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

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

[redacted]

RECEIVED DATE:

01/10/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS28C7

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Billion Dodge Chrysler Jeep

355 Automotive Ave
Bozeman, MT 59718
(406) 582-5555

R/O	VIN			DATE IN
09996	3D7KS28C75G[redacted]	[redacted]		05/14/13
YEAR	MAKE	MODEL	COLOR	TIME IN
2005	DODGE	RAM 2500 Q	DARK BLUE	11:22
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED
223354	223354	00/00/00		05/14/13 15:06
SEE	RES.	BUS	CEL.	WRITER
	(406) -	(406) -	[redacted]	[redacted]

THREE FORKS MT [redacted]

(1) CUSTOMER STATES THAT HIS RIGHT FRONT HUB ASSEMBLY IS BAD. ABS LIGHT CAME ON AS WELL FOUND RF HUB SHOT-- INSTALLED NEW RF HUB	Labor	[41]	16	31.20	184.00
	5103507AA (HUB)		1		330.00
	Total Labor			31.20	184.00
	Total Parts				330.00
(Tech:41) A	Total Repair (Customer)				514.00
(2) 9923P PERFORM 23 POINT INSPECTION EVERYTHING LOOK GOOD AT THIS TIME WIPERS STARTING TO SMEAR A LITTLE	Labor	[41]			.00
(Tech:41) A	Total Repair (Customer)				.00
(3) PERFORM COMPLIMENTARY ALIGNMENT CHECK	Labor	[41]			.00
(Tech:41) A	Total Repair (Internal)				.00
(4) PERFORM UPDATED STEERING KIT INSTALLED NEW STEERING DAMPINER AND UP DADED LINKAGE	Labor	[41]	18	35.10	207.00
	52122362AH (STEERING)		1		372.00
	5154661AC (DAMPER)		1		86.10
	68039930AA (ARM)		1		43.10
	6505623AA (NUT)		3		6.30
	6502835 (NUT)		1		3.35
	Total Labor			35.10	207.00
	Total Parts				510.85
(Tech:41) A	Total Repair (Customer)				717.85
(5) FRONT DIFF SERVICE SER FRONT DIFF	Labor	[41]	5	9.75	36.00
	5086682AA (GASKET)		1		33.50
	5010320AA (LUBRICANT)		2		44.70
	Total Labor			9.75	36.00
	Total Parts				78.20
(Tech:41) A	Total Repair (Customer)				114.20
(6) PERFORM FOUR WHEEL ALIGNMENT PREFORMED ALIGNMENT	Labor	[41]	12	23.40	89.95
	Total Labor			23.40	89.95
(Tech:41) A	Total Repair (Customer)				89.95

W/C	INT		CUSTOMER

VIEW R/O

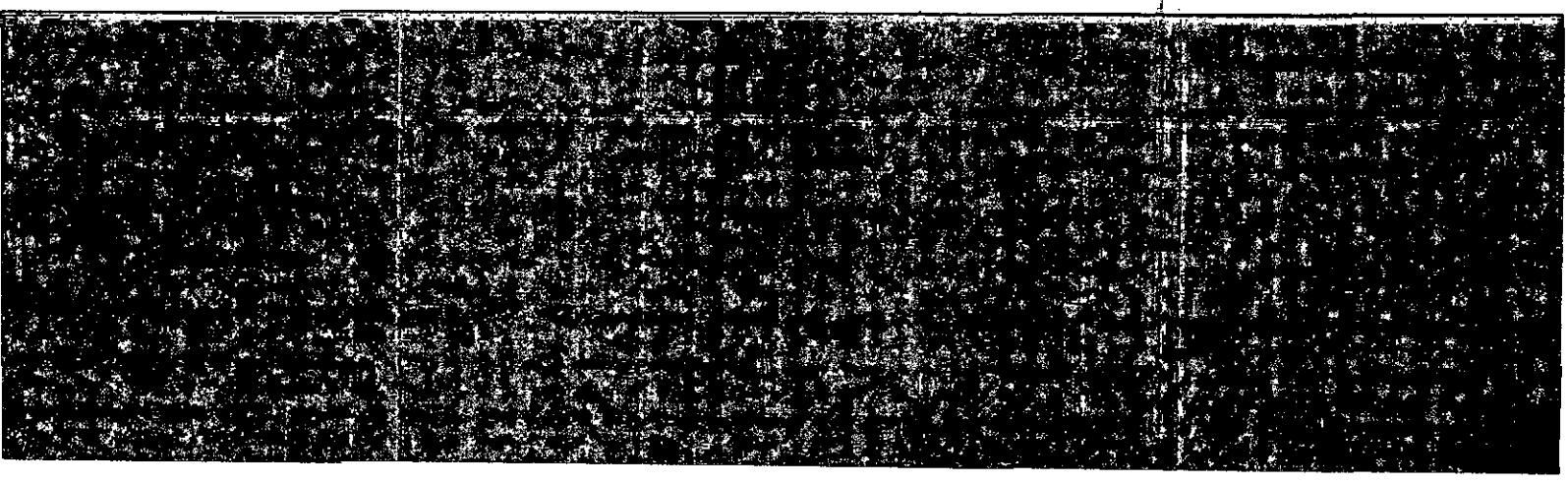
	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	51	0	0	51	
Total Labor	516.95	.00	.00	516.95	80.8%
Total Parts	919.05	.00	.00	919.05	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	1436.00	.00	.00	1436.00	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	516.95
.00	.00	Parts	919.05
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Job Supplies	30.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	1466.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CHRG)	1376.05

Printed 2 time(s)

09996 Job 1292

VIEW R/O



| 09996 | 3D7KS28C75G [redacted] | [redacted] | 05/14/13 |

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

VIN (Last 8 Characters of Vehicle Identification Number) [5G[redacted]]

Notification Code [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 (I paid)

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

Street Addr

City Kissimmee

State FL Zip Code [redacted]

Email Address [redacted]

[redacted]

Kissimmee, FL [redacted]

C
P
A

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



[redacted]

OWENTON, KY [redacted]

FAX [redacted]

To: Chrysler Customer Assistance Center Case Manager

Fax: (877)768-5076

Case # [redacted]

You will be receiving 5 pages including the cover letter concerning the recall on the 2012 Dodge Ram 3500.

All contents included that you have requested.

Case #[redacted]

CASE #[redacted]

2012 DODGE RAM 3500

OWNER NAME:[redacted]

PHYSICAL ADDRESS[redacted]

OWENTON, KY[redacted]

RECEIVE MAIL AT:[redacted]

OWENTON, KY[redacted]

PHONE#[redacted]

VIN # 3C7WDTCL2CG[redacted]

CURRENT MILEAGE 87,498

MILEAGE AT THE TIME OF REPAIR: 83,555 (11/09/2013)

PURCHASED VEHICLE AT BOB ALLEN SUPERSTORE

950 BEN ALI DRIVE

DANVILLE, KY 40422

ALL SERVICE HAS BEEN DONE BY:

TIM'S AUTO REPAIR & WRECKER SERVICE. LLC

PHONE # (502)484-8041

Case # [redacted]

DESCRIPTION OF CONCERN

On 11/09/2013 the Tie Rod Assembly broke, went through the driver's side front tire, and I had the roadway blocked. All of this happened while I was in Georgetown, Ky spending the day with my 3 year old grandson. Thankfully, I was not on a major highway when this happened. I had just pulled into a restaurant, and was in the parking lot. I had to call Tim's Wrecker Service LLC, and also had to call for another family member to pick up myself and my grandson.

During this time, I called Bob Allen Super Store, and was told there was not anything they could do about my problem. They were not the least bit concerned. I have owned a Dodge truck for the last 16 years, and have never had a problem. After the way I have been treated, since this incident, I am not so sure that I will ever purchase another vehicle from Chrysler. I am curious to know if the CEO would even own or drive a 2012 Dodge Truck with his family members inside knowing the truck was not safe.

REQUESTED ACTION

All that I am asking for is to be reimbursed for the cost of the tow, and repair of my 2012 Dodge Ram 3500.

Please let me know if you have any further questions.

[redacted]

CASE # [redacted]

Tim's Auto Repair &
Wrecker Service Llc.
502-484-8041

NAME [redacted] PHONE

ADDRESS

CITY, STATE, ZIP

2ND AUTHORIZED NAME PHONE

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY YRS
1		Steering BAR kit	382.40		
1		Lower sway ARM	122.90		
1		Sets Front Pads	78.66		
2		LT 285/80 R17 Transforce H/T	366.00		
		PD CK #816			
		TOTAL PARTS	959.96		

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M. 11-12-13	CUSTOMER'S ORDER NO.	PROMISED (DATE & TIME) A.M. P.M.
YEAR • MAKE • MODEL 2012 RAM 3500 Flatbed		SERIAL #/VIN
LICENSE NO.	ODOMETER 83555	MOTOR # 6.7
		WRITTEN BY

☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

Labor to R+R Steering Bar Kit Left Lower Sway Bar Front Pads 210.00

MECHANICS RECOMMENDATIONS

Tow Bill From Georgetown KFC

Estimated cost $_____ Estimate Charge _____ Basis for Charge _____

METHOD OF PAYMENT: ☐ CHECK ☐ CHARGE ☐ CASH

LABOR ☐ FLAT RATE ☐ HOURLY ☐ BOTH

☐ RETAIN PARTS ☐ DESTROY PARTS

Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification

GUARANTEED ITEM(S) _____

GUARANTEE EFFECTIVE UNTIL:

TIME _____

MILEAGE _____

AUTHORIZED BY

LABOR ONLY	210.00
PARTS	959.96
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
Tow Bill	125.00
TAX	57.59
TOTAL ▶	1352.55

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED $100. ($50 in MD)

___ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):
___ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
___ This amount includes a charge of $ _____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge unless you agree otherwise by initialing the following: ___ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear down and reassembly fee of $ _____ will be applied.

SIGNED _____

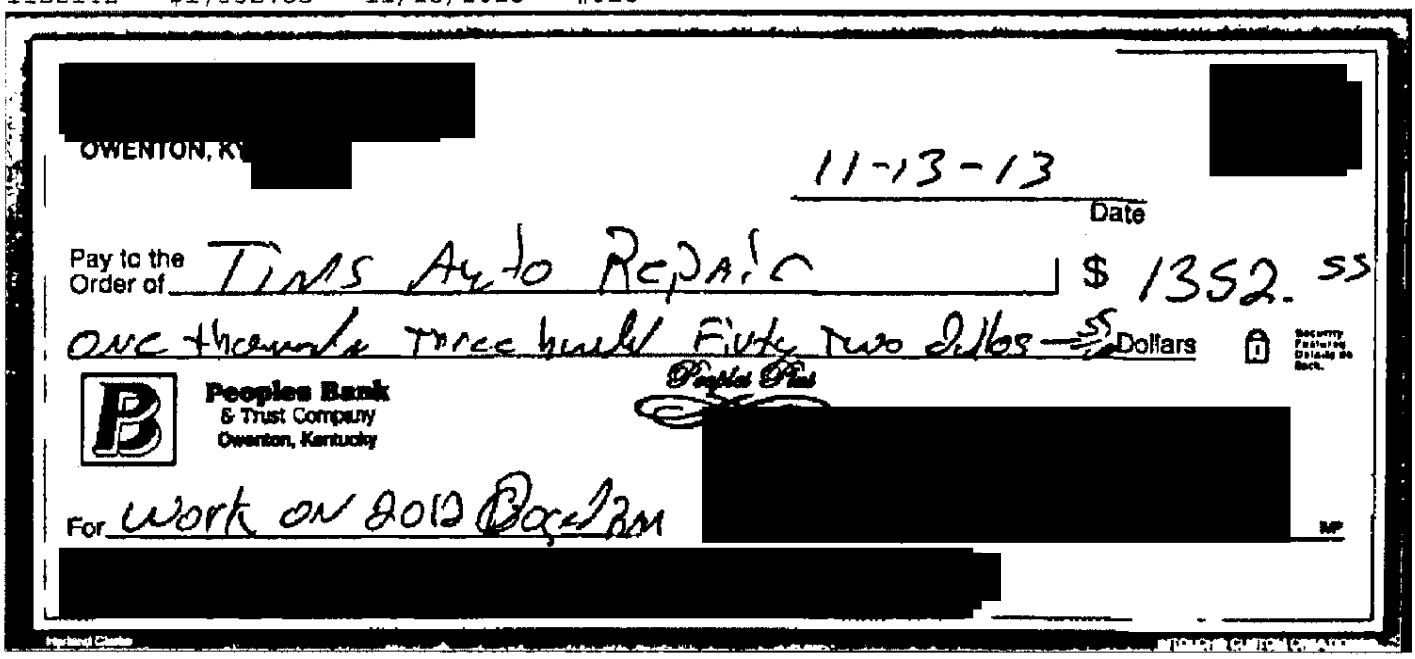
DATE _____

adams GT3870 09-11

Dec 23 2013 11:26AM HP FaxOwen Co EMS 15024843958 page 4

Case # [redacted]

1122142 - $1,352.55 - 11/15/2013 - #816



[redacted]
OWENTON, KY [redacted]

11-13-13
Date

Pay to the Order of Tims Auto Repair $ 1352.55

One thousand three hundred Fifty two 55/100 Dollars

Peoples Bank
& Trust Company
Owenton, Kentucky

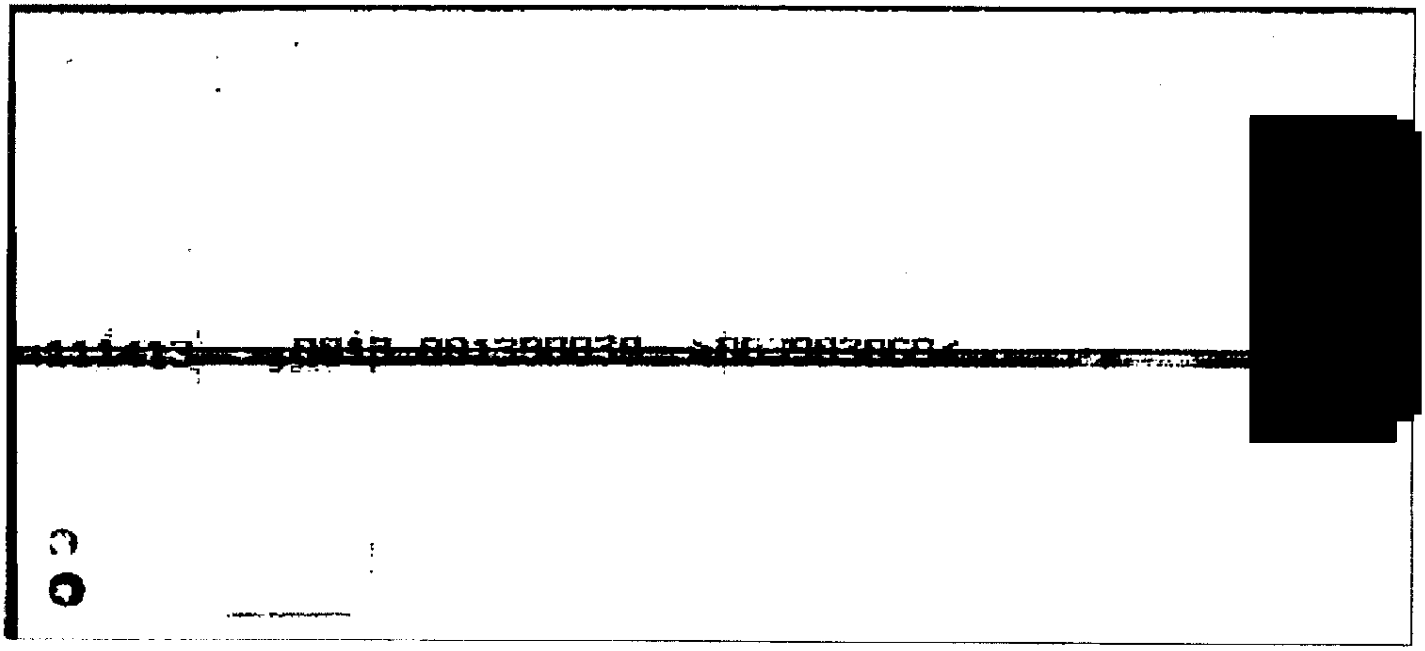
Peoples Plus

[redacted]

For Work on 2013 Buick

[redacted]

1122142 - $1,352.55 - 11/15/2013 - #816



[redacted]

[redacted]

OWENTON, KY [redacted]

FAX [redacted]

To: Chrysler Customer Assistance Center Case Manager

Fax: (877)768-5076

Case # [redacted]

You will be receiving 5 pages including the cover letter concerning the recall on the 2012 Dodge Ram 3500.

All contents included that you have requested.

Case #[redacted]

CASE #[redacted]

2012 DODGE RAM 3500

OWNER NAME: [redacted]

PHYSICAL ADDRESS [redacted]

OWENTON, KY [redacted]

RECEIVE MAIL AT: [redacted]

OWENTON, KY [redacted]

PHONE# [redacted]

VIN # 3C7WDTCL2C[redacted]

CURRENT MILEAGE 87,498

MILEAGE AT THE TIME OF REPAIR: 83,555 (11/09/2013)

PURCHASED VEHICLE AT BOB ALLEN SUPERSTORE

950 BEN ALI DRIVE

DANVILLE, KY 40422

ALL SERVICE HAS BEEN DONE BY:

TIM'S AUTO REPAIR & WRECKER SERVICE. LLC

PHONE # (502)484-8041

Case # [redacted]

DESCRIPTION OF CONCERN

On 11/09/2013 the Tie Rod Assembly broke, went through the driver's side front tire, and I had the roadway blocked. All of this happened while I was in Georgetown, Ky spending the day with my 3 year old grandson. Thankfully, I was not on a major highway when this happened. I had just pulled into a restaurant, and was in the parking lot. I had to call Tim's Wrecker Service LLC, and also had to call for another family member to pick up myself and my grandson.

During this time, I called Bob Allen Super Store, and was told there was not anything they could do about my problem. They were not the least bit concerned. I have owned a Dodge truck for the last 16 years, and have never had a problem. After the way I have been treated, since this incident, I am not so sure that I will ever purchase another vehicle from Chrysler. I am curious to know if the CEO would even own or drive a 2012 Dodge Truck with his family members inside knowing the truck was not safe.

REQUESTED ACTION

All that I am asking for is to be reimbursed for the cost of the tow, and repair of my 2012 Dodge Ram 3500.

Please let me know if you have any further questions.

[redacted]

CASE # [redacted]

Tim's Auto Repair &
Wrecker Service Llc.
502-484-8041

NAME [redacted] PHONE

ADDRESS

CITY, STATE, ZIP

2ND AUTHORIZED NAME PHONE

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY YRS
1		Steering BAR kit	382.40		
1		Lower sway ARM	122.90		
1		Sub Frount Pads	78.66		
2		LT 285/80 R17 Transforce H/T	366.00		
		PD CK #816			
		TOTAL PARTS	959.96		

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M. 11-12-13 | CUSTOMER'S ORDER NO. | PROMISED (DATE & TIME) A.M. P.M.

