

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



THE TRUCK SHOP

43175 Blackdeer Loop Temaculus, CA 92590

(951) 764-2777 * BAR #: AA261294-EPA.# CAL000350368 * (951) 719-3838

"THANK YOU" FOR USING THE TRUCK SHOP

WRITTEN BY: KP

INVOICE #: [REDACTED]

Vehicle Information Page 1

[REDACTED]
Pahrump, NV

i Year : 2005	List: [REDACTED]	Invoice Date : 01/28/2011
i Make : DODGE	Color:	Finished Date : 01/28/2011
i Model: 3500	Size:	Original Est. : \$ 649.47
i Odor : 134092		Additional Cost : \$ 0.00
Ph: [REDACTED] C		Revised Estimate: \$ 649.47
Ph2: (951) - H		
	i VIN# : 3D7MS48C856 [REDACTED]	

(PARTS) ALL Parts New Unless Indicated By Code: (R)=Rebuilt (U)=Used

Qty	Part ID	Part Number	Manufacturer	Description	List Price	Selling Price	Est. Price
1.00		82123302AF	DODGE	STEERING LINKAGE KIT	399.00	399.00	399.00
1.00		82296g	MCN	STEERING STABILIZER SHOCK	48.13	48.13	48.13

LABOR:

Service Requested	Work Completed	Labor Price
LOW IN TIE ROD BROKEN	INSTALL UPDATED STEERING LINKAGE KIT	127.50
ALIGN FRONT END	(AS NOTED)	89.00

CASE # [REDACTED]

I hereby authorize the repair work set forth herein to be done with the necessary material and to be sublet, if necessary, and agree that you are not responsible for the loss or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control including delays. I grant you/your employees permission to operate my vehicle for the purpose of testing or inspection. I agree to pay storage charges if I do not reclaim my vehicle within three days after notification of completed repairs. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs and any legal or storage fees. WARRANTY ON PARTS AND LABOR ARE 6 MONTHS OR 6,000 MI. Warranty work must be performed at this shop and cannot exceed the original amount. My signature acknowledges notice and oral approval of an increase in the original estimated price.

(PAYMENT TERMS)
C.O.D.
TAXABLE PARTS: 399.13
NON-TAXABLE PARTS:
LABOR: 127.50
SUBLET LABOR: 89.00

Customer's Acceptance: [REDACTED] Date Signed: ___/___/___

Cash: ___ Check#: [REDACTED] Date of Check: 2/1/11 AM: ___ Amount Paid: \$ ___

SUBTOTAL: 614.63
SALES TAX: 34.84
TOTAL TICKET \$: 649.47

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		Additional Cost \$: 0.00
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Business Hours: 8:00am - 5:00pm Mon-Fri

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Ph2: (951) - H

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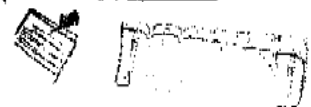
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ENCLOSURE 17

Customer Complaints





AYNOR TIRE MART INC.

605 Elm Street
P.O. BOX 142
Aynor SC 29511
843-358-6837

PEACE OF MIND WARRANTY
 24 - MONTHS / 24,000 - MILES
 36 - MONTHS / 36,000 - MILES
Extend Your Warranty for FREE to
36-Months / 36,000-Miles When Using
Your NAPA AutoCare EasyPay Card!

***** NAPA AUTOCARE CENTER - WRECKER SERVICE *****
***** THANK YOU FOR YOUR BUSINESS *****

GO TO -----WWW.AYNORTIRE.COM----- FOR ALL SERVICE NEEDS

12/12/2013 5:58 PM

page 1

Invoice # [REDACTED]

Day Phone [REDACTED]
Eve Phone [REDACTED]

NICHOLS SC

Vehicle : 2006 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L
VIN : 1D7KS28C36J [REDACTED]
Created : 3/13/2013 6:36:27 AM
Complete : 3/13/2013 3:34:59 PM
Invoiced : 3/13/2013 5:46:34 PM
Srv Writer: CHAD

Tag/State : [REDACTED] / SC
Color : Silver
Odometer In : 177472
Odometer Out : 177472

Labor/Notes

Code/Tech*	Reference	Description	Price
4GB*	EL	TIE ROD LABOR	\$119.00
4GB*	FEA	FRONT END ALIGNMENT	\$54.95

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	P	TIE RODS		\$353.75	\$353.75
1	-	P	PITMAN ARM		\$49.79	\$49.79
1	-	P	STEERING DAMPER		\$101.61	\$101.61

Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1	-	WS	WRECKER SERVICE	\$65.00	\$65.00

Labor	\$173.95
Parts	\$505.15
Sublet/Misc.	\$65.00
Shop Supplies	\$0.00
Charges	\$0.00
Sales Tax	Tax @ \$505.15 * 8.0000%
	\$40.41

Total Due \$784.51

Tech Certification #
1WC
4GB

[REDACTED]

800 853 1403

Recall=N62

Fax 877-768-5076

all receipts for repairs and proof of payment

case# [REDACTED]

submit for reimbursement (N62)
contact info





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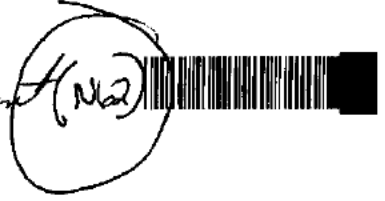
Tech
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4GB

Certification # [REDACTED]

800 853 1403

Recall= N162

Fax 877-768-5076
all receipts for repairs and proof of payment
case# [REDACTED]
submit for reimbursement (N162)
contact info





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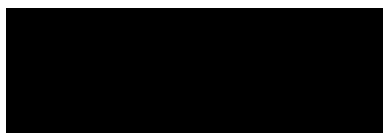
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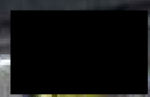
ENCLOSURE 17

Customer Complaints





HEAVY DUTY
4x4



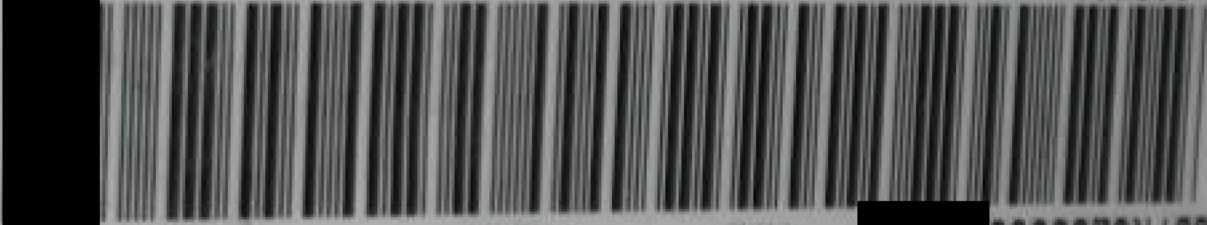








MDH: 110411 PNT: P87 VEHICLE MADE IN MEXICO TRM: M9L5 4648507



VIN: 307KS28C556 [REDACTED] TYPE: TRUCK SINGLE X DUAL

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

485 KPA (70 PSI)	COLD	485 KPA (70 PSI)	COLD
410 KPA (60 PSI)	COLD	410 KPA (60 PSI)	COLD
4083 KG (09000 LB)	GWR	4083 KG (09000 LB)	GWR
2727 KG (6010 LB)	GWR REAR	2359 KG (5200 LB)	GWR FRONT
L1265/70R17E	WITH TIRES	L1265/70R17E	WITH TIRES
17X8.0	RIMS AT	17X8.0	RIMS AT

DATE OF MFR 11-04
DaimlerChrysler Corporation
MFD BY



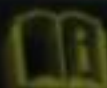
TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL 6 FRONT 3 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
909 KG OR 2005 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	LT265/70R17E	LT265/70R17E	LT265/70R17E
COLD TIRE INFLATION PRESSURE	410 kPa, 60 PSI	485 kPa, 70 PSI	485 kPa, 70 PSI

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION



5G762237

RPM X 1000

86444

- BENDING AND PEELING FROM SLIT IN COVER.
3. PLACE STICKER IN AREA INDICATED ON THE INSIDE OF WINDSHIELD WITH ADHESIVE SIDE AGAINST THE WINDSHIELD.
4. IMPORTANT: MAKE CERTAIN THE STICKER IS SECURED TO THE WINDSHIELD.

VIN 307K528656 [REDACTED]

WHEELS PULLED ODOMETER 74847

<u>LF</u>	RF
LR	<u>RR</u>

STICKER EXPIRES LAST DAY OF

<u>1</u>	<u>14</u>
MONTH	YEAR

DATE 3/21/14 STATION# 21

MECH SIGNATURE [Signature]





WLLV

1285/70R17

126/17



ATM

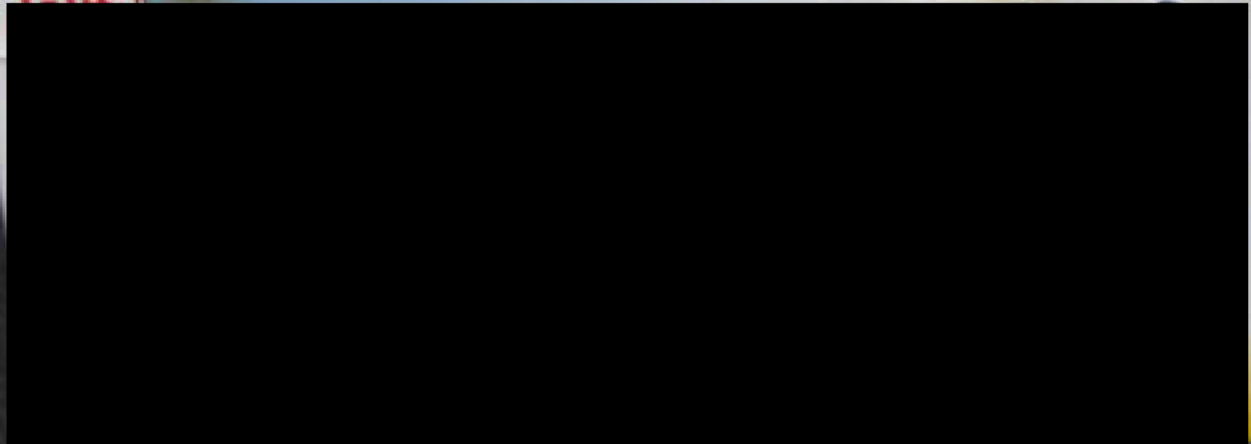
LET'S GO TO WORK





MECHANICSBURG, PA.
PENNSYLVANIA

PENNSYLVANIA
1-14



CVM AutoPark





THE NEW ZEALAND FACTORY & REPAIRS
CO. LTD. 100, QUEEN ST. AUCKLAND
MADE IN NEW ZEALAND
450 324 4











4X4
SLT







RAM 2500



00

HANKOOK

SPORT













WARNING

Do not open high pressure lines when the engine is running. Engine operation causes high pressure. High pressure can spray oil and injure you or others.



MANUFACTURED BY
CUMMINS INC.
FOR
DAVE TRAWLER
APPROVED TO THE LOG



Date of Mfg: 10-22-04

WARNING: Injury may result and warranty is voided if fuel rate, rpm & altitudes exceed published maximum values for this model and application.

Serial # 57230873

Idle Speed (rpm)

Timing Over

Valve Lash (in)

Special Note: This engine has a factory installed turbocharger which will operate at a maximum boost pressure of 14.5 psi. The engine will not operate properly if the turbocharger is not installed or if the turbocharger is not operating properly.











RAM 2500



34/632356762237















2X4907



TURBO DIESEL

3
1-14



AUTO ENGINEUITY


1. Locating OBD-II Connector
2. Connected to Vehicle
3. Retrieving Sensors Supported
4. Retrieving DTCs and OnBoard Test Results

The diagnostic tool was unable to auto detect the vehicle's protocol.

1. Verify that the ignition is ON.
2. Verify that the vehicle is OBD-II equipped and/or compliant.
3. Try manually selecting the protocol with Vehicle | Communications Configuration (F4).

The diagnostic tool was unable to auto detect the vehicle's protocol.

1. Verify that the ignition is ON.

... for the AUTO - ENGINUITY
... Laptop
... by pushing the power button  on the right top of
... above the "END" button. (Figure 1 + 2)
... password. You will find it on the keyboard.
... Security Dongle
... to Data Link Connector Cord)
... computer USB ports (Figure 3)
... DLC (Data Link Connector) in the vehicle. (Figure 4)
... TO - ENGINUITY OBD-II connector firmly into the DLC.
... ENGINUITY OBD-II connector



AUTO ENGINUITY

- 1 Loading OBD-II Connector
- 2 Connected to Vehicle
- 3 Retrieving Service Supported
- 4 Retrieving PIDs and Default Test Results

The software interface is not compatible with the software.
Please contact AutoEnginuity support for assistance.
Using VCI or COM port 1.
The software has not been able to auto detect the vehicle's protocol.
1. Check that the ignition is ON.
2. Check that the vehicle is OBD-II equipped and is compliant.

Hardware Information

Model	AutoEnginuity
Version	1.0.0.0
Serial	1234567890

Language: English
Country: United States

X100e



HOO





PA
TRUCK
WEIGHT
CLASS

3

1

14

Manual for the AllTrac Engagement System

- 1. Turn the laptop by pressing the power button.
- 2. Connect the gateway. You will find it on the back of the vehicle.
- 3. Connect the security dongle.
- 4. Connect the cable to the computer.
- 5. Plug the AllTrac dongle into the computer.
- 6. Connect the cable to the laptop.
- 7. Place the ignition key in the ignition.

How To Use... Scanned

- 8. Double click on the icon.
- 9. Wait until the process is completed.
- 10. Follow the steps in the manual.
- 11. Check the information on the right side of the screen.



A WARNING



**DEATH OR SERIOUS
INJURY CAN OCCUR**

- The user must always use proper lifting technique.
- The user must not lift or carry heavy loads.
- The user must not lift or carry heavy loads for long periods.
- The user must not lift or carry heavy loads in a way that causes strain or injury.
- The user must not lift or carry heavy loads in a way that causes fatigue.



CHILD RESTRAINTS.

55365-001A5

 actron®

Read Codes

No Codes Found

Press ENTER ↵ to Cont

AutoScanner®

AIR
BAG



14467

EE

020









AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-12-17 17:22:12.937678

Files Not Recieved: 0

Dear Dodge,

I purchased a new Dodge Ram 2500 4X4 VIN 3D7KU28C83G [REDACTED] in August of 2003 at Tempe Dodge. It now has 40,000 plus miles on it. In May of 2013 while driving on vacation a violent shuttering occurred at 65 mph and would not stop until I slowed to about 35 mph. I called Tempe Dodge and Chrysler and neither acknowledged any other owners having this problem. This continued on other occasions and I learned that Mopar sold an upgrade steering kit PN PK362AF which included pitman arm, tie rod with ends, drag link and stabilizer shock. I bought from **Rick Hendrick Jeep/Chrysler/Dodge in North Charleston, SC 29406** because Tempe Dodge gave me a ridiculous price that was significantly higher. I installed the kit which changes the original "Y Style Steering" with the upgraded "T Style". I then took the steering gearbox in for a rebuild and had the front end aligned. My death wobble shuttering has not happened since. According to Safety Recall H46 I am entitled for reimbursement. I have attached all receipts.

Upgraded Mopar Steering kit	396.30
Rebuild steering gearbox	226.85
Front End Alignment	62.95
TOTAL	686.10

Sincerely [REDACTED]

Please send reimbursement to:

[REDACTED]
Mesa, AZ [REDACTED]
[REDACTED]



Rick Hendrick

Jeep/Chrysler/Dodge

8333 Rivers Ave. • North Charleston, S.C. 29406
(843) 569-2700



RANKED #1 MOPAR PERFORMANCE DEALER IN THE COUNTRY

IF YOU WANT TO MAKE YOUR VEHICLE GO FASTER
VISIT US ON THE WEB AT MOPARSUPERCENTER.COM

WE ARE NOT RESPONSIBLE FOR PREPAID PARTS NOT
PICKED UP WITHIN 90 DAYS OF PURCHASE.

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
[REDACTED]	OUT OF STATE	[REDACTED]	G	PAYPAL	BRANDON JACKSON	05/27/13	[REDACTED]

T#99

B
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T
O

MESA, AZ

S
H
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P
T
O

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	PK362AF LINKAGE KIT		0.00	****	****
3	0	6505623-AA NUT HEX L 19015005	135H	2.10	1.65	4.95
1	0	68039930-AA ARM PITMA 19027002	135N	43.10	32.00	32.00
1	0	52122362-AH STEERING 19027003	204C	372.00	247.35	247.35
1	0	SKY7013 STABILIZE	230C	52.00	52.00	52.00
					SUBTOTAL	336.30
					TAX	0.00
					FREIGHT	60.00
					PAY THIS AMOUNT	396.30

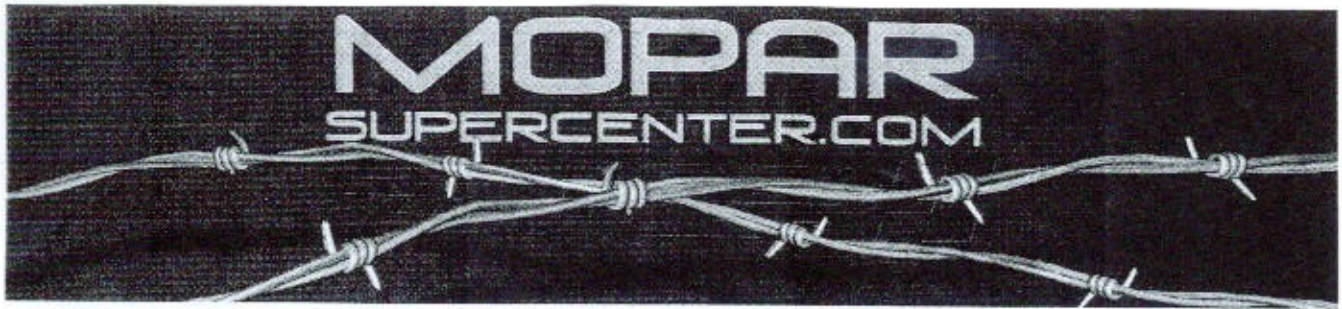
NO RETURN AFTER 10 DAYS.
NO REFUNDS WITHOUT THIS INVOICE.
NO ELECTRICAL OR SPECIAL ORDER
PARTS RETURNABLE.
20% HANDLING CHARGE ON ALL
PARTS RETURNED.

RECEIVED BY
"Thank You"

THE SELLER, RICK HENDRICK JEEP CHRYSLER, HEREBY EXPRESSLY DISCLAIMS
ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WAR-
RANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND
RICK HENDRICK JEEP CHRYSLER NEITHER ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE
SALE OF THE VEHICLE OR PARTS.

