the near future.

This unit is a Tow Truck, and we can't afford to be with out it for four or more days.

Sincerely



1550 W. SPRINGFIELD RD. TAYLORVILLE, II. 62568 PH. (217) 824-3377 FAX (217) 824-4214



12211	ADVISOR DENNY LABOR RATE LICENS	13605 TAG No	08/27/09	CHCS 60078
	YEAR / MAKE / MODEL	SE NO. MREAGE 59,48	37 INFERNO RED	
RIVERTON, IL	08/DODGE TRUCK/		DELIVERY DATE 02/29/08 ELLING DEALER NO.	PRODUCTION DATE
li .	3 D 6 W D 7 8	A 9 8 G	R.O. DATE	10/19/07
SIDENCE PHONE BUSI	COMMENTS		08/26/09	
BOR & PARTS			T DISCLAIMED O	MO: 59487 F WARRANTIES
L 451.1ZASTEERING SYSTEM MISC CUSTOMER STATES SOMETHING IN STEE	TECH(S):5203 RING IS BROKEN	₹ 106.5	50- The Seller, here	in expressly dis-
BROKEN TIE ROD END REPLACED LEFT TIE ROD END	······································			ies either express ding any implied
RTS OTY FP NUMBER DESCR B # 1 2 68045421 AA PACKA	IPTION	UNIT PRICE-	warranty of m	• 1
			neither assumes	nor authorizes
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2+01LIZADIESEL DIESEL LOF ONLY PERFORM LUBE OIL AND FILTER SERVI	TECH(S):5203	12.5	sale of this vehicle TERMS: ALL	
			STRICTLY CASH	UNLESS SPECI-
CHECK FLUIDS AND AIR PRESSURE IN	THE TIRES	21	FIED OTHERWI	
MAINTENANCE SERVICE PERFORM LUBE OIL AND FILTER SERVICE CHECK FLUIDS AND AIR PRESSURE IN RTS OTY FP NUMBER B # 2	R EN 9057006	UNIT PRICE 13.1	1 hereby authorize 0 including installation materials and equipmecessary to alleviate	of necessary parts.
OULT THE CONTROL OF T	# \$00,000	26:00 78.0 2 TOTAL PARTS 91.1	necessary to alleviate herein. I hereby agree customary price for	the complaint set forth that I shall pay your
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	JOB # 2 TOTAL	LABOR & PARTS 104.0	b materials and equipme shall be paid immédiat	ent.) All sums due you] elv upon-pomoletion of
O.G. & SUPPLIES B # 1		₹ 20.0	the necessary repairs shall bear interest at t	; any umpaid balance he rate of 1:1/2%; per :
SC. CODE DESCRIPTION	CONTRO	TOTAL GOG 20.0	18%) computed from the	e date of such repairs. §
8 # A SUP SUPPLIES	, , , , , , , , , , , , , , , , , , ,	11.9 FOTAL - MISC 11.9	you I agree that you including court cos attorneys fees, shall be	ls and reasonable a
8 # A SUP SUPPLIES		11.3 विकास स्थापन	I hereby annee that you	aré not responsible for sicle or articles léft in left or any other cause
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			described on streets, he for the purpose of test An express mechan	ing and or inspection.
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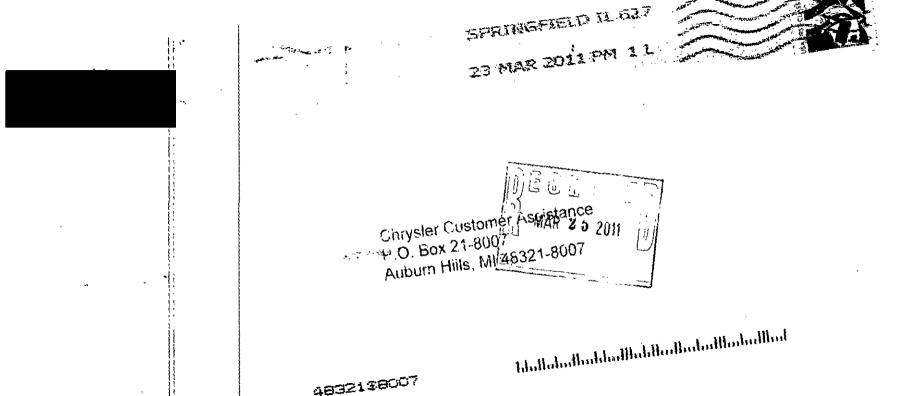


TRINITY DODGE

1550 W. SPRINGFIELD RD. TAYLORVILLE, IL 62568 PH. (217) 824-3377 FAX (217) 824-4214



	T. D. L. CO.	PPPPER CONTRACTOR CONT	ITAG No.	. INVOICE DATE	INVOICE No.
USTOMER No. 12211	ADVISOR DENNY	13605	!	08/27/09	CHCS60078
	LABOR RATE	LICENSE No N	HLEAGE	COLOR	STOCK No.
			59,487	INFERNO RED	DEL NEDV VIII ES
	YEAR (MAKE / MODE OR / DODGE	RUCK/		DELIVERY DATE 02/29/08	DELIVERY MILES
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\!	3 D 6 W D	78 <u>A98G</u>		R.O. DATE	10/19/07
\ [!]	F. T. E. No.	i P.O		08/26/09	i I
ESIDENCE PHONE BUSIL	COMMENTS		- <u></u>		MO: 59487
OTALS				_DISCLAIMER O	F WARRANTIES,
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	* ;	TOTAL SUBLET	0.00	or implied, included warranty of me	
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[] AM EXPITE CHARGE	*	TOTAL MISC DISC	0.00	neither assumes	
óù may receive a questionnaire from our deall	AV GNV GIHIBA	TOTAL TAX	31.95	any other person	
ATMLER CHRYSLER "PLEASE LET US KNOW HOW WE'RE	E:DOING: 11. * 1 *	TOTAL INVOICE	\$ 694.45	any liability in co	
LEASE FILL OUT AND RETURN ASAP FOR THIS IS OF	ir grade card 🐇			sale of this vehicle	
RÖM THE FACTORY IF FOR ANY REASON YOU CANNOT ATISFIED ON THE QUESTIONNAIRE PLEASE LET US N	(NOW: WHY		ē :	TERMS: ALL	REPAIRS ARE
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CHEDULED, MAINTENANCE AT THE TIMES OR MILEAGES WNER'S MANUAL FAILURE TO DO SO MAY HINDER WAF	SHUWN IN YOUR			FIED OTHERWI	
MILES OF THE OTHER PROPERTY OF THE PROPERTY OF	COVERAGE		;	WORK BEING DO	DNE.
			· · · · ·	I hereby authorize a including installation	all such repair work,
CUSTOMER SIGNATURE				materials and equit	oment as may be
	*			necessary to alleviate herein if hereby agret	that I shall pay your
				customary price for materials and equipme	such labor parts.
	Market State	American Company of the Paris Company		I shall be paid immedial	ely upon completion of
				the necessary repairs shall bear interest at t	he rate of 1-1/2% per
				month (which is an ant 18%) computed from the	nual percentace rate of
	TRIMITY DODGE	THC		In the event I fail to pay	/ any such amount due
	1220 M 2581H8F1E 1220 M 2581H8F1E 1847 ORSVILLE 1	67568		you I agree that you including court cos	ir costs of collection, its _and _reasonable
* 排稿 (1) A (1)	18456K9ATERCATE	73817735		including court cos attorneys fees, shall be	recoverable from me.
138	Section 1		4ee.	I hereby agree that you loss or damage to ve	hicle or articles left in
and the completion of the contract of the cont	્રદ્ધા ક	555545638200		vehicle in case of fire, if	heft or any other caused for any delays caused
		;		by unavailability of pa	ris or delays in parts
The state of the s		;	į.	shipments by the sup hereby grant you are	d or your employees
A HOLE STATE OF STATE	ALE			permission to operate described on streets.	e the vehicle herein lighways or elsewhere
	TALL BRIRRA	IHUGICE: 393917	•	for the purpose of test An express mechan	ing and or inspection.
	TE: AUG 27: 09 RH: 923921410855	AUTH NO: 042053	. ;	acknowledged on ve	hide to secure the
N MEL COLOR	BH: ACCASTATORDS			amount of repairs.	* :
1. 提供 1					
		\$694.45			
	TOTAL	\$Q344.4			
A STATE OF THE RESIDENCE OF THE STATE OF THE			. *		,
	HOREY ENELOHD				
	BHELL ATTENIN				11.5
11.1 2.51					
1122 Act 1 322 8 18 18	EUSTOH E	R COPY	į	•	
		jak je ogst∲je	-		
AGE 2 OF 2		3.17.7.15.			
AGE 2 OF 2		END OF INVOICE	Æ [12:45pm		