YEAR • MAKE • MODEL 2012 RAM 3500 Flatbed | SERIAL #/VIN | MOTOR # 6.7

LICENSE NO. | ODOMETER 83555 | WRITTEN BY

☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

Labor to R+R Steering Bar Kit Left Lower sway Bar Frount Pads 210.00

MECHANICS RECOMMENDATIONS

Tow Bill From Georgetown KFC

Estimated cost $_____ Estimate Charge _____ Basis for Charge _____

METHOD OF PAYMENT: ☐ CHECK ☐ CHARGE ☐ CASH

LABOR ☐ FLAT RATE ☐ HOURLY ☐ BOTH

☐ RETAIN PARTS ☐ DESTROY PARTS

Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification

GUARANTEED ITEM(S) _____

GUARANTEE EFFECTIVE UNTIL:

TIME _____

MILEAGE _____

AUTHORIZED BY

LABOR ONLY	210.00
PARTS	959.96
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
Tow Bill	125.00
TAX	57.59
TOTAL ▶	1352.55

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED $100. ($50 in MD)

___ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):

___ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

___ This amount includes a charge of $ _____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge unless you agree otherwise by initialing the following: ___ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear down and reassembly fee of $ _____ will be applied.

SIGNED _____

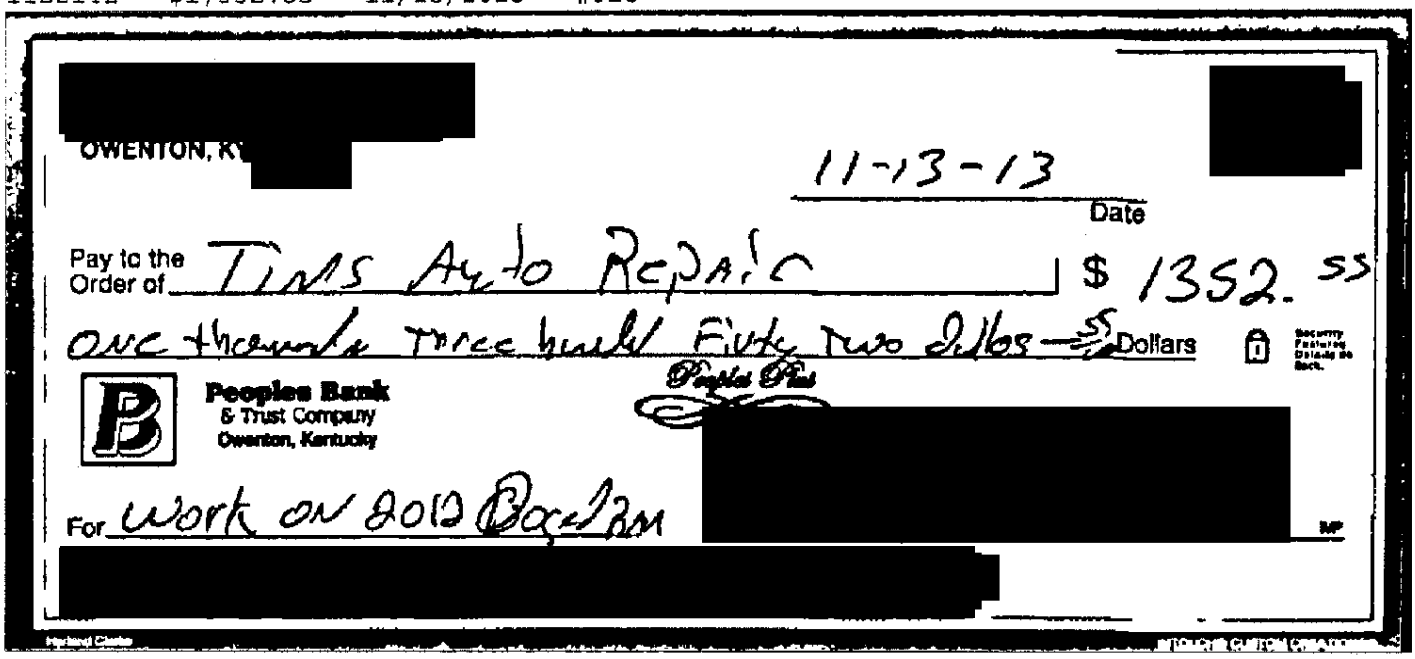
DATE _____

adams GT3870 09-11

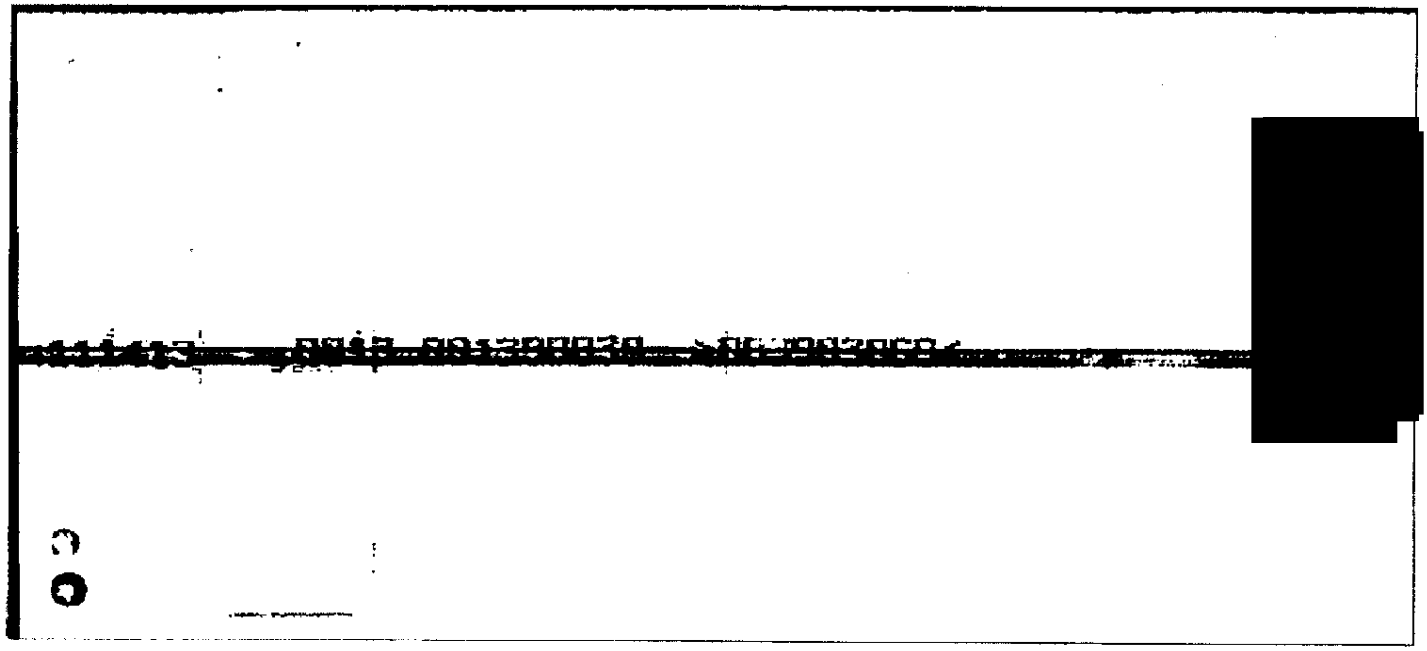
Dec 23 2013 11:26AM HP FaxOwen Co EMS 15024843958 page 4

Case # [redacted]

1122142 - $1,352.55 - 11/15/2013 - #816



1122142 - $1,352.55 - 11/15/2013 - #816



[redacted]

OWENTON, KY [redacted]

[redacted]

FAX [redacted]

To: Chrysler Customer Assistance Center Case Manager

Fax: (877)768-5076

Case # [redacted]

You will be receiving 5 pages including the cover letter concerning the recall on the 2012 Dodge Ram 3500.

All contents included that you have requested.

Case #[redacted]

CASE #[redacted]

2012 DODGE RAM 3500

OWNER NAME:[redacted]

PHYSICAL ADDRESS[redacted]

OWENTON, KY[redacted]

RECEIVE MAIL AT:[redacted]

OWENTON, KY[redacted]

PHONE#[redacted]

VIN # 3C7WDTCL2CG[redacted]

CURRENT MILEAGE 87,498

MILEAGE AT THE TIME OF REPAIR: 83,555 (11/09/2013)

PURCHASED VEHICLE AT BOB ALLEN SUPERSTORE

950 BEN ALI DRIVE

DANVILLE, KY 40422

ALL SERVICE HAS BEEN DONE BY:

TIM'S AUTO REPAIR & WRECKER SERVICE. LLC

PHONE # (502)484-8041

Case # [redacted]

DESCRIPTION OF CONCERN

On 11/09/2013 the Tie Rod Assembly broke, went through the driver's side front tire, and I had the roadway blocked. All of this happened while I was in Georgetown, Ky spending the day with my 3 year old grandson. Thankfully, I was not on a major highway when this happened. I had just pulled into a restaurant, and was in the parking lot. I had to call Tim's Wrecker Service LLC, and also had to call for another family member to pick up myself and my grandson.

During this time, I called Bob Allen Super Store, and was told there was not anything they could do about my problem. They were not the least bit concerned. I have owned a Dodge truck for the last 16 years, and have never had a problem. After the way I have been treated, since this incident, I am not so sure that I will ever purchase another vehicle from Chrysler. I am curious to know if the CEO would even own or drive a 2012 Dodge Truck with his family members inside knowing the truck was not safe.

REQUESTED ACTION

All that I am asking for is to be reimbursed for the cost of the tow, and repair of my 2012 Dodge Ram 3500.

Please let me know if you have any further questions.

[redacted]

CASE # [redacted]

Tim's Auto Repair &
Wrecker Service Llc.
502-484-8041

NAME [redacted] PHONE

ADDRESS

CITY, STATE, ZIP

2ND AUTHORIZED NAME PHONE

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY YRS
1		Steering BAR kit	382.40		
1		Lower sway ARM	122.90		
1		Sub Frount Pads	78.66		
2		LT 285/80 R17 Transforce H/T	366.00		
		PD CK #816			
		TOTAL PARTS	959.96		

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M. 11-12-13
CUSTOMER'S ORDER NO.
PROMISED (DATE & TIME) A.M. P.M.
YEAR • MAKE • MODEL 2012 RAM 3500 Flatbed
SERIAL #/VIN
MOTOR # 6.7
LICENSE NO.
ODOMETER 83555
WRITTEN BY

☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

Labor to R+R Steering Bar Kit Left Lower sway Bar Frount Pads 210.00

MECHANICS RECOMMENDATIONS

Tow Bill From Georgetown KFC

Estimated cost $_____ Estimate Charge _____ Basis for Charge _____

METHOD OF PAYMENT: ☐ CHECK ☐ CHARGE ☐ CASH

LABOR ☐ FLAT RATE ☐ HOURLY ☐ BOTH

☐ RETAIN PARTS ☐ DESTROY PARTS

Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification

GUARANTEED ITEM(S) _____

GUARANTEE EFFECTIVE UNTIL:

TIME _____

MILEAGE _____

AUTHORIZED BY

LABOR ONLY	210.00
PARTS	959.96
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
Tow Bill	125.00
TAX	57.59
TOTAL ▶	1352.55

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED $100. ($50 in MD)

___ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):
___ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
___ This amount includes a charge of $ _____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge unless you agree otherwise by initialing the following: ___ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear down and reassembly fee of $ _____ will be applied.

SIGNED _____

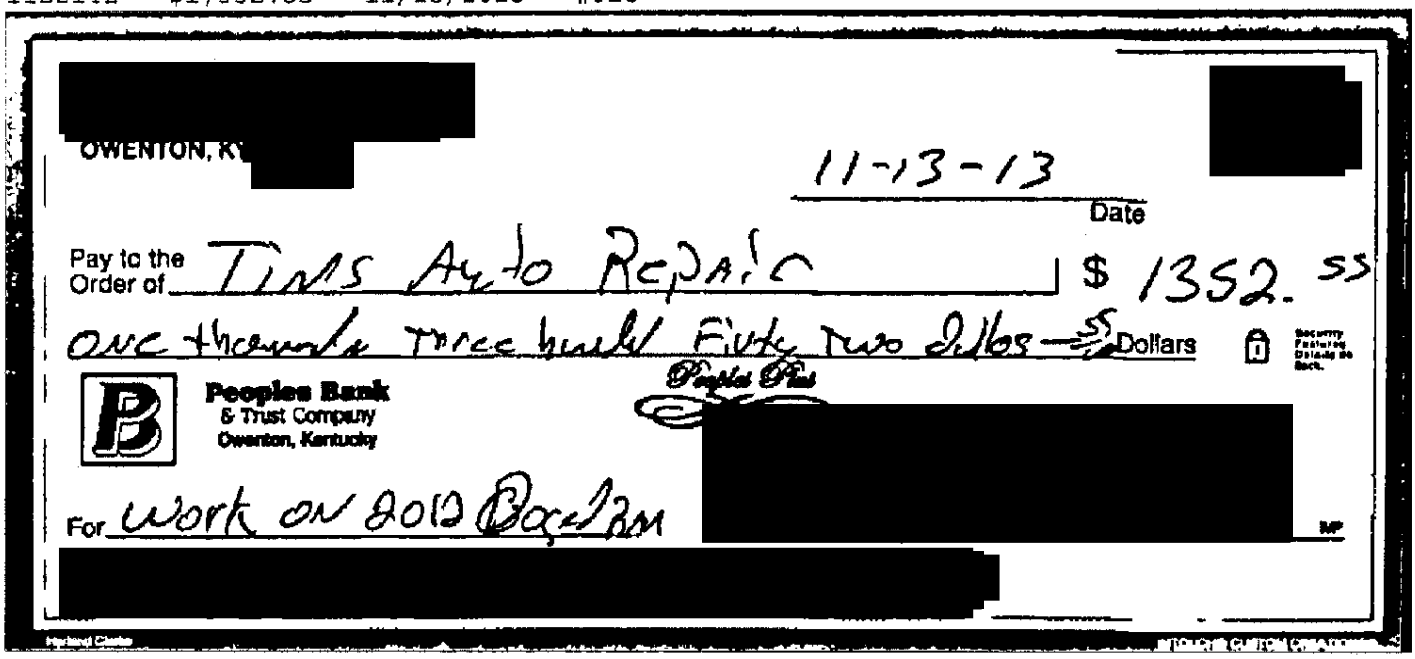
DATE _____

adams GT3870 09-11

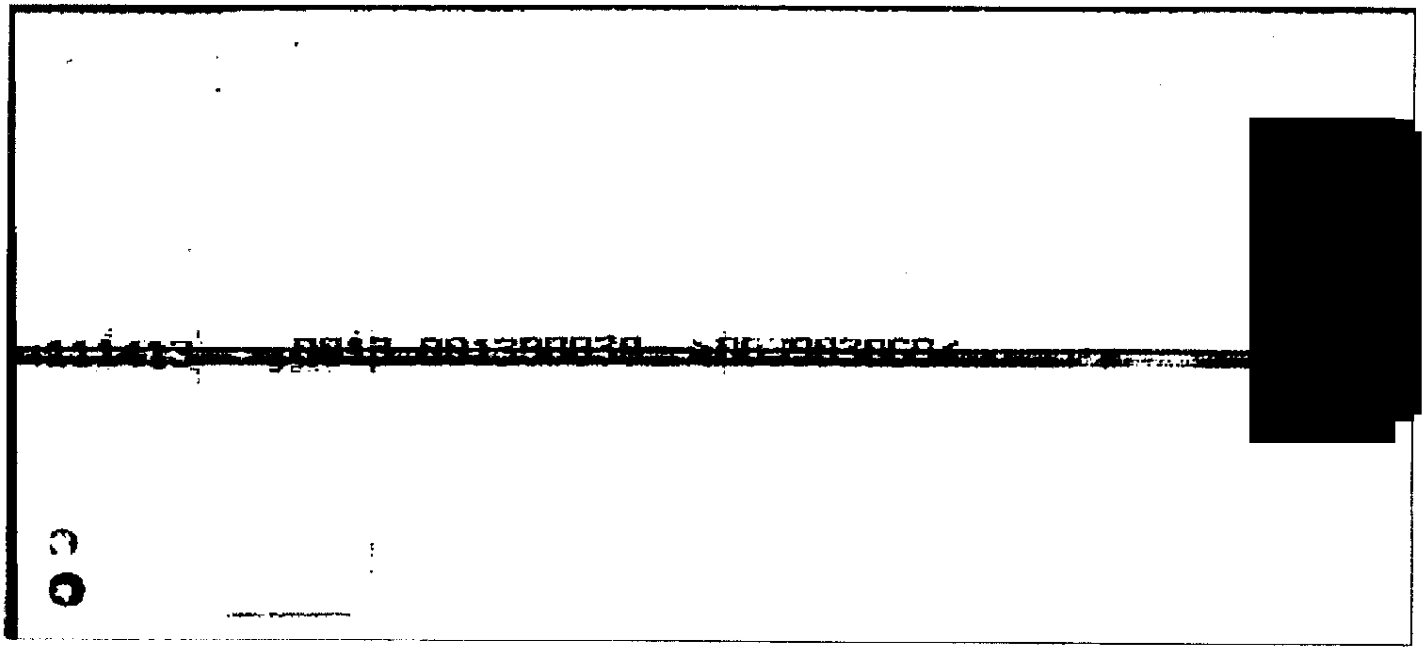
Dec 23 2013 11:26AM HP FaxOwen Co EMS 15024843958 page 4

Case # [redacted]

1122142 - $1,352.55 - 11/15/2013 - #816



1122142 - $1,352.55 - 11/15/2013 - #816



[redacted]

OWENTON, KY [redacted]

FAX [redacted]

To: Chrysler Customer Assistance Center Case Manager

Fax: (877)768-5076

Case # [redacted]

You will be receiving 5 pages including the cover letter concerning the recall on the 2012 Dodge Ram 3500.

All contents included that you have requested.

Case #[redacted]

CASE #[redacted]

2012 DODGE RAM 3500

OWNER NAME: [redacted]

PHYSICAL ADDRESS [redacted]

OWENTON, KY [redacted]

RECEIVE MAIL AT: [redacted]

OWENTON, KY [redacted]

PHONE# [redacted]

VIN # 3C7WDTCL2CG [redacted]

CURRENT MILEAGE 87,498

MILEAGE AT THE TIME OF REPAIR: 83,555 (11/09/2013)

PURCHASED VEHICLE AT BOB ALLEN SUPERSTORE

950 BEN ALI DRIVE

DANVILLE, KY 40422

ALL SERVICE HAS BEEN DONE BY:

TIM'S AUTO REPAIR & WRECKER SERVICE. LLC

PHONE # (502)484-8041

Case # [redacted]

DESCRIPTION OF CONCERN

On 11/09/2013 the Tie Rod Assembly broke, went through the driver's side front tire, and I had the roadway blocked. All of this happened while I was in Georgetown, Ky spending the day with my 3 year old grandson. Thankfully, I was not on a major highway when this happened. I had just pulled into a restaurant, and was in the parking lot. I had to call Tim's Wrecker Service LLC, and also had to call for another family member to pick up myself and my grandson.

During this time, I called Bob Allen Super Store, and was told there was not anything they could do about my problem. They were not the least bit concerned. I have owned a Dodge truck for the last 16 years, and have never had a problem. After the way I have been treated, since this incident, I am not so sure that I will ever purchase another vehicle from Chrysler. I am curious to know if the CEO would even own or drive a 2012 Dodge Truck with his family members inside knowing the truck was not safe.