14:14:50 CUSTOMER COPY

NET502



MoparSuperCenter.com is pleased to announce that we are now offering a FULL LINE of mechanical parts to our valued customers for all your vehicle repair needs.

You will be able to purchase OEM parts at DISCOUNTED prices.

We are a full operating dealership, owned by Rick Hendrick, located in North Charleston, South Carolina.

These orders can be taken by PHONE (800-456-5337),

or through E-mail

Joel.Munsey@Hendrickauto.com (843-818-5860)

Brandon.Jackson@Hendrickauto.com (843-818-5861)

Please MAKE SURE to provide VIN with E-mail to ensure the correct parts will be suggested.

MOPARSUPERCENTER.COM



Search Web

Hi, Robert

INBOX CONTACTS CALENDAR Mopar Super C... Receipt for You... Order status up...

Compose Delete Move Spam Actions

x (53)

Order status updated from orders@moparsupercenter.com to you Mon, 1:09 PM

Conversations

Drafts (5)

Sent

Spam (42)

Trash (5)

FOLDERS

MESSENGER

APPLICATIONS



Order Note From MSC: Will ship Tuesday 05/28/13 via FedEx Ground due to Holidays. Signature Required Upon Delivery Thank You for your Order
Tracking Number: 268883063198200
Order Status: completed

Customer's Order Number [blacked out] Date: 27 May 2013 11:11

Ship To: [blacked out] Mesa, Arizona [blacked out] USA	Bill To: Robert Gory 2138 N. Almond St. Mesa, Arizona 85213 USA
--	--

SKU	Item	Qty	Each	Total
ALL PARTS INCLUDED	DODGE RAM 03 To 2010 2500 & 3500 Steering Upgrade Kit PN PK352AF Available Item: COMPLETE KIT	1	\$336.30	\$336.30
Subtotal:				\$336.30
Discounts:				\$0.00
Sales Tax:				\$0.00
Shipping (shipping override):				\$60.00
Grand Total:				396.3

Additional Billing Information

Phone: [blacked out]
E-mail: [blacked out]



What Happens When You Take a Testosterone Supplement... (Test X180)



If you don't speak Spanish (and you want to) you should see this video... (Simstern approach)



This approaching Obama scandal will change the White House Administration and our country. overnight a

INBOX CONTACTS CALENDAR Mopar Super Center ... Receipt for Your Payment to Rick Hendrick Je... from service@paypal.com to you 11:12 AM

Compose Delete Move Spam Actions

x (53)

Conversations

Drafts (5)

Sent

Spam (42)

Trash (5)

FOLDERS

MESSENGER

APPLICATIONS

Receipt for Your Payment to Rick Hendrick Je... from service@paypal.com to you 11:12 AM



May 27, 2013 11:11:12 PDT
Transaction ID: [Redacted]

Hello Robert Gory,

You sent a payment of \$398.30 USD to Rick Hendrick Jeep Chrysler (Brandon.Jackson@HendrickAuto.com)

It may take a few moments for this transaction to appear in your account.

Merchant
Rick Hendrick Jeep Chrysler
Brandon.Jackson@HendrickAuto.com
848-818-8861

Instructions to merchant
You haven't entered any instructions.

Shipping address - confirmed

Mesa, AZ
United States

Shipping details
The seller hasn't provided any shipping details yet.

Description	Unit price	Qty	Amount
	\$398.30 USD	1	\$398.30 USD
		Subtotal	\$398.30 USD
		Total	\$398.30 USD
		Payment	\$398.30 USD

Charge will appear on your credit card statement as "PAYPAL *MSC SALES"
Payment sent to Brandon.Jackson@HendrickAuto.com

Issues with this transaction?

You have 45 days from the date of the transaction to open a dispute in the Resolution Center.

Questions? Go to the Help Center at: www.paypal.com/help.

Please do not reply to this email. This mailbox is not monitored and you will not receive a response. For assistance, log in to your PayPal account and click **Help** in the top right corner of any PayPal page.

You can receive plain text emails instead of HTML emails. To change your Notifications preferences, log in to your account go to your Profile, and click **My settings**.

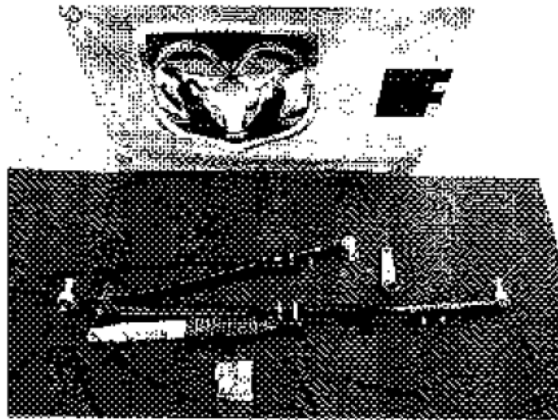
PayPal Email ID PP120



Back to Store | Listed in category: eBay Motors > Parts & Accessories > Car & Truck Parts > Suspension & Steering > Tie Rod Linkages

2003-10 Dodge Ram Steering Linkage Upgrade (nuts, pitman, dampner) 52122362AH

[Add to Watch list](#)



Mouse over image to zoom

Have one to sell? Sell it yourself

Seller: moparsupercenter (641) 99.3% Positive feedback

[Save this seller](#) | [See other items](#) | [Visit store: Mopar Supercenter](#)

Item condition: **New**

Compatibility: [See compatible vehicles](#)

Quantity: 9 available / 41 sold

Price: **US \$342.99**

[Buy It Now](#)

[Add to cart](#)

[Add to Watch list](#)

Bill Me Later Spend \$99+ and get 6 months to pay
Subject to credit approval. See terms

Shipping: **\$60.00** Standard Shipping | [See details](#)

Item location: **Charleston, South Carolina, United States**
Ships to: **United States** | [See exclusions](#)

Delivery: **Estimated between Tue, Jun. 4 and Mon, Jun. 10**
Use **Expedited Shipping** to get it by **Jun. 4**

Payments: **PayPal** | [See details](#)

Returns: **14 days money back, buyer pays return shipping** | [Read details](#)

[Learn more](#)

People who viewed this item also viewed

[Feedback on our suggestions](#)



DODGE RAM STEERING LINKAGE CENTER DR...

\$993.66
Free shipping



Steering Linkage Drag Link Upgrade Dodge...

\$400.00
Free shipping



2003-2006 Dodge Ram Steering Gear...

\$994.77
Free shipping



03-08 DODGE RAM 2500 3500 4X4...

\$687.66
Free shipping

Description Shipping and payments

[Print](#) | [Report item](#)

Item number: 18095518434

Seller assumes all responsibility for this listing.

Last updated on Nov 14, 2012 05:41:13 PST [View all revisions](#)

Compatibility

To confirm that this part fits your vehicle, please choose a vehicle from your My Vehicles list OR enter your vehicle's Year, Make and Model.

My Vehicles

Select a vehicle for

Year	Make	Model	Trim	Engine
-Select-	-Select-	-Select-	All Trims	All Engines

 Go

[Manage vehicles](#)

This part is compatible with 16 vehicle(s).

Notes	Year	Make	Model	Trim	Engine
Important part details					
4WD ONLY	2010	Dodge	Ram 2500	All	All

4WD ONLY	2010	Dodge	Ram 3500	All	All
4WD ONLY	2009	Dodge	Ram 2500	All	All
4WD ONLY	2009	Dodge	Ram 3500	All	All
4WD ONLY	2008	Dodge	Ram 2500	All	All
4WD ONLY	2008	Dodge	Ram 3500	All	All
4WD ONLY	2007	Dodge	Ram 2500	All	All
4WD ONLY	2007	Dodge	Ram 3500	All	All
4WD ONLY	2006	Dodge	Ram 2500	All	All
4WD ONLY	2006	Dodge	Ram 3500	All	All
4WD ONLY	2005	Dodge	Ram 2500	All	All
4WD ONLY	2005	Dodge	Ram 3500	All	All
4WD ONLY	2004	Dodge	Ram 2500	All	All
4WD ONLY	2004	Dodge	Ram 3500	All	All
4WD ONLY	2003	Dodge	Ram 2500	All	All
4WD ONLY	2003	Dodge	Ram 3500	All	All

Portions of the information contained in this table have been provided by moparsupercenter

Item specifics

Condition:	New: A brand-new, unused, unopened, undamaged item in its original packaging (where packaging is ... Read more	Manufacturer Part Number:	PK362AF; 52122362AG; 68039930AA
Warranty:	Yes	Placement on Vehicle:	Left, Right, Front
Part Brand:	Mopar	Surface Finish:	Painted Steel

Kit includes:

- 52122362AG T Type Linkage
- 6505823AA Tie Rod Nut X 3
- 68039930AA Pitman Arm If Built Before March 1st 2008
- SKY7013 Skyjacker Heavy Duty Steering Stabilizer Kit

This is a must have to fix that little factory original set-up.

We can also ship any of these parts separate. If you do not want the entire kit please click this link <http://www.moparsupercenter.com/dodge-ram-03-to-2010-2500-3500-steering-upgrade-kit-or-pk362afpk362af.html>

Offered and Supplied by MoparSuperCenter.com where you will find any and all parts and accessories for your Jeep/Chrysler/Dodge/Ram.



Powered by [Selling Manager Pro](#)

Questions and answers about this item

No questions or answers have been posted about this item.

[Ask a question](#)

02151

More parts for your vehicle

[Feedback on our suggestions](#)



Benchwork,inc

Invoice

3031 N 70th Street
Scottsdale, AZ 85251
480-946-3992
www.benchworksteering.com

Date 5/28/2013
Invoice # [REDACTED]

PAID
05/31/2013

Bill To



Ship To

P.O. No. Terms Due Date Rep Ship Date Ship Via Project
MC/ VISA 5/28/2013 Greg 5/28/2013

Item	Description	Quantity	Rate	Amount
BWS 000	Rebuild & Return customers part 03 dodge 2500 4wd	1.00	199.95	199.95
Environmental	Waste fluids and solids deposited Environmental Charges	1.00	9.00	9.00

BENCHWORK'S STEERING SV
 3031 N 70TH ST
 SCOTTSDALE, AZ 85251630
 10:47:19
 05/31/2013
 02625962
 345307170885
 Terminal ID:
 345307170885
 CREDIT CARD
 CARD # [REDACTED]
 INVOICE [REDACTED]
 Batch #: [REDACTED]
 Approval Code: 015980
 Entry Method: Swiped
 Mode: Online
 SALE AMOUNT \$226.85
 ALL SALES FINAL, NO RETURNS
 CUSTOMER COPY

Products with vender code BWS carries a 12 month 12000 mile warranty! Buyouts carry there own warranty.

Subtotal	\$208.95
Sales Tax (8.95%)	\$17.90
Total	\$226.85
Payments/Credits	\$-226.85
Balance Due	\$0.00

BRIAN'S TIRE PROS
220 EAST BASELINE ROAD
MESA, AZ 85210
(480) 539-5550 BAR #

INVOICE NUMBER: [REDACTED]
JUNE 10, 2013 11:40
ADVISOR: BRIAN
EPA #:

INVOICE

[REDACTED]
MESA, AZ [REDACTED]
HOME PHONE [REDACTED]
WORK PHONE (602) [REDACTED] -
CELL PHONE () -
BEEPER () -
OTHER () -

03/DODGE 2500
FDS; AZ
V.I.N.
MILEAGE 39,205
ENGINE
TAG/HAT #

The work performed, and the charges, are:

THRUST ANGLE ALIGNMENT 59.95
CUSTOMER WANTS CASTER SET TO 4DEGRES POSITIVE
Technician: 145 Sold by: 101

Disposal Fees and other items:

SUPPLY CHARGES 3.00

ORIGINAL ESTIMATE 62.95

	Taxable	Non-tax		
Parts:	\$.00		SUBTOTAL:	\$ 62.95
Labor:		\$ 59.95	Tax:	\$.00
Sublet:		\$ 3.00	Envir:	\$.00
			Fed Tax:	\$.00
			TOTAL:	\$ 62.95

Cashier's Initials _____ Cash Check# _____ Visa, M/C, Discover, American Express. We realize you have a choice as to where you have your car repaired. We do appreciate you choosing our facility. Thank you.
Service work performed is warranted for 12 months or 12,000 miles, whichever occurs first. We will not cover abuse or misuse. Work under this warranty must be done in our shop, unless authorized by us. Repair, replacement or refund will be at our discretion. No guarantee on owner supplied parts. This warranty is non-transferable.
I acknowledge notice and oral approval of an increase in the original estimated price.

X _____

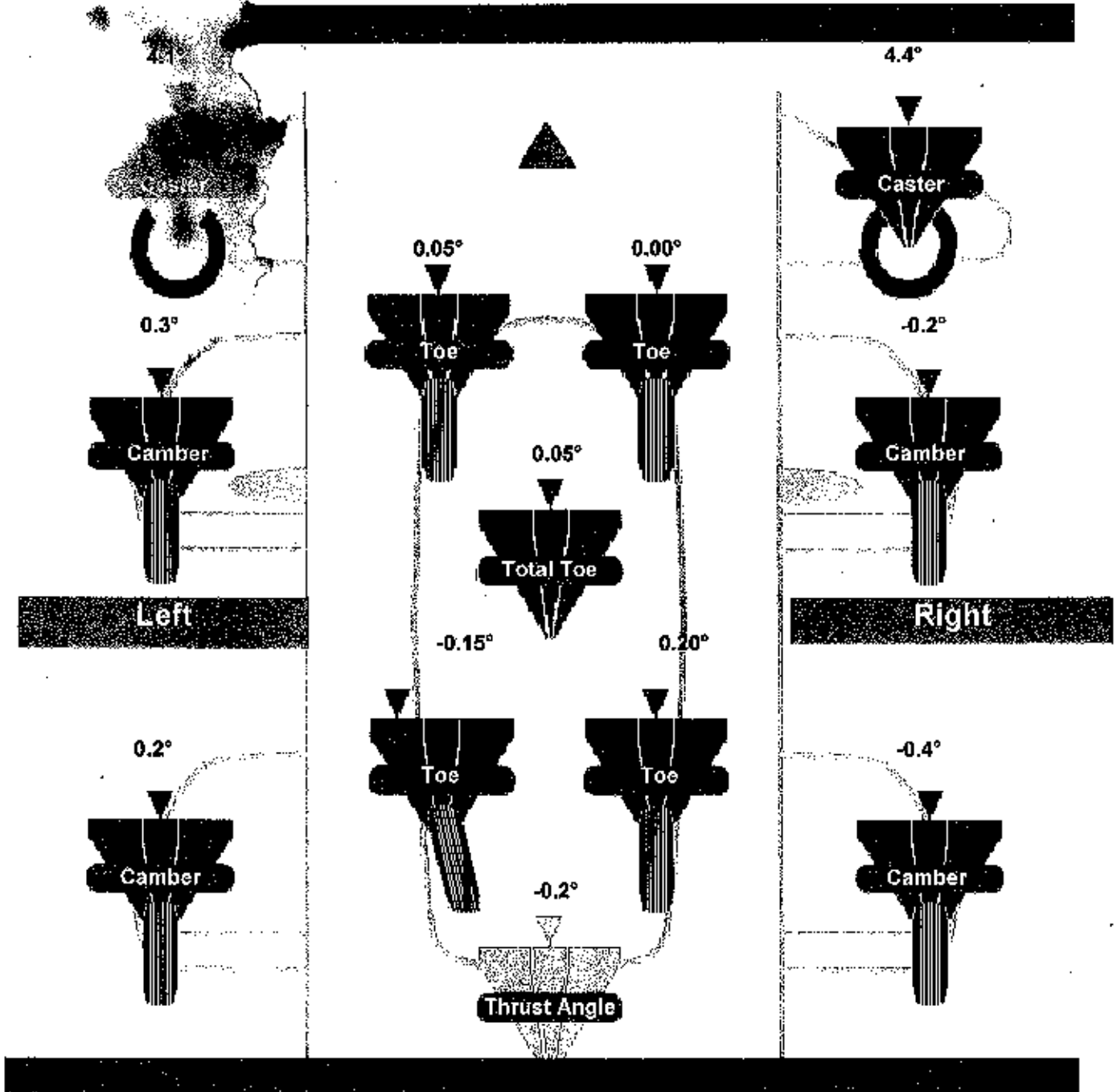
Phone Number:
Fax Number:

Customer:
Company:
License NO:
Odometer:
Vehicle:

Date:
VIN
Technician:
Order NO:

6/10/2013 10:13 AM

DODGE TRUCKS, 2003, RAM 2500 4WD Wheelbase = 160"



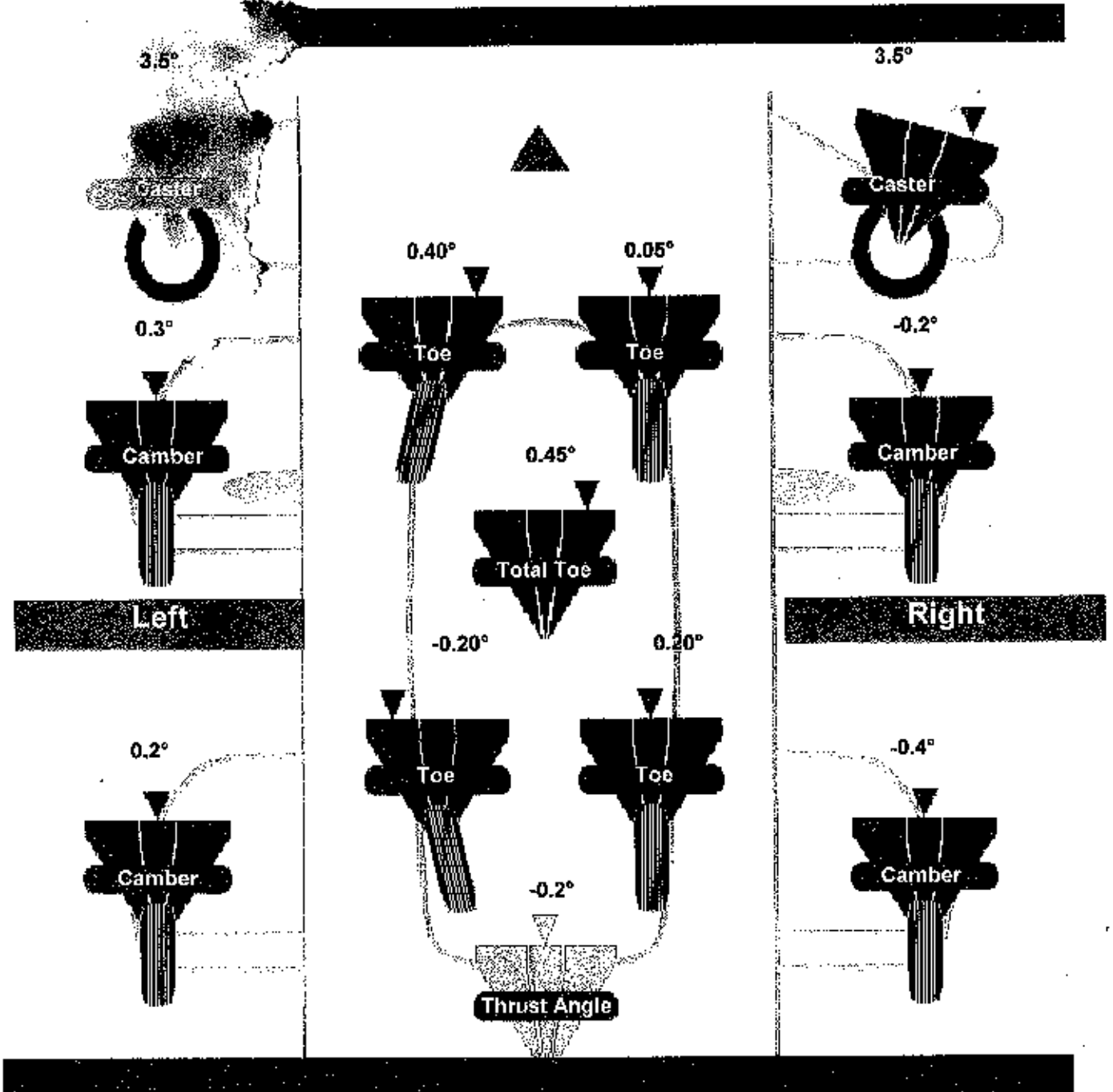
Phone Number:
Fax Number:

Customer:
Company:
License NO:
Odometer:
Vehicle:

Date:
VIN
Technician:
Order NO:

6/10/2013 9:48 AM

DODGE TRUCKS, 2003, RAM 2500 4WD Wheelbase = 160"



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



RECEIVED DATE:

01/07/14

POSTED DATE:

12.30.13

VIN (FIRST 9 DIGITS)

3D7KS28A1

VIN (LAST 8 DIGITS)

8G

FIRST NAME:

LAST NAME :

CAIR :

0000000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

CUSTOMER NAME [REDACTED]		SERIAL NO. 3D7KS28A18G2 [REDACTED]	
R.O. NO. [REDACTED]	RO.DATE 01/02/2013	DEPT (S,B,P)	S SERVICE
[1 OF 5] [2 OF 2]	MILEAGE 50812/50812	ADVISOR NO. 506	
OPERATION NO. 11CHZZ	OP. DESC.	RECALL	
SALE TYPE (C/W/I) W	TECH.NO(S) 431		
COMPLAINT PERFORMED RECALL			
CAUSE PERFORMED RECALL			
CORRECTION COMPLETE INSPECS. (A)			
WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO. OPERATION NO.
163219	LLLLL16		
CAMPAIGN NO.	CAMPAIGN DESC.		
CAMPAIGN NO.	CAMPAIGN DESC.		