RECEIVED DATE: 4/2/11

POSTED DATE:

3-30-11

LAST NAME:

VIN (LAST 8 DIGITS)

86

CAIR

0000000

NON- SCANABLE ITEMS: CIRCLE ONE YES



March 29, 2011

Chrysler Customer Assistance:

On September 24, 2010 the left outer tie rod end on our 2008 Dodge Ram 5500 broke. The VIN is 3D6HC76A58G We had to have it towed to the repair shop to be fixed. We paid \$508.39 for the repairs and towing. Last week I received a safety recall notice (K28) for this same issue. Please send reimbursement for this repair.



Oviedo, FL

	FLORIDA REGISTRATION: 12 month/12000 milliabor unless otherwise specified.	e warranty on a	MV-75281 Il parts and
Invoice	Proposed completion date:	Friday, Se	p 24, 2010
Number: 3020 Save old parts Y N (Core may apply)	Work Completed Date :		09/24/2010
Oviedo, FL Home Cust ID: 1271 Hat #: Ref #:	2008 Dodge - Pickup 5500 6.7L DIESEL Lic #: E5707B	Odometer In : dometer Out :	143305
*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty Part Description / Number Qty Sale Extended	RD/Reduced Labor Description	Hours	Extended
TIE ROD END - 5500, RWD - Outer 5073582AB 1.00 205.00 205.00 Shop Supplies 22.63 22.63	LEFT OUTER TIE ROD END BROK NEED TO REMOVE & REPLACE & ALIGNMENT TOWING CHARGE TOWED DISABLED TRUCK FROM CASSELBERRY TO SHOP TIE ROD END -LEFT OUTER - Remov Replace - [Includes: Adjust toe-in on all models)	SET N/A	150.00
		•	•
II.	i i	and the second s	. =
A storage fee of \$ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion	Charges based on: Hourly rate Intended Method: Cash	Flat rate Bo Check One	charge
PLEASE READ CAREFULLY, CHECK ONE OF THE STATEME STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF M WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN E EXCEED \$. THE SHOP MAY NOT EXCEED THIS AI I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED	ENTS BELOW, AND SIGN: I UNDERS IY FINAL BILL WILL EXCEED \$100. ESTIMATE. AS LONG AS THE REPAI	TAND THAT, U I REQUEST R COSTS DO	INDER A NOT
ALTERNATE PERSON TO AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLE	ET WORK: pod for 30 days. Not responsible for damage caused by with the necessary materials. You and your employees	Labor: Parts: Sublet: Sub:	97.50 227.63 150.00 475.13
SIGNED:DATE ESTIMATE/DIAGNOSTIC FEE: \$/OR HOURLY AT \$	PER HOUR	Тах:	33.26
**This charge represents costs and profits to the motor vehicle repair facility for next FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida	niscellaneous shop supplies or waste disposal.	Total:	508.39
each new or remanufactured battery sold in the State of Florida.		Bal Due:	80.00



SAFETY RECALL K28 LEFT TIE ROD END



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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2011 model year 4500/5500 series Ram Trucks.

The problem is...

The left outer tie rod end on your truck (VIN: 3D6WC76A58C may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of the left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

What your dealer will do...

Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the left tie rod end and set toe using a tie rod end inclinometer tool. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety...

Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer: Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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

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

Customer Services Field Operations
Chrysler Group LLC
Notification Code K28

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











MID FLORIDA POC FL 327 2 T 30 MAR 2011 PM Chrysler Customer Assistance P.O. Box 24800 48321-8007 Auburn Hills, MI Attno Reimbursement 2011

48321+8007

hlallahalladigilladiladiahallahalladi

RECEIVED DATE: 4/2/11

POSTED DATE:

3-30-11

LAST NAME:

VIN (LAST 8 DIGITS)