REQUESTED ACTION

All that I am asking for is to be reimbursed for the cost of the tow, and repair of my 2012 Dodge Ram 3500.

Please let me know if you have any further questions.

[redacted]

CASE # [redacted]

Tim's Auto Repair &
Wrecker Service Llc.
502-484-8041

NAME [redacted] PHONE

ADDRESS

CITY, STATE, ZIP

2ND AUTHORIZED NAME PHONE

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY YRS
1		Steering BAR kit	382.40		
1		Lower sway ARM	122.90		
1		Sub Frount Pads	78.66		
2		LT 285/80 R17 Transforce H/T	366.00		
		PD CK #816			
		TOTAL PARTS	959.96		

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M. 11-12-13
CUSTOMER'S ORDER NO.
PROMISED (DATE & TIME) A.M. P.M.
YEAR • MAKE • MODEL 2012 RAM 3500 Flatbed
SERIAL #/VIN
MOTOR # 6.7
LICENSE NO.
ODOMETER 83555
WRITTEN BY

☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

Labor to R+R Steering Bar Kit Left Lower sway Bar Frount Pads 210.00

MECHANICS RECOMMENDATIONS

Tow Bill From Georgetown KFC

Estimated cost $_____ Estimate Charge _____ Basis for Charge _____

METHOD OF PAYMENT: ☐ CHECK ☐ CHARGE ☐ CASH

LABOR ☐ FLAT RATE ☐ HOURLY ☐ BOTH

☐ RETAIN PARTS ☐ DESTROY PARTS

Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification

GUARANTEED ITEM(S) _____

GUARANTEE EFFECTIVE UNTIL:

TIME _____

MILEAGE _____

AUTHORIZED BY

LABOR ONLY	210.00
PARTS	959.96
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
Tow Bill	125.00
TAX	57.59
TOTAL ▶	1352.55

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED $100. ($50 in MD)

___ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):
___ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
___ This amount includes a charge of $ _____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge unless you agree otherwise by initialing the following: ___ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear down and reassembly fee of $ _____ will be applied.

SIGNED _____

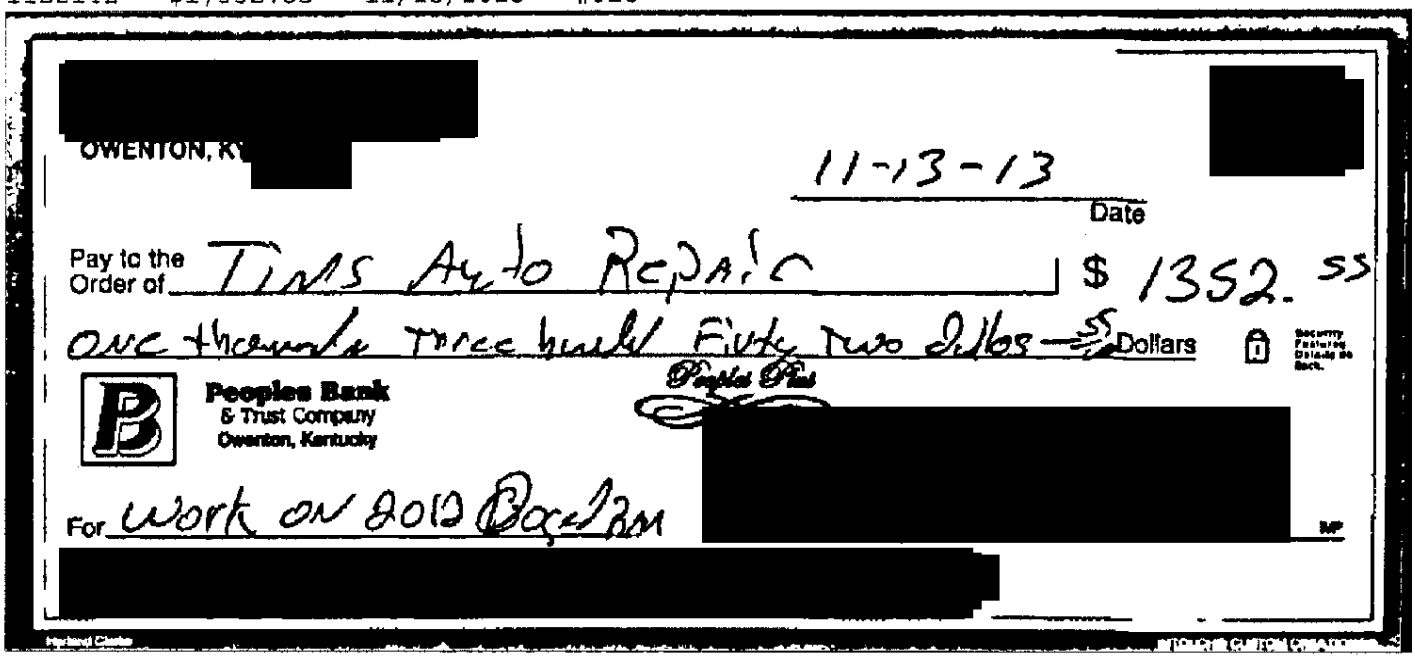
DATE _____

adams GT3870 09-11

Dec 23 2013 11:26AM HP FaxOwen Co EMS 15024843958 page 4

Case # [redacted]

1122142 - $1,352.55 - 11/15/2013 - #816


[redacted]
OWENTON, KY [redacted]

11-13-13
Date

Pay to the Order of Tims Auto Repair $ 1352.55

One thousand three hundred Fifty two dollars 55 Dollars

Peoples Bank
& Trust Company
Owenton, Kentucky

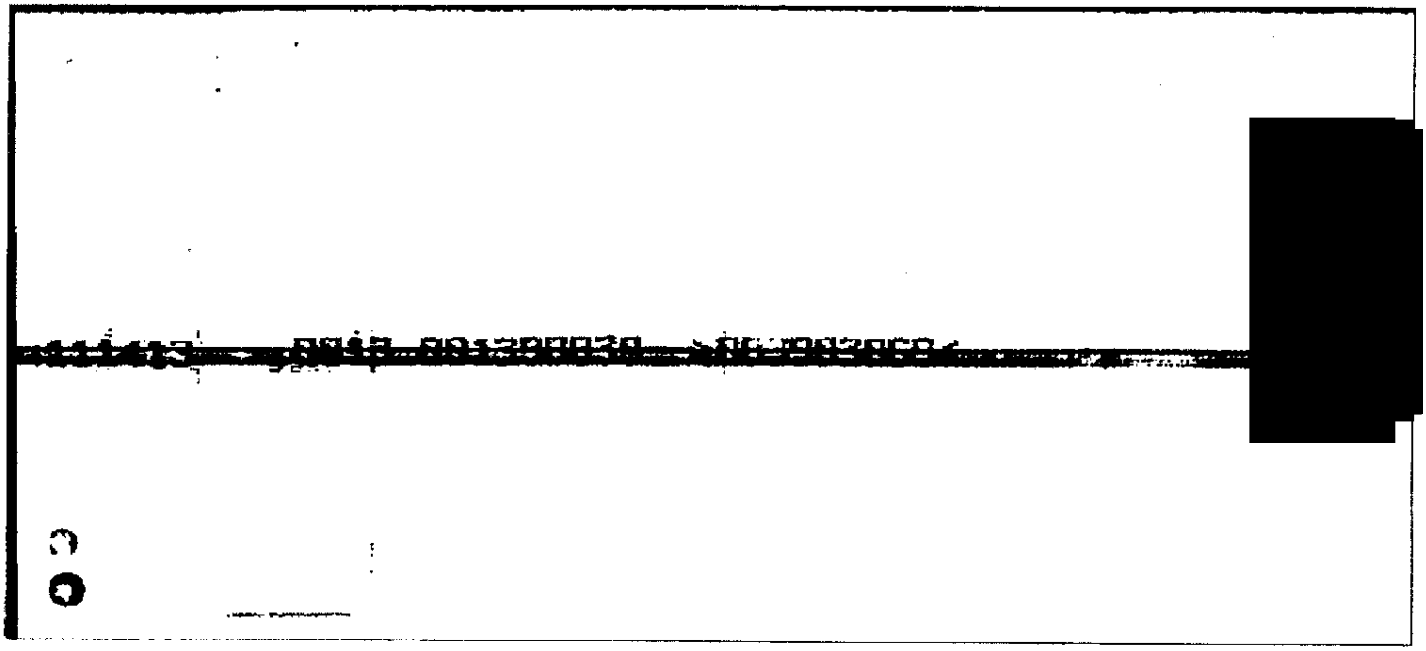
Peoples Bank

[redacted]

For Work on 2013 Buick

[redacted]

1122142 - $1,352.55 - 11/15/2013 - #816


[redacted]

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/10/14

POSTED DATE : 12.24.13

VIN (FIRST 9 DIGITS) 3D7KU28C8

VIN (LAST 8 DIGITS) 4G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

NAPA AUTOCARE CENTER

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!

Rite-Way Auto & Tire
200 S. Forest Ave
Brazil In 47834
812-448-2900

Where Customers Send Their Friends
Guaranteed Credit Approval !!!
Ritewayautoandtire.com

12/19/2013 4:21 PM

Invoice #12482

[redacted]
CLOVERDALE IN [redacted]

Day Phone : [redacted]

Vehicle : 2004 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L
VIN : 3D7KU28C84G[redacted]
Created : 12/16/2013 9:16:58 AM
Complete : 12/19/2013 4:21:25 PM
Invoiced : 12/19/2013 4:21:25 PM

Tag/State : / IN
Odometer In : 0
Odometer Out : 120130
RO Reference : 12479

Labor/Notes

Code/Tech*	Description	Price
2*	REPLACE UPPER AND LOWER BALL JTS & AXLE U-JTS	$420.00
2*	FOUR WHEEL ALIGNMENT	$59.88
	4 WHEEL ALIGNMENT, INCLUDES COMPLETE INSPECTION OF ALL FRONT AND REAR SUSPENSION AND STEERING COMPONENTS. ADJUST CASTER, CAMBER AND TOE IN OF FRONT AND REAR END TO FACTORY SPECIFICATIONS, STRAIGHTEN STEERING WHEEL IF NEEDED. DOES NOT INCLUDE REPLACEMENT OF ANY WORN OR DAMAGED PARTS.	
2*	REPLACE DISC BRAKES & ROTORS	$60.00
	REPLACE DISC BRAKE PADS, CLEAN AND LUBRICATE CALIPER SLIDES, TOP OFF BRAKE FLUID	
2*	REPLACE REAR AXLE SEALS	$90.00

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1	2*	Wheel Bolt Nut		$5.38	$5.38
1	2*	Hub Assy - Front Wheel		$173.72	$173.72
1	2*	Pinion Seal - Front Axle		$17.42	$17.42
2	2*	Ball Joint - Upper - Front Susp		$113.71	$227.42
2	2*	Ball Joint - Lower - Front Susp		$81.24	$162.48
1	2*	Brake Pads - Rear, Proformer - OE Semi-Metallic		$39.88	$39.88
2	2*	Brake Rotor Only - Rear - Premium		$113.18	$226.36
2	2*	U-Joint - Front Driveshaft - CV at Transfer Case		$15.72	$31.44
2	2*	U-Joint - Front Axle Shaft - Left Outer		$66.94	$133.88
1	2*	U-Joint - Front Driveshaft at Front Axle		$32.89	$32.89
2	2*	Wheel Seal - Rear Wheel		$42.98	$85.96
1	2*	DIFF GREASE		$18.00	$18.00

Labor		.....	$629.88
Parts	$1,327.88	less discount : $173.05	$1,154.83
Sublet/Misc.		.....	$0.00
Shop Supplies		.....	$14.00
Charges		.....	$0.00
Sales Tax		Tax @ $1,168.83 * 7.0000%	$81.82
		Cash $1,880.53 Paid	$1,880.53

Tech: 2
Certification #:

NAPA AUTOCARE CENTER

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!

Rite-Way Auto & Tire
200 S. Forest Ave
Brazil In 47834
812-448-2900
Where Customers Send Their Friends
Guaranteed Credit Approval !!!
Ritewayautoandtire.com

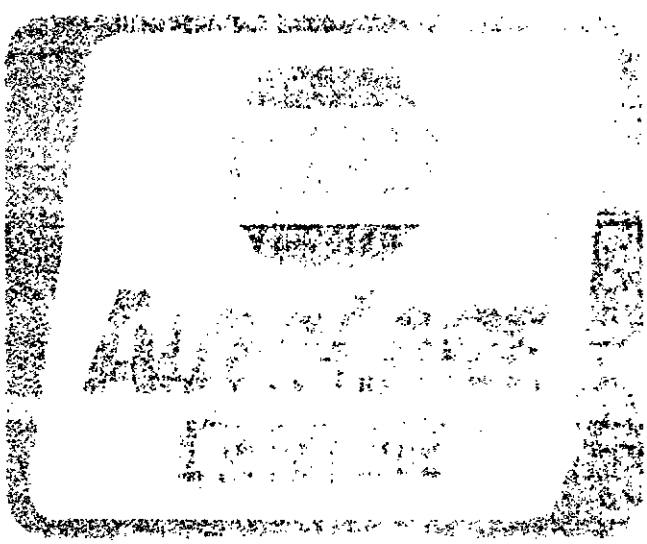
Invoice # [redacted]

[redacted]

Vehicle : 2004 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L

Recommended Service

Service / Notes	Due	Interval
LUBE, OIL, AND FILTER CHANGE Perform Lube, Oil & Filter Exchange	125079 miles or on 3/17/2014	



CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KU28C84G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): E17

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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A.

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

XX #2

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

[redacted] N62 222558
[redacted]
CLOVERDALE, IN [redacted]

222558/#63094/N62



[redacted]
Cloverdale, IN [redacted]

INDIANAPOLIS IN 460

24 DEC 2013 PM 1 L

Recall Administration
PO Box 218008
Auburn Hills MI 48321-9956

RECEIVED
JAN 10
By

48321800808

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



UBERSOX AUTO GROUP
PLATTEVILLE • DARLINGTON
www.ubersox.net

Ubersox Chrysler INC.
1950 Ubersox Drive
P.O. Box 411
Platteville, WI 53818
(608) 348-5111
Fax: (608) 348-4619

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
12/09/13	[redacted]
R/O Close Date	**Status**
12/09/13	Pre-Invoice
Mileage In	**Mileage Out**
41000	42467
Service Advisor / Tag #	
LISA O'MARA	

[redacted]
DODGEVILLE, WI [redacted]

Work Phone	Vehicle Identification Number	
[redacted]	3D7TT2CT3AG[redacted]	
	Delivery Date	**In-Service Date**

Year	Make	Model	Body	Color	License Number
2010	DODGE	RAM 2500	CREW PICKU	INFERNO RE	

N1779

DESCRIPTION OF SERVICE AND PARTS [redacted]		AMOUNT
#1 - TIE: REPLACE TIE ROD		
CUSTOMER STATES CHECK & REPLACE LEFT TIE ROD		
Work performed by CHARLES TRACE (079)		83.00
Installed 68038054AD :PACKAGE: OUTER END	1@104.00	104.00
Sub Total: 187.00		
#2 - ALIGN: PERFORM FRONT END ALIGNMENT		
Work performed by CHARLES TRACE (079)		59.95
Sub Total: 59.95		

UBERSOX CHRYSLER
1950 UBERSOX DR
PLATTEVILLE, WI 53818
(608)348-5111

Merchant ID: 000018 [illegible]
Ref #: 0004

Phone Order

[redacted]

Method: Manual

Total: $ 260.53

12/09/13 15:24:15
Inv #: [redacted]
Transaction ID: [redacted] Appr Code: 02489A

Approd: Online Batch: 000418
AVS Code: EXACT MATCH Y
CVV2 Code: MATCH M
PO #: 3009863

Customer Copy
THANK YOU!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	142.95
PARTS	104.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	13.58
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	260.53

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

©2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 345-1028

The problem is...	**The left tie rod ball stud on your truck may fracture under certain 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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 _____

086674/#63093/N49

UBERSOX AUTO GROUP
PLATTEVILLE • DARLINGTON
www.ubersox.net

Ubersox Chrysler INC.
1950 Ubersox Drive
P.O. Box 411
Platteville, WI 53818
(608) 348-5111
Fax: (608) 348-4619

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
12/09/13	[redacted]
R/O Close Date	**Status**
12/09/13	Pre-Invoice
Mileage In	**Mileage Out**
41000	42467
Service Advisor / Tag #	
LISA O'MARA	

[redacted]
DODGEVILLE, WI [redacted]

Work Phone	Vehicle Identification Number	
[redacted]	3D7TT2CT3AG[redacted]	
	Delivery Date	**In-Service Date**

Year	Make	Model	Body	Color	License Number
2010	DODGE	RAM 2500	CREW PICKU	INFERNO RE	

N1779

DESCRIPTION OF SERVICE AND PARTS [redacted]		AMOUNT
#1 - TIE: REPLACE TIE ROD		
CUSTOMER STATES CHECK & REPLACE LEFT TIE ROD		
Work performed by CHARLES TRACE (079)		83.00
Installed 68038054AD :PACKAGE: OUTER END	1@104.00	104.00
Sub Total: 187.00		
#2 - ALIGN: PERFORM FRONT END ALIGNMENT		
Work performed by CHARLES TRACE (079)		59.95
Sub Total: 59.95		

UBERSOX CHRYSLER
1950 UBERSOX DR
PLATTEVILLE, WI 53818
(608)348-5111

Merchant ID: 000018 Terminal ID: 0004
Ref #: [redacted]

Phone Order

[redacted]

Method: Manual

Total: $ 260.53

12/09/13 15:24:15
Inv #: [redacted]
Transaction ID: [redacted] Appr Code: 02489A
Approd: Online Batch: 000418
AVS Code: EXACT MATCH Y
CVV2 Code: MATCH M
PO #: 3009863

Customer Copy
THANK YOU!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	142.95
PARTS	104.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	13.58
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	260.53

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

©2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 345-1028

The problem is... **The left tie rod ball stud on your truck may fracture under certain 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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 _____

086674/#63093/N49

UBERSOX AUTO GROUP
PLATTEVILLE • DARLINGTON
www.ubersox.net

Ubersox Chrysler INC.
1950 Ubersox Drive
P.O. Box 411
Platteville, WI 53818
(608) 348-5111
Fax: (608) 348-4619

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
12/09/13	[redacted]
R/O Close Date	**Status**
12/09/13	Pre-Invoice
Mileage In	**Mileage Out**
41000	42467
Service Advisor / Tag #	
LISA O'MARA	

[redacted]
DODGEVILLE, WI [redacted]

Work Phone	Vehicle Identification Number	
[redacted]	3D7TT2CT3AG[redacted]	
	Delivery Date	**In-Service Date**

Year	Make	Model	Body	Color	License Number
2010	DODGE	RAM 2500	CREW PICKU	INFERNO RE	

N1779

DESCRIPTION OF SERVICE AND PARTS [redacted]		AMOUNT
#1 - TIE: REPLACE TIE ROD		
CUSTOMER STATES CHECK & REPLACE LEFT TIE ROD		
Work performed by CHARLES TRACE (079)		83.00
Installed 68038054AD :PACKAGE: OUTER END	1@104.00	104.00
Sub Total: 187.00		
#2 - ALIGN: PERFORM FRONT END ALIGNMENT		
Work performed by CHARLES TRACE (079)		59.95
Sub Total: 59.95		