(1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(P=PRINT)(TAB)

(A) Dodge dealership inspected earlier in 2013 and stated the part did not need to be replaced, then it broke recently. New recall states the entire piece (from left to right tires) now needs to be replaced after Jan. 6. received new recall on ~~Jan~~ December 18th

NORTHWEST AUTOMOTIVE LLC

4734 WEST US HIGHWAY 421

Wilkesboro, NC 28697

Phone: (336) 973-1005

Fax: (336) 973-1006

Email: NWAUTO@WILKES.NET

Invoice

1802

Estimate Ref #: 0

Date Printed: 12/27/2013

Printed Time: 10:02 am

Hat/Ref #

NATIONAL LEVEL EXPERIENCE WITH HOME TOWN PRICES!

Time Promised:

2008 DODGE RAM 2500 ST L6 6.7L 408CID FI DIESEL T A

VIN: 3D7KS28A18G

Date Written: 12/17/2013

Date of repair

License:

Mileage In: 64,259

Written By: STEVEN COX

Unit #:

Mileage Out: 64,259

Save Old Parts: No

Ferguson, NC

Home:

Cell:

Email:

DOM:

Job Name	Description	Technician	Qty	List	Extended
Steering Concern	No Description Given				
Labor	LABOR				\$42.00
Work Requested - Broken part in steering, ck and advise					
Work Performed - Left (driver) side inner tie rod end at pitman arm broken.					
Part	ES3624		1.00	\$38.49	\$38.49
				Job Total	\$80.49

Parts: \$38.49

Labor: \$42.00

Sublet: \$0.00

Misc: \$0.00

Hazmat: * \$0.00

Supplies: * \$6.00

Payment Date	Type	Method	Amount
12/19/2013	Credit		89.18
Payment Totals:			\$89.18

Tax Total: \$2.69

Invoice Total: \$89.18

Less Paid: \$89.18

Balance Due: \$0.00

THANK YOU FOR YOUR BUSINESS!

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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____

Date _____ Time _____



TOAD'S WRECKER SERVICE
 2184 Mulberry Road
 NORTH WILKESBORO, NC 28659
 (336) 670-2899

Road Service



DATE: <u>12/18/13</u>	TIME	A.M. / P.M.	REQUESTED BY	RO. NO.
NAME			PHONE	
ADDRESS				
CITY			STATE	ZIP
LOCATION OF VEHICLE <u>EBD Loop A.W.</u>				
YEAR, MAKE, MODEL <u>2008 Dodge Ram 2500</u>			COLOR <u>White</u>	DRIVER
STATE	LIC. PLATE NO.	VEHICLE I.D. NO.		REGISTERED OWNER
MILEAGE		SERVICE TIME		EXTRA PERSON
FINISH		FINISH		FINISH
START		START		START
TOTAL		TOTAL		TOTAL
REASON FOR TOW			SPECIAL EQUIPMENT	
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ARREST <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> TOW ZONE <input type="checkbox"/> SNOW REMOVAL			<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
<input type="checkbox"/> ABANDONED <input type="checkbox"/> STOLEN CAR <input checked="" type="checkbox"/> BREAK DOWN <input type="checkbox"/> LOCK OUT <input type="checkbox"/> START			<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> IMPOUNDED	
TYPE OF TOW		TOWED PER ORDER OF		VEHICLE TOWED TO
<input type="checkbox"/> SLING/HOIST TWO <input type="checkbox"/> FLAT BED/ RAMP <input checked="" type="checkbox"/> WHEEL LIFT <input type="checkbox"/>		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER <input type="checkbox"/> DEALER		FIRST TOW <u>Northwest Auto</u> SECOND TOW <u>421W</u>
STORAGE FROM			TOWING CHARGE <u>55.00</u>	
TO _____ DAYS @ \$ _____			MILEAGE CHARGE	
PAID BY			EXTRA PERSON	
<input type="checkbox"/> CASH <input checked="" type="checkbox"/> CHECK DRIVER'S LIC. NO. _____			SPECIAL EQUIPMENT	
<input type="checkbox"/> CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX EXP. DATE _____			LABOR CHARGE	
CC NO.			STORAGE	
OPERATOR'S SIGNATURE <u>William Dimmett</u>			SUB-TOTAL	
TRUCK NO.			TAX	
AUTHORIZED SIGNATURE			DATE	
VEHICLE RELEASED TO			DATE	
			TOTAL <u>55.00</u>	

8444

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

Thank you

Ferguson, NC

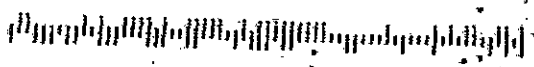
RECEIVED
JAN - 7

GREENSBORO, NC 274
FEDMONT TREAD AREA
30 DEC 2013 PM 4 L

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

Attn: Reimbursement

48321800707



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-09 16:53:50.524297

Files Not Recieved: 0

Here are the invoices for case # [REDACTED]. The tow bill is \$500.00 and tie rod repair \$185.99.
Thank you Carla



BUY JACKSON'S SELL TRADE
INCORPORATED



24HR
WRECKER
SERVICE

1342 RIDGEWOOD DRIVE • KAMIAH, IDAHO 83638
(208) 938-2572 Office and Home • Fax (208) 938-2285

**SEE REVERSE SIDE
FOR
CONDITION OF SALE**

INVOICE #	DATE
P.O. #	CUSTOMER #


S
O
L
D
T
O

[Redacted]
Lewisston, ID [Redacted]
[Redacted]

S
H
I
P
T
O

King's Throne

SALESMAN: [Redacted] TYPE OF SALE: [Redacted] TAX CODE: [Redacted] SHIP VIA: [Redacted]

QUANTITY	PART NUMBER AND DESCRIPTION	UNIT PRICE	EXTENSION
	<p>12/10/2013 2013 Dodge 2500 White Ramy Schoenberg Fr on a white up lighting truck. Transfer to Les Schab in angeville. Purchased by Les for \$125.00 pay to Jackson's Inc ID 83-03/3834</p>  <p>Thank you for your purchase</p>	125.	15625.00
	<p>Discount .00 Cash 500.00 Charge 500.00 C/Card .00 C-Card .00</p>	500.00	500.00
	<p>RECYCLE AUTOMOTIVE PARTS</p> <p>Taxable .00</p>		0.00
	<p>TOTAL</p>		16125.00

RECEIVED BY _____



411 East Main
Grangeville, ID 83530
208-983-1650

Store: 84
Invoice: [REDACTED]
Salesperson: SteveE

Work Order 8400083501

Customer Information

Name: [REDACTED]
Address: [REDACTED]
City, State, LEWISTON, ID [REDACTED]
Phone: [REDACTED]

Vehicle Information

Vehicle: 2011 DODGE 3500
Color: [REDACTED]
Mileage: 105,515
License: [REDACTED]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	15667	LF OUTER TIE ROD 68038054AD	\$104.00	\$0.00	\$104.00
1	13606	TIEROD END PASS/LT - INSTALLATION	\$19.50	\$0.00	\$19.50
1	15812	AL3 THRUST ALIGNMENT-DOM/IMP	\$0.00	\$0.00	\$0.00
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	\$56.25	\$0.00	\$56.25

Parts Subtotal: \$104.00
Labor Subtotal: \$75.75
Sales Tax: \$6.24
Tire Tax: \$0.00

Invoice	\$185.99
----------------	-----------------

Payment Method: CUST CHG:Acc# [REDACTED] **\$185.99**

Wheel Position: LF

Notes To Review With Customer: FRONT BRAKES 3MM

THANK YOU FOR YOUR BUSINESS

Authorized By:

KING'S THRONES [REDACTED] 12-11-13 08:15 AM \$185.99

Customer Signature X

Customer Not Available: 2 - After Hours Pick-Up



* indicates promotional price
For more information on our products and services, visit www.LesSchwab.com.
All parts new unless specified.

Invoice Date/Time: 12-11-2013 10:46 AM

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-12-20 18:27:38.466501

Files Not Recieved: 0

Total of Left Outer Tie Rod is \$64.94.



OFFICE P.O. BOX 1158, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333



STORE PHONE # 956 726-9871
ADDRESS: 302 WEST CALTON ROAD
LAREDO TX 78041-3502
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO

999990

SHIP TO

INVOICE NUMBER

0479-232554

INVOICE TYPE

CHG. CARD SALE

INVOICE DATE

12/18/13

CASH SALE
ENTER TO WIN \$5000 BY
PROVIDING FEEDBACK AND
TAKING OUR SURVEY! 00000

COUNTER NO.	SPECIAL INSTRUCTIONS		SHIP VIA		CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY				
49580						17:17:09						
TAX	R	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
				YOUR OPINION COULD WIN \$5000 04793522325543 @ OREILLYCARES.COM OR 800-300-5904 PARTICIPE PARA GANAR \$5000 04793522325543 EN OREILLYCARES.COM O 800-300-5904 2012 Ram 2500 T 1 MOO E5800532 BX TIE ROD END 101.68 59.99 59.99 LIMITED LIFETIME WARRANTY REF#: [REDACTED] AUTH CD: [REDACTED]								
TOTALS		1		CUSTOMER COPY		"We appreciate your business"		101.68	59.99	SUB-TOTAL		59.99
CUSTOMER SIGNATURE		[REDACTED]		CASH TEND.		[REDACTED]		MISC.		TAX / FEES		4.95
				CHANGE		[REDACTED]		TOTAL				64.94

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

3092390

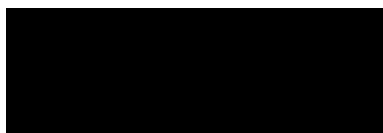
AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



RECEIVED DATE:

01/08/14

POSTED DATE:

1-2-14

VIN (FIRST 9 DIGITS)

000000000

VIN (LAST 8 DIGITS)

5G 

FIRST NAME:



LAST NAME :



CAIR :



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

To whom it may concern,

Please find enclosed the following information
on the repair that was done concerning Recall

N62. My Last Vin #'s are 56 [REDACTED]

my Case # is [REDACTED] I Bought this
Truck Brand New and have been the only owner

I Work at J.N.A.P. "Jefferson North Assembly Plant

my C.I.D. # is 1051070. My Service Dates

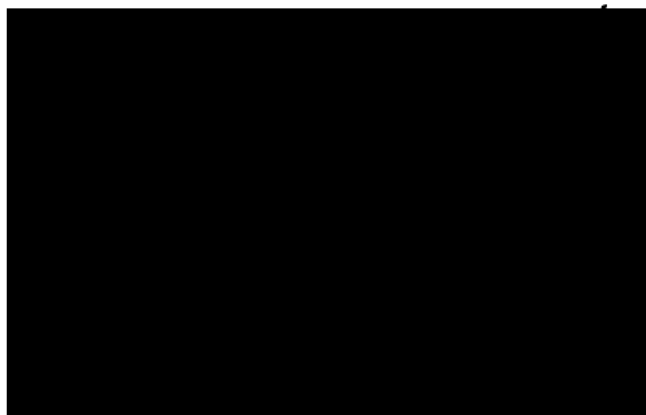
7/27/98. I had to have my truck repaired

Do to the truck felt unsafe.

any question Please feel free to call me

at anytime

T. Hanky ow



Mr. Front End, Inc.
 G 3447 South Saginaw Street
 Burton, MI. 48529
 Phone - 810-743-9981 Fax - 810-743-0010
 Your Front End Alignment Specialists

INVOICE

Org. Est. # 076117
 F136108

INVOICE FROM HISTORY

Work Completed Date : 12/04/2013

Invoice Date : 12/04/2013
 Print Date : 12/31/2013

Home [REDACTED] Cell [REDACTED] Ext don Cust ID : [REDACTED] Ref # :	2005 Dodge Pickup R3500 5.7L, V8, VIN (D) Lic # : BGT 8132 Unit # : Vin # : Hat # :
	Odometer In : Odometer Out : 180009

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
Sway Bar Bushing / Sway Bar Bushing				see rev	N/A	N/A
K7383	1.00	18.99	18.99			
Ball Joint / Lower Ball Joint				install 4 ball joints wheel bearings	4.00	280.00
K7467	2.00	94.95	189.90			
Ball Joint / Upper Ball Joint				install tie rod end @ pitman arm	0.50	35.00
K7460	2.00	89.95	179.90			
Tie Rod End / Tie Rod				install lft inner end	0.50	35.00
DS1464	1.00	114.95	114.95			
Tie Rod End / Tie Rod				install sway links	0.57	40.00
ES3624	1.00	32.95	32.95			
Sway Bar Link Kit / Sway Bar Link Kit				install axle joints	1.00	70.00
K80885	2.00	64.95	129.90			
U-Joint / Universal Joint				THRUST ANGLE ALIGNMENT	0.78	58.75
464	2.00	74.95	149.90	THRUST ANGLE ALIGNMENT		

[Technicians : Please Select, Technician; Darga, Ryan; Taylor, Kris
 M179980]

Org. Estimate \$0.00	Revisions \$1,506.71	Current Estimate \$ 1,506.71	Additional Cost	Revised Estimate	Labor:	518.75
Lynch, Bonnie 12/04/2013 - 11:57 <none> Parts: \$25.32 Labor: \$0.00 Sublet: \$0.00 Taxes & Fees: \$2.06			\$27.38	\$27.38	Parts:	816.49
Lynch, Bonnie 12/04/2013 - 1:31 <none> Parts: \$878.27 Labor: \$518.75 Sublet: \$0.00 Taxes & Fees: \$82.31			\$1,479.33	\$1,506.71	Sublet:	0.00
					Sub:	1,335.24
					Tax:	48.99
					Total:	1,384.23
					Bal Due:	\$0.00

[Payments [REDACTED] \$1384.23]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is per manufacturer and labor is three month or three thousand miles which ever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. All repairs properly completed company authorized signature

SIGNATURE..... Date..... Time.....

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

VIN (Last 8 Characters of Vehicle Identification Number) Notification Code

5G [REDACTED]

N62

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

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

This vehicle was (check one if applicable):

- scrapped stolen exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

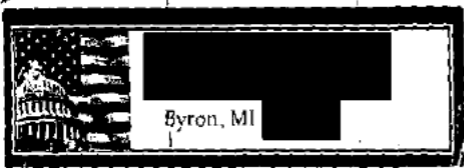
- Mr. Miss Mr. & Mrs. Dr.
- Mrs. Ms. Rev. Business

First Name: [REDACTED]
Last Name: [REDACTED]
Street Address: [REDACTED]

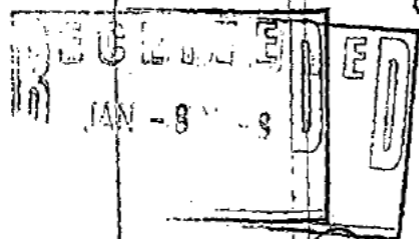
City Byron

State MI Zip Code [REDACTED]

Email Address [REDACTED]



Byron, MI



Chrysler (

F.O. - Rec

AVB.

Case #

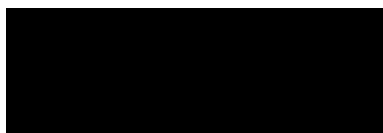
AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



RECEIVED DATE:

01/29/14

POSTED DATE:

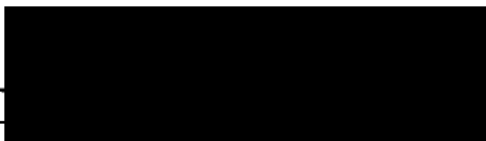
12-30-14

VIN (FIRST 9 DIGITS)

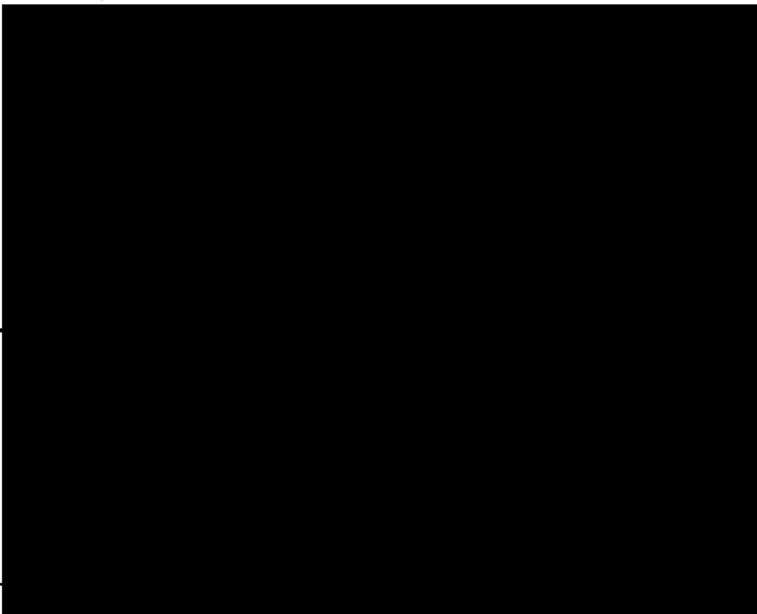
000000000

VIN (LAST 8 DIGITS)

AG



FIRST NAME:



LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO

YES

Advance Auto Parts

Service is our best part.