867

CAIR

00000000

NON- SCANABLE ITEMS: CIRCLE ONE YES

PLEASE READ CAREFULLY, CHECK ONE OF THE	F THE	2	month/mile warranty
STATEMENTS BELOW, AND SIGN:		restige	on all parts and labor unless otherwise specified.
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100	ENTITLED TO	AUTOMOTIVE CENTER , 930 SE 9th Lane Unit#1	Intended Payment Method:
I REQUEST A WRITTEN ESTIMATE.))		CASH CHECK VISA MC AMEX
1 DO NOT REQUEST A WRITTEN ESTIMATE AS LONG	Ë AS LONG	V-80032	
AS THE REPAIR COSTS DO NOT EXCEED \$		Nam	Proposed Completion Date: 2.26-11
WRITTEN OR ORAL APPROVAL.		Addr	Home Ph:
X I DO NOT RECIMES IN INDITTEN ESTIMATE	,نىر.	City Goe Corn (State: FL Zip	Work Ph:
			Phone:
SIGN	DAIE: <u>\$2/76</u> [][Year/Make: 2008 Dodge Model: 4500	Tag: Miles In: 82597
*11/1 sed BC/Recorditioned NC/No Cha/Marranty BD/Reculps	Poor Pod/Ud		Miles Out: 82598
QTY PART NO DESCRIPTION * P	PRICE EXTEND	VIN # SDEWCLOPAXSE	
14 (00 tec) 9.4 Tato	+-		
from theft	21500	LABOR CHARGES BASED ON:	ESTIMATE/DIAGNOSTIC FEE:
			\$ PER HOUR
		A storage fee of \$ per day may be applied to vehicle which are not dai	per day may be applied to vehicle which are not claimed within 3 working days of notification of completion
		DESCRIPTION OF REPAIRS	LABOR CHARGES
		☐ ESTIMATE ☐ INVOICE	
		Labor to comove and caplace	
	_	translend front	TO 00 PARTS:
			\$.
			ABOR:
		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	\$ +O. ~
			SUBLET/OTHER
		, oX	÷
			**SHOP SUPPLIES
		1150 A 1501	A
Estimate good for 30 days. Not responsible for damage caused by theft, fire	by theft, fire		***FEES\$
or acts of nature. I hereby authorize the above repairs, including subtle work,	g subtle work,		Subtotals: \$ 285 00
along with the necessary materials. You and your employees may operate my vehicle for the numose of testing inspection and delivery at my risk. If I cancel	ay operate my risk litt cancel		Tax: \$ 17 (O
repairs prior to their completion for any reason, a tear down and reassembly fee	reassembly fee		TOTAL
Deilona Mill Andronaliad		This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. "FS403.718 mandates a \$1.00 fee for each new fire sold	Sign
Date 02/26/11		In the State of FLonda. *** 15403.7103 mandates a \$1.30 fee for each new or remaining battery sold in the State of FLonda.	 © 2

20 MAN MILLEN I F

Chrysler Customer Asst-Recall
Attal. Reinbursenmark 4 2011

PO Box 21-8007

Auburn Hills, MI, 48321

IdadadadhaddaaMaadaaaddaaladaalladad

48321+0021

RECEIVED DATE: 4/11/11

POSTED DATE: 4/5/11

LAST NAME:

VIN (LAST 8 DIGITS)

86

CAIR

0000 0000

NON- SCANABLE ITEMS: CIRCLE ONE YES



Safety Recall K28

Vehicle 3D6WD68A680

2008 Dodge Ram 4500

This vehicle had a breakdown in February of 2010 while on the road in North Platte, NE. I have included all receipts pertaining to the breakdown due to the Lt Tie Rod. If you have any questions please feel free to call me directly



SAFETY RECALL K28 LEFT TIE ROD END

Dear

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2011 model year 4500/5500 series Ram Trucks.

The problem is...

The left outer tie rod end on your truck (VIN: 3D6WD68A68C) may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of the left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

What your dealer will do...

Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the left tie rod end and set toe using a tie rod end inclinometer tool. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety...

Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

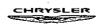
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline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

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

Customer Services Field Operations
Chrysler Group LLC
Notification Code K28

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





Jeep



CROSSROADS CHRYSLER DODGE JEEP

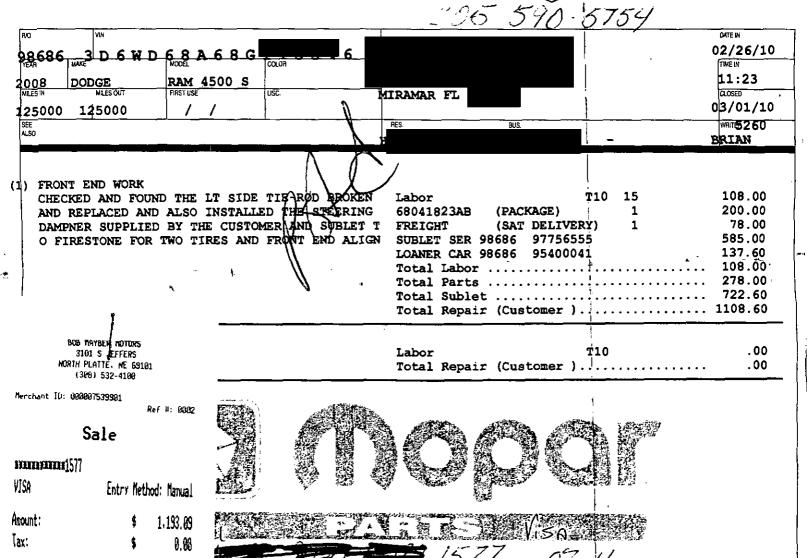
3101 S. Jeffers St. P.O. Box 727

CHRYSLER

Phone (308) 532-4100 NORTH PLATTE, NE 69101







inv #: 000002

Total:

33/01/10

14:46:22

1,193.09

APPT Code: 086649

IPPrvd: Online Batch#: 000393

NS Code: ZIP MATCH Z

Customer Copy

THANK YOU!

We Gladly Accept:









301 GODE

33027 OR BILLING.

	W/C	INT.	CUSTOMER
Any wetterties on the product sold hereby are these makes by the mentificativity. The selfer hereby expressly discisions all warrantees other expressed or implied, including any implies warranty of mentional hereby are these makes by the mentificativity. The selfer hereby expressly discisions all warrantees other expressed or implied, including any implies warranty of mentional hereby to the mentional purpose, and neither assumes one authorities any person to assume for it any liability in connection with the sale of said products any inflation contained hereby does not apply where peribbled by law. I hereby authority the impair more herein after set both to be done along any the reconstructions and agree that you are not responsible for loss or damage to vehicle or captibles are invested in case of the, their or any other cause beyond our control or for any other causes beyond our control or for any other causes beyond our control or for any other causes. In a case of the their or any other causes beyond our control or for any other causes. In a case of the their or any other causes beyond our control or for any other causes. In a case of the their or any other causes beyond our control or for any other causes. In a case of the their participation is operated by the support or transporter. There is no hereby actions of the second of the story and other inspects and or though and on the participation and other inspects and or though a cause of the second of the story and other inspects and other participations. Any participation of the product of the second of the second of the second of the story and other inspects and other inspec	.00	.00 Labor .00 Parts .00 Sublet .00 Waste Dispos	
Page 1 of 1 Job 98686 Reprint (1) 98686 Customer Copy Labor Rate 72.00	.00 .00 .00 .00	.00 Oil/Grease .00 Sub Total .00 Tax .00 Total (Cash)	.00 1122.10 70.99 1193.09