UBERSOX CHRYSLER
1950 UBERSOX DR
PLATTEVILLE, WI 53818
(608)348-5111
Merchant ID: 000018 [illegible]
Ref #: 0004

Phone Order
[redacted]
Method: Manual

Total: $ 260.53

12/09/13 15:24:15
Inv #: [redacted]
Transaction ID: [redacted] Appr Code: 02489A
Approd: Online Batch: 000418
AVS Code: EXACT MATCH Y
CVV2 Code: MATCH M
PO #: 3009863

Customer Copy
THANK YOU!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	142.95
PARTS	104.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	13.58
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	260.53

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

©2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 345-1028

The problem is... **The left tie rod ball stud on your truck may fracture under certain 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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 _____

086674/#63093/N49

UBERSOX AUTO GROUP
PLATTEVILLE • DARLINGTON
www.ubersox.net

Ubersox Chrysler INC.
1950 Ubersox Drive
P.O. Box 411
Platteville, WI 53818
(608) 348-5111
Fax: (608) 348-4619

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
12/09/13	[redacted]
R/O Close Date	**Status**
12/09/13	Pre-Invoice
Mileage In	**Mileage Out**
41000	42467
Service Advisor / Tag #	
LISA O'MARA	

[redacted]
DODGEVILLE, WI [redacted]

Work Phone: [redacted]
Vehicle Identification Number: 3D7TT2CT3AG[redacted]
Delivery Date:
In-Service Date:

Year	Make	Model	Body	Color	License Number
2010	DODGE	RAM 2500	CREW PICKU	INFERNO RE	

N1779

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
[redacted]		
#1 - TIE: REPLACE TIE ROD		
CUSTOMER STATES CHECK & REPLACE LEFT TIE ROD		
Work performed by CHARLES TRACE (079)		83.00
Installed 68038054AD :PACKAGE: OUTER END	1@104.00	104.00
Sub Total: 187.00		
#2 - ALIGN: PERFORM FRONT END ALIGNMENT		
Work performed by CHARLES TRACE (079)		59.95
Sub Total: 59.95		

12/09/13 15:24:15
Inv #: [redacted]
Transaction ID: [redacted] Appr Code: 02489A
Approd: Online Batch: 000418
AVS Code: EXACT MATCH Y
CVV2 Code: MATCH M
PO #: 3009863

Total: $ 260.53

[redacted]
Method: Manual

Phone Order

Merchant ID: 000018 [illegible]
Ref #: 0004

UBERSOX CHRYSLER
1950 UBLKSOX DR
PLATTEVILLE, WI 53818
(608)348-[illegible]

Customer Copy
THANK YOU!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	142.95
PARTS	104.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	13.58
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	260.53

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

©2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 345-1028

The problem is... **The left tie rod ball stud on your truck may fracture under certain 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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 _____

086674/#63093/N49

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Perfection Group
Celebrating over 60 years of Perfection!

www.perfectiongroup.com

2649 Commerce Blvd.
Cincinnati, OH 45241
(513) 772-7545
Fax: (513) 326-2380
www.perfectionservices.com

FAX

TO: Chrysler Group LLC
DATE: 1/02/14
RE: Safety Recall N49 / NHTSA 13V-529

To whom it may concern,

I spoke with customer service @ 1-800-853-1403 regarding this safety recall notice on 12/23/13. I explained that I recently purchased a 2010 Dodge Ram 2500 and immediately took it to Tire Discounters for new tires. Tire Discounters reported that they were unable to properly align the tires due to failed ball joints. I authorized them to replace the failed ball joints but now see there is a Safety Recall notice regarding this very issue.

I asked Customer Service from Chrysler if I could be reimbursed for my expenses since this issue is appearing as a Safety Recall Notice. They requested I fax a copy of the work order and a copy of the receipt that shows I paid for the service to 1-877-768-5076 for consideration.

Please see attached for a copy of the work order, a copy of the receipt totaling $1,136.37 with 6-1/4% sales tax for the Ball Joint Service, and a copy of the Safety Recall Notice.

Please call me with any questions. I look forward to hearing from you.

[redacted]

©Perfection Group, Inc.

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7TT2CT0AG[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.

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

TIRE DISCOUNTERS 06
11805 LEBANON RD
CINCINNATI, OH 45241

09/27/2013 16:25:22
MID: [redacted]
TID: 04921811
3344404868

CREDIT CARD
[redacted]

CARD: XXXXXXXXXXX[redacted]
INVOICE 0009
Batch #: 000086
APP Code: 624389
Entry Mode: Swiped
Mode: Online

SALE AMT $2258.45

CUSTOMER COPY

TireDiscounters
Tires • Brakes • Shocks & Struts • Custom Wheels • Lube, Oil & Filter • Automotive Services

11805 LEBANON RD
CINCINNATI, OH 45241
513-769-4499

INVOICE [redacted]
Transaction Date **9/27/13** 04:23 PM
Customer Type: Friends of the Family

Thank You For Your Business

Customer Information	Friends of the Family Information	Vehicle Information	
[redacted]	Friends of the Family SHARONVILLE CHAMBER OF COMMI	Make Model Year/License VIN Mileage	Dodge Trucks Ram 2500 ST 2010 [redacted] 116921

Qty	Description	Price	Special	Extended
4	X53836 BW 265 70 17 121R Michelin LTX MS 2 14221	$249.99		$999.96
	Limited 48 Month / 60000 Mile Warranty - See Warranty Form For Details			
	Limited 48 Month / 60000 Mile Warranty - See Warranty Form For Details			
	***			
	***			
4	FRIENDS OF FAMILY DISCOUNT		-$25.00	-$100.00
2	PARTS.SU MOQ7467 LOWER BALL JOINTS	$132.15		$264.30
	* 6 month / 6.000 mile warranty			
2	FRIENDS OF FAMILY DISCOUNT		-$19.82	-$39.64
2	PARTS.SU MOOK7460 UPPER BALL JOINTS	$123.30		$246.60
	* 6 month / 6.000 mile warranty			
2	FRIENDS OF FAMILY DISCOUNT		-$18.50	-$37.00
1	7 TO INSTALL BALL JOINTS	$252.00		$252.00
1	FRIENDS OF FAMILY DISCOUNT		-$37.80	-$37.80
1	PARTS.SUP TIMHA590346 HUB BEARING UNIT R/FRONT	$378.36		$378.36
	* 12 month / 12.000 mile warranty			
1	FRIENDS OF FAMILY DISCOUNT		-$56.75	-$56.75
1	7 FOR SUSPENSION SERVICE	$117.00		$117.00
1	FRIENDS OF FAMILY DISCOUNT		-$17.55	-$17.55
1	FREE 4-WHEEL ALIGNMENT @ NO CHARGE			
	INSPECTED, MEASURED AND ALIGNED AS NEEDED ALL 4 WHEELS USING			
	INSPECTED. MEASURED AND ALIGNED AS NEEDED ALL 4 WHEELS USING			
	FACTORY PROVIDED ADJUSTMENTS TO ASSURE PROPER VEHICLE TRACK-			
	FACTORY PROVIDED ADJUSTMENTS TO ASSURE PROPER VEHICLE TRACK-			
	ING AND MAXIMIZE FRONT AND REAR TREAD LIFE. VALUE TO $79.95.			
	ING AND MAXIMIZE FRONT AND REAR TREAD LIFE. VALUE TO $79.95.			
1	REC-STRUT SHOCK/STRUT SUGGESTED			
4	27 (27) PURCHASE OF FREEDOMPLAN/ROAD HAZARD WARRANTY	$25.00		$100.00
	BEST BUY!TERMS AND CONDITIONS ON REGISTRATION CERTIFICATE			
	BEST BUY!TERMS AND CONDITIONS ON REGISTRATION CERTIFICATE			

$ 1,069.52
+ 6¼% tax
66.85
$ 1,136.37

To receive FREE 24 hour roadside assistance you must register your Michelin Tires! Please fill out the attached registration form and mail to the address given or go to www.michelinman.com to register your tires online.

TireDiscounters
Tires • Brakes • Shocks & Struts • Custom Wheels • Lube, Oil & Filter • Automotive Services

11805 LEBANON RD
CINCINNATI, OH 45241

513-769-4499

INVOICE [redacted]
Transaction Date **9/27/13** 04:23 PM
Customer Type: Friends of the Family

Thank You For Your Business

[redacted]

CUSTOMER ACCEPTS FREEDOM PLAN

Thank you for your business!

DOT Numbers	Sales Person
137KP00XX2213 137KP00XX2213 137KP00XX2213 137KP00XX2213	SCHATZMAN,STEVE
Service Tech(s) WORKMAN,JAMES-06	

Vehicles with over 100,000 miles run the risk of Aluminum wheels working loose after servicing due to corrosion of the hub and fasteners. Tire Discounters hand torques wheels to factory specifications and does everything in our control to inspect and remove any obvious corrosion. However, we highly recommend that your vehicles lug nuts are re-torqued after 100 Miles. This is an extra safety measure that Tire Discounters performs as a way to ensure our customer's continued safety. We will do this free of charge and immediately upon arrival to any one of our area locations.

Caution: Dual Whe[redacted] wheels must be reto

Customer Signa[redacted]

Merchandise left over 30 days becomes the property of Tire Discounters.

We employ ASE certified technicians

Invoice and Payment Summary	
Total Tires	$999.96
Total Parts	$889.26
Total Labor	$369.00
Total Wheels/Accessories	$0.00
Total Road Hazard	$100.00
Shop Supply Fees	$25.00
State Tire Fees	$4.00
Environmental Fees	$10.00
Sales Tax	$149.97
TOTAL DISCOUNTS	-$288.74
TOTAL	$2,258.45
Payment Accepted : [redacted]	$2,258.45
	$0.00

FREEDOM PLAN REGISTRATION CERTIFICATE

Sold By

TIRE DISCOUNTERS

11805 LEBANON RD

CINCINNATI, OH 45241

513-769-4499

Purchased By:

[redacted]

DOT Numbers 137KP00XX2213 137KP00XX2213 137KP00XX2213 137KP00XX2213

Product Description 4 X53836 BW 265 70 17 121R Michelin LTX MS 2 14221

Invoice # [redacted] **Warranty** **Months** 48

Invoice Date 9/27/13 **Mileage** 60000

Vehicle Information **Odometer** 116921

Year 2010 **Make** Dodge Trucks **Model** Ram 2500 ST

WARRANTY INFORMATION

Your American Car Care Centers Freedom Plan Limited Warranty covers your new tires for a specified amount of Time and/or Mileage for Treadwear and Road Hazard Damage. Road Hazard damage is damage to your tire resulting from normal driving conditions which renders the tire unserviceable.

This limited tire warranty is issued and serviced by the American Car Care Centers Dealer from whom you purchased it and is separate from the warranty provided by the manufacturer of your tire. This warranty coverage applies only to the original purchaser.

In order to receive warranty service on your tire, you must provide the servicing dealer with the following:

* This warranty document
* The original invoice for the purchase of the covered tire.
* A record indicating that the tire received proper care and maintenance, as prescribed by the tire and vehicle manufacturers. This Freedom Plan includes a form that your servicing dealer will use to document that such care was provided.

In the event that you are unable to provide the information listed above, this warranty shall be void.

If the tire becomes unserviceable during its full original tread life due to Road Hazard Damage, or fails to deliver warranted Time and/or Mileage of service, the servicing dealer will either repair it or, at the dealer's option, make an allowance toward the purchase of a new tire.

For all adjustments, mounting will be included. You will be responsible for the cost of balancing and a new valve stem, if necessary, as well as the cost of a Freedom Plan for your new tire, and any applicable taxes and disposal fees. There may be additional labor charges, which are the customer's responsibility, for any vehicle with a tire pressure monitoring system (TPMS). See store where original service was performed for details.

If the covered tire fails during the first 12 months or 12,000 miles, the servicing dealer will replace the tire with a comparable tire at no charge.

If the covered tire fails after 12 months or 12,000 miles, your adjustment credit will be calculated as a percentage of the time and/or mileage warranty. The dealer will determine your replacement cost by applying your adjustment credit toward the dealer's current selling price of the replacement tire.

A tire is considered fully worn when it has warn down 2/32" or to the tread wear indicators molded into the tires.

This limited warranty is applicable only in the contiguous United States.

NOT COVERED ARE:

*Tires sold "AS IS" without warranty, including those branded "NA"

*Tires used in commercial applications.

*Tire failure or loss due to improper mounting procedures (including broken beads), inproper inflation, overloading, chain damage, mechanical condition of vehicle, including misalignment or worn parts, collision or wreck, vandalism, fire, highway conditions, tire neglect or mistreatment, or other conditions beyond the manufacturer's or dealer's control (with the exception of normal road hazard damage).

*Loss of time, inconvenience, loss of use of vehicle, incidental or consequential damages.

*The maximum term of this warranty is 72 months, or the number of months listed under warranty information. After 72 months this warranty is null and void including any tires that have less than 12,000 miles.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so such limitations or exclusions may not apply to you. No express warranty is given other than that stated herein. No implied warranty of merchantability, fitness for a particular purpose, or otherwise is given on automotive, light truck or recreational vehicle tires used in commercial applications, tires sold as is, and tires not normally used for personal, family or household purposes.

The use on any vehicle of tires of sizes or types not recommended or specified by the vehicle manufacturer is at user's sole risk and voids this warranty and any implied warrantics (including merchantability and fitness for a particular purpose).

This document contains all the terms and conditions of the Freedom Plan Limited Tire Warranty, which may not be modified in any way without the specific written consent of the Warranty Administrator.

OWNERS OBLIGATIONS

A. Comply with terms and conditions of limited warranty as outlined herein.

B. If a tire which is subject to this limited liability warranty becomes unserviceable, you should return the tire to the ACCC Dealer from whom it was purchased. If you are more than 10 miles from that dealer, please call the Warranty Hotline at (800)473-1939, Monday-Friday, 8:00 A.M. to 8:00 P.M. and 9:00 A.M. to 6:00 P.M. Saturday, Eastern Standard Time, and you will be directed to the nearest ACCC dealer. It is your obligation to present the unserviceable tire to the dealer.

This limited warranty gives you specific legal rights, you may also have other rights which vary from state to state.

ROADSIDE ASSISTANCE

If the covered tire fails within 12 months or 12,000 miles, whichever is to your advantage, following the date of purchase and you need roadside assistance please call our nationwide toll-free Warranty Hotline, open 24 hours a day. We will dispatch a service representative from one of our 30,000 affiliated service centers or independant service providers to install your mounted spare tire at no charge. Towing charges, or charges for any service other than the installation of your mounted spare tire are excluded from this roadside assistance benefit and are your responsibility.

TOLL FREE WARRANTY NUMBERS

The toll free warranty phone number is in operation 8:00 am to 8:00 pm Monday through Friday and 9:00 am to 6:00 pm Saturday, (Eastern Time). Roadside assistance is available 24/7 at (800)473-1939.

COMPREHENSIVE NATIONWIDE TIRE COVERAGE INCLUDES:

* REPLACEMENT AND ROADSIDE ASSISTANCE FOR 12 MONTHS/12,000 MILES
* ROAD HAZARD AND TREADWEAR WARRANTY
* ROTATION, INSPECTIONS, AIR PRESSURE CHECKS
* FLAT REPAIRS

(There may be additional labor charges, which are the customer's responsibility, for any vehicle with a tire pressure monitoring system (TPMS). See store where original service was performed for details.)

WARRANTY REQUIRES ROTATION EVERY 5,000 MILES

MILES	DATE	ODOMETER	DEALER/INITIAL	COMMENTS
5,000				
10,000				
15,000				
20,000				
25,000				
30,000				
35,000				
40,000				
45,000				
50,000				
55,000				
60,000				
65,000				
70,000				
75,000				
80,000				

REGISTER YOUR TIRES ON THE INTERNET AT Michelinman.com OR SEND US YOUR TIRE REGISTRATION CARD BY MAIL

9-30-13

Fields marked with an asterisk (*) are required.

*Purchaser name (Please print) ☑ Mr. ☐ Ms.

[redacted]

*City
CINCINNATI

*State
OHIO

*Zip Code
[redacted]

Email
[redacted]

Retailer name
TIRE DISCOUNTERS

Address
11805 LEBANON RD

City
CINCINNATI

State
OH

Zip Code
45241

*Tire 1 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 2 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 3 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 4 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 5 – Serial # (D.O.T.)													

**Privacy protection is important to Michelin. We refer you to our privacy policy posted on our web site at www.michelinman.com for more information or contact our Consumer Care Department at 1-800-847-3435

Federal Law and Regulations require your tire identification numbers to be registered. Please complete and return to Michelin.

Mail registration form to:
MNA, INC. Tire Registry
P.O. Box 2506
West Caldwell, NJ 07007-2506

MICHELIN

Perfection Group
Celebrating over 60 years of Perfection!

www.perfectiongroup.com

2649 Commerce Blvd.
Cincinnati, OH 45241
(513) 772-7545
Fax: (513) 326-2380
www.perfectionservices.com

FAX

TO: Chrysler Group LLC
DATE: 1/02/14
RE: Safety Recall N49 / NHTSA 13V-529

To whom it may concern,

I spoke with customer service @ 1-800-853-1403 regarding this safety recall notice on 12/23/13. I explained that I recently purchased a 2010 Dodge Ram 2500 and immediately took it to Tire Discounters for new tires. Tire Discounters reported that they were unable to properly align the tires due to failed ball joints. I authorized them to replace the failed ball joints but now see there is a Safety Recall notice regarding this very issue.

I asked Customer Service from Chrysler if I could be reimbursed for my expenses since this issue is appearing as a Safety Recall Notice. They requested I fax a copy of the work order and a copy of the receipt that shows I paid for the service to 1-877-768-5076 for consideration.

Please see attached for a copy of the work order, a copy of the receipt totaling $1,136.37 with 6-1/4% sales tax for the Ball Joint Service, and a copy of the Safety Recall Notice.

Please call me with any questions. I look forward to hearing from you.

[redacted]

©Perfection Group, Inc.