Store # [REDACTED]
 (386) 418-1190
 15579 NW US Hwy 441
 Alachua FL 32615
 6/30/2013 11:16:28 REG 6
 Cashier: Richard R

ITEM	QTY	PRICE	TOTAL
TIE ROD END 1 EA MOBS 10075373			
E5806532	1	62.55	62.55
LIMITED LIFETIME REPLACEMENT			
2010 Dodge Ram 3500 5.7			
6.7L 408 16 Diesel Turbo F4			
Sub Total			62.55
Tax @ 6.3000%			3.96
Total			66.51
Debit Card			
Purchase amount			62.55
Cash back			0.00
Debit Total			62.55
Auth #			131161

Auth # [REDACTED]

Scan to RETURN items



Transaction #317

Thank you for shopping at Advance Auto Parts

Warranty Information: [REDACTED]

Join Our Winning Team!

Go to AdvanceAutoParts.com/jobs

especially AdvanceAutoParts.com/jobs

Please see position and we show you're interested in and follow the instructions to apply.

THIS IS NOT A COPY

054258#630931N49

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

VIN (Last 8 Characters of Vehicle Identification Number) Caseta [Redacted]

AG [Redacted] **N49**

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

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

This vehicle was (check one if applicable):

- scrapped
- stolen
- exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

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

First Name [Redacted]
 Last Name [Redacted]
 Street Address [Redacted]

City Hawthorne
 State FL Zip Code [Redacted]
 Email Address [Redacted]

J [REDACTED]
Hawthorne, FL [REDACTED]

Recall
Case #
PO Box
Aubur

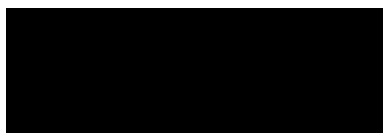
AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



RECEIVED DATE:

12/27/13

POSTED DATE :

12-19-13

VIN (FIRST 9 DIGITS)

000000000

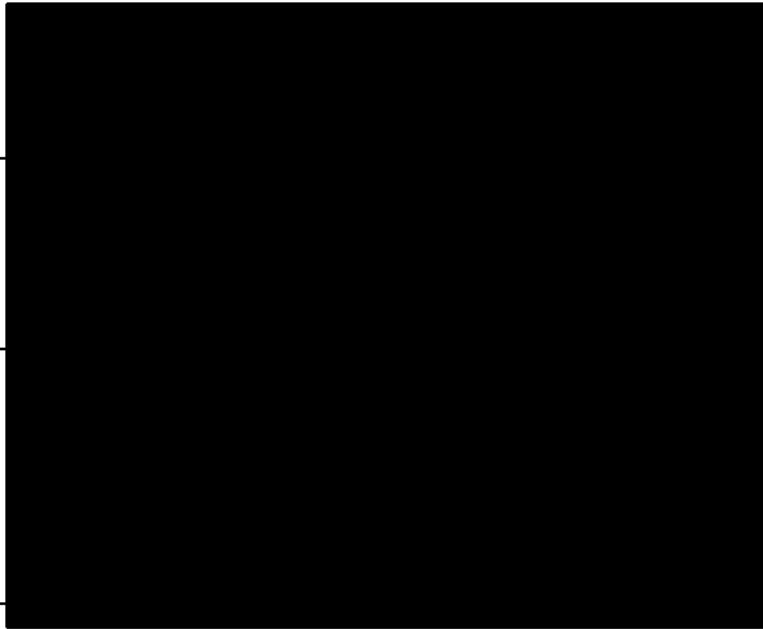
VIN (LAST 8 DIGITS)

00000000

FIRST NAME:

LAST NAME :

CAIR :



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Road Service Express Lube Phone (201) 447-4635
WALDWICK AUTO SERVICE CENTER

WANAMAKER ENTERPRISES, INC. T/A
 25 West Prospect St. • Waldwick, NJ 07463
 Wheel Alignment • Air Conditioning • Towing
 State Inspections • Repairs and Accessories
 Most Major Credit Cards Accepted

NAME



NO

ADDRESS

CITY

DATE 3-13

PHONE

YEAR AND MAKE OF CAR - TYPE OR MODEL

061 Dodge Ram 2500

UP # WTN 69K MILEAGE 72119

WRITTEN BY M J

DESCRIPTION OF WORK

ROTATE TIRES

AMOUNT

CHECK ENGINE LIGHT ON.

TEST FOR CODES P0130 P0451

FOR U.D. TEST & REPLACE B151

OXYGEN SENSOR & CLEAN RODS

CHECK FRONT HUBS & KNUCKLES

BOTH OUTER TIRE RODS.

WHEEL ALIGNMENT

PAID 500/1113

~~WALDWICK~~

90.00

138620 OXY SENSOR

119.98

81044 TIRE ROD

86.35

1919 TIRE ROD

30.00

LABOR ONLY 385.00

GAS, OIL & GREASE

PARTS 206.23

ENV. CH. 0.50

TAX 41.51

SUB TOTAL 593.73

TOTAL 635.24

TOTAL 635.24

REPAIR ORDER

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE AT ONCE WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYER MAY OPERATE ABOVE VEHICLE FOR PURPOSE OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS HERETO. It is understood that the company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair or while road testing.

TOTAL PARTS 206.23

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

LUBRICATE CHANGE ENGINE OIL

TRANS. DIFF.

AUTHORIZED BY X

Case H

Fairfield

[REDACTED]

[REDACTED]

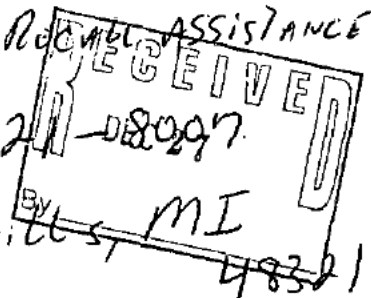
[REDACTED]

[REDACTED]

Fairfield, N.J.

1980 DEC 20 13 14

Chrysler Receivable ASSISTANCE
P.O. Box 211-08097
AUBURN HILLS, MI 48321



48321800707



CASE #



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-12-28 10:24:21.648998

Files Not Recieved: 0

This is a photo copy of the original, which I mailed out over a week ago.
Please let me know if this came through ok, and contact me with any questions.

[REDACTED]

Thanks

[REDACTED]

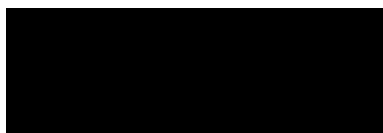
AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



[Redacted]
Bayville, New York [Redacted]
[Redacted] Day & Eve #

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

Regarding 2004 Dodge Ram 2500
VIN # 3D7KU28C84G [Redacted]
Current Mileage DCS8741

On December 11, 2013, I had to have my truck towed to J&B Auto Repair, 8-10 Lake Ave, Oyster Bay, NY to have the following work done:

- *Installation of New tie rod Assembly, Steering Damper and Pitman Arm (See attached service invoice)
- *Service Technician state that H46 and L16 are covered and all parts were genuine Dodge parts.

Please reimburse me for the towing and the service work done to cover the recall.

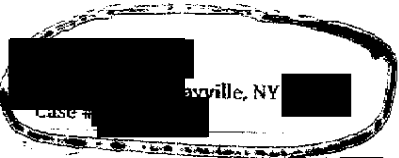
Please reimburse me for the Towing - \$200.96
 Service to Truck - \$879.65
\$1080.61

Thank you,

[Redacted]
Bayville, New York [Redacted]
[Redacted] Day & Eve #

Chyrs. Recall Fax 877-768 5076

Pg 2 of 4



TOWING BILL

SPECIALIZING IN
AUTO & TRUCK
REPAIRS
(516) 922-6117

SAGAMORE

COLLISION

COLLISION
MECHANICAL
24 HRL TOWING
FAX (516) 922-6359

91 Pine Hollow Road, Great Neck, New York 11771

Name [Redacted]

Date 12/11/13

Address _____

City _____

Phone _____

MAKE OF CAR Dodge RAM YEAR 04 STATE REG [Redacted]

Towing Wrecker Carrier 18.00

Boost Battery _____ Collision Wrap _____

Recovery No strapping

Downtime _____

Speedy Dry - Clean-up - Remove HAZ/Mat _____

Clean Up of Scene - Remove Debris _____

D/L: _____ Storage: _____

Fuel Charge 5.00

Winching _____ Pulls _____ Cable _____

Yard Service _____

Tow From: Northport SUB-TOTAL 185.00

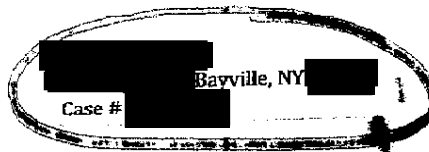
To: O.S.A.Y. SALES TAX 15.96

Miles Towed: _____ TOTAL 200.96

J & B AUTO REPAIR OF OYSTER BAY INC

DUPLICATE INVOICE

8 - 10 LARK AVENUE
OYSTER BAY, NY 11771-2006
FAST PROFESSIONAL SERVICES
(516)922-5058 or (516)922-3583



pg 3 of 4

Dec 18, 2013
Page 1 of 1

Repair Shop # - [REDACTED]

[REDACTED] Bayville, NY [REDACTED] Home (516) - [REDACTED] Work [REDACTED] Ext. [REDACTED]	Odometer : 109689 Save old parts? : NO Original estimate : 0.00 Call if over : 0.00 Revised estimate : N/A Verbal OK Date : N/A Time : N/A By :
2004 DODGE RAM 2500 4X4 WHITE Plate # [REDACTED] 5.9L L6 DSL AUTO OD 4X4 Vin # 3D7KU28C84C [REDACTED] Veh # 1	

LABOR

SUPPLY AND INSTALL NEW STEERING TIE ROD ASSY, STEERING DAMPER AND PITMAN ARM, REASSEMBLE AND READY TO ALIGN. *****	1.8	171.00
4 WHEEL COMPUTER ALIGNMENT		119.95

PARTS

1 DLR 52122362-AA STEERING TIE ROD	350.00	350.
1 DLR 5154661-AC DAMPER	119.00	119.
3 DLR 6505623-AA HEX NUT	2.25	6.
1 DLR 68039930-AA PITMAN ARM	43.10	43.

COMMENTS

```

=====
Total Labor                290.95
Total Parts                 518.85
-----
Sub Total                   809.80
Sales Tax                   69.85
=====
Total                       879.65
=====

```

[REDACTED]

Chrysler Group LLC will conduct three recalls affecting approximately 1.2 million trucks, though as many as 726,000 may not need repair. The campaigns target an estimated 453,000 vehicles with steering-system tie rod that may have been misaligned during assembly or steering-system service.

Chrysler Group is casting the net wider than necessary to identify those vehicles that require repair. Any found have suspect tie-rod assemblies will have those components replaced at no cost to customers.

One recall will inspect an estimated 842,400 model-year 2003-2008 Ram 2500 and 3500 trucks to find approximately 116,000 repaired with tie-rod assemblies that could become misaligned. This condition could lead to component fracture and steering loss.

Two additional campaigns are being conducted to capture those vehicles known to have tie-rod assemblies linked to previous recalls. They comprise 294,000 model-year 2008-2012 Ram 2500 and 3500 pickups, chassis cabs and 2008 Ram 1500 4x4 Mega Cabs; plus 43,500 model-year 2008-2012 Ram 4500 and 5500 4x4 chassis cabs.

Chrysler Group is aware of six accidents and two injuries involving model-year 2008-2012 2500 and 3500 trucks and one additional accident with no injuries involving the remaining models. Affected customers will be notified by mail next month with instructions for making service appointments. Work could begin as early as January. Customers who own affected 4500 and 5500 models may bring their vehicles to Chrysler Group dealers for interim service because replacement parts may not be available until late 2014.

Interim service would involve component inspections and, if necessary, realignment. Approximately 968,000 vehicles of the total number affected are in the U.S.; 157,000 are in Canada; 37,100 in Mexico and 18,000 are outside the NAFTA region.

Customers who are concerned may call 1-800-853-1403

[Redacted]
Bayville, NY [Redacted]
Case # [Redacted]

[Redacted]

[Redacted]

[Redacted]

Bayville, New York [Redacted]
[Redacted] Day & Eve #

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

Regarding 2004 Dodge Ram 2500
VIN # 3D7KU28C84G [Redacted]
Current Mileage DCS8741

On December 11, 2013, I had to have my truck towed to J&B Auto Repair, 8-10 Lake Ave, Oyster Bay, NY to have the following work done:

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- *Service Technician state that H46 and L16 are covered and all parts were genuine Dodge parts.

Please reimburse me for the towing and the service work done to cover the recall.

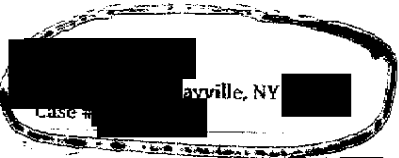
Please reimburse me for the Towing - \$200.96
 Service to Truck - \$879.65
\$1080.61

Thank you,

[Redacted]

Bayville, New York [Redacted]
[Redacted] Day & Eve #

Pg 2 of 4



TOWING BILL

SPECIALIZING IN
AUTO & TRUCK
REPAIRS
(516) 922-6117

SAGAMORE

COLLISION

COLLISION
MECHANICAL
24 HRL TOWING
FAX (516) 922-6359

91 Pine Hollow Road, Great Neck Bay, New York 11771

Name [Redacted] Date 12/11/13

Address _____
City _____ Phone _____

MAKE OF CAR Dodge RAM YEAR 04 STATE REG [Redacted]

Towing Wrecker Carrier 18.00

Boost Battery Collision Wrap

Recovery No service

Downtime

Speedy Dry - Clean-up - Remove HAZ/Mat

Clean Up of Scene - Remove Debris

D/L: Storage:

Fuel Charge 5.00

Winching Pulls Cable

Yard Service

Tow From: Northport SUB-TOTAL 185.00

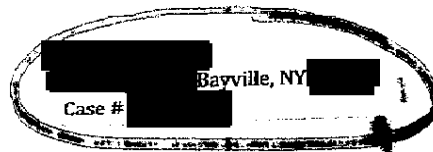
To: O.S.A.Y. SALES TAX 15.96

Miles Towed: _____ TOTAL 200.96

J & B AUTO REPAIR OF OYSTER BAY INC

DUPLICATE INVOICE

8 - 10 LARK AVENUE
OYSTER BAY, NY 11771-2006
FAST PROFESSIONAL SERVICES
(516)922-5058 or (516)922-3583



pg 3 of 4

Dec 18, 2013
Page 1 of 1

Repair Shop # - [REDACTED]

[REDACTED] Bayville, NY [REDACTED] Home (516) - [REDACTED] Work [REDACTED] Ext. [REDACTED]	Odometer : 109689 Save old parts? : NO Original estimate : 0.00 Call if over : 0.00 Revised estimate : N/A Verbal OK Date : N/A Time : N/A By :
2004 DODGE RAM 2500 4X4 WHITE Plate # [REDACTED] 5.9L L6 DSL AUTO OD 4X4 Vin # 3D7KU28C84C [REDACTED] Veh # 1	

LABOR

SUPPLY AND INSTALL NEW STEERING TIE ROD ASSY, STEERING DAMPER AND PITMAN ARM, REASSEMBLE AND READY TO ALIGN. *****	1.8	171.00
4 WHEEL COMPUTER ALIGNMENT		119.95

PARTS

1 DLR 52122362-AA STEERING TIE ROD	350.00	350.
1 DLR 5154661-AC DAMPER	119.00	119.
3 DLR 6505623-AA HEX NUT	2.25	6.
1 DLR 68039930-AA PITMAN ARM	43.10	43.

COMMENTS

```

=====
Total Labor                290.95
Total Parts                 518.85
-----
Sub Total                   809.80
Sales Tax                   69.85
=====
Total                       879.65
=====
  
```



Chrysler Group LLC will conduct three recalls affecting approximately 1.2 million trucks, though as many as 726,000 may not need repair. The campaigns target an estimated 453,000 vehicles with steering-system tie rods that may have been misaligned during assembly or steering-system service.

Chrysler Group is casting the net wider than necessary to identify those vehicles that require repair. Any found to have suspect tie-rod assemblies will have those components replaced at no cost to customers.

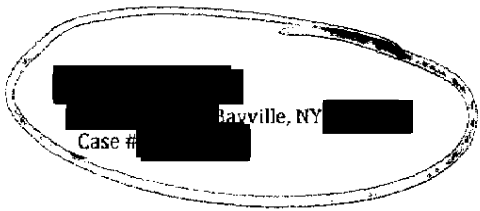
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Chrysler Group is aware of six accidents and two injuries involving model-year 2008-2012 2500 and 3500 trucks and one additional accident with no injuries involving the remaining models. Affected customers will be notified by mail next month with instructions for making service appointments. Work could begin as early as January. Customers who own affected 4500 and 5500 models may bring their vehicles to Chrysler Group dealers for interim service because replacement parts may not be available until late 2014.

Interim service would involve component inspections and, if necessary, realignment. Approximately 968,000 vehicles of the total number affected are in the U.S.; 157,000 are in Canada; 37,100 in Mexico and 18,000 are outside the NAFTA region.

Customers who are concerned may call 1-800-853-1403



[Redacted]
Bayville, New York [Redacted]
[Redacted] Day & Eve #

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

Regarding 2004 Dodge Ram 2500
VIN # 3D7KU28C84G [Redacted]
Current Mileage DCS8741

On December 11, 2013, I had to have my truck towed to J&B Auto Repair, 8-10 Lake Ave, Oyster Bay, NY to have the following work done:

- *Installation of New tie rod Assembly, Steering Damper and Pitman Arm (See attached service invoice)
- *Service Technician state that H46 and L16 are covered and all parts were genuine Dodge parts.

Please reimburse me for the towing and the service work done to cover the recall.