The Men to Know When You Need a Tow

The state of the s

HERBST TOWING & RECOVERY, LLC

3202 Detco Circle (308) 532-2490 Gary Herbst North Platte, NE 69101 24 - Hour Service Bill to _ Date _ Address Owner Company V.I.N. License Numb State Year Model / Color Towed To Transferred To DESCRIPTION OF CHARGES: ☐ Service Call ☐ Jump Start □Gas □Tire □Sling 1 Tow □Under Lift □ Roll Back ☐ Transfer Tow ☐ Accident Tow □ Dollys

1:

	□RV 😥5f	raight Truck	☐Tractor	Tractor/Tra	ler		i
	☐ Remove and	Replace Drivel	ine 🔲	Bumper			
	□Winch						
	☐ Air Tractor/	frailer		· -		<u> </u>	-
	☐ Transfer Loa	d					
	☐ Inventory Th	ne	🗆 St	tandby		- · · - ·	
	☐ Mileage	m	iles at	per mile			3
	☐ Misc.						1
. ((mohelet)	258241	20192	175,00 Sub	Total	<u> </u>	2
•	1055 (Y	ash ba	CK	- 14.50	Tax	10.50	<u>) </u>
-	RIMARKS			/ua-	Tot A	4 / 1	$\frac{1}{2}$
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	100	130m A.	7 00	0000			
	FUN Z	eer hx	I Sry	ppea_			
	STORAGE OL	itside	days at	_per day			<u> </u>
	Ing	<u>si</u> de	days at	_ per day			
	Driver	14/0	ALLAS		1	Unit	<u> </u>
	Work Order #		P.O. #	···-	Invoice #		1
	C: 1 b	$R_{\Delta \lambda}$	AN			持	**
	Signed by		122'	 '	TOTAL \$		65
	,		·			1600	严



REF# 5ZX8HK

SUMMARY OF CHARGES

DATE & TIME OUT 02/26/2010 05:58 PM DATE & TIME IN 03/01/2010 02:32 PM

BILLING CYCLE 24-HOUR

VEH #2 2010 CHEV IMPA 1LT VIN# 2G1WB5EKXA LIC# TEMP MILES DRIVEN 27

VEH #1 2009 DODG B1SO SLT4 VIN# 1D3HV18P099 LIC# 01T13148 MILES DRIVEN 8

RTIL TO ACCOUNT

CLAIM INFO SHOP: PHONE 🌉 ATTN: 🛫 TIM

Charge Description	_Date	Quantit	y Per	Rate	<u>Total</u>
TIME & DISTANCE	02/26 - 03/01	3	DAY	\$25.00	\$75.00
DW	02/26 - 03/01	3	DAY	\$17.99	\$53.97
REFUELING CHARGE	02/26 - 03/01		ļ ,		\$0.00
			Subtotal:		\$128.97
Taxes & Surcharges			İ	**	
NEBRASKA RENTAL FEE	02/26 - 03/01		1	4.5%	\$3.38
SALES TAX	02/26 - 03/01			7%	\$5.25
		Total	Charges:		\$137.60
Bill-To / Deposits			1 5		
CROSSROADS INC**			1		
TIME & DISTANCE	02/26 - 03/01	3	DAY		
DW	02/26 - 03/01	3	DAY		
REFUELING CHARGE	02/26 - 03/01		1		
NEBRASKA RENTAL FEE	02/26 - 03/01	1	PERCENT	4.5%	
SALES TAX	02/26 - 03/01	1	PERCENT	7%	
	•		Subtotal:	I	(\$137.60)
DEPOSITS			į		(\$50.00)

Total Amount Due \$0.00

PAYMENT INFORMATION AMOUNT PAID TYPE Visa (\$50.00) \$50.00 Visa

CREDIT CARD NUMBER PENDING

SUPER 8 NORTH PLATTE

220 EUGENE AVE. NORTH PLATTE, NE 69101-9804

Phone: (308) 532-4224 Fax: (308) 534-4317

Email: nps8inc@charterinternet.com Printed: 2/27/2010 10:23:06 AM

(Detailed)

Name:

Confirmation Number:

Account Number:

Address:

DAYTONA BEACH, FL

Room: Rate Plan: 116

S3A

Room Type:

Daily Rate:

K11, 1 KING SMK \$54.79 + \$7.79 Tax Nights: GTD:

CA - CASH

(\$62.58)

Guests: 1/0

\$0.00

Arrival:

Room Rate:

2/26/2010

2/25/2010 (Thu)

Departure:

VISA

XXXX XXXX XXXX 7348

2/27/2010 (Sat)

2/25/2010 (Thu) - 2/26/2010 (Fri) \$54.79 + \$7.79 Tax per night. **Amount Balance** Date Code Description \$54.79 \$54.79 2/25/2010 RM **ROOM CHARGE** \$58.63 2/25/2010 TAX1 \$3.84 SALES TAX \$2.74 \$61.37 2/25/2010 TAX2 LODGING TAX \$62.58 \$1.21 2/25/2010 TAX3 OCCUPATION \$0.00 2/25/2010 CA **CASH** (\$62.58)\$54.79 \$54.79 2/26/2010 **ROOM CHARGE** RM \$58.63 \$3.84 2/26/2010 TAX1 SALES TAX 2/26/2010 TAX2 \$2.74 \$61.37 LODGING TAX \$62.58 TAX3 \$1.21 2/26/2010 OCCUPATION

Summary CC DB Room Tax F&B Other Cash \$0.00 \$109.58 \$15.58 \$0.00 \$0.00 (\$62.58)(\$62.58)

By signing below, I agree to these terms and conditions.

۷I

Guest Signature:

⁽¹⁾ Regardless of charge instructions, the undersigned acknowledges the above as personal indebtedness. (2) This property is privately owned and management reserves the right to refuse services to any one, and will not be responsible for injury or accidents to guests or loss of money, jewelry or any personal valuables of any kind.

[&]quot;We or our affiliates may contact you about goods and services unless you call 888-946-4283 or write to Opt Out/Privacy, Wyndham Hotel Group, LLC, 22 Sylvan Way, Parsippany, NJ 07054 to opt out. View our website about privacy."



Ramada North Platte 3201 S. Jeffers North Platte, NE 69101 Tel: 308-534-3120

Fax: 308-534-7745 www.Ramada.com Date Folio number Arrival date Departure date Room type Room number

03/01/2010 03:05:47 02/27/2010 03/01/2010 1 King Smoking

237 Guest name Mr.



Ramada North Platte, North Platte

Date	Description	Supplement	Qty.	Price	Amount
02/27/20	10 Corporate Lodging		1	48.00	48.00
	7.0% Sales Tax				3.36
	7.2% Lodging/City Tax				3.46
02/28/20	10 Corporate Lodging		, 1	48.00	48.00
	7.0% Sales Tax				3.36
	7.2% Lodging/City Tax				3.46
			Total net		96.00
			7.0% Sales T	ax	6.72
			7.2% Lodgin	g/City Tax	6.92
			Total gross		109.64
			Paid		0.00
			Balance		109.64

We thank you for your visit and we hope to see you again soon.