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N49 / NHTSA 13V-529*

This notice applies to your vehicle (VIN: **3D7TT2CT0AG** [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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

TIRE DISCOUNTERS 06
11805 LEBANON RD
CINCINNATI, OH 45241

09/27/2013 16:25:22
MID: [redacted]
TID: 04921811
3344404868

CREDIT CARD
[redacted]

CARD: XXXXXXXXXXX[redacted]
INVOICE 0009
Batch #: 000086
APP Code: 624389
Entry Mode: Swiped
Mode: Online

SALE AMT $2258.45

CUSTOMER COPY

TireDiscounters
Tires • Brakes • Shocks & Struts • Custom Wheels • Lube, Oil & Filter • Automotive Services

11805 LEBANON RD
CINCINNATI, OH 45241
513-769-4499

INVOICE [redacted]
Transaction Date **9/27/13** 04:23 PM
Customer Type: Friends of the Family

Thank You For Your Business

Customer Information	Friends of the Family Information	Vehicle Information	
[redacted]	Friends of the Family SHARONVILLE CHAMBER OF COMMI	Make Model Year/License VIN Mileage	Dodge Trucks Ram 2500 ST 2010 [redacted] 116921

Qty	Description	Price	Special	Extended
4	X53836 BW 265 70 17 121R Michelin LTX MS 2 14221	$249.99		$999.96
	Limited 48 Month / 60000 Mile Warranty - See Warranty Form For Details			
	Limited 48 Month / 60000 Mile Warranty - See Warranty Form For Details			
	***			
	***			
4	FRIENDS OF FAMILY DISCOUNT		-$25.00	-$100.00
2	PARTS.SU MOQ7467 LOWER BALL JOINTS	$132.15		$264.30
	* 6 month / 6.000 mile warranty			
2	FRIENDS OF FAMILY DISCOUNT		-$19.82	-$39.64
2	PARTS.SU MOOK7460 UPPER BALL JOINTS	$123.30		$246.60
	* 6 month / 6.000 mile warranty			
2	FRIENDS OF FAMILY DISCOUNT		-$18.50	-$37.00
1	7 TO INSTALL BALL JOINTS	$252.00		$252.00
1	FRIENDS OF FAMILY DISCOUNT		-$37.80	-$37.80
1	PARTS.SUP TIMHA590346 HUB BEARING UNIT R/FRONT	$378.36		$378.36
	* 12 month / 12.000 mile warranty			
1	FRIENDS OF FAMILY DISCOUNT		-$56.75	-$56.75
1	7 FOR SUSPENSION SERVICE	$117.00		$117.00
1	FRIENDS OF FAMILY DISCOUNT		-$17.55	-$17.55
1	FREE 4-WHEEL ALIGNMENT @ NO CHARGE			
	INSPECTED, MEASURED AND ALIGNED AS NEEDED ALL 4 WHEELS USING			
	INSPECTED. MEASURED AND ALIGNED AS NEEDED ALL 4 WHEELS USING			
	FACTORY PROVIDED ADJUSTMENTS TO ASSURE PROPER VEHICLE TRACK-			
	FACTORY PROVIDED ADJUSTMENTS TO ASSURE PROPER VEHICLE TRACK-			
	ING AND MAXIMIZE FRONT AND REAR TREAD LIFE. VALUE TO $79.95.			
	ING AND MAXIMIZE FRONT AND REAR TREAD LIFE. VALUE TO $79.95.			
1	REC-STRUT SHOCK/STRUT SUGGESTED			
4	27 (27) PURCHASE OF FREEDOMPLAN/ROAD HAZARD WARRANTY	$25.00		$100.00
	BEST BUY!TERMS AND CONDITIONS ON REGISTRATION CERTIFICATE			
	BEST BUY!TERMS AND CONDITIONS ON REGISTRATION CERTIFICATE			

$ 1,069.52
+ 6¼% tax
66.85
$ 1,136.37

To receive FREE 24 hour roadside assistance you must register your Michelin Tires! Please fill out the attached registration form and mail to the address given or go to www.michelinman.com to register your tires online.

TireDiscounters
Tires • Brakes • Shocks & Struts • Custom Wheels • Lube, Oil & Filter • Automotive Services

11805 LEBANON RD
CINCINNATI, OH 45241

513-769-4499

INVOICE [redacted]
Transaction Date **9/27/13** 04:23 PM
Customer Type: Friends of the Family

Thank You For Your Business

[redacted]

CUSTOMER ACCEPTS FREEDOM PLAN

Thank you for your business!

DOT Numbers	Sales Person
137KP00XX2213 137KP00XX2213 137KP00XX2213 137KP00XX2213	SCHATZMAN,STEVE
Service Tech(s) WORKMAN,JAMES-06	

Vehicles with over 100,000 miles run the risk of Aluminum wheels working loose after servicing due to corrosion of the hub and fasteners. Tire Discounters hand torques wheels to factory specifications and does everything in our control to inspect and remove any obvious corrosion. However, we highly recommend that your vehicles lug nuts are re-torqued after 100 Miles. This is an extra safety measure that Tire Discounters performs as a way to ensure our customer's continued safety. We will do this free of charge and immediately upon arrival to any one of our area locations.

Caution: Dual Whe[redacted] at 100 and 500 miles after every wheel service removal. New custom wheels must be reto[redacted]

Customer Signa[redacted]

Merchandise left over 30 days becomes the property of Tire Discounters.

We employ ASE certified technicians

Invoice and Payment Summary	
Total Tires	$999.96
Total Parts	$889.26
Total Labor	$369.00
Total Wheels/Accessories	$0.00
Total Road Hazard	$100.00
Shop Supply Fees	$25.00
State Tire Fees	$4.00
Environmental Fees	$10.00
Sales Tax	$149.97
TOTAL DISCOUNTS	-$288.74
TOTAL	$2,258.45
Payment Accepted : [redacted]	$2,258.45
	$0.00

FREEDOM PLAN REGISTRATION CERTIFICATE

Sold By

TIRE DISCOUNTERS

11805 LEBANON RD

CINCINNATI, OH 45241

513-769-4499

Purchased By:

[redacted]

DOT Numbers 137KP00XX2213 137KP00XX2213 137KP00XX2213 137KP00XX2213

Product Description 4 X53836 BW 265 70 17 121R Michelin LTX MS 2 14221

Invoice # [redacted] **Warranty** **Months** 48

Invoice Date 9/27/13 **Mileage** 60000

Vehicle Information **Odometer** 116921

Year 2010 **Make** Dodge Trucks **Model** Ram 2500 ST

WARRANTY INFORMATION

Your American Car Care Centers Freedom Plan Limited Warranty covers your new tires for a specified amount of Time and/or Mileage for Treadwear and Road Hazard Damage. Road Hazard damage is damage to your tire resulting from normal driving conditions which renders the tire unserviceable.

This limited tire warranty is issued and serviced by the American Car Care Centers Dealer from whom you purchased it and is separate from the warranty provided by the manufacturer of your tire. This warranty coverage applies only to the original purchaser.

In order to receive warranty service on your tire, you must provide the servicing dealer with the following:

* This warranty document
* The original invoice for the purchase of the covered tire.
* A record indicating that the tire received proper care and maintenance, as prescribed by the tire and vehicle manufacturers. This Freedom Plan includes a form that your servicing dealer will use to document that such care was provided.

In the event that you are unable to provide the information listed above, this warranty shall be void.

If the tire becomes unserviceable during its full original tread life due to Road Hazard Damage, or fails to deliver warranted Time and/or Mileage of service, the servicing dealer will either repair it or, at the dealer's option, make an allowance toward the purchase of a new tire.

For all adjustments, mounting will be included. You will be responsible for the cost of balancing and a new valve stem, if necessary, as well as the cost of a Freedom Plan for your new tire, and any applicable taxes and disposal fees. There may be additional labor charges, which are the customer's responsibility, for any vehicle with a tire pressure monitoring system (TPMS). See store where original service was performed for details.

If the covered tire fails during the first 12 months or 12,000 miles, the servicing dealer will replace the tire with a comparable tire at no charge.

If the covered tire fails after 12 months or 12,000 miles, your adjustment credit will be calculated as a percentage of the time and/or mileage warranty. The dealer will determine your replacement cost by applying your adjustment credit toward the dealer's current selling price of the replacement tire.

A tire is considered fully worn when it has warn down 2/32" or to the tread wear indicators molded into the tires.

This limited warranty is applicable only in the contiguous United States.

NOT COVERED ARE:

*Tires sold "AS IS" without warranty, including those branded "NA"

*Tires used in commercial applications.

*Tire failure or loss due to improper mounting procedures (including broken beads), inproper inflation, overloading, chain damage, mechanical condition of vehicle, including misalignment or worn parts, collision or wreck, vandalism, fire, highway conditions, tire neglect or mistreatment, or other conditions beyond the manufacturer's or dealer's control (with the exception of normal road hazard damage).

*Loss of time, inconvenience, loss of use of vehicle, incidental or consequential damages.

*The maximum term of this warranty is 72 months, or the number of months listed under warranty information. After 72 months this warranty is null and void including any tires that have less than 12,000 miles.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so such limitations or exclusions may not apply to you. No express warranty is given other than that stated herein. No implied warranty of merchantability, fitness for a particular purpose, or otherwise is given on automotive, light truck or recreational vehicle tires used in commercial applications, tires sold as is, and tires not normally used for personal, family or household purposes.

The use on any vehicle of tires of sizes or types not recommended or specified by the vehicle manufacturer is at user's sole risk and voids this warranty and any implied warrantics (including merchantability and fitness for a particular purpose).

This document contains all the terms and conditions of the Freedom Plan Limited Tire Warranty, which may not be modified in any way without the specific written consent of the Warranty Administrator.

OWNERS OBLIGATIONS

A. Comply with terms and conditions of limited warranty as outlined herein.

B. If a tire which is subject to this limited liability warranty becomes unserviceable, you should return the tire to the ACCC Dealer from whom it was purchased. If you are more than 10 miles from that dealer, please call the Warranty Hotline at (800)473-1939, Monday-Friday, 8:00 A.M. to 8:00 P.M. and 9:00 A.M. to 6:00 P.M. Saturday, Eastern Standard Time, and you will be directed to the nearest ACCC dealer. It is your obligation to present the unserviceable tire to the dealer.

This limited warranty gives you specific legal rights, you may also have other rights which vary from state to state.

ROADSIDE ASSISTANCE

If the covered tire fails within 12 months or 12,000 miles, whichever is to your advantage, following the date of purchase and you need roadside assistance please call our nationwide toll-free Warranty Hotline, open 24 hours a day. We will dispatch a service representative from one of our 30,000 affiliated service centers or independant service providers to install your mounted spare tire at no charge. Towing charges, or charges for any service other than the installation of your mounted spare tire are excluded from this roadside assistance benefit and are your responsibility.

TOLL FREE WARRANTY NUMBERS

The toll free warranty phone number is in operation 8:00 am to 8:00 pm Monday through Friday and 9:00 am to 6:00 pm Saturday, (Eastern Time). Roadside assistance is available 24/7 at (800)473-1939.

COMPREHENSIVE NATIONWIDE TIRE COVERAGE INCLUDES:

* REPLACEMENT AND ROADSIDE ASSISTANCE FOR 12 MONTHS/12,000 MILES
* ROAD HAZARD AND TREADWEAR WARRANTY
* ROTATION, INSPECTIONS, AIR PRESSURE CHECKS
* FLAT REPAIRS

(There may be additional labor charges, which are the customer's responsibility, for any vehicle with a tire pressure monitoring system (TPMS). See store where original service was performed for details.)

WARRANTY REQUIRES ROTATION EVERY 5,000 MILES

MILES	DATE	ODOMETER	DEALER/INITIAL	COMMENTS
5,000				
10,000				
15,000				
20,000				
25,000				
30,000				
35,000				
40,000				
45,000				
50,000				
55,000				
60,000				
65,000				
70,000				
75,000				
80,000				

REGISTER YOUR TIRES ON THE INTERNET AT Michelinman.com OR SEND US YOUR TIRE REGISTRATION CARD BY MAIL

9-30-13

Fields marked with an asterisk (*) are required.

*Purchaser name (Please print) ☑ Mr. ☐ Ms. [redacted]

*City CINCINNATI

*State OHIO *Zip Code [redacted]

Email [redacted]

Retailer name TIRE DISCOUNTERS

Address 11805 LEBANON RD

City CINCINNATI

State OH Zip Code 45241

*Tire 1 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 2 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 3 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 4 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 5 – Serial # (D.O.T.)													

**Privacy protection is important to Michelin. We refer you to our privacy policy posted on our web site at www.michelinman.com for more information or contact our Consumer Care Department at 1-800-847-3435

Federal Law and Regulations require your tire identification numbers to be registered. Please complete and return to Michelin.

Mail registration form to:
MNA, INC. Tire Registry
P.O. Box 2506
West Caldwell, NJ 07007-2506

MICHELIN

Perfection Group
Celebrating over 60 years of Perfection!

www.perfectiongroup.com

2649 Commerce Blvd.
Cincinnati, OH 45241
(513) 772-7545
Fax: (513) 326-2380
www.perfectionservices.com

FAX

TO: Chrysler Group LLC
DATE: 1/02/14
RE: Safety Recall N49 / NHTSA 13V-529

To whom it may concern,

I spoke with customer service @ 1-800-853-1403 regarding this safety recall notice on 12/23/13. I explained that I recently purchased a 2010 Dodge Ram 2500 and immediately took it to Tire Discounters for new tires. Tire Discounters reported that they were unable to properly align the tires due to failed ball joints. I authorized them to replace the failed ball joints but now see there is a Safety Recall notice regarding this very issue.

I asked Customer Service from Chrysler if I could be reimbursed for my expenses since this issue is appearing as a Safety Recall Notice. They requested I fax a copy of the work order and a copy of the receipt that shows I paid for the service to 1-877-768-5076 for consideration.

Please see attached for a copy of the work order, a copy of the receipt totaling $1,136.37 with 6-1/4% sales tax for the Ball Joint Service, and a copy of the Safety Recall Notice.

Please call me with any questions. I look forward to hearing from you.

[redacted]

©Perfection Group, Inc.

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N49 / NHTSA 13V-529*

This notice applies to your vehicle (VIN: **3D7TT2CT0AG**[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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

TIRE DISCOUNTERS 06
11805 LEBANON RD
CINCINNATI, OH 45241

09/27/2013 16:25:22
MID: [redacted]
TID: 04921811
3344404868

CREDIT CARD
[redacted]

CARD: XXXXXXXXXXX[redacted]
INVOICE 0009
Batch #: 000086
APP Code: 624389
Entry Mode: Swiped
Mode: Online

SALE AMT $2258.45

CUSTOMER COPY

TireDiscounters
Tires • Brakes • Shocks & Struts • Custom Wheels • Lube, Oil & Filter • Automotive Services

11805 LEBANON RD
CINCINNATI, OH 45241
513-769-4499

INVOICE [redacted]
Transaction Date **9/27/13** 04:23 PM
Customer Type: Friends of the Family

Thank You For Your Business

Customer Information	Friends of the Family Information	Vehicle Information	
[redacted]	Friends of the Family SHARONVILLE CHAMBER OF COMMI	Make Model Year/License VIN Mileage	Dodge Trucks Ram 2500 ST 2010 [redacted] 116921

Qty	Description	Price	Special	Extended
4	X53836 BW 265 70 17 121R Michelin LTX MS 2 14221	$249.99		$999.96
	Limited 48 Month / 60000 Mile Warranty - See Warranty Form For Details			
	Limited 48 Month / 60000 Mile Warranty - See Warranty Form For Details			
	***			
	***			
4	FRIENDS OF FAMILY DISCOUNT		-$25.00	-$100.00
2	PARTS.SU MOQ7467 LOWER BALL JOINTS	$132.15		$264.30
	* 6 month / 6.000 mile warranty			
2	FRIENDS OF FAMILY DISCOUNT		-$19.82	-$39.64
2	PARTS.SU MOOK7460 UPPER BALL JOINTS	$123.30		$246.60
	* 6 month / 6.000 mile warranty			
2	FRIENDS OF FAMILY DISCOUNT		-$18.50	-$37.00
1	7 TO INSTALL BALL JOINTS	$252.00		$252.00
1	FRIENDS OF FAMILY DISCOUNT		-$37.80	-$37.80
1	PARTS.SUP TIMHA590346 HUB BEARING UNIT R/FRONT	$378.36		$378.36
	* 12 month / 12.000 mile warranty			
1	FRIENDS OF FAMILY DISCOUNT		-$56.75	-$56.75
1	7 FOR SUSPENSION SERVICE	$117.00		$117.00
1	FRIENDS OF FAMILY DISCOUNT		-$17.55	-$17.55
1	FREE 4-WHEEL ALIGNMENT @ NO CHARGE			
	INSPECTED, MEASURED AND ALIGNED AS NEEDED ALL 4 WHEELS USING			
	INSPECTED. MEASURED AND ALIGNED AS NEEDED ALL 4 WHEELS USING			
	FACTORY PROVIDED ADJUSTMENTS TO ASSURE PROPER VEHICLE TRACK-			
	FACTORY PROVIDED ADJUSTMENTS TO ASSURE PROPER VEHICLE TRACK-			
	ING AND MAXIMIZE FRONT AND REAR TREAD LIFE. VALUE TO $79.95.			
	ING AND MAXIMIZE FRONT AND REAR TREAD LIFE. VALUE TO $79.95.			
1	REC-STRUT SHOCK/STRUT SUGGESTED			
4	27 (27) PURCHASE OF FREEDOMPLAN/ROAD HAZARD WARRANTY	$25.00		$100.00
	BEST BUY!TERMS AND CONDITIONS ON REGISTRATION CERTIFICATE			
	BEST BUY!TERMS AND CONDITIONS ON REGISTRATION CERTIFICATE			

$ 1,069.52
+ 6¼% tax
66.85
$ 1,136.37

To receive FREE 24 hour roadside assistance you must register your Michelin Tires! Please fill out the attached registration form and mail to the address given or go to www.michelinman.com to register your tires online.

TireDiscounters
Tires • Brakes • Shocks & Struts • Custom Wheels • Lube, Oil & Filter • Automotive Services

11805 LEBANON RD
CINCINNATI, OH 45241

513-769-4499

INVOICE [redacted]
Transaction Date **9/27/13** 04:23 PM
Customer Type: Friends of the Family

Thank You For Your Business

[redacted]

CUSTOMER ACCEPTS FREEDOM PLAN

Thank you for your business!

DOT Numbers	Sales Person
137KP00XX2213 137KP00XX2213 137KP00XX2213 137KP00XX2213	SCHATZMAN,STEVE
Service Tech(s) WORKMAN,JAMES-06	

Vehicles with over 100,000 miles run the risk of Aluminum wheels working loose after servicing due to corrosion of the hub and fasteners. Tire Discounters hand torques wheels to factory specifications and does everything in our control to inspect and remove any obvious corrosion. However, we highly recommend that your vehicles lug nuts are re-torqued after 100 Miles. This is an extra safety measure that Tire Discounters performs as a way to ensure our customer's continued safety. We will do this free of charge and immediately upon arrival to any one of our area locations.

Caution: Dual Whe[redacted] at 100 and 500 miles after every wheel service removal. New custom wheels must be reto[redacted]

Customer Signa[redacted]

Merchandise left over 30 days becomes the property of Tire Discounters.

We employ ASE certified technicians

Invoice and Payment Summary	
Total Tires	$999.96
Total Parts	$889.26
Total Labor	$369.00
Total Wheels/Accessories	$0.00
Total Road Hazard	$100.00
Shop Supply Fees	$25.00
State Tire Fees	$4.00
Environmental Fees	$10.00
Sales Tax	$149.97
TOTAL DISCOUNTS	-$288.74
TOTAL	$2,258.45
Payment Accepted : [redacted]	$2,258.45
	$0.00

FREEDOM PLAN REGISTRATION CERTIFICATE

Sold By

TIRE DISCOUNTERS

11805 LEBANON RD

CINCINNATI, OH 45241

513-769-4499

Purchased By:

[redacted]

DOT Numbers 137KP00XX2213 137KP00XX2213 137KP00XX2213 137KP00XX2213

Product Description 4 X53836 BW 265 70 17 121R Michelin LTX MS 2 14221

Invoice # [redacted] **Warranty** **Months** 48

Invoice Date 9/27/13 **Mileage** 60000

Vehicle Information **Odometer** 116921

Year 2010 **Make** Dodge Trucks **Model** Ram 2500 ST

WARRANTY INFORMATION

Your American Car Care Centers Freedom Plan Limited Warranty covers your new tires for a specified amount of Time and/or Mileage for Treadwear and Road Hazard Damage. Road Hazard damage is damage to your tire resulting from normal driving conditions which renders the tire unserviceable.