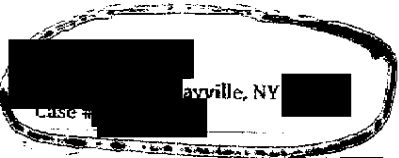
Please reimburse me for the Towing - \$200.96
 Service to Truck - \$879.65
\$1080.61

Thank you,

[Redacted]
Bayville, New York [Redacted]
[Redacted] Day & Eve #

Chyrs. Recall Fax 877-768 5076

Pg 2 of 4



TOWING BILL

SPECIALIZING IN
AUTO & TRUCK
REPAIRS
(516) 922-6117

SAGAMORE

COLLISION

COLLISION
MECHANICAL
24 HRL TOWING
FAX (516) 922-6359

91 Pine Hollow Road, Great Neck Bay, New York 11771

Name [Redacted] Date 12/11/13

Address _____

City _____ Phone _____

MAKE OF CAR Dodge RAM YEAR 04 STATE REG [Redacted]

Towing Wrecker Carrier 18.00

Boost Battery _____ Collision Wrap _____

Recovery No Strapping

Downtime _____

Speedy Dry - Clean-up - Remove HAZ/Mat _____

Clean Up of Scene - Remove Debris _____

D/L: _____ Storage: _____

Fuel Charge 5.00

Winching _____ Pulls _____ Cable _____

Yard Service _____

Tow From: Northport SUB-TOTAL 185.00

To: O.S.A.Y. SALES TAX 15.96

Miles Towed: _____ TOTAL 200.96

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pg 3 of 4

Dec 18, 2013
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Sub Total             809.80
Sales Tax              69.85
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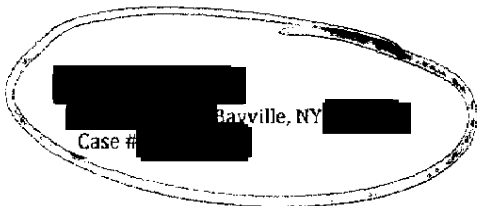
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[Redacted]
Bayville, New York [Redacted]
[Redacted] Day & Eve #

Chrysler Recall Assistance Center
PO Box 21-8007
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VIN # 3D7KU28C84G [Redacted]
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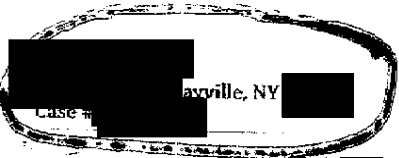
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\$1080.61

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Bayville, New York [Redacted]
[Redacted] Day & Eve #

Chyrs. Recall Fax 877-768 5076

Pg 2 of 4



TOWING BILL

SPECIALIZING IN
AUTO & TRUCK
REPAIRS
(516) 922-6117

SAGAMORE

COLLISION

COLLISION
MECHANICAL
24 HRL TOWING
FAX (516) 922-6359

01 Pine Hollow Road, Sagamore Bay, New York 11771

Name [Redacted] Date 12/11/13

Address _____

City _____ Phone _____

MAKE OF CAR Dodge RAM YEAR 04 STATE REG [Redacted]

Towing Wrecker Carrier 18.00

Boost Battery Collision Wrap

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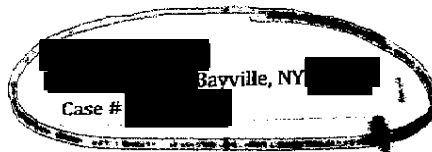
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[Redacted]
Bayville, NY [Redacted]
Case # [Redacted]

[Redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



RECEIVED DATE:

01/08/14

POSTED DATE :

12-31-13

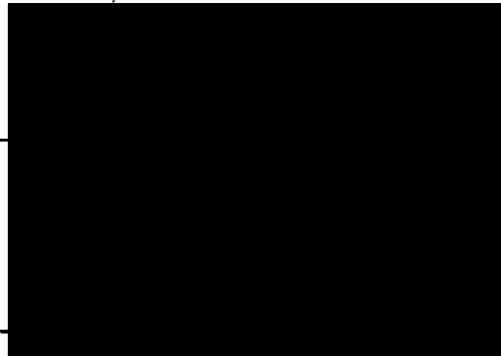
VIN (FIRST 9 DIGITS)

000000000

VIN (LAST 8 DIGITS)

00000000

FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Sooner Tire

& DISTRIBUTORS, INC.
100 SOUTH MAIN
SAPULPA, OK 74066

PHONE 918-224-5470 FAX 918-227-0008

WEB SITE: www.soonertire.com



INVOICE #: [REDACTED]

PAGE: 1

TIME CLOSED: 12:45:53

CUSTOMER: [REDACTED]
649000 [REDACTED]
SAPULPA, OK [REDACTED]

SHIP TO: [REDACTED]
CELL [REDACTED]

WORK: [REDACTED] 0 PD NUMBER: DOYLE
HOME: [REDACTED] 0 VEHICLE: 2011 DODGE 2500 4X4 LAST 8 VIN BG [REDACTED]
SALESMAN: 00009
INVOICE DATE: 11/30/13 DUE: 12/10/13

PRODUCT	LCT	DESCRIPTION	QUANTITY	PRICE	EXTENSION
LAB-ALIN	TOM	0 FRONT WHEEL ALIGNMENT	1	59.95	59.95
PARTS		0 STEERING LINKAGE ASSEMBLY	1	372.00	372.00
LAB-INST	TOM	0 LABOR TO INSTALL STEERING ASSY	1	95.00	95.00

MERCHANDISE: 526.95
INVOICE TOTAL: 526.95

CHARGE ON ACCOUNT 526.95

thank you....eric

Service at Chrysler Corp

*Paid 12-7-2013
Ac# [REDACTED]
\$ 526.95*

DATE 12-17-2013
TO [REDACTED]
FOR # 1710 71
TOTAL 550.00
THIS CHECK 550.00
OTHER
BALANCE 20133.55

DATE 12-17-2013
TO Sooner Tire
FOR [REDACTED]
TOTAL 000
THIS CHECK 536.95
OTHER
BALANCE 19596.60

DATE 12-17-2013
TO alley Supply
FOR # [REDACTED]
TOTAL
THIS CHECK
OTHER
BALANCE 15.00

DATE 12-17-2013
TO alley Supply
FOR # [REDACTED]
TOTAL
THIS CHECK
OTHER

16013

16014

5327

Rad 11-29-2013
6510



INFINITY TOWING
11532 S. 33RD WEST AVE
SAPULPA, OK 74066
(918) 299-7000
DPS 52788-W

ROAD SERVICE

TIME OF CALL 4:50 AM	DATE IN 11-29-13	DATE OUT	TIME START AM PM	TIME FINISH AM PM	REQUESTED BY Owner	P.O./CASE #	OFFICER NAME
NAME					PHONE #		
ADDRESS							
CITY Sapulpa						STATE OK	ZIP
YEAR 11	MAKE/MODEL Dodge 3/4 Ton	COLOR White	ODOMETER	DRIVER			
MARKER PLATE # TA9344	STATE	VIN # Last 6 ->	REGISTERED OWNER				
LOCATION OF VEHICLE Bryan/Main - Sapulpa							
TOWED TO Sooner Tire - Lee/Main - Sapulpa							
REASON FOR TOW		TYPE OF TOW		PERSONAL'S TAKEN BY		DATE	
<input type="checkbox"/> ACCIDENT	<input checked="" type="checkbox"/> BREAK DOWN	<input type="checkbox"/> SLING/MOIST	PERSONAL'S TAKEN BY		DATE		PHONE #
<input type="checkbox"/> ABANDONED	<input type="checkbox"/> UNREGISTERED	<input checked="" type="checkbox"/> FLAT BED/RAMP	VEHICLE STORAGE TIME				
<input type="checkbox"/> NO START	<input type="checkbox"/> OUT OF GAS	<input type="checkbox"/> WHEEL LIFT	FROM _____ TO _____ DAYS @ \$				
<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> FIRE LANE	TOWED PER ORDER OF		INDICATE DAMAGED AREA(S) ON VEHICLE			
<input type="checkbox"/> LOCK OUT	<input type="checkbox"/> NO TRESPASS	<input type="checkbox"/> STATE POLICE	STATE POLICE		KEYS LEFT <input checked="" type="checkbox"/> Y <input type="checkbox"/> N		
<input type="checkbox"/> TOW ZONE	<input type="checkbox"/> ARREST	<input type="checkbox"/> LOCAL POLICE	LOCAL POLICE		RADIO <input checked="" type="checkbox"/> Y <input type="checkbox"/> N		
<input type="checkbox"/> STOLEN	<input type="checkbox"/> IMPOUNDED	<input checked="" type="checkbox"/> OWNER OF A CAR	OWNER OF A CAR		MILEAGE		
<input type="checkbox"/> SNOW REMOVAL	<input type="checkbox"/>	<input type="checkbox"/> DEALER	DEALER		TOWING CHARGE 65.00		
SPECIAL EQUIPMENT USED		OTHER SERVICES		MILEAGE		LABOR	
<input checked="" type="checkbox"/> WINCH	<input type="checkbox"/> FLARES	<input type="checkbox"/> SWEEP	<input type="checkbox"/> FIRST AID	FINISH		MILEAGE	
<input type="checkbox"/> DOLLIES	<input checked="" type="checkbox"/> SCOTCH BLOCKS	<input type="checkbox"/> REMOVE AXLE	<input type="checkbox"/> SECURE LOOSE PARTS	START		LABOR	
<input type="checkbox"/> RAMPS	<input type="checkbox"/>			TOTAL		EXTRA PERSON	
<input type="checkbox"/> SNATCH BLOCKS	<input type="checkbox"/>			LABOR TIME		SPECIAL EQUIPMENT	
METHOD OF PAYMENT				FINISH		STORAGE	
<input type="checkbox"/> CASH	<input checked="" type="checkbox"/> CHECK	DRIVER'S LIC. #		TOTAL		EXTRA PERSON	
<input type="checkbox"/>	<input type="checkbox"/>	EXP. DATE		FINISH		FUEL SURCHARGE	
CREDIT CARD #				START		SUBTOTAL	
AUTHORIZED SIGNATURE				TOTAL		TAX	
DATE				TOTAL		TOTAL	
11-29-13				DRIVER #		TRUCK #	
				RF 1		65.00	

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any cause beyond our control, to any vehicle placed with them for storage or repair. Complaints may be addressed to the Oklahoma Corporation Commission-Transportation Division/Wrecker Services - P.O. Box 52000, Oklahoma City, Oklahoma 73152-2000. Complaints may also be made at www.occeweb.com.

DEPOSIT CORP 1-800-328-0304

BAL BRO'T FOR'D

DATE 11-29-2013

TO Infinity tower

DEPOSITS

FOR 2011 Dodge

TOTAL

THIS CHECK

65.00

OTHER

TAX DEDUCTIBLE

BALANCE

1464.92

DEPOSIT CORP 1-800-328-0304

DATE 12-1-2013

TO [Redacted]

DEPOSITS

FOR 1500.00 Paid in full

700.00 #5
300.00
400.00

TOTAL

THIS CHECK

400.00

OTHER

TAX DEDUCTIBLE

BALANCE

1064.92

DEPOSIT CORP 1-800-328-0304

DATE 12-1-2013

TO Clefta Winer

DEPOSITS

FOR 900.00 2 wk

TOTAL

THIS CHECK

450.00

OTHER

TAX DEDUCTIBLE

BALANCE

614.92

0095 D14214 check 06/28/13 04:26

gentleman —
the front steering linkage
on my 2011 Dodge
3500 Broke on
November 29, 2013 —
Enclosed, the Repair
and towing Bills
which I hope find.
3814 Hillside Dr.
Seculpa, OK 74898
- Kayd Hoover

Sapulpa, OK

TULSA OK 741

31 DEC 2013 PM 2 L



Chrysler Customer assistance

P.O. Box 8007

Ann Arbor, Michigan

78321-8007

RECEIVED
JAN - 8
By

48321#6007

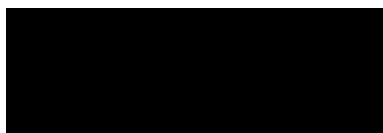
AQ14-003

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Customer Complaints



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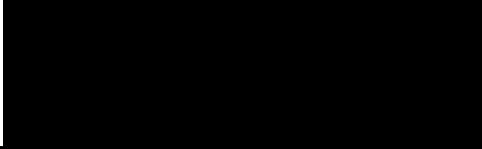
VIN (FIRST 9 DIGITS)

3D7UT2A/26

VIN (LAST 8 DIGITS)

BG 

FIRST NAME:



LAST NAME:

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



2600 ACCESS RD. N.W.
DAVENPORT, FL 33897
PHONE (863) 547-1170

SERVICE & PARTS DEPT. HOURS
Monday - Friday: 7:00 AM - 6:00 PM
Saturday: 7:00 AM - 3:00 PM

CUSTOMER #:

INVOICE

PAGE 1

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 9961 JENNIFER ROSE BUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	DODGE RAM 250	3D7UT2HL6BG		45722/45722	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 IS							
01JAN11 DE			13SEP13			MC	14SEP13

R.O. OPENED	READY	OPTIONS:	ENG:6.7_Liter
09:30 13SEP13	15:13 14SEP13		

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

A CUST STATES THAT THE DRAGLINK BROKE - CHECK AND ADV.

45				STEERING/SUSPENSION			
				8136 CQC		102.00	102.00
1	3A131			TIE ROD	204.82	204.82	204.82
1	3A131			TIE ROD	126.46	126.46	126.46
				ALIGN PERFORM ALIGNMENT			
				8136 CQC		59.95	59.95
				SUBL LOANER PO# [REDACTED]			
				CQC		28.50	28.50
PARTS:	331.28	LABOR:	161.95	OTHER:	28.50	TOTAL LINE A:	521.73

DR SIDE OUTER TIE ROD BROKE - REPLACED AND RESET ALIGNMENT

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 10.53

MV# 36595

WARRANTY STATEMENT AND DISCLAIMER: ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12 MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*** SHOP SUPPLY COSTS:** We have added a charge equal to 6.5% of the total cost of labor, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	161.95
PARTS AMOUNT	331.28
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	28.50
MISC. CHARGES	10.53
TOTAL CHARGES	532.26
LESS INSURANCE	0.00
SALES TAX	37.26
PLEASE PAY THIS AMOUNT	569.52

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

056458/#63093/N49

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

VIN (Last 8 Characters of Vehicle Identification Number) Notification Code

BG [REDACTED]

N49

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

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

This vehicle was (check one if applicable):

- scrapped stolen exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

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

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

Dear REGISTERED OWNER:

Chrysler has decided that a defect, which relates to the front suspension, may be present on certain 2012 model year RAM 1500/2500/3500 series vehicles.

The problem is...

The left tie rod ball stud may be loose under certain conditions. This could result in a warning light.

What your dealer will do...

Chrysler will repair your vehicle. Your dealer will replace the tie rod ball stud, which will take approximately 1 hour to complete, depending on service schedule.

What you must do to ensure your safety...

Simply contact your Chrysler dealer to schedule a service appointment. Please call your dealer to order them before you drive your vehicle.

If you need help...

If you have questions or need help, please contact the Chrysler Group Customer Assistance Center.

Please help us update our records by filling out the card on the back of this letter or by visiting www.dodge.com/ownersreg.

If you have already experienced this condition, please provide receipts and/or other adequate proof of payment to your dealer. If you need assistance, please contact Customer Assistance, P.O. Box 21-8007, Auburn, IN 46705. Once we receive and verify the required documentation, we will schedule a service appointment for your vehicle.

If your dealer fails or is unable to remedy the condition, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

We're sorry for any inconvenience, but we are taking prompt attention to this important matter.

Note to lessors receiving this recall: Federal regulations require that you notify your lessees of this recall.



DODGE

CHRYSLER

CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48221-8008

Electronic Service Requested

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

IMPORTANT!

SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



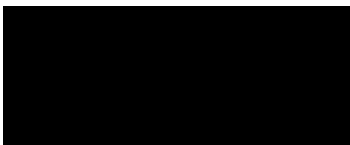
[REDACTED] N49

056458

WINTER HAVEN, FL [REDACTED]



056458/#63093/N49



TAMPA, FL 335
SAINT PETERSBURG FL
DEC 2013 PM 5 L



Winter Haven FL

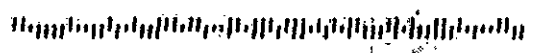


Chrysler Recall Assistance Center

Box 21-8007

Aburn Hills Michigan 48321-8007

RECEIVED
JAN - 8



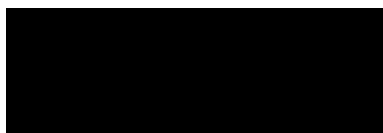
AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



RECEIVED DATE:

12/27/13

POSTED DATE:

12-23-13

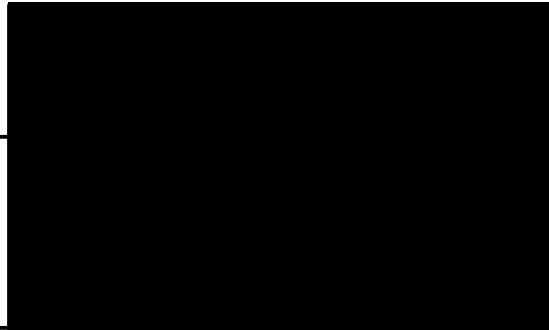
VIN (FIRST 9 DIGITS)

3DGWG4E2

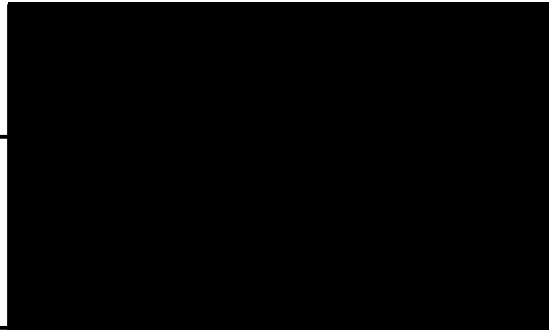
VIN (LAST 8 DIGITS)

AG 

FIRST NAME:



LAST NAME:



CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

12-22-13

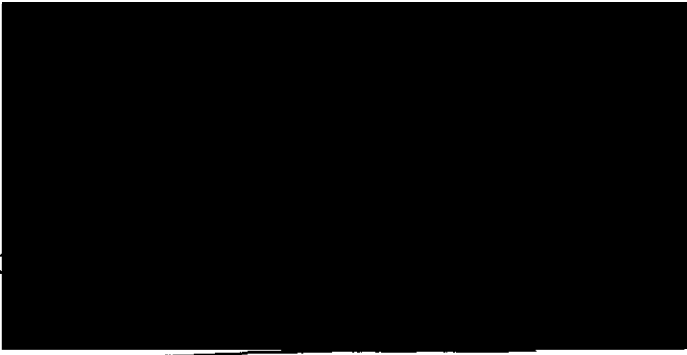
TO: CHRYSLER RECALL ASSISTANCE

FROM: MOORES WELDING DBA
CEDRIC MOORE

AG  N49

PLEASE REIMBURSE REPAIR EXPENSES!