If you were a member of the Wyndham Rewards program, you could have earned valuable points for this stay. To become a member visit us at WyndhamRewards.com or call 1-866-WYN-RWDS.

I agree that my liability for this bill is not waived and I agree to be held personally liable in theevent that the indicated person, company or association fails to pay for any or part of the full amount of these charges and I shall be responsible for any loss or damage to the premises or its contents.

Signature:				

Folio (Detailed)

SUPER 8 NORTH PLATTE

220 EUGENE AVE. NORTH PLATTE, NE 69101-9804

Phone: (308) 532-4224 Fax: (308) 534-4317

Email: nps8inc@charterinternet.com Printed: 2/25/2010 10:22:37 PM

Confirmation Number: Name: Account Number:

Address:

DAYTONA BEACH, FL

S3A

116

Room Type: Daily Rate:

K11, 1 KING SMK

\$54.79 + \$7.79 Tax

Nights:

Guests: 1/0

Rate Plan: Arrival:

Room:

2/25/2010 (Thu)

Departure:

2/26/2010 (Fri)

GTD: CÀ - CASH

Room Rate:

2/25/2010 (Thu) - 2/25/2010 (Thu)

\$54.79 + \$7.79 Tax per night.

Date 2/25/2010	Code RM	Description ROOM CHARGE			Amount \$54.79	Balance \$54.79
2/25/2010	TAX1	SALES TAX			\$3.84	\$58.63
					I -	•
2/25/2010	TAX2	LODGING TAX			\$2.74	\$61.37
2/25/2010	TAX3	OCCUPATION			\$1.21	\$62.58
2/25/2010	CA	CASH			(\$62.58) 	\$0.00
Summary						<u> </u>
Room	Tax	F&B	Other	cc	Cash	DB
\$54.79	\$7.79	\$0.00	\$0.00	\$0.00	(\$62.58)	\$0.00

By signing below, I agree to these terms and conditions.

Guest Signature:

⁽¹⁾ Regardless of charge instructions, the undersigned acknowledges the above as personal indebtedness. (2) This property is privately owned and management reserves the right to refuse services to any one, and will not be responsible for injury or accidents to guests or loss of money, jewelry or any personal valuables of any kind.

[&]quot;We or our affiliates may contact you about goods and services unless you call 888-946-4283 or write to Opt Out/Privacy, Wyndham Hotel Group, LLC, 22 Sylvan Way, Parsippany, NJ 07054 to opt out. View our website about privacy."

Ft. Lauderdale, FL all Assistance Auburn Hills, m I 48321-8007 4832136007 Is helled in the label Health all in the limit of the label Health all in th

RECEIVED DATE: 4/14/11

POSTED DATE:

4/12/11

LAST NAME:

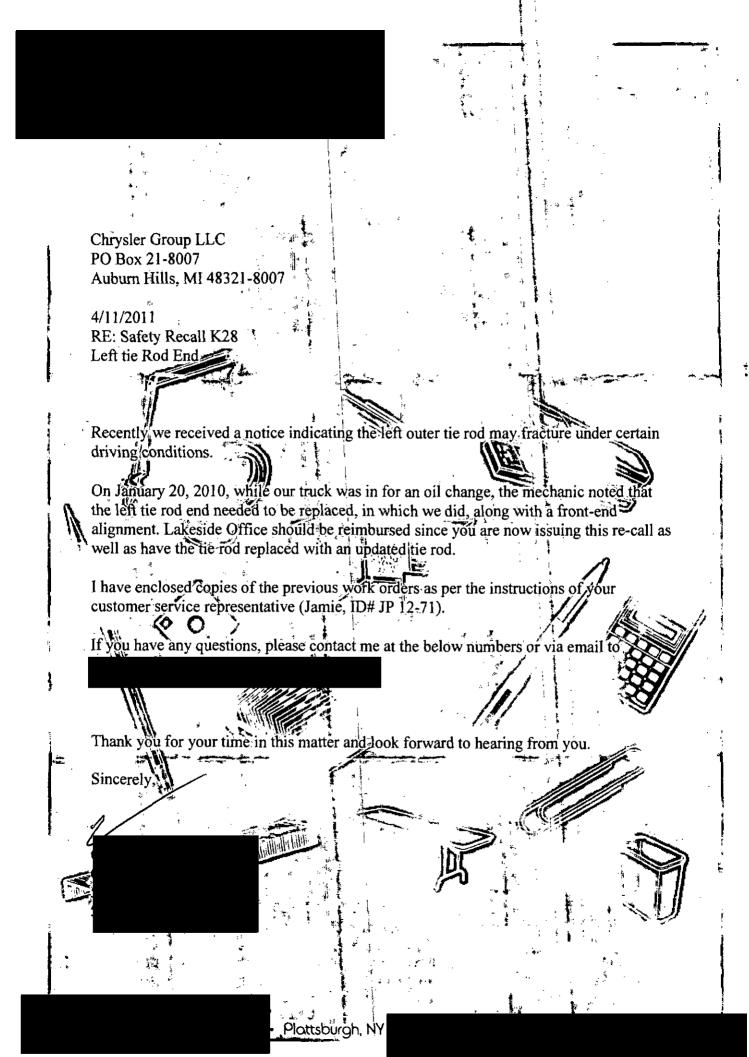
VIN (LAST 8 DIGITS)

<u>8G</u>

CAIR

0000000

NON- SCANABLE ITEMS: CIRCLE ONE YES





SAFETY RECALL K28 LEFT TIE ROD END

Dea

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2011 model year 4500/5500 series Ram Trucks.

The problem is...

The left outer tie rod end on your truck (VIN: 3D6WC76A98C) may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of the left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

What your dealer will do...

Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the left tie rod end and set toe using a tie rod end inclinometer tool. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety...

Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement, Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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

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

Customer Services Field Operations Chrysler Group LLC Notification Code K28

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



DODGE



Jeep







DUROCHER

Mercury &

N.Y.S. Reg. #R3100024
CHRYSLER / DODGE / JEEP
563-3587 • (800) 636-9338
4651 Rt. 9 South
durocherauto.com
info@durochergroup.com

"A Trusted Name Since 1951"

PLATT\$BURGH, NY

N.Y.S. Reg. #7009783 LINCOLN MERCURY 561-6400 • (800) 548-1860

92 Elizabeth St.

durocherauto.com

info@durochergroup.com

CELL: 572-2734

CUSTOWER NO. 129/		LITEN GONYO)	S TAG M	J.	-64 5€ 26 €/10	DOES 177361
ونسي		₹89 00		FLEAGE	68,965	MUNERAL GRA	s1681.05
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PLATTSBURGH, N	Y	SHIGHE FROM C	76A98G			541985LER NO.	PRODUCTION DATE
		FRENO	F. O.	NC.	- { i	101ь/15/10	
BIDENGE PHONE	565-6275	CUMPERTS	<u> </u>		<u> </u>	<u></u>	мо: 6896
REPLACE REPLACEI	DIAGNOSE STEERING UL LOOSE TIEROD END AS PE D THE LEFT OUTER TIE RO R WILL GET THE TRUCK AL	R PREVIOS DIAGNOSI: D	5.	រីល្អ ខ្មែនប៉	66.00	GOTARIO	o Repair
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CUSTOMER SIGNA	ATURE					SNO-WAT	
					į	"Your Snow Plon	Professionals
							444

IMPORTANT

You may receive a guestionnaire from the vehicle manufacturer. If for any reason you feet you cannot rate out services completely satisfied, please contact out Customer Service Rep. A "Completely Salisfied" rating does not mean we are perfect but rather that we did our job well and served you professionally.

VISIT OUR WEB SITE www.DurocherAuto.com

See our complete vehicle listing teaturing pictures & pricing, schedule sorvice appointments, order parts & accessories on-line.

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 11:58am

MALONE ALIGNMENT

PAGE 91

SERVICE

MALONE ALIGNMENT & BRAKE CENTER

9 CLARK STREET, MALONE, NY 12953-1001 (518) 483-1160 LICENSE NO. 4170023 RS

Wheel Alignment

TIRES

02/03/10 INVOICE # 100203003

2006

ena: L6 5.9L 359ai D

plate#

mileage

DODGE PLATTSBURGH, NY

VID#

RAM 5500 SLT 4X DELIVERY TRUCK

W# 563-6275

F# 563-4764

71201 out

REPAIR INSTRUCTIONS

MECHANIC/WORK DESCRIPTION PART# 150.00 **Group Total HVY TRUCK ALIGN** 150.00 LABOR | HEAVY TRUCK ALIGNMENT _

CAUTION LUG NUTS SHOULD BE RETORQUED AFTER 50-100 MILES

> SERVICE CHARGE: 2% MONTHLY, 24% ANNUALLY WILL BE CHARGED ON ALL ACCOUNTS OVER 30 DAYS ALSO LIABLE FOR ALL LEGAL AND COLLECTION FEES.

WE RECOMMEND THE FOLLOWING REPAIRS

Charged

I, the Registered Owner, authorize you to perform the above repairs and furnish all materials and include any oscoasary sublishwork in the above estimate, (understand any cost duction herestorier in an estimate only. Your amplopment may oberate rehicle in inspection, testing, calberty at my mixt. Tou will not be responsible for less or danage to whiche or articles left in ft. 1 agree to pay reasonable storage on website less man than a mix. arter northication that repairs are completed. An express mechanic's libra is accomparisors on above vehicle to secure the amount of repeirs thereto, including those from any prior work or repeir contract on this weblack. In the event an attorney is relained to horecless this lies or to bring suit for collection of any sums dust, I agree to pay exists of actnowledged.

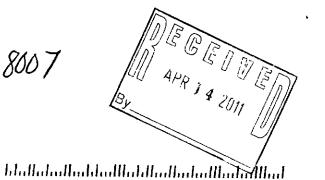
TOTAL REPAI	R ORD	162.00
TAX		12.00
LABOR		150.00
WE APPRECIATE T	HE OPPORTU	NITY TO SERVE YOU

SIGNED_ CUSTOMER SIGNATURE Plattsburgh, NY





Chryster Group, LLC P.O. Box 21-8007 Auburn Hills, MI. 48321-8007



4832158007

RECEIVED DATE: 4/20/11

POSTED DATE:

4-5-1/

LAST NAME:

VIN (LAST 8 DIGITS)

GG

CAIR

NON- SCANABLE ITEMS: CIRCLE ONE YES



April 05, 2011

From:

To: Chrysler Group LLC

PO Box 218008

Auburn Hills, MI 48321-8008

RE: R/O Number 6050415/1, Safety Recall K28 (Left Tie Rod End)

The left outer tie rod was replaced on our truck prior to the recall notice. We are requesting reimbursement for that repair (reference YORK Service Dept. Bill #6050415/1) for \$394.82, plus the towing bill (reference Rapid Towing Bill #18987) for \$139.00.

On March 24th the left outer tie rod failed a second time and was repaired per recall notice (reference YORK Service Dept. Statement #6054103/1). We are requesting reimbursement of towing charges (reference Rapid Towing Bill #19306) for \$127.00.



5 Attachments:

- 1. York Work Statement R/O 6050415/1
- 2. Rapid Towing Bill No. 18987
- 3. Safety Recall Letter K28
- 4. York Work Statement R/O 6054103/1
- 5. Rapid Towing Bill No. 19306



Thank You

398

13913

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80

200

Service Hoad



DODGE CHRYSLER JEEP

500 PRESCOTT LAKES PARKWAY PRESCOTT, ARIZONA 86301 (928) 446-4970 TOLL FREE 1-800-894-4970 www.yorkmotors.com FAX (928) 778-7072

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m. Monday - Friday 8:00 a.m. - 4:00 p.m.-Saturday

R/O Open Date : R/O Number: 6050415/1 12/23/10 R/O Close Date Status : Reprint 12/28/10 ": Mileage:Out Mileage In 60214 60215 Service Advisor / Tag #

Shauna/3720 Work Phone 1. A. Vehicle Identification Number 3D6WC76A28G Delivery Date: In-Service Date : 10 URLING VALUEDLY 12/10/07 ∴ Bodÿ Yearr Make Color, Color, License Number 2008 DODGE TRUCK RAM 5500 REG CHASSI BRIGHT WHI 2048548

DESCRIPTION OF SERVICE AND PARTS #1 - MR 19: STEERING/SUSPENSION BALL JOINT DISENEGRATED TOW IN Caused by LEFT OUTER TIE ROD SOCKET SHEARED OFF. WAS SECURED IN PLACE AT A ANGLE TRAVEL OF BALL & SOCKET MUST BE EQUAL Work performed by Matthew Gaither (145) 170.00 Installed 68045421AA : PACKAGE: INNER END 180.60 1@180.60 REPLACED LEFT OUTER TIE ROD SOCKET.RECOMMEND HAVE TOE CHECKED AND RESET, AGAIN TIE ROD CANNOT BE LEFT AT AN ANGLE Sub Total: Labor: 170.00 Parts: 180.60 Total: 350.60

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

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

LABOR	170.00
PARTS	180.60
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	25.00
HAZARDOUS MATERIALS	. 00
SALES TAX OR TAX I.D.	19.22
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	394.82
A/R11806 OLSENS GRAIN INC	394.82

ALL MOPAR PARTS INSTALLED CARRY A 12/12 WARRANTY, ALL SERVICES HAVE BEEN DEMONSTRATED OR EXPLAINED.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

1.