This limited tire warranty is issued and serviced by the American Car Care Centers Dealer from whom you purchased it and is separate from the warranty provided by the manufacturer of your tire. This warranty coverage applies only to the original purchaser.

In order to receive warranty service on your tire, you must provide the servicing dealer with the following:

* This warranty document
* The original invoice for the purchase of the covered tire.
* A record indicating that the tire received proper care and maintenance, as prescribed by the tire and vehicle manufacturers. This Freedom Plan includes a form that your servicing dealer will use to document that such care was provided.

In the event that you are unable to provide the information listed above, this warranty shall be void.

If the tire becomes unserviceable during its full original tread life due to Road Hazard Damage, or fails to deliver warranted Time and/or Mileage of service, the servicing dealer will either repair it or, at the dealer's option, make an allowance toward the purchase of a new tire.

For all adjustments, mounting will be included. You will be responsible for the cost of balancing and a new valve stem, if necessary, as well as the cost of a Freedom Plan for your new tire, and any applicable taxes and disposal fees. There may be additional labor charges, which are the customer's responsibility, for any vehicle with a tire pressure monitoring system (TPMS). See store where original service was performed for details.

If the covered tire fails during the first 12 months or 12,000 miles, the servicing dealer will replace the tire with a comparable tire at no charge.

If the covered tire fails after 12 months or 12,000 miles, your adjustment credit will be calculated as a percentage of the time and/or mileage warranty. The dealer will determine your replacement cost by applying your adjustment credit toward the dealer's current selling price of the replacement tire.

A tire is considered fully worn when it has warn down 2/32" or to the tread wear indicators molded into the tires.

This limited warranty is applicable only in the contiguous United States.

NOT COVERED ARE:

*Tires sold "AS IS" without warranty, including those branded "NA"

*Tires used in commercial applications.

*Tire failure or loss due to improper mounting procedures (including broken beads), inproper inflation, overloading, chain damage, mechanical condition of vehicle, including misalignment or worn parts, collision or wreck, vandalism, fire, highway conditions, tire neglect or mistreatment, or other conditions beyond the manufacturer's or dealer's control (with the exception of normal road hazard damage).

*Loss of time, inconvenience, loss of use of vehicle, incidental or consequential damages.

*The maximum term of this warranty is 72 months, or the number of months listed under warranty information. After 72 months this warranty is null and void including any tires that have less than 12,000 miles.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so such limitations or exclusions may not apply to you. No express warranty is given other than that stated herein. No implied warranty of merchantability, fitness for a particular purpose, or otherwise is given on automotive, light truck or recreational vehicle tires used in commercial applications, tires sold as is, and tires not normally used for personal, family or household purposes.

The use on any vehicle of tires of sizes or types not recommended or specified by the vehicle manufacturer is at user's sole risk and voids this warranty and any implied warrantics (including merchantability and fitness for a particular purpose).

This document contains all the terms and conditions of the Freedom Plan Limited Tire Warranty, which may not be modified in any way without the specific written consent of the Warranty Administrator.

OWNERS OBLIGATIONS

A. Comply with terms and conditions of limited warranty as outlined herein.

B. If a tire which is subject to this limited liability warranty becomes unserviceable, you should return the tire to the ACCC Dealer from whom it was purchased. If you are more than 10 miles from that dealer, please call the Warranty Hotline at (800)473-1939, Monday-Friday, 8:00 A.M. to 8:00 P.M. and 9:00 A.M. to 6:00 P.M. Saturday, Eastern Standard Time, and you will be directed to the nearest ACCC dealer. It is your obligation to present the unserviceable tire to the dealer.

This limited warranty gives you specific legal rights, you may also have other rights which vary from state to state.

ROADSIDE ASSISTANCE

If the covered tire fails within 12 months or 12,000 miles, whichever is to your advantage, following the date of purchase and you need roadside assistance please call our nationwide toll-free Warranty Hotline, open 24 hours a day. We will dispatch a service representative from one of our 30,000 affiliated service centers or independant service providers to install your mounted spare tire at no charge. Towing charges, or charges for any service other than the installation of your mounted spare tire are excluded from this roadside assistance benefit and are your responsibility.

TOLL FREE WARRANTY NUMBERS

The toll free warranty phone number is in operation 8:00 am to 8:00 pm Monday through Friday and 9:00 am to 6:00 pm Saturday, (Eastern Time). Roadside assistance is available 24/7 at (800)473-1939.

COMPREHENSIVE NATIONWIDE TIRE COVERAGE INCLUDES:

* REPLACEMENT AND ROADSIDE ASSISTANCE FOR 12 MONTHS/12,000 MILES
* ROAD HAZARD AND TREADWEAR WARRANTY
* ROTATION, INSPECTIONS, AIR PRESSURE CHECKS
* FLAT REPAIRS

(There may be additional labor charges, which are the customer's responsibility, for any vehicle with a tire pressure monitoring system (TPMS). See store where original service was performed for details.)

WARRANTY REQUIRES ROTATION EVERY 5,000 MILES

MILES	DATE	ODOMETER	DEALER/INITIAL	COMMENTS
5,000				
10,000				
15,000				
20,000				
25,000				
30,000				
35,000				
40,000				
45,000				
50,000				
55,000				
60,000				
65,000				
70,000				
75,000				
80,000				

REGISTER YOUR TIRES ON THE INTERNET AT Michelinman.com OR SEND US YOUR TIRE REGISTRATION CARD BY MAIL

9-30-13

Fields marked with an asterisk (*) are required.

*Purchaser name (Please print) ☑ Mr. ☐ Ms. [redacted]

*City CINCINNATI

*State OHIO *Zip Code [redacted]

Email [redacted]

Retailer name TIRE DISCOUNTERS

Address 11805 LEBANON RD

City CINCINNATI

State OH Zip Code 45241

*Tire 1 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 2 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 3 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 4 – Serial # (D.O.T.)	1	3	7	K	P	0	0	X	X	2	2	1	3
*Tire 5 – Serial # (D.O.T.)													

**Privacy protection is important to Michelin. We refer you to our privacy policy posted on our web site at www.michelinman.com for more information or contact our Consumer Care Department at 1-800-847-3435

Federal Law and Regulations require your tire identification numbers to be registered. Please complete and return to Michelin.

Mail registration form to:
MNA, INC. Tire Registry
P.O. Box 2506
West Caldwell, NJ 07007-2506

MICHELIN

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



FAX



Company Name	[redacted]
Mailing Address	
Phone	
Fax	

To	CHRYSLER
Fax	1-877-768-5076
Date	12-23-2013
Pages	2 – INC COVER SHEET

Message

THIS IS AN INVOICE FOR WORK DONE ON A BROKEN TIE ROD FOR TRUCK VIN # 3D73Y4CL8AG[redacted] THAT IS NOW UNDER RECALL N49

www.FreeFaxCoverSheets.net

[redacted]
Belmont, WI [redacted]
Phone: [redacted]

Repair Order

Due: $197.08

RO Number: [redacted]
Date Printed: 12/23/2013
Date Promised: 12/25/2013
Date In: 11/25/2013

[redacted]
Belmont, WI [redacted]

Customer Information
Work Phone: [redacted]

Fold Here

Unit 2010 DODGE 3500

VIN/Serial No:3D73Y4CL8AG[redacted] **Plate:** **Odom/Hrs:**0

TIE ROD

Description:FRONT LEFT TIE ROD BROKEN

Resolution:REPLACED TIE ROD

Parts

Part #	Qty	Description	Price	Discount	Total
Misc~	1.00	ES800532 TIE ROD END	$101.68	$0.00	$101.68
				Parts Subtotal	**$101.68**

Labor

Description	Technician	Hour	Total
REPLACE TIE ROD END	Ryan Cushman	1.5	$90.00
		Labor Subtotal	**$90.00**
		Job Subtotal	**$191.68**

Job Parts Subtotal:	**$101.68**
Job Labor Subtotal:	**$90.00**
All Jobs Subtotal:	**$191.68**
Shop Supplies:	**$5.40**
Tax:	**$0.00**
Total:	**$197.08**
Less Deposits:	**$0.00**
Total Due:	**$197.08**

Payment is due upon receipt.

Signature: _____

FROM :MOUND VIEW RV FAX NO. : Dec. 23 2013 11:46AM P2

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



[redacted]

From: CAC_Case_Manager@chrysler.com
Sent: Tuesday, December 24, 2013 11:19 AM
To: [redacted]
Subject: Chrysler Update Case# [redacted]

Dear Customer:

Case #[redacted]
VIN: **3D3LX39CX6[redacted]**
Vehicle Description: DODGE RAM 3500 LARAMIE MEGA CAB 4X4

Dear [redacted] This is Michelle, your Case Manager assigned to your request for reimbursement for the repairs to the on your 2006 Ram 3500. I was just following up with you to ensure that you are able to submit your repair invoices fo may fax the information to me at 877-768-5076 or I will supply you with an email link, in which you can scan, upload information to. Should you require further assistance, please contact me directly at 855-675-9291, EXT 4718097 or re correspondence. I will follow up with you again, within 7 business days for your submission. Thank you for your atter Sincerely, Michelle

Please use the link below to reply

[redacted]

Maximum size of the message is 2000 characters.

Note: This is a system generated message. Please do not reply.

Sincerely,
MICHELLE
Customer Assistance Center

[redacted]

DARCARS
Automotive Excellence Since 1977

ORANGE PARK CHRYSLER JEEP DODGE RAM

7233 BLANDING BOULEVARD 904-777-5500
JACKSONVILLE, FLORIDA 32244
MV# 13746

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CHARLES 1002625	TAG NO. 1915	INVOICE DATE 01/15/13	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 227,835	COLOR /	STOCK NO.
JACKSONVILLE, FL [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/3500 TRUCK		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3 D 3 L X 3 9 C X 6 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/13/13	REPRINT# 1	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: [redacted]	

LABOR & PARTS

J# 1 04DTZ99 MISC SUSPENSION TECH(S):2476 327.00
CUST STATES TIE ROD END BROKEN
FOUND STEERING LINK
BROKEN
REPLACED STEERING LINK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52122362-AH	STEERING 19027003	359.05	359.05
JOB # 1	1	5154661-AC	DAMPER ST 19030006	100.00	100.00
			JOB # 1 TOTAL PARTS		459.05
			JOB # 1 TOTAL LABOR & PARTS		786.05

J# 2 01DTZ03 23POINT INSPECTION TECH(S):2476 0.00
FREE 16 POINT INSPECTION - SEE SERVICE ADVISOR FOR ANY
SERVICES OR RECOMMENDATIONS BY YOUR TECHNICIAN.
INSPECTION PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+01DTZZ4WHLALIGN 4 WHEEL ALIGN TECH(S):2476 79.99
PERFORM 4 WHEEL ALIGNMENT
PERFORM REQUESTED 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		79.99

J# 4+80DTZLOFDIESEL 5.9 DIESEL TRUCK TECH(S):2476 22.50
SERVICE INCLUDES DRAINING ENGINE OIL AND REFILLING WITH UP
TO 3 GALLONS DIESEL OIL AND REPLACING OIL FILTER WITH MOPAR
OIL FILTER. CHECK ALL BELTS, HOSES AND FLUID LEVELS.
5.9 DIESEL TRUCKS.
MENU PRICE DOES NOT INCLUDE DISPOSAL FEES AND TAX
SERVICE PERFORMED
P23.61

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	5083285-AA	FILTER EN 9057006	17.20	17.20
JOB # 4	3	68024967-PB	OIL 15W40 1081090	28.70	86.10
			JOB # 4 TOTAL PARTS		103.30
			JOB # 4 TOTAL LABOR & PARTS		125.80

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HAZ	HAZARDOUS DISPOSAL		3.50
JOB # A	SS	SHOP SUPPLIES		32.25
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00

Reynolds and Reynolds ERALZRINVN TO ORDER: www.rrsource.com 1-800-344-0998, (in Canada) 1-800-531-9055

DARCARS
Automotive Excellence Since 1977

ORANGE PARK CHRYSLER JEEP DODGE RAM

7233 BLANDING BOULEVARD 904-777-5500
JACKSONVILLE, FLORIDA 32244
MV# 13746

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: CHARLES 1002625	TAG NO.: 1915	INVOICE DATE: 01/15/13	I: [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 227,835	COLOR: /	STOCK NO.
JACKSONVILLE, FL [redacted]	YEAR / MAKE / MODEL: 06/DODGE TRUCK/3500 TRUCK		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 D 3 L X 3 9 C X 6 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE: 01/13/13	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT: MO: [redacted]

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00
JOB # 4	CDP	COUPON DISCOUNT PARTS		-20.00
JOB # 4	CDL	COUPON DISCOUNT LABOR		-5.85
		TOTAL - MISC		-140.10

COMMENTS
PL

TOTALS

PAYMENT METHOD: CHECK NO:

CASH [ ] VISA [ ] DISCOVER [ ]
MASTERCARD [ ] AMEX [ ] CHARGE NO

ALL PARTS ARE NEW UNLESS STATED OTHERWISE
PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. ADJUSTMENTS ARE WARRANTEED FOR 90 DAY OR 4,000 MILES, WHICH EVER COMES FIRST. WE ASSUME NO LIABILITY FOR THE MERCHANTABILITY OR FITNESS OF THE PARTS THAT WE SELL. THEY ARE WARRANTEED BY THE MANUFACTURER OF THE PARTS. WARRANTY ON THESE REPAIRS MUST BE PERFORMED BY ORANGE PARK DODGE. IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE CALL OUR SERVICE MANAGER, RUSS HALL.
ANY VEH. LEFT OVER 2 BUSINESS DAYS AFTER BEING NOTIFIED OF COMPLETION, WILL BE CHARGED $5.00 PER DAY STORAGE.

TOTAL LABOR....	429.49
TOTAL PARTS....	562.35
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.75
TOTAL MISC DISC	-175.85
TOTAL TAX.....	71.94
TOTAL INVOICE $	**923.68**

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Reynolds and Reynolds EHALZRNIVN 10 CHDER www.reyrey.com; 1-800.344.0996; fax 1 855 831 6555

[redacted]

From: CAC_Case_Manager@chrysler.com
Sent: Tuesday, December 24, 2013 11:19 AM
To: [redacted]
Subject: Chrysler Update Case# [redacted]

Dear Customer:

Case #[redacted]
VIN: **3D3LX39CX6[redacted]**
Vehicle Description: DODGE RAM 3500 LARAMIE MEGA CAB 4X4

Dear [redacted] This is Michelle, your Case Manager assigned to your request for reimbursement for the repairs to the on your 2006 Ram 3500. I was just following up with you to ensure that you are able to submit your repair invoices fo may fax the information to me at 877-768-5076 or I will supply you with an email link, in which you can scan, upload information to. Should you require further assistance, please contact me directly at 855-675-9291, EXT 4718097 or re correspondence. I will follow up with you again, within 7 business days for your submission. Thank you for your atter Sincerely, Michelle

Please use the link below to reply

[redacted]

Maximum size of the message is 2000 characters.

Note: This is a system generated message. Please do not reply.

Sincerely,
MICHELLE
Customer Assistance Center

[redacted]

DARCARS
Automotive Excellence Since 1977

ORANGE PARK CHRYSLER JEEP DODGE RAM

7233 BLANDING BOULEVARD 904-777-5500
JACKSONVILLE, FLORIDA 32244
MV# 13746

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CHARLES 1002625	TAG NO. 1915	INVOICE DATE 01/15/13	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 227,835	COLOR /	STOCK NO.
JACKSONVILLE, FL [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/3500 TRUCK		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3 D 3 L X 3 9 C X 6 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/13/13	REPRINT# 1	
RESIDENCE PHONE [redacted]	COMMENTS			MILEAGE OUT MO: [redacted]	

LABOR & PARTS

J# 1 04DTZ99 MISC SUSPENSION TECH(S):2476 327.00
CUST STATES TIE ROD END BROKEN
FOUND STEERING LINK
BROKEN
REPLACED STEERING LINK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52122362-AH	STEERING 19027003	359.05	359.05
JOB # 1	1	5154661-AC	DAMPER ST 19030006	100.00	100.00
			JOB # 1 TOTAL PARTS		459.05
			JOB # 1 TOTAL LABOR & PARTS		786.05

J# 2 01DTZ03 23POINT INSPECTION TECH(S):2476 0.00
FREE 16 POINT INSPECTION - SEE SERVICE ADVISOR FOR ANY
SERVICES OR RECOMMENDATIONS BY YOUR TECHNICIAN.
INSPECTION PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+01DTZZ4WHLALIGN 4 WHEEL ALIGN TECH(S):2476 79.99
PERFORM 4 WHEEL ALIGNMENT
PERFORM REQUESTED 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		79.99

J# 4+80DTZLOFDIESEL 5.9 DIESEL TRUCK TECH(S):2476 22.50
SERVICE INCLUDES DRAINING ENGINE OIL AND REFILLING WITH UP
TO 3 GALLONS DIESEL OIL AND REPLACING OIL FILTER WITH MOPAR
OIL FILTER. CHECK ALL BELTS, HOSES AND FLUID LEVELS.
5.9 DIESEL TRUCKS.
MENU PRICE DOES NOT INCLUDE DISPOSAL FEES AND TAX
SERVICE PERFORMED
P23.61

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	5083285-AA	FILTER EN 9057006	17.20	17.20
JOB # 4	3	68024967-PB	OIL 15W40 1081090	28.70	86.10
			JOB # 4 TOTAL PARTS		103.30
			JOB # 4 TOTAL LABOR & PARTS		125.80

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HAZ	HAZARDOUS DISPOSAL		3.50
JOB # A	SS	SHOP SUPPLIES		32.25
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00

Reynolds and Reynolds ERALZRINVN TO ORDER: www.rrsource.com 1-800-344-0998, (in Canada) 1-800-531-9055

DARCARS
Automotive Excellence Since 1977

ORANGE PARK CHRYSLER JEEP DODGE RAM

7233 BLANDING BOULEVARD 904-777-5500
JACKSONVILLE, FLORIDA 32244
MV# 13746

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CHARLES 1002625	TAG NO. 1915	INVOICE DATE 01/15/13	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 227,835	COLOR /
JACKSONVILLE, FL [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/3500 TRUCK		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3D3LX39CX6G[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 01/13/13	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: [redacted]

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00
JOB # 4	CDP	COUPON DISCOUNT PARTS		-20.00
JOB # 4	CDL	COUPON DISCOUNT LABOR		-5.85
		TOTAL - MISC		-140.10

COMMENTS
PL

TOTALS

PAYMENT METHOD: CHECK NO:

CASH [ ] VISA [ ] DISCOVER [ ]
MASTERCARD [ ] AMEX [ ] CHARGE NO

ALL PARTS ARE NEW UNLESS STATED OTHERWISE
PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. ADJUSTMENTS ARE WARRANTEED FOR 90 DAY OR 4,000 MILES, WHICH EVER COMES FIRST. WE ASSUME NO LIABILITY FOR THE MERCHANTABILITY OR FITNESS OF THE PARTS THAT WE SELL. THEY ARE WARRANTEED BY THE MANUFACTURER OF THE PARTS. WARRANTY ON THESE REPAIRS MUST BE PERFORMED BY ORANGE PARK DODGE. IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE CALL OUR SERVICE MANAGER, RUSS HALL.
ANY VEH. LEFT OVER 2 BUSINESS DAYS AFTER BEING NOTIFIED OF COMPLETION, WILL BE CHARGED $5.00 PER DAY STORAGE.