COPIES ENCLOSED!



CARS ETC
 4425 EAST TEXAS AVE
 BOSSIER CITY, LA. 71111
 Phone - 318-741-3889 Fax - 318-741-3884
QUICK LUBE AND COMPLETE AUTOMOTIVE REPAIR SPECIALISTS

INVOICE
 [Redacted Box]
 Org. Est. # 036796

INVOICE

Print Date : 10/17/2012

[Redacted Box]
 Benton, LA [Redacted Box]
 Cellular [Redacted Box]
 Cust ID [Redacted Box]

2010 Dodge - Pickup R3500
 6.7L, In-Line6, VIN (L)
 Lic # : [Redacted Box] Odometer In : 50540
 Unit # :
 Vin # : 3D6WG4EL2AG [Redacted Box]
 Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
TIE ROD END - R3500,RWD - Outer LONG				TIE ROD &/OR ENDS - Remove & Replace - [Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models. If removal of rack & p	26.40
5073	1.00	184.00	184.00		
TIE ROD END - R3500,RWD - Outer SHORT				TIE ROD &/OR ENDS - Remove & Replace - [Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models. If removal of rack & p	79.20
5073	1.00	129.28	129.28		
BRAKE SHOES &/OR PADS 2 WHEELS - ,R3500 - Front,Pads, OEM REPLACEMENT				BRAKE PADS - Remove & Replace - [Includes: Repack wheel bearings on drum type brakes and on full floating rear axles. Clean, lube and/or replace brake hardware as necessary. Adjust brakes where applicable. DOES NOT include refinishing] - Front	88.00
68049148AA	1.00	101.68	101.68		
Shop Supplies		10.00	10.00	PARTS FREIGHT	30.00
				Hazardous Materials	6.71

[Technicians : BONNETTE, NORMAN; Please Select, Technician]

Org Estimate \$470.94	Revisions \$215.17	Current Estimate \$ 686.11	Additional Cost	Revised Estimate	Labor:	200.31
MOORE, CEDRIC Cellular:318-423-4699 10/17/2012 - 11:02 <none>					Parts:	424.96
Parts: \$101.68 Labor: \$88.00 Sublet: \$0.00 Taxes & Fees: \$25.49					Sublet:	30.00
[Handwritten Signature]					Sub:	655.27
					Tax:	58.98
					Total:	714.25
					Bal Due:	\$0.00

[Payments [Redacted Box]]

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 one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE [Redacted Box]

Date: 10-17-12 Time: [Redacted Box]

Written By: <none>



INVOICE

1701 Swan Lake Road • Bossier City, LA 71111
 (318) 741-7240 • Fax (318) 741-7664

Date <u>10-16-12</u>	P.O.#	BILLED TO
Name	ADDRESS	
Address	CITY/STATE/Z	
City/State/Zip	PHONE	

LSP BCPD BPSO Other PAYMENT TYPE
 CASH CHARGE CC

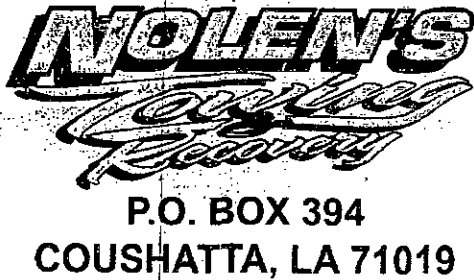
Towable	<input type="checkbox"/> Yes <input type="checkbox"/> No	Year	Make	Model	Color	Mileage	License	Unit #
VIN 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 <u>2009</u> <u>WR</u> <u>4E</u> <u>LSA</u> <u>R</u> <u>11</u> <u>12</u> <u>13</u> <u>14</u> <u>15</u> <u>16</u> <u>17</u>								

Pick Up Car - Rental Industrial Delivery cars - Hwy 80#

Comments Ball Joint - Link arm off

No Ins. Winch Out Keys Wrecked Abandoned Stolen Seizure Hold Arrest
 Front Tow Rear Tow Empty Loaded Breakdown Truck Trailer Roll Over Off Road
 Drive Shaft Removed Axle Removed Cage Brakes Ran Airline

REMIT PAYMENT TO:

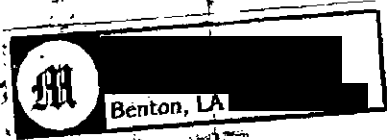


Towing Fee	85.00
Recovery Fee	
Winch Out Fee	
In Route Miles: _____ mi @ _____ per mile	
Loaded Miles: _____ mi @ _____ per mile	
Standby Time: _____ hrs @ _____ per hr	
Work Time: _____ hrs @ _____ per hr	
Extra Labor	
Hook Up Fee	
Storage Fee \$ _____ x _____ days	
Administration Fee	
Notification Letter Fee	
Road Service Charge	
Delivery Fee	
Other:	
TOTAL AMOUNT DUE	85.00

Complaints may be directed to: LOUISIANA PUBLIC SERVICE COMMISSION
 ATTN: TRANSPORTATION DIVISION. P.O. BOX 91154. BATON ROUGE. LA 70821

Time Dispatched	Truck # <u>09</u>
Time Arrived	Driver <u>Dark-11</u>
Time Loaded	Mileage Ending
Time Finished	Mileage Start
Total Time	Total Miles

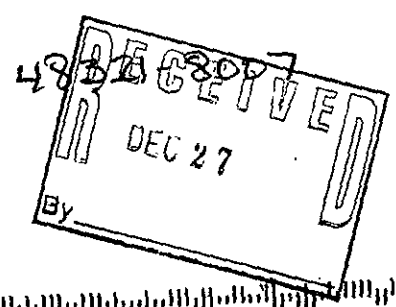
CUSTOMER SIGNATURE _____



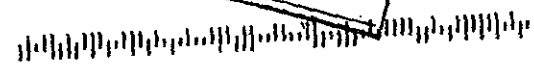
CHREVEPORT LA FIG
25 DEC 2013 PM 11

ATTENTION:
REIMBURSEMENT

CHRYSLER CUSTOMER ASSISTANCE
P.O. Box 21-8007
Auburn Hills, MI



48321800707



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-04 17:33:44.610851

Files Not Recieved: 0

To Whom It May Concern:

Please find attached the repair bill and towing bill for case # [REDACTED]. This case is in reference to the safety recall N49/NHTSA 13V-529.

My truck failed while driving my 2 yr old daughter to daycare and could have caused significant injury, if it was not for my personal ability to manage the vehicle. I still require a front end alignment to avoid further wear and damage to my vehicle. I am very concerned about the availability of parts and future issues. This is the second time I have had a tie rod break on my vehicle. Fortunately, I had just come to a stop when it broke the first time.

I am requesting full payment for the above invoices as well as getting a front end alignment. I would also request future assurance of my vehicle, as this repair was conducted prior to receiving your recall notice and may be subject to the use of faulty parts.

Your prompt attention and response is appreciated.

[REDACTED]

[REDACTED]

[REDACTED]

Newburgh, IN [REDACTED]

[REDACTED]



Feller Towing & Recovery, Inc.
 2007 Eastland Ct.
 Evansville, IN 47715
 812-471-1177 Fax: 812-471-3322
 www.fellertowing.com
 fellertowing@gmail.com

DATE 7/19/13	TIME	A.M. P.M.	REQUESTED BY Cash call
LOCATION OF VEHICLE Cumberland			
NAME [REDACTED]		PHONE [REDACTED]	
ADDRESS [REDACTED] Nashville			
MILEAGE		SERVICE TIME	
FINISH _____	FINISH _____	FINISH _____	
START _____	START _____	START _____	
TOTAL _____	TOTAL _____	TOTAL _____	
YEAR 2008	MAKE / MODEL / COLOR Ford Focus grey	DRIVER Bratt	
STATE	LIC. NO.	VEHICLE I.D. NO.	
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY	
		SPECIAL EQUIPMENT <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
VEHICLE TOWED TO Huskerson			
REMARKS 4/8 → MC charged		MILEAGE CHARGE	
		TOWING CHARGE	
		LABOR CHARGE	
		STORAGE CHARGE	
		TOTAL	48.00

[REDACTED SIGNATURE]

AUTHORIZED SIGNATURE

8575

Road Service

PRODUCT 613

F

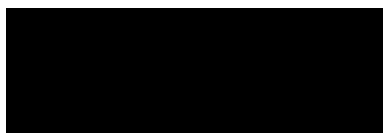
AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-12-21 14:00:03.552956

Files Not Recieved: 0

The file identified as "Ram Case" is my full explanation of this case. If further info is required please forward requests to the email address on the letter.

PENNY'S - JEFFERSON
 728 ST. GEORGE AVE.
 JEFFERSON, LA 70121
 (504) 733-2641



Invoice No: [REDACTED]
 Date: 12/20/13
 Page: 1

SPECIALISTS IN TRUCK SUSPENSIONS
 CHASSIS PARTS ■ SPRINGS ■ FRAME STRAIGHTENING

Terms: *POS*



Order No: [REDACTED] Order Date: 12/20/13 Cust no: [REDACTED]
 Sales Rep: KEB Ship Date: ASAP P.O. No:
 Ship Via: CUSTOMER PICKUP

Ord-qty	Unit	Item-no	Description	Unit-prc	Unit
Ship-qty		Qty-B/O		Disc	Extended
1.000	VEH	1	MAKE:DODGE RAM 2500	.00	VEH
1.000			2010		.00
1.000	VEH	2	MILEAGE:72333	.00	VEH
1.000			LICENSE [REDACTED]		.00
1.000	1	F08	FRONT END ALIGNMENT	109.00	1
1.000					109.00
1.000	1	F99	SHOP SUPPLY	10.00	1
1.000					10.00
1.600	HOUR	309	LABOR	95.00	HOUR
1.600			WC		152.00
			REPLACE DRAGLINK		
			ROTATE TIRES		
2.000	1	B02	WHEEL BALANCE	30.00	1
2.000					60.00
1.000	EACH	*999	TIE ROD END	180.60	EACH
1.000			68036726AC		180.60
1.000	EACH	*999	TIE ROD END 68036940AD	94.59	EACH
1.000					94.59

Store: 1	Thank you for using Penny's.	Sales amount:	606.19
Rgstr: 1	We value your business and	Misc charges:	.00
Drwr: 1	look forward to serving you in	Freight:	.00
User: KEB	the future.	Sales tax:	53.04
Time: 11:10		Total:	659.23
		Payment rec'd:	659.23
		Balance due:	.00

CUSTOMER

Case # [REDACTED]
Recall N49

The tie rod ball stud identified in the recall notice broke at 8p.m. the night of 27 November and required that the vehicle be towed to the only available shop for repair. The shop was Rudy's Automotive which was able to take the vehicle immediately and perform the necessary repair. The part was not locally available and was received on 2 December when the job was completed.

I sent an email to customer care, ref number [REDACTED] on 3 December and was informed that the part was not covered under warranty. The part was not considered part of the power train and was only covered for 36,000 miles. The truck at the time of the incident only had 71972 original miles on the odometer.

On 20 December I was able to get the vehicle in a shop that does alignment on 4x4 vehicles which was Penny's Auto Chassis. While checking the front end excess play was identified in the draglink ball joints which also required replacement. The same day I get the alignment done I receive the recall notice on a part that I was previously told was not covered under warranty.

This is the third Dodge 4x4 truck and fifth Dodge vehicle I have owned over the years. You could say that I am a Dodge Ram fan. But this is the first Dodge that I have owned that has given me any kind of trouble. This vehicle has already had the oxygen sensors replaced which were covered under warranty and now I have had to replace most of the front end ball joints. Routine maintenance on a vehicle I have no problem with. But having to pay out \$888.52 in replacing three tie rod ends on a vehicle with only 72,000 miles is a bit excessive. If the vehicle had been used off road or under rough driving conditions I could understand the additional maintenance needs. But the vehicle since being purchased has never been off road. All driving has been on paved roads with the majority being interstate driving. The 4x4 feature is only used when launching or recovering a boat. If not for belonging to an auto club my out of pocket expense would have been greater for having the vehicle hauled on a flatbed to the repair shop.

Reimbursement for my expenses would be appreciated.

[REDACTED]
Metairie, Louisiana [REDACTED]
Email [REDACTED]
Cell: [REDACTED]

(504) 949-4202

estimate

Rudy's Auto, Inc.

1336 St. Ferdinand St.
New Orleans, LA 70117



NAME		PHONE		DATE
[REDACTED]		[REDACTED]		12-2-13
STREET			CITY	
YEAR	COLOR	MAKE	MODEL	
2010	Grey	RAM	1500	
REGISTRATION NO.	SERIAL NO.	ODOMETER	ESTIMATE PREPARED BY	
		71942		
INSURANCE CO.			ADJUSTOR	

REPLACE	REPAIR	DESCRIPTION	PARTS	LABOR	REFINISH	SUBLET
		L+ Tire Rod End	18040	8600		
<p><i>Est w/ full 12/2/13 Rudy's</i></p>						
TOTALS			18040	8600		

The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been started. Occasionally, worn or damaged parts are discovered which may not be evident on the first inspection. Because of this, the above prices are not guaranteed. Quotations on parts and labor are current and subject to change.

AUTHORIZATION FOR REPAIR. You are hereby authorized to make the above repairs:

SIGNED: _____
DATE: _____

TOTAL PARTS	\$ 18040
TOTAL LABOR	\$ 8600
TOTAL REFINISH	\$
TOTAL SUBLET	\$ 26540
TAX	\$ 2389
TOTAL	\$ 28929

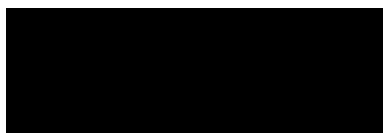
AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

Customer Complaints



Newberg, Oregon

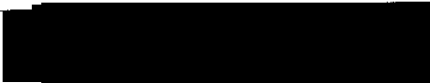
Portland Phone

Portland Fax



TO:

Case #



Fax Number

877-768-5076

From



Date

December 27, 2013

NO. of Pages, including cover Sheet 4

Remarks: This is a request for reassignment

of Safety recall N49 - Left Tie Rod

I had the Tie Rod & Ball Joints replaced

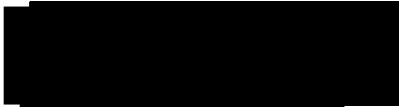
because of the left outer tie rod end failing

Please repay me for the replacement parts and

labor for N49 safety recall. Attached are the

repair invoice from Newberg Dodge Chrysler Jeep for \$3,456.94.

Thank you!



CUSTOMER #:

Bob Langhorne's

NEWBERG DODGE CHRYSLER JEEP

INVOICE



2809 PORTLAND RD. NEWBERG, OR 97132
PHONE (503) 538-9444 FAX (503) 538-3900
TOLL FREE (800) 850-2523

PAGE 1

www.newbergdodge.com

NEWBERG, OR

HOME: CONT

BUS: CELL

SERVICE ADVISOR: 5868 DAVID DALY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MINERAL-GR	09	DODGE 3500	3D3MX38L890		84458/84468		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAY09	DD03MAR09		17:00	31OCT12	0.00	CASH	01NOV12
R.O. OPENED	READY	OPTIONS: DLR:43233 ENG:6.7L_TURBO_DIESEL					
08:35	31OCT12	13:03	01NOV12	TRN:68RFE			

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

A GUEST STATES TICK TICK WHEELS OR BRAKES CHECK AND ADVISE ROVED HUB CAPS STILL MAKES NOISE							
2	STEERING SUSPENTION INSPCTION	7634	PERGER, JOHN LIC#: 2933	CP		0.00	0.00
2	R/R LEFT OUTER TIE ROD END	7634	PERGER, JOHN LIC#: 2933	CP		99.00	99.00
1	68038054AC PACKAGE-OUTER END				114.71	114.71	114.71
2A	FRONT END ALIGNMENT	7634	PERGER, JOHN LIC#: 2933	CP		69.95	69.95
2	R/R ALL 4 BALL JOINTS	7634	PERGER, JOHN LIC#: 2933	CP		495.00	495.00
2	5086674AB BALLJOINT LOWER				139.15	139.15	278.30
2	5086672AB BALLJOINT UPPER				128.80	128.80	257.60
2	R/R BOTH FRONT AXLE U-JOINTS	7634	PERGER, JOHN LIC#: 2933	CP		297.00	297.00
2	5086665AE JOINT KIT				129.95	129.95	259.90

INSPECTED FOR TICKING NOISE FOUND BOTH AXLE U JOINTS FAILING, ALL 4 BALL JOINTS LOOSE AND MAXIMUM SPEC AND LEFT OUTER TIE ROD END FAILING REPLACED PARTS AS RECOMMENDED CONDUCTED ALIGNMENT AND TEST DROVE ALL OK NOW SERVICE COMPLETE

B FREE 23 PT INSPECTION							
23	FREE 23 PT INSPECTION	7634	PERGER, JOHN LIC#: 2933	CP		0.00	0.00
5	CONDUCT DIESEL SYSTEM SERVICE W/ EGR CLEAN	7634	PERGER, JOHN LIC#: 2933	CP		990.00	990.00
3	68051212AB *COOLANT-COOLANT				13.95	13.95	41.85

Our Guarantee is 12 months or 12,000 miles whichever occurs first, not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control.

PLEASE GIVE US YOUR EMAIL ADDRESS HERESO WE CAN SEND YOU SERVICE AND PARTS COUPONS, SAFETY RECALL NOTICES, UPCOMING SPECIAL DEALERSHIP EVENTS (BBQ'S ETC.), AND NEW REBATE AND VEHICLE INCENTIVE INFORMATION.

Hazardous waste material charges are a token for disposal. Applicable items are: oil, anti-freeze, brake shoes, brake fluid and freon.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to this sale of this item. 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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP,HAZ. WST. MATERIAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:

INVOICE



Bob Lanphere's
NEWBERG DODGE CHRYSLER
JEEP

2608 PORTLAND RD. · NEWBERG, OR 97132
PHONE (503) 538-9444 · FAX (503) 538-3900
TOLL FREE (800) 860-2523

www.newbergdodge.com

PAGE 2

SERVICE ADVISOR: 5868 DAVID DALY

NEWBERG, OR
HOME
BUS:

CONT
CELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MINERAL-GR	09	DODGE 3500	3D3MX38L89C		84458/84468	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PC NO.	RATE	PAYMENT
21MAY09	DD03MAR09		17:00	31OCT12	0.00	CASH
R.O. OPENED	READY	OPTIONS:	DLR:43233 ENG:6.7L_TURBO_DIESEL			
08:35	31OCT12	13:03	01NOV12	TRN:68RFE		

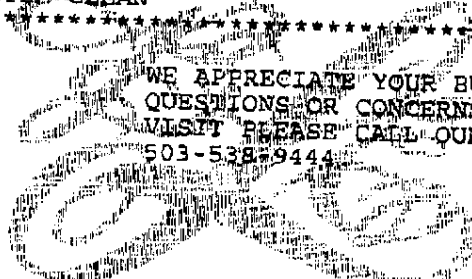
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	68002433AB	BREATH	CRANKCASE		160.16	160.16	160.16
5	68028729AA	*CLEANER	EGRSYSTEM		30.45	30.45	152.25
1	68038089AB	GASKET	EGR COOLER		23.63	23.63	23.63
3	68005465AA	GASKET			6.93	6.93	20.79
1	68026987AA	GASKET			12.00	12.00	12.00
1	68026986AA	GASKET			29.87	29.87	29.87
1	68027035AA	GASKET			11.76	11.76	11.76
2	68005184AA	GASKET	EGR VALVE		12.56	12.56	25.12
3	68086261AA	O RING			33.35	33.35	100.05

CONDUCTED DIESEL EGR SYSTEM CLEAN

ENVIRONMENT CONTROL FEE

18.00

WE APPRECIATE YOUR BUSINESS. IF YOU HAVE ANY
QUESTIONS OR CONCERNS REGARDING YOUR RECENT
VISIT PLEASE CALL OUR SERVICE DEPARTMENT AT
503-538-9444



Our Guarantee is 12 months or 12,000 miles whichever occurs first, not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control.