(C) 2008 ARKON'A, Inc. - Desideration Application Group (800)945-1026

03:07 09/15/2029 7 STORAGE FROM TYPE OF TOW REASON FOR TOW T TVICAL START FINISH | MILEAGE AUDRESS CALL LSIOH /FINITS | AOCIDENT PAID BY ☐ WHEEL LIFT A FLAT BECY HAMP SNOW REMOVAL □ 10W ZQNE UNREGISTERED APPREST TO SHEW OF VEHICLE CHECKT CARB- LING TO DISA -- AMEX BATE _ ☐ CASH 000 5 500 P.M. Secusion BY TOWED PER ORDER OF CUC NO A OWNER LOCAL POLICE STATE POLICE A) BREAK DOWN □ ABANDONED in case of fire, theft or any other cause beyond our controt. ☐ DEALER C) START STOLEN CAR □ rock on1 FINISH START TOTAL _ SERVICE TIME DAYS O 5 _ ☐ IMPCUNDED OUT OF GAS ☐ FLAT 1IRE SECOND TON Shout Shirt VEHICLE TOWER TO Sport COLOR DRIVER MILEAGE CHARGE TOWING CHARGE DRIVER 75000 EXTRA PERBON LABOR CHARGE STARI BNCHE SPECIAL EQUIPMENT FINISH STATE SOOTCK BLOCKS SMAYCH BLOCKS O DUAL LINE WINCHING SINGLE LINE WINCHING TOTAL _ NOSHEA WHIXE SPECIAL SUB-TOTAL STORAGE TOTAL 127, EXC T A ZP. .0 K Thank You 00 98 9 00

Service

422 N. Arlzona Ave. PRESCOTT, ARIZONA 86301

RAPID TOWING

FAX (928) 445-6284

(928) 445-7387



DODGE CHRYSLER JEEP

500 PRESCOTT LAKES PARKWAY PRESCOTT, ARIZONA 86301 (928) 445-4970 TOLL FREE 1-800-894-4970 www.yorkmotors.com FAX (928) 778-7072

SERVICE DEPARTMENT HOURS 7:30 a.m. to 6:00 p.m. Monday - Friday 8:00 a.m. - 4:00 p.m.-Saturday R/O Open Date R/O Number 3/24/11 6054103/1
R/O Close Date Status 3/31/11 Pre-Invoice Mileage In Mileage Out 79000 79002
Service Advisor / Tag #

		Shauna/3567	
	Work Phone	Vehicle Identific	cation Number ் கண்க்
		3D6WC76A2	8G
CHINO VALLEY, AZ		Delivery Date (iti-odivina nata 🚉
		12/10/07	
Year Make Model	Body	Color	License Number
2008 DODGE TRUCK RAM 5500	REG CHASSI	BRIGHT WHI	
2048548			

2048	548		
		<u> </u>	
	DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1	19: STEERING/SUSPENSION		
	K28 RECALL- TIE ROD BROKEN		ĺ
	Work performed by Matthew Gaither (145)	Warranty
j	Installed CBCCK280AA : PACKAGE: INNER EN	D Qty: 1	Warranty
}	Freight: freight 280aa	· · ·	Warranty
	REPLACED BROKEN LFT OUTER TIE ROD PER R	ECALL .	_
	19-K2-81-82 1.2		·
#2 *	107023389: 10 2500		
1	Work performed by RENTAL CAR (RNT)	Internal
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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause heyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lion is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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

.00

ALL MOPAR PARTS INSTALLED CARRY A 12/12 WARRANTY, ALL SERVICES HAVE BEEN DEMONSTRATED OR EXPLAINED.

. NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2008 ARXONA, Inc. - Devlerating Application Group (800)945-1028

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

·				· ·
VIN (Last 8 C	Characters of V	/ehicle ,	Notific	cation Code
A G	was orevious	iv penomec	<u>L</u>	vehicle (check one i
applicable):		, ,	,	•
☐ My veh	icle was inspe	ected and fou	nd to b	e ok.
My veh	icle was repai	ired.		
	was (check or ed	ne if applicabl □ stolen] exported
This vehicle	was sold to (c	heck one if ap	plicabl	e):
🗌 A deale	r, or someone	whose name	and ac	ldress is unknown.
	ne other than and address be		e or pr	rint the new owner's
Date of sa	ile:			
				new owner's name if it has changed):
Owner's ti	tle (check one	if applicable)	:	
☐ Mr.	☐ Miss	☐ Mr. & N	Ars.	□ Dr.

☐ Ms. ☐ Rev. ☐ Business First Name_____ MI ____ Last Name_____

☐ Mrs.

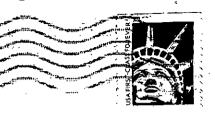
Street Address

City_____ State _____ Zip Code ____

Email Address _____

Chino Valley, AZ

PHOENIX AZ 850 C6 APR 11 PM 10 T



Chrysten Group LLC
P. D. Box 218008
Auburn Hills MI
48321-8008

48321+6008

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RECEIVED DATE:		· !		
	".	5/2/11		
POSTED DATE:		4/29/11		
VIN (FIRST 9 DIGI	TS)	00 000 0	00	
VIN (LAST 8 DIGIT	- F J,	5		
FIRST NAME:	Ch	ja S		
LAST NAME :			 	
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NON – SCAN	ABLE	ITEMS : CIRCLI	E ONE	
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LOOKING FOR PARTS
REIMBURSEMENT ON
REPAIR OF MY TRUCK
AS TIE ROD PASS. SIDE
FELL OFF @ 30,200 MI
ENCLOSED REPAIR
BILL WICASE NO.
15 SELF EXPLANITORY
WILL AWAITCHER 59020