TOTAL LABOR....	429.49
TOTAL PARTS....	562.35
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.75
TOTAL MISC DISC	-175.85
TOTAL TAX.....	71.94
TOTAL INVOICE $	**923.68**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Reynolds and Reynolds EHALZRNIVN 10 CHOICE www.reyrey.com; 1-800.344.0996; fax 1 855 831 6555

[redacted]

From: CAC_Case_Manager@chrysler.com
Sent: Tuesday, December 24, 2013 11:19 AM
To: [redacted]
Subject: Chrysler Update Case# [redacted]

Dear Customer:

Case #: [redacted]
VIN: **3D3LX39CX6[redacted]**
Vehicle Description: DODGE RAM 3500 LARAMIE MEGA CAB 4X4

Dear [redacted] This is Michelle, your Case Manager assigned to your request for reimbursement for the repairs to the on your 2006 Ram 3500. I was just following up with you to ensure that you are able to submit your repair invoices fo may fax the information to me at 877-768-5076 or I will supply you with an email link, in which you can scan, upload information to. Should you require further assistance, please contact me directly at 855-675-9291, EXT 4718097 or re correspondence. I will follow up with you again, within 7 business days for your submission. Thank you for your atter Sincerely, Michelle

Please use the link below to reply

[redacted]

Maximum size of the message is 2000 characters.

Note: This is a system generated message. Please do not reply.

Sincerely,
MICHELLE
Customer Assistance Center

[redacted]

DARCARS
Automotive Excellence Since 1977

ORANGE PARK CHRYSLER JEEP DODGE RAM

7233 BLANDING BOULEVARD 904-777-5500
JACKSONVILLE, FLORIDA 32244
MV# 13746

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CHARLES 1002625	TAG NO. 1915	INVOICE DATE 01/15/13	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 227,835	COLOR /	STOCK NO.
JACKSONVILLE, FL [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/3500 TRUCK		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3 D 3 L X 3 9 C X 6 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/13/13	REPRINT# 1	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: [redacted]	

LABOR & PARTS

J# 1 04DTZ99 MISC SUSPENSION TECH(S):2476 327.00
CUST STATES TIE ROD END BROKEN
FOUND STEERING LINK
BROKEN
REPLACED STEERING LINK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52122362-AH	STEERING 19027003	359.05	359.05
JOB # 1	1	5154661-AC	DAMPER ST 19030006	100.00	100.00
			JOB # 1 TOTAL PARTS		459.05
			JOB # 1 TOTAL LABOR & PARTS		786.05

J# 2 01DTZ03 23POINT INSPECTION TECH(S):2476 0.00
FREE 16 POINT INSPECTION - SEE SERVICE ADVISOR FOR ANY
SERVICES OR RECOMMENDATIONS BY YOUR TECHNICIAN.
INSPECTION PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+01DTZZ4WHLALIGN 4 WHEEL ALIGN TECH(S):2476 79.99
PERFORM 4 WHEEL ALIGNMENT
PERFORM REQUESTED 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		79.99

J# 4+80DTZLOFDIESEL 5.9 DIESEL TRUCK TECH(S):2476 22.50
SERVICE INCLUDES DRAINING ENGINE OIL AND REFILLING WITH UP
TO 3 GALLONS DIESEL OIL AND REPLACING OIL FILTER WITH MOPAR
OIL FILTER. CHECK ALL BELTS, HOSES AND FLUID LEVELS.
5.9 DIESEL TRUCKS.
MENU PRICE DOES NOT INCLUDE DISPOSAL FEES AND TAX
SERVICE PERFORMED
P23.61

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	5083285-AA	FILTER EN 9057006	17.20	17.20
JOB # 4	3	68024967-PB	OIL 15W40 1081090	28.70	86.10
			JOB # 4 TOTAL PARTS		103.30
			JOB # 4 TOTAL LABOR & PARTS		125.80

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HAZ	HAZARDOUS DISPOSAL		3.50
JOB # A	SS	SHOP SUPPLIES		32.25
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00

Reynolds and Reynolds ERALZRINVN TO ORDER: www.rrsource.com 1-800-344-0998, (in Canada) 1-800-531-9055

DARCARS
Automotive Excellence Since 1977

ORANGE PARK CHRYSLER JEEP DODGE RAM

7233 BLANDING BOULEVARD 904-777-5500
JACKSONVILLE, FLORIDA 32244
MV# 13746

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CHARLES 1002625	TAG NO. 1915	INVOICE DATE 01/15/13	I [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 227,835	COLOR /	STOCK NO.
JACKSONVILLE, FL [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/3500 TRUCK		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 D 3 L X 3 9 C X 6 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 01/13/13	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: [redacted]

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00
JOB # 4	CDP	COUPON DISCOUNT PARTS		-20.00
JOB # 4	CDL	COUPON DISCOUNT LABOR		-5.85
		TOTAL - MISC		-140.10

COMMENTS
PL

TOTALS

PAYMENT METHOD: CHECK NO:

CASH [ ] VISA [ ] DISCOVER [ ]
MASTERCARD [ ] AMEX [ ] CHARGE NO

ALL PARTS ARE NEW UNLESS STATED OTHERWISE
PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. ADJUSTMENTS ARE WARRANTEED FOR 90 DAY OR 4,000 MILES, WHICH EVER COMES FIRST. WE ASSUME NO LIABILITY FOR THE MERCHANTABILITY OR FITNESS OF THE PARTS THAT WE SELL. THEY ARE WARRANTEED BY THE MANUFACTURER OF THE PARTS. WARRANTY ON THESE REPAIRS MUST BE PERFORMED BY ORANGE PARK DODGE. IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE CALL OUR SERVICE MANAGER, RUSS HALL.
ANY VEH. LEFT OVER 2 BUSINESS DAYS AFTER BEING NOTIFIED OF COMPLETION, WILL BE CHARGED $5.00 PER DAY STORAGE.

TOTAL LABOR....	429.49
TOTAL PARTS....	562.35
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.75
TOTAL MISC DISC	-175.85
TOTAL TAX.....	71.94
TOTAL INVOICE $	**923.68**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Reynolds and Reynolds EHALZRNIVN 10 CHOLER www.reyrey.com; 1-800.344.0996; fax 1 855 531 6555

[redacted]

From: CAC_Case_Manager@chrysler.com
Sent: Tuesday, December 24, 2013 11:19 AM
To: [redacted]
Subject: Chrysler Update Case# [redacted]

Dear Customer:

Case #[redacted]
VIN: **3D3LX39CX6[redacted]**
Vehicle Description: DODGE RAM 3500 LARAMIE MEGA CAB 4X4

Dear [redacted] This is Michelle, your Case Manager assigned to your request for reimbursement for the repairs to the on your 2006 Ram 3500. I was just following up with you to ensure that you are able to submit your repair invoices fo may fax the information to me at 877-768-5076 or I will supply you with an email link, in which you can scan, upload information to. Should you require further assistance, please contact me directly at 855-675-9291, EXT 4718097 or re correspondence. I will follow up with you again, within 7 business days for your submission. Thank you for your atter Sincerely, Michelle

Please use the link below to reply

[redacted]

Maximum size of the message is 2000 characters.

Note: This is a system generated message. Please do not reply.

Sincerely,
MICHELLE
Customer Assistance Center

[redacted]

DARCARS
Automotive Excellence Since 1977

ORANGE PARK CHRYSLER JEEP DODGE RAM

7233 BLANDING BOULEVARD 904-777-5500
JACKSONVILLE, FLORIDA 32244
MV# 13746

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CHARLES 1002625	TAG NO. 1915	INVOICE DATE 01/15/13	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 227,835	COLOR /	STOCK NO.
JACKSONVILLE, FL [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/3500 TRUCK		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3 D 3 L X 3 9 C X 6 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/13/13	REPRINT# 1	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: [redacted]	

LABOR & PARTS

J# 1 04DTZ99 MISC SUSPENSION TECH(S):2476 327.00
CUST STATES TIE ROD END BROKEN
FOUND STEERING LINK
BROKEN
REPLACED STEERING LINK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52122362-AH	STEERING 19027003	359.05	359.05
JOB # 1	1	5154661-AC	DAMPER ST 19030006	100.00	100.00
			JOB # 1 TOTAL PARTS		459.05
			JOB # 1 TOTAL LABOR & PARTS		786.05

J# 2 01DTZ03 23POINT INSPECTION TECH(S):2476 0.00
FREE 16 POINT INSPECTION - SEE SERVICE ADVISOR FOR ANY
SERVICES OR RECOMMENDATIONS BY YOUR TECHNICIAN.
INSPECTION PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+01DTZZ4WHLALIGN 4 WHEEL ALIGN TECH(S):2476 79.99
PERFORM 4 WHEEL ALIGNMENT
PERFORM REQUESTED 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		79.99

J# 4+80DTZLOFDIESEL 5.9 DIESEL TRUCK TECH(S):2476 22.50
SERVICE INCLUDES DRAINING ENGINE OIL AND REFILLING WITH UP
TO 3 GALLONS DIESEL OIL AND REPLACING OIL FILTER WITH MOPAR
OIL FILTER. CHECK ALL BELTS, HOSES AND FLUID LEVELS.
5.9 DIESEL TRUCKS.
MENU PRICE DOES NOT INCLUDE DISPOSAL FEES AND TAX
SERVICE PERFORMED
P23.61

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	5083285-AA	FILTER EN 9057006	17.20	17.20
JOB # 4	3	68024967-PB	OIL 15W40 1081090	28.70	86.10
			JOB # 4 TOTAL PARTS		103.30
			JOB # 4 TOTAL LABOR & PARTS		125.80

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HAZ	HAZARDOUS DISPOSAL		3.50
JOB # A	SS	SHOP SUPPLIES		32.25
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00

Reynolds and Reynolds ERALZRINVN TO ORDER: www.rrsource.com 1-800-344-0998, (in Canada) 1-800-531-9055

DARCARS
Automotive Excellence Since 1977

ORANGE PARK CHRYSLER JEEP DODGE RAM

7233 BLANDING BOULEVARD 904-777-5500
JACKSONVILLE, FLORIDA 32244
MV# 13746

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: CHARLES 1002625	TAG NO.: 1915	INVOICE DATE: 01/15/13	I: [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 227,835	COLOR: /
JACKSONVILLE, FL [redacted]	YEAR / MAKE / MODEL: 06/DODGE TRUCK/3500 TRUCK		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 D 3 L X 3 9 C X 6 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE: 01/13/13	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT: MO: [redacted]

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDP	COUPON DISCOUNT PARTS		-25.00
JOB # 1	CDL	COUPON DISCOUNT LABOR		-25.00
JOB # 4	CDP	COUPON DISCOUNT PARTS		-20.00
JOB # 4	CDL	COUPON DISCOUNT LABOR		-5.85
		TOTAL - MISC		-140.10

COMMENTS
PL

TOTALS

PAYMENT METHOD: CHECK NO:

CASH [ ] VISA [ ] DISCOVER [ ]
MASTERCARD [ ] AMEX [ ] CHARGE NO

ALL PARTS ARE NEW UNLESS STATED OTHERWISE
PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. ADJUSTMENTS ARE WARRANTEED FOR 90 DAY OR 4,000 MILES, WHICH EVER COMES FIRST. WE ASSUME NO LIABILITY FOR THE MERCHANTABILITY OR FITNESS OF THE PARTS THAT WE SELL. THEY ARE WARRANTEED BY THE MANUFACTURER OF THE PARTS. WARRANTY ON THESE REPAIRS MUST BE PERFORMED BY ORANGE PARK DODGE. IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE CALL OUR SERVICE MANAGER, RUSS HALL.
ANY VEH. LEFT OVER 2 BUSINESS DAYS AFTER BEING NOTIFIED OF COMPLETION, WILL BE CHARGED $5.00 PER DAY STORAGE.

TOTAL LABOR....	429.49
TOTAL PARTS....	562.35
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.75
TOTAL MISC DISC	-175.85
TOTAL TAX.....	71.94
TOTAL INVOICE $	**923.68**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Reynolds and Reynolds EHALZRNIVN 10 CHDLR www.reyrey.com; 1-800.344.0996; fax 1 855 531 6555

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/03/14

POSTED DATE : 12/23/13

VIN (FIRST 9 DIGITS) 3D7Ks28TQ

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N49 / NHTSA 13V-529*

This notice applies to your vehicle (VIN: **3D7KS28T09C[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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

HATCH MOTOR COMPANY

260 W. Deuce of Clubs - Show Low, AZ 85901
(928) 537-8887 - Fax: (928) 537-8711

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

11/29/13	
R/O Close Date	Status
11/30/13	Pre-Invo
Mileage In	Mileage Ou
45195	45196
Service Advisor / Tag #	
EDWARD BOUZEK	

[redacted]
EAGAR, AZ [redacted]

Work Phone [redacted]

Vehicle Identification Number
3D7KS28T09G[redacted]

Delivery Date	In-Service D
7/25/09	7/25/0

Year	Make	Model	Body	Color	License Num
2009	DODGE TRUCK	RAM TRUCK	RAM 2500 ST QUAD		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
AR#: 38259	
#1 - 02CHZ: FRONT SUSPENSION	
LEFT TIE ROD END BROKE	
Caused by	
LEFT TIE ROD END BROKE	
Work performed by JOHNNY BERRY (JB)	Warrant
Installed CBRCL160AA :SOCKET: TIE ROD Qty: 1	Warrant
REPLACED LEFT TIE ROD END VEHICLE OPPERATING AS DE	
SIGNED AT THIS TIME	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	10
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	10

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1028

HATCH MOTOR COMPANY

260 W. Deuce of Clubs - Show Low, AZ 85901
(928) 537-8887 - Fax: (928) 537-8711

RECEIPT

CUSTOMER

[redacted]
EAGAR, AZ [redacted]

RECEIPT # [redacted]

DATE
11/30/13 9:32

AMOUNT
100.00

[redacted]

Payment Received:
*Credit Cards 100.00

Total Received: 100.00

Payment Applied To: PMT ON [redacted]

Total Applied: 100.00

885100067999
HATCH MOTOR COMPANY
260 W DEUCE OF CLUBS
SHOW LOW, AZ 85901
928-537-8887

Term ID: 001 Ref #: 002

Sale

[redacted] Entry Method: Swiped

11/30/13 09:23:02

Inv #: [redacted] Appr Code: 036335

Approved: Online Batch#: 334001

Total: $ 100.00

Customer Copy

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)945-1028

To whom it may concern,

My name is [redacted] and my current address is [redacted] Salida, CO [redacted] I am requesting a refund of $100, which I had to pay as a deductible for our extended warranty to repair the left-front tie rod that broke on 11/09/13. Our truck is a 2009 Dodge 2500 vin# 3D7KS28T09G[redacted] The mileage was 45,195 when the tie-rod broke while driving. Unfortunately, the tie rod broke while we were on vacation

forcing us to be delayed a day while repairs took place. I appreciate your timely response in providing our refund.

Sincerely,

[redacted]

N49

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

VIN (Last 8 Characters of Vehicle Identification Number)

9G[redacted]

Notification Code

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 _____

_____

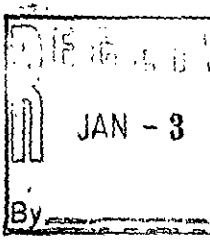
City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Salida [redacted]



AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



From: [redacted]
To: customerassist@chrysler.com
Date: Mon Dec 23 12:11:08 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Recal

Comments:

I received a "safety recall" notice for my truck vin 9G[redacted] wanting to replace the left tie rid end due to possibly fracturing. Yet with replacing this part you will not re-aligh the vehicle. That is not even right of ethical! You replace a key steering component, yet won't verify that the steering is correct & true before you send me in my way, because you had to replace parts that were unsafe in the first place. Ya gotta love hiw you are looking out for your customers!

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Dec 23 16:22:04 EST 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
Our records show that you have contacted us by telephone on December 23rd and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
We thank you for your recent email, although it does not contain any information that would cause a change in the previous decision.
After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.
Any future communication related to this issue will be retained in corporate records.
Thanks again for your email.
Sincerely,
Hind
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Recal
Comments:
I received a "safety recall" notice for my truck vin 9G[redacted] wanting to replace the left tie rid end due to possibly fracturing. Yet with replacing this part you will not re-aligh the vehicle. That is not even right of ethical! You replace a key steering component, yet won't verify that the steering is correct & true before you send me in my way, because you had to replace parts that were unsafe in the first place. Ya gotta love hiw you are looking out for your customers!

VIN:
9G[redacted]
Mileage:

115000

Servicing Dealer:

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Grants pass

State:

OR

Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Jan. 3, 2014

[redacted]

Gallup New Mexico [redacted]

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

Dear Customer Service & Recall:

On Dec 20 2013, I was drive in Zuni, NM. with my 2008 Dodge Ram 3500 Truck. when I was turn right, the left tie rod broke, was undrivable.
My VIN # 8G[redacted] Miles when it happen is 129091, and the current mile now is 129126 I have to leave over night to get part for it. I travel to Advantage Dodge Dealer on Dec 21, 2013 to Farmington N.M. which is over 100 miles North of Gallup N.M.
I brought the tie rod and was replace and drove back to my resident to Pinehaven, New Mexico.
Here is my copies of my proof of receipts for tie rod N-49 for reimbursement dere to breakage happen before the recall replacement.

Thank you for your attention and assistance.

[redacted]

ADVANTAGE DODGE
3200 E MAIN
FARMINGTON NM 87402
505-566-1402
108929592248

Merchant ID: 8929592224801

Sale

[redacted] Entry Method: Swiped

Total: $ 132.52

12/21/13 12:12:07
Inv#: 242592 Appr Code: 020957
Apprvd: Online Batch#: 001165

Customer Copy
THANK YOU!
COME AGAIN!

ADVANTAGE
Dodge • Chrysler • Jeep

3200 E. MAIN • FARMINGTON, NM • 87402
(505) 327-4424 • 800-748-2139

CELL [redacted]

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
[redacted]				PENDING	DON ROSE	12/21/13	[redacted] CHK

BILL TO
[redacted]
GALLUP, NM [redacted]

SHIP TO
VIN# 8G[redacted]

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	68038054-AD PACKAGE OUTER E 1902700	918E	123.70	123.70	123.70

PAID
DEC 21 2013
By BM mc

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, ADVANTAGE DODGE • CHRYSLER • JEEP hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and ADVANTAGE DODGE • CHRYSLER • JEEP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

RECEIVED BY:

X _____

Thank You!

SUBTOTAL	123.70
TAX	8.82
FREIGHT	0.00
PAY THIS AMOUNT	**132.52**

NO RETURNS ON SPECIAL ORDER ITEMS. NO RETURN ON ELECTRICAL PARTS. ALL RETURNED PARTS MAY BE SUBJECT TO A HANDLING FEE. NO REFUND WITHOUT THIS INVOICE. NO RETURNS AFTER 15 DAYS.

TERMS: NET 30 DAYS

If not paid within such time, a finance charge of 1½% per month (18% per annum) will apply. If collection action is necessary to obtain payment purchaser will pay all collection costs and attorney fees.