PLEASE GIVE US YOUR EMAIL ADDRESS HERE SO WE CAN SEND YOU SERVICE AND PARTS COUPONS, SAFETY RECALL NOTICES, UPCOMING SPECIAL DEALERSHIP EVENTS (BBO'S ETC.), AND NEW REBATE AND VEHICLE INCENTIVE INFORMATION.

Hazardous waste material charges are a token for disposal. Applicable items are: oil, anti-freeze, brake shoes, brake fluid and freon.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	1950.95
PARTS AMOUNT	1487.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPP./MAZ. WET. MATERIAL	18.00
TOTAL CHARGES	3456.94
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3456.94

CUSTOMER COPY



IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D3MX38L89C [redacted])

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

Dear [redacted],
Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2012 model year RAM 1500/2500/3500 series Trucks.

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or 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 steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 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.

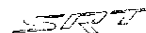
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.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

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



Newberg, Oregon

Portland Phone

Portland Fax

TO:

Case #

Fax Number

877-768-5076

From

Date

December 27, 2013

NO. of Pages, including cover Sheet

4

Remarks:

This is a request for reparation of Safety recall N49 - Left Tie Rod. I had the Tie Rod & Ball joints replaced because of the left outer tie rod end failing

Please repay me for the replacement parts and labor for N49 safety recall. Attached are the repair invoice from Newberg Dodge Chrysler Jeep for \$3,456.94.

Thank you!

CUSTOMER #:

Bob Langhorne's
NEWBERG DODGE CHRYSLER
JEEP



INVOICE

2809 PORTLAND RD. NEWBERG, OR 97132
PHONE (503) 538-9444 FAX (503) 538-3900
TOLL FREE (800) 850-2623

PAGE 1

www.newbergdodge.com

NEWBERG, OR
HOME:
BUS:

CONT
CELL

SERVICE ADVISOR: 5868 DAVID DALY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MINERAL-GR	09	DODGE 3500	3D3MX38L89C		84458/84468		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAY09	DD03MAR09		17:00	31OCT12	0.00	CASH	01NOV12
R.O. OPENED	READY	OPTIONS: DLR:43233 ENG:6.7L_TURBO_DIESEL					
08:35	31OCT12	13:03	01NOV12	TRN:68RFE			

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

A GUEST STATES TICK TICK WHEELS OR BRAKES CHECK AND ADVISE ROVED HUB
CAPS STILL MAKES NOISE
2 STEERING SUSPENTION INSPCTION
7634 PERGER, JOHN LIC#: 2933
CP 0.00 0.00
2 R/R LEFT OUTER TIE ROD END
7634 PERGER, JOHN LIC#: 2933
CP 99.00 99.00
1 68038054AC PACKAGE-OUTER END 114.71 114.71 114.71
2A FRONT END ALIGNMENT
7634 PERGER, JOHN LIC#: 2933
CP 69.95 69.95
2 R/R ALL 4 BALL JOINTS
7634 PERGER, JOHN LIC#: 2933
CP 495.00 495.00
2 5086674AB BALLJOINT LOWER 139.15 139.15 278.30
2 5086672AB BALLJOINT UPPER 128.80 128.80 257.60
2 R/R BOTH FRONT AXLE U JOINTS
7634 PERGER, JOHN LIC#: 2933
CP 297.00 297.00
2 5086665AE JOINT KIT 129.95 129.95 259.90
INSPECTED FOR TICKING NOISE FOUND BOTH AXLE U JOINTS FAILING, ALL 4
BALL JOINTS LOOSE AND MAXIMUM SPEC AND LEFT OUTER TIE ROD END FAILING
REPLACED PARTS AS RECOMMENDED CONDUCTED ALIGNMENT AND TEST DROVE ALL OK
NOW SERVICE COMPLETE

B FREE 23 PT INSPECTION
23 FREE 23 PT INSPECTION
7634 PERGER, JOHN LIC#: 2933
CP 0.00 0.00
5 CONDUCT DIESEL SYSTEM SERVICE W/ EGR CLEAN
7634 PERGER, JOHN LIC#: 2933
CP 990.00 990.00
3 68051212AB *COOLANT-COOLANT 13.95 13.95 41.85

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP,HAZ. WST. MATERIAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #:

INVOICE



Bob Lanphere's
NEWBERG DODGE CHRYSLER
JEEP

2608 PORTLAND RD. · NEWBERG, OR 97132
PHONE (503) 538-9444 · FAX (503) 538-3900
TOLL FREE (800) 860-2523

www.newbergdodge.com

PAGE 2

SERVICE ADVISOR: 5868 DAVID DALY

NEWBERG, OR

HOME

BUS:

CONT

CELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MINERAL-GR	09	DODGE 3500	3D3MX38L89C		84458/84468		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
21MAY09	DD03MAR09		17:00 31OCT12		0.00	CASH	01NOV12
R.O. OPENED	READY	OPTIONS:	DLR:43233 ENG:6.7L_TURBO_DIESEL				
08:35 31OCT12	13:03 01NOV12	TRN:68RFE					

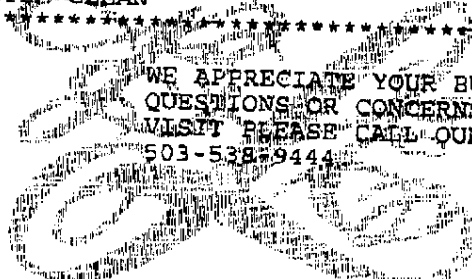
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	68002433AB	BREATH	CRANKCASE		160.16	160.16	160.16
5	68028729AA	*CLEANER	EGRSYSTEM		30.45	30.45	152.25
1	68038089AB	GASKET	EGR COOLER		23.63	23.63	23.63
3	68005465AA	GASKET			6.93	6.93	20.79
1	68026987AA	GASKET			12.00	12.00	12.00
1	68026986AA	GASKET			29.87	29.87	29.87
1	68027035AA	GASKET			11.76	11.76	11.76
2	68005184AA	GASKET	EGR VALVE		12.56	12.56	25.12
3	68086261AA	O RING			33.35	33.35	100.05

CONDUCTED DIESEL EGR SYSTEM CLEAN

ENVIRONMENT CONTROL FEE

18.00

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VISIT PLEASE CALL OUR SERVICE DEPARTMENT AT
503-538-9444



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DESCRIPTION	TOTALS
LABOR AMOUNT	1950.95
PARTS AMOUNT	1487.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPP./MAZ. WET. MATERIAL	18.00
TOTAL CHARGES	3456.94
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3456.94

CUSTOMER COPY



IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D3MX38L89C [redacted])

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

Dear [redacted],
Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2012 model year RAM 1500/2500/3500 series Trucks.

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or 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 steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 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.

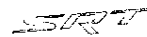
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.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

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



Newberg, Oregon

Portland Phone

Portland Fax

[Redacted]

TO:

Case # [Redacted]

Fax Number 877-768-5076

From [Redacted]

Date December 27, 2013

NO. of Pages, including cover Sheet 4

Remarks: This is a request for repayment of Safety recall N49 - Left Tie Rod. I had the Tie Rod & Ball joints replaced because of the left outer tie rod end failing

Please repay me for the replacement parts and labor for N49 Safety Recall. Attached are the repair invoice from Newberg Dodge Chrysler Jeep for \$3,456.94.

Thank you!

[Redacted]

CUSTOMER #:

Bob Langhorne's

NEWBERG DODGE CHRYSLER JEEP

INVOICE



2809 PORTLAND RD. · NEWBERG, OR 97132
PHONE (503) 538-9444 · FAX (503) 538-3900
TOLL FREE (800) 850-2623

PAGE 1

www.newbergdodge.com

NEWBERG, OR

HOME: CONT
BUS: CELL

SERVICE ADVISOR: 5868 DAVID DALY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MINERAL-GR	09	DODGE 3500	3D3MX38L89C		84458/84468		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAY09	DD03MAR09		17:00	31OCT12	0.00	CASH	01NOV12
R.O. OPENED	READY	OPTIONS: DLR:43233 ENG:6.7L_TURBO_DIESEL					
08:35	31OCT12	13:03	01NOV12	TRN:68RFE			

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

A GUEST STATES TICK TICK WHEELS OR BRAKES CHECK AND ADVISE ROVED HUB							
CAPS STILL MAKES NOISE							
2	STEERING SUSPENTION INSPCTION					0.00	0.00
	7634 PERGER, JOHN LIC#: 2933						
	CP						
2	R/R LEFT OUTER TIE ROD END					99.00	99.00
	7634 PERGER, JOHN LIC#: 2933						
	CP						
1	68038054AC PACKAGE-OUTER END				114.71	114.71	114.71
2A	FRONT END ALIGNMENT						
	7634 PERGER, JOHN LIC#: 2933						
	CP					69.95	69.95
2	R/R ALL 4 BALL JOINTS					495.00	495.00
	7634 PERGER, JOHN LIC#: 2933						
	CP						
2	5086674AB BALLJOINT LOWER				139.15	139.15	278.30
2	5086672AB BALLJOINT UPPER				128.80	128.80	257.60
2	R/R BOTH FRONT AXLE U-JOINTS					297.00	297.00
	7634 PERGER, JOHN LIC#: 2933						
	CP						
2	5086665AE JOINT KIT				129.95	129.95	259.90

INSPECTED FOR TICKING NOISE FOUND BOTH AXLE U JOINTS FAILING, ALL 4 BALL JOINTS LOOSE AND MAXIMUM SPEC AND LEFT OUTER TIE ROD END FAILING REPLACED PARTS AS RECOMMENDED CONDUCTED ALIGNMENT AND TEST DROVE ALL OK NOW SERVICE COMPLETE

B FREE 23 PT INSPECTION							
23	FREE 23 PT INSPECTION					0.00	0.00
	7634 PERGER, JOHN LIC#: 2933						
	CP						
5	CONDUCT DIESEL SYSTEM SERVICE W/ EGR CLEAN					990.00	990.00
	7634 PERGER, JOHN LIC#: 2933						
	CP						
3	68051212AB *COOLANT-COOLANT				13.95	13.95	41.85

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP,HAZ. WST. MATERIAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:

Bob Lanphere's
**NEWBERG DODGE CHRYSLER
JEEP**

2608 PORTLAND RD. · NEWBERG, OR 97132
PHONE (503) 538-8444 · FAX (503) 538-3900
TOLL FREE (800) 860-2523



INVOICE

PAGE 2

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NEWBERG, OR

HOME

BUS:

CONT

CELL

SERVICE ADVISOR: 5868 DAVID DALY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MINERAL-GR	09	DODGE 3500	3D3MX38L89C		84458/84468	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PC NO.	RATE	PAYMENT
21MAY09	DD03MAR09		17:00	31OCT12	0.00	CASH
R.O. OPENED	READY	OPTIONS:	DLR:43233 ENG:6.7L_TURBO_DIESEL			
08:35	31OCT12	13:03	01NOV12	TRN:68RFE		

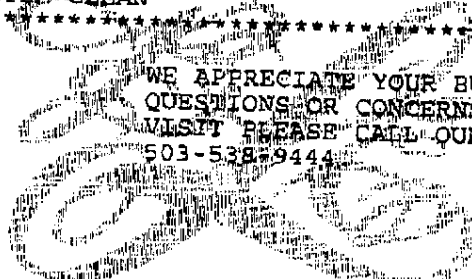
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	68002433AB	BREATH	CRANKCASE		160.16	160.16	160.16
5	68028729AA	*CLEANER	EGRSYSTEM		30.45	30.45	152.25
1	68038089AB	GASKET	EGR COOLER		23.63	23.63	23.63
3	68005465AA	GASKET			6.93	6.93	20.79
1	68026987AA	GASKET			12.00	12.00	12.00
1	68026986AA	GASKET			29.87	29.87	29.87
1	68027035AA	GASKET			11.76	11.76	11.76
2	68005184AA	GASKET	EGR VALVE		12.56	12.56	25.12
3	68086261AA	O RING			33.35	33.35	100.05

CONDUCTED DIESEL EGR SYSTEM CLEAN

ENVIRONMENT CONTROL FEE

18.00

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PARTS AMOUNT	1487.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPP./MAZ. WET. MATERIAL	18.00
TOTAL CHARGES	3456.94
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3456.94

CUSTOMER COPY



IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D3MX38L89C [redacted])

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

Dear [redacted],
Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year RAM 1500/2500/3500 series Trucks.**

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or 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 steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 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.

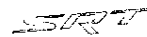
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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Customer Services / Field Operations
Chrysler Group LLC

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



[Redacted]

Thank you!

Repair invoice from Newberg Dodge Chrysler Jeep for \$3,456.94.
Labor for N49 safety recall. Attached are the
Please repay me for the replacement parts and

because of the left outer tie rod end failing

I had the tie rod & ball joints replaced

of safety recall N49 - left tie rod.
Remarks: This is a request for repayment

NO. of Pages, including cover sheet 4

Date December 27, 2013

From [Redacted]

Fax Number 877-768-5076

To: Case # [Redacted]

Newberg, Oregon
[Redacted]
Portland Phone
[Redacted]
Portland Fax
[Redacted]

CUSTOMER #:

Bob Langhorne's

NEWBERG DODGE CHRYSLER JEEP

INVOICE



2809 PORTLAND RD. NEWBERG, OR 97132
PHONE (503) 538-9444 FAX (503) 538-3900
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PAGE 1

www.newbergdodge.com

NEWBERG, OR
HOME:
BUS:

CONT
CELL

SERVICE ADVISOR: 5868 DAVID DALY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MINERAL-GR	09	DODGE 3500	3D3MX38L890		84458/84468		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAY09	DD03MAR09		17:00	31OCT12	0.00	CASH	01NOV12
R.O. OPENED	READY	OPTIONS: DLR:43233 ENG:6.7L_TURBO_DIESEL					
08:35	31OCT12	13:03	01NOV12	TRN:68RFE			

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

A GUEST STATES TICK TICK WHEELS OR BRAKES CHECK AND ADVISE ROVED HUB								
CAPS STILL MAKES NOISE								
2	STEERING SUSPENTION INSPCTION						0.00	0.00
7634 PERGER, JOHN LIC#: 2933								
CP								
2	R/R LEFT OUTER TIE ROD END						99.00	99.00
7634 PERGER, JOHN LIC#: 2933								
CP								
1	68038054AC PACKAGE-OUTER END						114.71	114.71
2A	FRONT END ALIGNMENT						69.95	69.95
7634 PERGER, JOHN LIC#: 2933								
CP								
2	R/R ALL 4 BALL JOINTS						495.00	495.00
7634 PERGER, JOHN LIC#: 2933								
CP								
2	5086674AB BALLJOINT LOWER						139.15	139.15
2	5086672AB BALLJOINT UPPER						128.80	128.80
2	R/R BOTH FRONT AXLE U-JOINTS						297.00	297.00
7634 PERGER, JOHN LIC#: 2933								
CP								
2	5086665AE JOINT KIT						129.95	129.95
INSPECTED FOR TICKING NOISE FOUND BOTH AXLE U JOINTS FAILING, ALL 4								
BALL JOINTS LOOSE AND MAXIMUM SPEC AND LEFT OUTER TIE ROD END FAILING								
REPLACED PARTS AS RECOMMENDED CONDUCTED ALIGNMENT AND TEST DROVE ALL OK								
NOW SERVICE COMPLETE								

B FREE 23 PT INSPECTION								
23	FREE 23 PT INSPECTION						0.00	0.00
7634 PERGER, JOHN LIC#: 2933								
CP								
5	CONDUCT DIESEL SYSTEM SERVICE W/ EGR CLEAN						990.00	990.00
7634 PERGER, JOHN LIC#: 2933								
CP								
3	68051212AB *COOLANT-COOLANT						13.95	13.95
41.85								

Our Guarantee is 12 months or 12,000 miles whichever occurs first, not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control.

PLEASE GIVE US YOUR EMAIL ADDRESS HERESO WE CAN SEND YOU SERVICE AND PARTS COUPONS, SAFETY RECALL NOTICES, UPCOMING SPECIAL DEALERSHIP EVENTS (BBQ'S ETC.), AND NEW REBATE AND VEHICLE INCENTIVE INFORMATION.

Hazardous waste material charges are a token for disposal. Applicable items are: oil, anti-freeze, brake shoes, brake fluid and freon.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to this sale of this item. 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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP,HAZ. WST. MATERIAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:

INVOICE



Bob Lanphere's
NEWBERG DODGE CHRYSLER
JEEP

2608 PORTLAND RD. · NEWBERG, OR 97132
PHONE (503) 538-9444 · FAX (503) 538-3900
TOLL FREE (800) 860-2523

www.newbergdodge.com

PAGE 2

SERVICE ADVISOR: 5868 DAVID DALY

NEWBERG, OR

HOME

BUS:

CONT

CELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MINERAL-GR	09	DODGE 3500	3D3MX38L89C		84458/84468	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PC NO.	RATE	PAYMENT
21MAY09	DD03MAR09		17:00	31OCT12	0.00	CASH
R.O. OPENED	READY	OPTIONS:	DLR:43233 ENG:6.7L_TURBO_DIESEL			
08:35	31OCT12	13:03	01NOV12	TRN:68RFE		

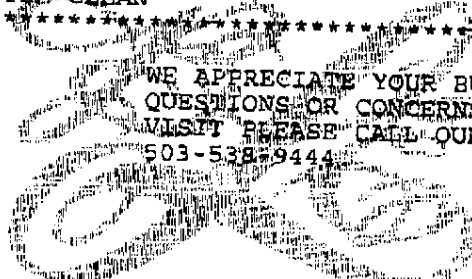
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	68002433AB	BREATH	CRANKCASE		160.16	160.16	160.16
5	68028729AA	*CLEANER	EGRSYSTEM		30.45	30.45	152.25
1	68038089AB	GASKET	EGR COOLER		23.63	23.63	23.63
3	68005465AA	GASKET			6.93	6.93	20.79
1	68026987AA	GASKET			12.00	12.00	12.00
1	68026986AA	GASKET			29.87	29.87	29.87
1	68027035AA	GASKET			11.76	11.76	11.76
2	68005184AA	GASKET	EGR VALVE		12.56	12.56	25.12
3	68086261AA	O RING			33.35	33.35	100.05

CONDUCTED DIESEL EGR SYSTEM CLEAN

ENVIRONMENT CONTROL FEE

18.00

WE APPRECIATE YOUR BUSINESS. IF YOU HAVE ANY
QUESTIONS OR CONCERNS REGARDING YOUR RECENT
VISIT PLEASE CALL OUR SERVICE DEPARTMENT AT
503-538-9444



Our Guarantee is 12 months or 12,000 miles whichever occurs first, not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control.