CASE# 20733569

page 1

\$986.83

DULUTH, MN

WRECKER SERVICES AVAILABLE 24 HOURS

All vehicles that have had wheels removed must return and have wheels

retorqued after 100 miles, or one week

Repair Order #14248

Day Phone 1 : 218 638 2626

AURORA MN

Created

Vehicle : 2007 Dodge Truck Ram 3500HD 1 Ton - Pickup 6.7 L 408

Tag/State : Z0379 / MN

Repair Total

Last Mileage : 30270 Odometer In : 30270

Odemeter Out : 30270

: 4/19/2011 8:45:07 PM

		VINAF	16	Odometer Out : 302	270				
Labo	r/Notes								
Qty	Code/Tech*	Reference	Description		Unit Price	Price			
3.2	TJ*	LABOR	STEERING LINKAGE/DA	STEERING LINKAGE/DAMPER R&R					
Parts	;		1						
Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price			
1	-	52122362AF	STEERING LINKAGE		\$350.00	\$350.00			
1	-	52122370AB	STEERING DAMPER		\$149.00	\$149.00			
. 1	•	68039930AA	PITMAN ARM	A	\$91.20	\$91.20			
Suble	et/Misc.		I	. 1	- +	-			
Qty	Code/Tech*	Reference	Description	, <u> </u>	Unit Price	Price			
1	-	4WHEEL	4 WHEEL ALIGNMENT		\$65.00	\$65.00			
			Labor	. :		\$272.00			
			Parts			\$590.20			
			Sublet/Misc.			\$65.00			
			ShopSuplies/EPA		• • • • • • • • • • • • • • • • • • • •	\$15.00			
			Charges			\$0.00			
			Sales Tax	Tax @ \$605.20 * 7.3750%		\$44.63			

Tech Certification #

...

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or Inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$5.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs. CALL 1-800-LET-NAPA

Customer Signature _____

Aurora, MN

DULUTH MIN 558

blottaludaddaddaddadkaabdttaabddal

29 APR ZULL FM L T



CHRYSLER CUST. CARE
PO.BOX 21-8004
AUBURN HILLS MITE G F/8321-8004

RECEIVED DATE: 4/21/11

POSTED DATE:

4/18/11

LAST NAM

VIN (LAST 8 DIGITS)

8G

CAIR

0000000

NON- SCANABLE ITEMS: CIRCLE ONE YES



SAFETY RECALL K28 LEFT TIE ROD END

Dea

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2011 model year 4500/5500 series Ram Trucks.

The problem is...

The left outer tie rod end on your truck (VIN: 3D6WD76A48G) may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of the left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

What your dealer will do...

Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the left tie rod end and set toe using a tie rod end inclinometer tool. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety...

Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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

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

Customer Services Field Operations
Chrysler Group LLC
Notification Code K28

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



DODGE//



Jeep



WRIGHT CHRYSLER DODGE

1858 TENAHA STREET

CENTER, TEXAS 75935 PHONE (936) 598-8433 FAX (936) 591-0292

•			(7EE	TOLD IT	DENTIPICATIO	MILEAGE OUT	DATE OUT	INVOICE NO.
				WD762		73920	04/05/11	58922
TENAHA		TX		MAKI	3	MODEL	COLOR	TAG NO.
			08	DODO	GE	RAM 5500	S RED	03824
CUST NO. LICENSE	номв Рн	ONE	WORK PHON	E	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
40367	936-2	48-0847		<u> </u>	a sure	00/00/00	A34 -	CASH
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90.00 00/0	00/00		739	20	04/04/11	00/00/00		
You will be receiving a grading us on how well ****IF**** you can't gr	we servi	ced your vel	hicle.	call	SERVICE HOUSTATE REG.		7:30-5:00 CR	BDIT CARD
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merchantability or fitness for a particular purpose. Seller neither assumes nor suthorizes any other person to assume for it any liability in connection with the sale of this item/items.

had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notifi cation at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

GARRETT'S WRECKER SERVICE

511 E. SABINE CARTHAGE, TX 75633 (903) 693-5782

697-3498

TDLR #0006264476001IM TDLR #0006264476003IM TDLR #0006264476004IM TDLR #0006264476005IM Garrett LaGrone TDLR #3811 Chris Wilkins TDLR #14485 Arlie Hall TDLR #4266

DATE: 4-2-11	_/ TIME:	00 Am. "		WOR	K ORDER	151	1	
NAME:		В	ILLED TO:		· <u>·</u>			
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ORIGIN	<u> </u>	DESTINATIO	N .	•				
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		On	4/1	114h	OA			
SIGNED 17	Ell	1319	1000	.,,	1/		<u> </u>	•
FRONT REAR	EMPTY LOADED	BREAK DOWN	STUCK	рітсн	WRECK	T 🔲	T&T	BOBTAIL
I HEREBY AUTHORIZE THESE SE	 	DESS MECHANICS LIEN'IS	T	 _	RIPTION		PR	ICE
HEREBY ACKNOWLEDGED ON T	THE ABOVE EQUIPMENT OR V	ÆHICLE TO SECURE THE		WRECKE	R FEES		185	
AMOUNT OF CHARGES & GRANT I AND HELD UNTIL ALL INDEBTEDI				TARIFF MILE		1	bmiles	@300m
OF THE PROPERTY CODE. TIME DISPATCHED	MILEAGE ENDING			STOR \$20 @ *			48	· · · · · · · · · · · · · · · · · · ·
	771092	•.		TRUCK IRS @	TIME PER HOUR			ķ .
TIME ARRIVED	MILEAGE STARTING		<u> </u>	WORKIN	G TIME PER HOUR			
1 1 1 1 1 1 1 1 1	272072	e.		EXTRA LABO	R/CLEAN UP PER HOUR			
TIME LOADED	TOTAL MILES				LES, SNATCH B	LANKS		- <u>-</u>
TIME FINISHED 1	TEXAS MILES			IMPO	UND	1	•	,
, , , , , , , , , , , , , , , , , , , ,	LOGIO MILLO	t :		NŌTIFIC	ATION			
TOT			{	, TA	x		,	
		,		TOTAL AMO	OUNT DUE		223	00

GARRETT'S WRECKER SERVICE 511 E. SABINE CARTHAGE, TX 75633 NOTICE OF COMPLIANT PROCEDURE, DIRECT YOUR COMPLAINTS TO: TDLR, REGULATION & ENFORCEMENT DIV. PO BOX 12157, AUSTIN, TX 78711 800-803-9202 • 512-463-2906 • FAX: 512-475-2872 www.license.state.tx.us • enforcement&licenses.state.tx.us

TDLR# 006264476C • VSF LIC #0626836VSF

Chrysler Customer Assistance PO Box 21-8007 Auburn Hills, MI 48321-8007

Attention: Reimbursement

This recall notice arrived at my home while I was in Texas. I was driving my truck, not knowing about the recall, when the tie rod broke. Fortunately, no one was hurt. I had to have my truck towed in for repairs, and paid \$233.00 for towing (copy of bill is enclosed). The repairs were completed at Chrysler's expense.

Please reimburse me for the towing fee, since it was due to faulty parts that caused a recall.

Thank you.



CENTRAL WI PADE 544 MCEVE : DUSE OF HONEY LLC 4109 County Road O 18 APR 2011 PM 14 sau, Wi 54401 ne: 715.675.6772