PLEASE GIVE US YOUR EMAIL ADDRESS HERE SO WE CAN SEND YOU SERVICE AND PARTS COUPONS, SAFETY RECALL NOTICES, UPCOMING SPECIAL DEALERSHIP EVENTS (BBO'S ETC.), AND NEW REBATE AND VEHICLE INCENTIVE INFORMATION.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	1950.95
PARTS AMOUNT	1487.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPP./MAZ. WET. MATERIAL	18.00
TOTAL CHARGES	3456.94
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3456.94

CUSTOMER COPY



IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D3MX38L89C [redacted])

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

Dear [redacted],
Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2012 model year RAM 1500/2500/3500 series Trucks.

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or 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 steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 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.

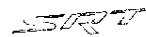
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.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

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



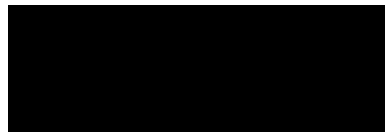
AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

12/27/13

POSTED DATE:

12.23.13

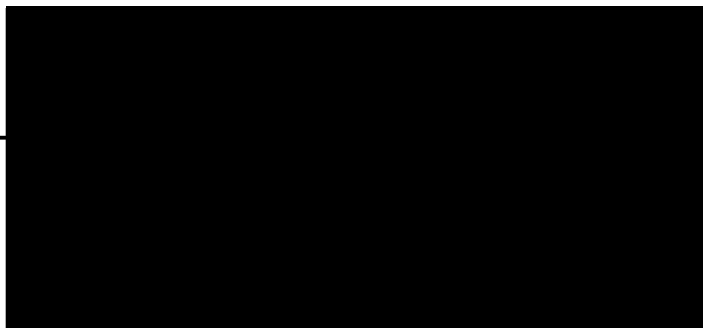
VIN (FIRST 9 DIGITS)

3D7KU26C3

VIN (LAST 8 DIGITS)

4G 

FIRST NAME:



LAST NAME:

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Dodge Recall - Reimbursement

Name - [REDACTED]
Home Address - [REDACTED] Cambridge OH [REDACTED] Vehicle's Address is Same as Home Address.
Phone - [REDACTED]

Mileage At Time of Fix - 236,588

Place Fixed - AT Home Address

DATE OF Service - 8/24/13

Mileage Now - 240,431

Request Reimbursement of Tie Rod Fix.

TRUCK VIN - 3D7KU26C346 [REDACTED]
make - Dodge
model - 2500
year - 2004

Reimbursement

2/2/57

Part Number	Quantity	Price
DWK 7467 - Lower Ball Joint - 2		\$ 100.98
K 7460 - Upper Ball Joint - 2		\$ 171.98
ES 3625 - Tie Rod End - 1		\$ 54.99
DWES 3625 - Tie Rod End - 1		\$ 26.99
DWDS 1464 - Tie Rod End - 1		\$ 82.99
DS 1463 - Tie Rod End - 1		\$ 103.99

Customer History

Store: 6418 8/01/2013 Through 9/02/2013
 Location: 1717 Southgate Parkway Cambridge, OH

Page: 1
 Date: 12/22/2013
 Time: 12:34PM

████████████████████ Cambridge, OH ██████████

Date: 8/02/13 Invoice#: 4612 PO#:

SKU	Mfg Part No	Quantity	Amount
10145198	DWK7467 BALL JOINT LOWER	2	\$100.98
21880559	K7460 BALL JOINT UPPER	2	\$171.98
Tender Type: ██████████			

Date: 8/02/13 Invoice#: ██████████ PO#:

SKU	Mfg Part No	Quantity	Amount
Tender Type: ██████████			

Date: 8/03/13 Invoice#: 4651 PO#:

SKU	Mfg Part No	Quantity	Amount
20940018	D4364	2	\$44.58
Tender Type: Apply Deposit Funds			\$47.70

Date: 8/03/13 Invoice#: 1772 PO#:

SKU	Mfg Part No	Quantity	Amount
9150043	648617	1	\$159.99
Tender Type: ██████████			

Date: 8/03/13 Invoice#: 3185 PO#:


SKU	Mfg Part No	Quantity	Amount
9150043	648617	-1	\$-159.99
15750035	MKD965	1	\$20.99
15670335	YH145456	2	\$113.38
Tender Type: ██████████			

Date: 8/03/13 Invoice#: 4763 PO#:

SKU	Mfg Part No	Quantity	Amount
20970118	ABS213	1	\$59.99
Tender Type: Apply Deposit Funds			\$64.19

Date: 8/18/13 Invoice#: 4501 PO#:

SKU	Mfg Part No	Quantity	Amount
20515646	ES3625	1	(\$54.99)

IF any further information is needed
Please contact me at 

Please reimburse me

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

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

4G [REDACTED]

N62

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

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

This vehicle was (*check one if applicable*):

- scrapped stolen exported

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

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

Date of sale: _____

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

Owner's title (*check one if applicable*):

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

First Name _____ MI _____

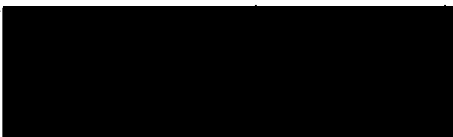
Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____



Cambridge 04



Chro
PO
Aubi

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-16 23:44:22.292437

Files Not Recieved: 0



6300 King Drive
 (805) 639-8269
 VENTURA, CA 93003
 B.A.R. REG. # ARD00068424
 www.crowndodge.com



CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	CELL NO.
[REDACTED]	DARYL	3013	01/10/14	[REDACTED]
	LABOR RATE	DM83	COLOR	STOCK NO.
		23,091	RED/	[REDACTED]
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	12 / DODGE TRUCK / RAM 3500 / MEGA 160.5WB		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE ID No		R.O. DATE	
	3 C 6 3 D R N L 7 C G [REDACTED]		01/09/14	
	F T E No			
	P O No			
	COMMENTS			
	JOB # 5 TOTAL LABOR & PARTS 89.95			
	TOTAL - SUBLET WARRANTY 0.00			
	MO: 2309			

BL# 4 PO# [REDACTED] VEND IN# [REDACTED] INV. DATE 01/10/14 DESCRIPTION RENTAL

ISC CODE DESCRIPTION CONTROL NO.
 OB # 3 TIRE DISP TIRE DISPOSAL FEE 4.00
 OB # 3 TIRE TAX STATE TIRE TAX 3.50
 TOTAL - MISC 7.50

ESTIMATE HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$356.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$460.00 (+TAX) ON 01/09/14 AT 12:00pm
 BY HEATHER COMMENTS DIESEL LOF
 WAITING

TECHNICIAN CERTIFICATION CRAIG A MAPLES 9367

TOTALS 9367

 * NEXT RECOMMENDED SERVICE: TRUCK/VAN TIRE PSI *****
 * 02/06/2014 / 41 MI 57D1Z77 *****

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
 EMANUFACTURED PART NUMBERS BEGIN WITH THE LETTER "R".
 IF YOU HAVE ANY QUESTIONS ABOUT YOUR BILL, PLEASE ASK TO
 PEAK WITH YOUR SERVICE ADVISOR.
 PA ID# [REDACTED]

TOTAL LABOR..... 77.07
 TOTAL PARTS..... 366.38
 TOTAL SUBLET..... 0.00
 TOTAL G.O.G..... 0.00
 TOTAL MISC CHG..... 7.50
 TOTAL MISC DISC..... 0.00
 TOTAL TAX..... 27.48
 TOTAL INVOICE \$ 478.43

CUSTOMER SIGNATURE _____

TERMINAL ID: [REDACTED] 806574552
 TECHNICIAN #: [REDACTED] 226417818992
 CROWN CHRYSLER DODGE
 6300 KING DR
 VENTURA, CA 93003
 SALE BATCH: 061488 INVOICE: [REDACTED]
 DATE: JAN 10, 14 TIME: 11:29
 SP: 814 AUTH NO: 738657

PAID PAID
 JAN 10 2014
 BY: [REDACTED]



(805) 639-8269
 VENTURA, CA 93003
 B.A.R. REG. # ARD00068424
 www.crowndodge.com

CUSTOMER N [REDACTED]	ADVISOR DARYL [REDACTED]	TAG NO 3013	INVOICE DATE 01/10/14
MARICOPA, CA [REDACTED]	LABOR RATE [REDACTED]	MILEAGE 23,091	CELL # [REDACTED]
RESIDENCE PHONE [REDACTED]	YEAR / MAKE / MODEL 12 / DODGE TRUCK / RAM 3500 / MEGA 160.5WB	P.O. No. [REDACTED]	STOCK NO. [REDACTED]
BUSINESS PHONE [REDACTED]	VEHICLE I.D. NO. 3TC63DRN17CG [REDACTED]	DELIVERY DATE RED / [REDACTED]	DELIVERY MILE [REDACTED]
	COMMENTS	SELLING DEALER NO.	PRODUCTION
		R.O. DATE 01/09/14	

LABOR & PARTS
 J# 1 57D1Z17 TRUCK/VAN TIRE PSI HOURS: TECH(S):128
 SET TIRE PRESSURE TO MANUFACTURERS SPECIFICATIONS PER
 CALIFORNIA CODE OF REGULATIONS
 FRONT.....
 REAR.....
 SET TO SPECS...
 UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE-
 J# 2 45D1ZZ WARRANTY RECALLS HOURS: TECH(S):128
 CUSTOMER REQUESTS PERFORM RECALL # N49
 REPL STRG LINKAGE SET TOE AND CENTER WHL.
 LOP 19-N4-91-82. LABOR 1.1
 UNIT PRICE-
 JOB # 2 TOTAL LABOR & PARTS 0.00

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE-
 JOB # 2 1 CBUEN491-AA PACKAGE 0 19027003
 UNIT PRICE-
 JOB # 2 TOTAL PARTS 0.00

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE-
 J# 3 57D1ZZ *REPLACE 2 TIRES HOURS: TECH(S):128
 CUSTOMER REQUESTS REPLACE 2 FRONT TIRES.
 REPL FRT TIRES AND BALANCE
 UNIT PRICE-
 JOB # 2 TOTAL LABOR & PARTS 0.00

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE-
 JOB # 3 2 822111 10PLY TIR
 UNIT PRICE-
 JOB # 3 TOTAL PARTS 316.00

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE-
 J# 4+55D1Z RENTAL CAR HOURS: TECH(S):42
 PROVIDED CUSTOMER WITH RENTAL CAR AS PER LORI AT CHRYSLER
 AUTHORIZATION # 24344879
 UNIT PRICE-
 JOB # 3 TOTAL LABOR & PARTS 353.50

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE-
 J# 5-30D1ZBASIC *DIESEL BASIC SERVIC HOURS: TECH(S):128
 PERFORM LUBE OIL AND FILTER CHANGE
 CHECK ALL FLUID LEVELS/RESET MAIN T REMINDER
 CHECK TIRE PRESSURE
 PERFORMED LUBE OIL AND FILTER CHANGE. CHECK ALL FLUID LEVELS
 AND ADJUST LEVELS AS NEEDED.
 UNIT PRICE-
 JOB # 4 TOTAL LABOR & PARTS 0.00

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE-
 JOB # 5 1 5083285-AA FILTER EN 9057006 12.94
 JOB # 5 12 68055893-AA OIL 15W40 1081090 3.12
 UNIT PRICE-
 JOB # 5 TOTAL PARTS 50.38

Diesel LOP
front tires
recall
Best to
HP available

285 12000 15W40

CROWN DODGE CHRYSLER JEEP RAM
(805) 639-8269
6300 KING DRIVE
VENTURA, CA 93003

VEHICLE CHECKUP



EXPRESSLANE
FAST OIL CHANGES & MORE

Customer Name _____
Number _____

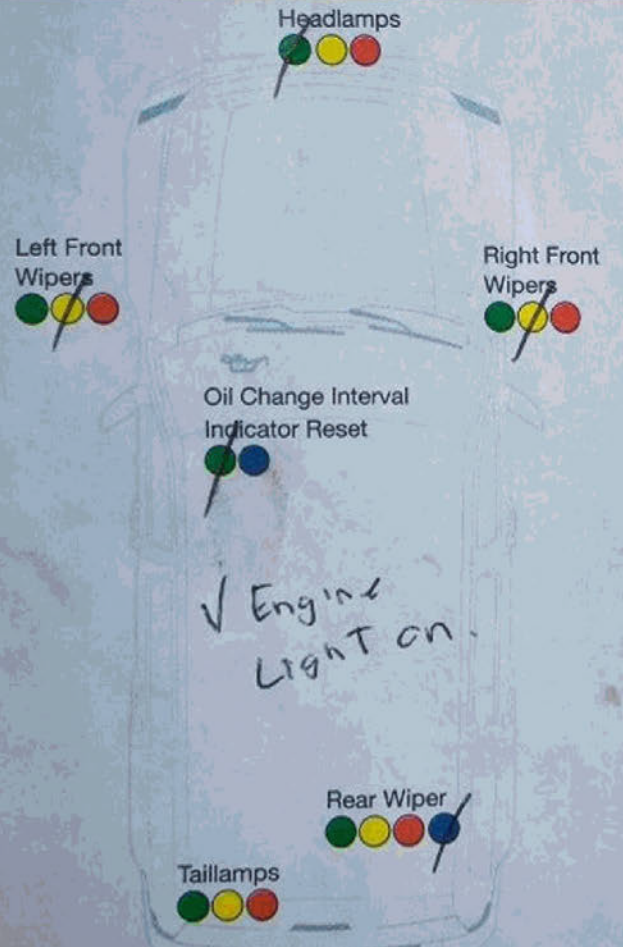
R.O. Number _____
Mileage 23091

Phone _____
Date _____

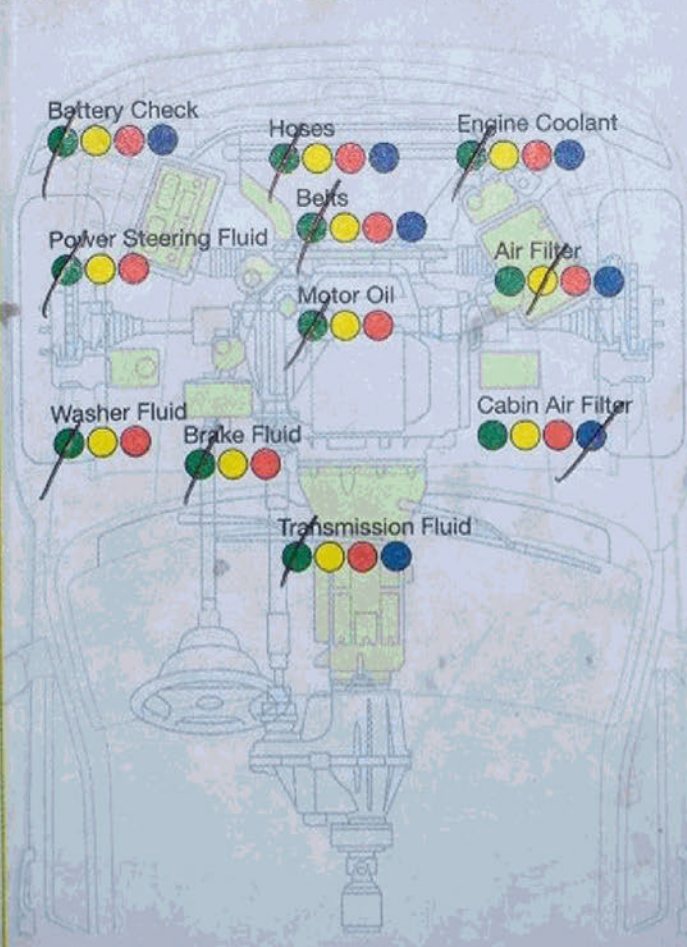
Vehicle Year/Model _____

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

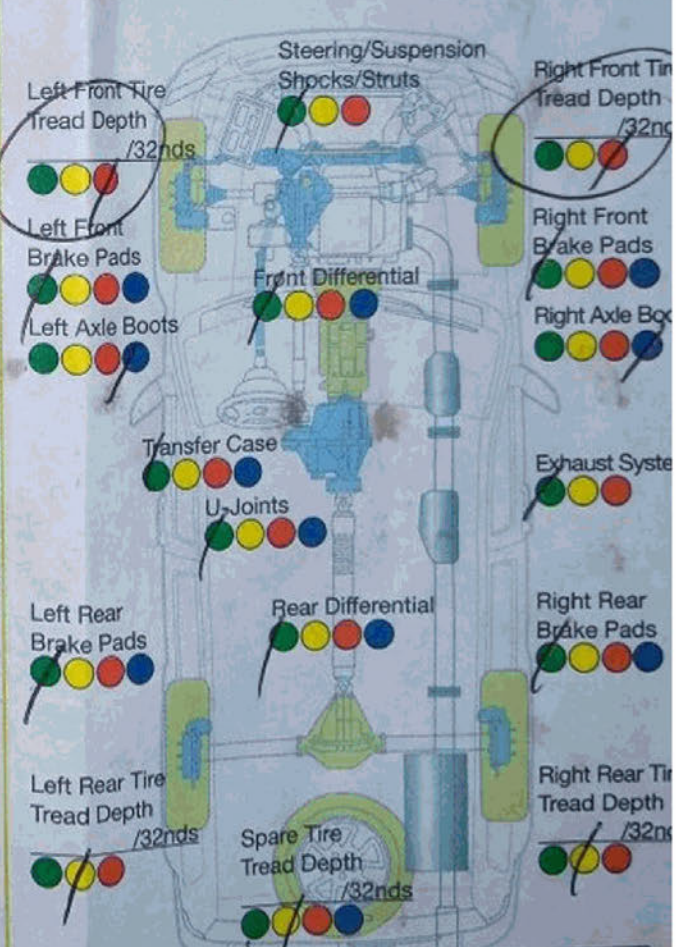
EXTERIOR CHECKUP



UNDERHOOD CHECKUP



UNDER VEHICLE CHECKUP



Notes _____

Notes _____

Notes _____