CUSTOMER COPY

12:10:19 PAGE 1 OF 1
NET520

PARTS INVOICE

[redacted]

Gallup, New Mexico

[redacted]

RECEIVED
JAN - 8
By

Chrysle
P O Box
Auburn

48321800707

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Jim's CANAAN

ESTABLISHED 1950

CHRYSLER • DODGE • JEEP • RAM

32 Railroad Street, P.O. Box 836
N. Canaan, CT 06018
Phone: (860) 824-5174
www.CanaanChryslerJeepDodgeRam.com

R/O	VIN		DATE IN
[redacted]	RO	[redacted]	12/23/13
YEAR / MAKE / MODEL / COLOR			TIME IN
MILES IN / MILES OUT / FIRST USE / LISC.			CLOSED
SEE ALSO			WRITER

SPO	(1)	1	1QR35AAAAA	WHEEL	366.00	366.00	366.00

.AID

Case [redacted]

ATTN: Marilyn

NO RETURNS ON SPECIAL ORDERS
NO RETURNS ON ELECTRICAL PARTS
NO RETURNS ON DAILY ORDERS

Counterman 01

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X _____ CUSTOMER SIGNATURE

125000 Customer Copy

W/C	INT.	CUSTOMER
	Freight	.00
	Parts	366.00
	State Tax	23.24
	Cash Total	389.24

Jim's CANAAN

ESTABLISHED 1950

CHRYSLER • DODGE • JEEP • RAM

32 Railroad Street, P.O. Box 836
N. Canaan, CT 06018
Phone: (860) 824-5174
www.CanaanChryslerJeepDodgeRam.com

R/O	VIN		DATE IN
[redacted]	RO	[redacted]	12/23/13
YEAR / MAKE / MODEL / COLOR			TIME IN
MILES IN / MILES OUT / FIRST USE / LISC.			CLOSED
SEE ALSO			WRITER

SPO	(1)	1	1QR35AAAAA	WHEEL	366.00	366.00	366.00

.210

Case [redacted]

ATTN: Marilyn

NO RETURNS ON SPECIAL ORDERS
NO RETURNS ON ELECTRICAL PARTS
NO RETURNS ON DAILY ORDERS

Counterman 01

W/C | INT. | CUSTOMER

Freight	.00
Parts	366.00
State Tax	23.24
Cash Total	389.24

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X _____ CUSTOMER SIGNATURE

125000 Customer Copy

Jim's CANAAN
ESTABLISHED 1950

CHRYSLER • DODGE • JEEP • RAM

32 Railroad Street, P.O. Box 836
N. Canaan, CT 06018
Phone: (860) 824-5174
www.CanaanChryslerJeepDodgeRam.com

R/O	VIN		DATE IN
[redacted]	RO	[redacted]	12/23/13
YEAR / MAKE / MODEL / COLOR			TIME IN
MILES IN / MILES OUT / FIRST USE / LISC.			CLOSED
SEE ALSO			WRITER

SPO	(1)	1	1QR35AAAAA	WHEEL	366.00	366.00	366.00

.210

Case [redacted]

ATTN: Marilyn

NO RETURNS ON SPECIAL ORDERS
NO RETURNS ON ELECTRICAL PARTS
NO RETURNS ON DAILY ORDERS

Counterman 01

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X _____ CUSTOMER SIGNATURE

125000 Customer Copy

W/C	INT.	CUSTOMER
	Freight	.00
	Parts	366.00
	State Tax	23.24
	Cash Total	389.24

Jim's CANAAN
ESTABLISHED 1950

CHRYSLER • DODGE • JEEP • RAM

32 Railroad Street, P.O. Box 836
N. Canaan, CT 06018
Phone: (860) 824-5174
www.CanaanChryslerJeepDodgeRam.com

R/O	VIN		DATE IN
[redacted]	RO	[redacted]	12/23/13
YEAR / MAKE / MODEL / COLOR			TIME IN
MILES IN / MILES OUT / FIRST USE / LISC.			CLOSED
SEE ALSO			WRITER

SPO	(1)	1	1QR35AAAAA	WHEEL	366.00	366.00	366.00

.210

Case [redacted]

ATTN: Marilyn

NO RETURNS ON SPECIAL ORDERS
NO RETURNS ON ELECTRICAL PARTS
NO RETURNS ON DAILY ORDERS

Counterman 01

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X _____ CUSTOMER SIGNATURE

125000 Customer Copy

W/C	INT.	CUSTOMER
	Freight	.00
	Parts	366.00
	State Tax	23.24
	Cash Total	389.24

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/23/14

POSTED DATE : 1-16-14

VIN (FIRST 9 DIGITS) 3D7MS48 C

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

December 23, 2013

CASE NUMBER: [redacted]

[redacted]

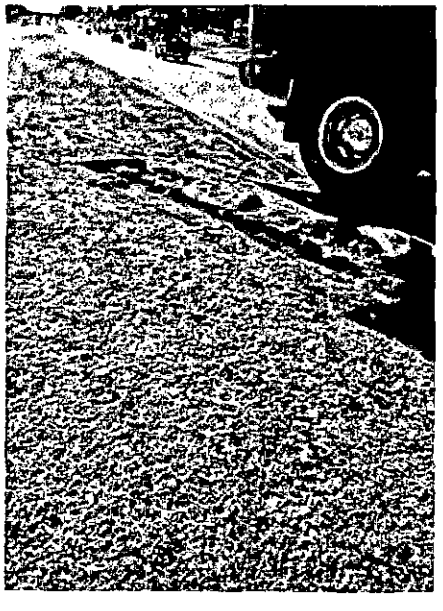
Knoxville, TN [redacted]

[redacted] Home Phone

[redacted] Cell Phone

Re: 2005 Dodge 3500
VIN 3D7MS48C05G[redacted]
Location of truck is at same address
Milage at time of accident: 117,406
Milage at present time: 117,732
Dealer Repair Shop: Jim Cogdill Dodge Chrysler Jeep Ram
8544 Kingston Pike
Knoxville, TN 37919
(865) 690-1611
Recall Notification: N62/NHTSA 13V-528

On November 19, 2013, I left a local store parking lot here in Knoxville and proceeded down a four lane divided road with a raised median. I had come out of the parking space with a hard left turn as with the size of the truck and the parking lot spacing, parking was generally tight anyway. After going less than two miles, something in the front end broke sending the truck out of control and though the median into oncoming traffic. Although I was literally standing on the brakes, the vehicle continued and felt as if they were not slowing the vehicle fast enough. There was absolutely no steering control and the truck took a path of its own discretion. Luckily, oncoming traffic dodged out of the way and avoided me. The vehicles behind them fortunately managed to get stopped before we collided head on.



As you can see from the photo, the truck tore the median up as it went through. This photo was taken once we managed to get it onto the tow truck and off to the dealer for repairs.

Fortunately, there were no injuries involved, but my nerves were rather shot afterwards.

After dropping the vehicle at the shop for repairs, I found online a press release of about November 13th in which many trucks were being recalled, but when both I and the dealer inquired, we were both told that it did not pertain to this vehicle. And now a month later, I received a recall notice for the same problem I paid for out of pocket.

CASE NUMBER: [redacted]

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

KNOXVILLE, TN [redacted]
HOME: 8[redacted] CONT: [redacted]
BUS: CELL: [redacted]

INVOICE

DUPLICATE 1
PAGE 1

DODGE // CHRYSLER Jeep RAM

JIM COGDILL DODGE CHRYSLER JEEP RAM
8544 KINGSTON PIKE
KNOXVILLE, TENNESSEE 37919
(865) 690-1611 · Fax: (865) 691-8853
www.jimcogdilldodge.com

MAGNETI MARELLI MOPAR

SERVICE ADVISOR: 614 JOHN ADORANTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	DODGE DR3500	3D7MS48C05[redacted]		117406/117406	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUN05 DD			17:00 19NOV13			CASH	21NOV13

R.O. OPENED	READY	OPTIONS: STK:60761T DLR:42576
15:55 19NOV13	17:00 21NOV13	ENG:ETH 5.9L HO Cummins Turbo Diesel Engine TRN:DEG 6-Speed Manual Transmission

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A CK FRT SUSPENSION / SOMETHING BROKEN					
CAUSE: REPLACED FRONT DRAG LINK AND TIE ROD ASSEM AND STABILIZER BAR					
MIS SEE TECH NOTES ON REPAIRS					
635 HOWELL,MIKE LIC#: 100087481					
CFLT				200.00	200.00
3 6505623AA NUT-HEX LOCK			2.25	2.02	6.06
1 5154661AC *DAMPER-STEERING			123.00	110.70	110.70
1 52122362AJ STEERING-STEERING			350.00	315.00	315.00
1 68039930AA ARM-PITMAN			43.10	38.79	38.79
MIS ALIGNMENT					
635 HOWELL,MIKE LIC#: 100087481					
CFLT				69.95	69.95
PARTS: 470.55 LABOR: 269.95 OTHER: 0.00			TOTAL LINE A:		740.50
117406 REPLACED FRONT DRAG LINK AND TIE ROD ASSEM AND STABILIZER BAR SET TOTAL TOE AND STEERING WHEEL. THE ONLY TWO ADJUSTMENTS. VEHICLE PULL RIGHT POSSIBLE CAUSE IS TIRES					
**********					
B OIL & FILTER (DIESEL) 11 QTS					
CAUSE: LOFED DIESEL					
4T OIL & FILTER (DIESEL) 11 QTS					
635 HOWELL,MIKE LIC#: 100087481					
C				22.40	22.40
1 5083285AA FILTER-ENGINE OIL			17.20	11.50	11.50
12 68055893AA *OIL-15W40BULK(CJ-4)			3.90	2.80	33.60
PARTS: 45.10 LABOR: 22.40 OTHER: 0.00			TOTAL LINE B:		67.50
117406 LOFED DIESEL					
**********					
C CLEAN UP					
CAUSE: SENT TO CLEAN UP					
MIS MIS					
635 HOWELL,MIKE LIC#: 100087481					
I					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00			TOTAL LINE C:		0.00
117406 SENT TO CLEAN UP					

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

CUSTOMER COPY

CASE NUMBER: [redacted]

CUSTOMER #: [redacted]
UNIT# 60761T

[redacted]

KNOXVILLE, TN [redacted]
HOME: [redacted] CONT:
BUS: CELL: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

DODGE CHRYSLER Jeep RAM

JIM COGDILL DODGE CHRYSLER JEEP RAM
8544 KINGSTON PIKE
KNOXVILLE, TENNESSEE 37919
(865) 690-1611 · Fax: (865) 691-8853
www.jimcogdilldodge.com

MAGNETI MARELLI MOPAR

SERVICE ADVISOR: 614 JOHN ADORANTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	DODGE DR3500	3D7MS48C05G[redacted]		117406/117406	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUN05 DD			17:00 19NOV13			CASH	21NOV13

R.O. OPENED	READY	OPTIONS: STK:60761T DLR:42576
15:55 19NOV13	17:00 21NOV13	ENG:ETH_5.9L_HO_Cummins_Turbo_Diesel_Engine TRN:DEG_6-Speed_Manual_Transmission

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER							0.45

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	292.35
PARTS AMOUNT	515.65
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.45
TOTAL CHARGES	808.45
LESS INSURANCE	0.00
SALES TAX	74.78
PLEASE PAY THIS AMOUNT	883.23

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

[redacted]
Knoxville, TN [redacted]

KNOXVILLE TN 377
16 JAN 2014 PM 2 L

JAN 23

Chrysler Assistance Center
P. O. Box 21-8004
Auburn Hills, Mi 483211

48321800404

Case #: [redacted]

NANCY

Customer Assistance Center

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



FAX COVER SHEET

[redacted]
Berea, Ohio
[redacted]

Name: Chrysler Customer Assistance

~~Organization~~ CASE # [redacted]

Fax: 877-768-5076

Phone: _____

Date: 12-23-13

Subject: Recall Reimbursement

Number of Pages (including cover sheet): 3

Comments: Attached are the recall notice and the original receipt/ Proof of payment (credit card receipt) On Monday, 12-23-13, I spoke to Kimberly + Jordan in customer service who instructed me on Faxing this information. Feel Free to call me @ [redacted] Thank you.

[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KU28C14[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

PAGE 03/03

Gary Long

[redacted]

"INVOICE"

PAGE 1

Invoice # [redacted]

Tag # [redacted]

Customer #: 61001

Service Advisor: 3701 MICHELE MILLER

BRUNSWICK AUTO MART

[redacted]

YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
04	DODGE	RAM	3D7KU28C1A[redacted]	[redacted]	134106	134114

DELIVERY DATE	PROMISED	PAYMENT	INVOICED	TIME OPENED	TIME CLOSED
14:42 26NOV12	0.00	CASH	26NOV12	09:47 26NOV12	15:46 26NOV12

		LIST	NET	TOTAL
A	**CUSTOMER STATES: REPLACE FRONT END LINKAGE KIT PER BULLETIN. 22--005-06 / /**			
	CAUSE: INSTALLED TSB FRT LINKAGE			
	100 REPLACED STEERING LINKAGE,DAMPNER AND ALIGNED			
	2810 CPD hrs.			420.00
	1 52122362AH STEERING-STEERING	359.00	236.50	236.50
	1 5154661AB *DAMPER-STEERING	85.10	56.16	56.16
	4 6506623AA NUT-HEX LOCK	2.00	1.32	5.28
	134114 INSTALLED TSB FRT LINKAGE INSTALLED FRT LINKAGE TSB2200506.			
	STEERING DAMPER AND SET TOE. TEST DROVE TO RT3 DID NOT FEEL ANY WOBBLE.			
	NOTE TIRES (MUDDERS) HAS LIFT.			
B	**NOTE: THIS ALL HAS BEEN DONE: NEW COIL SPRINGS, NEEW FRONT SHOCKS, NEW STEERING GEAR SOX, NEW GEAR BOX STABALIZER, NEW STEERING STABALIZER,NEW UPPER AND LOWER CONTROL ARM BUSHINGS, NEW FRONT OUTER U-JOINTS. THIS HAS ALL BEEN PUT ON IN THE LAST MONTH AND STILL HAS DODGE DEATH WOBBLE. / /**			
	62 INFORMATION ONLY			
	2810 ISPC hrs.			(N/C)
C	**COURTESY INSPECTION INCLUDES BATTERY TEST & VISUAL BRAKE INSPECTION**			
	CI COURTESY INSPECTION INCLUDES BATTERY TEST & VISUAL BRAKE INSPECTION			
	2793 ISPC hrs.			(N/C)
	134105 COURTESY INSPECTION COMPLETED. NEEDS REAR BRAKES.			

IMPORTANT

You will receive a survey from the manufacturer shortly. Your Complete Satisfaction is our goal! If for any reason you cannot give us a "Completely Satisfaction" please contact the service department before mailing survey.

Brunswick Auto Mart
(330) 273-3300

BRUNSWICK AUTO MART
3931 CENTER RD
BRUNSWICK, OH 44212
PHONE (330) 273-3300

Merchant ID: 880014703597

Ref #: 0045

Sale

[redacted]

VISA Entry Method: Swiped

Total: $ 766.74

11/26/12 16:39:10

Inv #: 000045 Appr Code: 072519

Approval: Online Batch#: 000093

Customer Copy

THANK YOU
HAVE A NICE DAY!

Sunday

Customer Copy

"THE BOTTOM LINE IS TRUST"

Repairs and/or services performed have been explained or demonstrated for customer.

X _____

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose regarding any products or services provided, unless otherwise indicated on the service repair order. This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

LABOR AMOUNT	420.00
PARTS AMOUNT	297.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	719.94
ADJUSTMENTS	0.00
SALES TAX	46.80
PLEASE PAY THIS AMOUNT	766.74

CUSTOMER SIGNATURE

THANK YOU!

12/23/2013 20:30 4408260740

FAX COVER SHEET

[redacted]
Berea, Ohio
[redacted]

Name: Chrysler Customer Assistance

~~Organization~~ CASE # [redacted]

Fax: 877-768-5076

Phone: _____

Date: 12-23-13

Subject: Recall Reimbursement

Number of Pages (including cover sheet): 3

Comments: Attached are the recall notice and the original receipt/ Proof of payment (credit card receipt) On Monday, 12-23-13, I spoke to Kimberly + Jordan in customer service who instructed me on Faxing this information. Feel Free to call me @ [redacted] Thank you.

[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KU28C14[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

Gary Long

"INVOICE" PAGE 1

[redacted]

Invoice #: [redacted]

Tag #: [redacted]

Customer #: 61001

Service Adv: 3701 MICHELE MILLER

BRUNSWICK AUTO MART

YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
2012	DODGE RAM		3D7KU28C1AG[redacted]	[redacted]	134106	134114

PROMISED	PAYMENT	INVOICED	PROMISED	READY
0.00	CASH	26NOV12	09:47 26NOV12	15:46 26NOV12

			LIST	NET	TOTAL
A	**CUSTOMER STATES: REPLACE FRONT END LINKAGE KIT PER BULLETIN. 22--005-06 / /**				
	CAUSE: INSTALLED TSB FRT LINKAGE				
	100 REPLACED STEERING LINKAGE,DAMPNER AND ALIGNED				
	2810 CPD hrs.				420.00
	1 52122362AH STEERING-STEERING		359.00	236.50	236.50
	1 5154661AB *DAMPER-STEERING		85.10	56.16	56.16
	4 6506623AA NUT-HEX LOCK		2.00	1.32	5.28
	134114 INSTALLED TSB FRT LINKAGE INSTALLED FRT LINKAGE TSB2200506.				
	STEERING DAMPER AND SET TOE. TEST DROVE TO RT3 DID NOT FEEL ANY WOBBLE.				
	NOTE TIRES (MUDDERS) HAS LIFT.				
B	**NOTE: THIS ALL HAS BEEN DONE: NEW COIL SPRINGS, NEEW FRONT SHOCKS, NEW STEERING GEAR SOX, NEW GEAR BOX STABALIZER, NEW STEERING STABALIZER,NEW UPPER AND LOWER CONTROL ARM BUSHINGS, NEW FRONT OUTER U-JOINTS. THIS HAS ALL BEEN PUT ON IN THE LAST MONTH AND STILL HAS DODGE DEATH WOBBLE. / /**				
	62 INFORMATION ONLY				
	2810 ISPC hrs.				(N/C)
C	**COURTESY INSPECTION INCLUDES BATTERY TEST & VISUAL BRAKE INSPECTION**				
	CI COURTESY INSPECTION INCLUDES BATTERY TEST & VISUAL BRAKE INSPECTION				
	2793 ISPC hrs.				(N/C)
	134105 COURTESY INSPECTION COMPLETED. NEEDS REAR BRAKES.				

IMPORTANT

You will receive a survey from the manufacturer shortly. Your Complete Satisfaction is our goal! If for any reason you cannot give us a "Completely Satisfied" please contact the service department before mailing survey.

Brunswick Auto Mart
(330) 273-3300

BRUNSWICK AUTO MART
3931 CENTER RD
BRUNSWICK, OH 44212
PHONE (330) 273-3300

Merchant ID: 880014703597

Ref #: 0045

Sale

[redacted]
VISA Entry Method: Swiped

Total: $ 766.74

11/26/12 16:39:10
Inv #: 000045 Appr Code: 075519
Approval: Online Batch#: 000093

Customer Copy

THANK YOU
HAVE A NICE DAY!

Sunday • [redacted]

Customer Copy

"THE BOTTOM LINE IS TRUST"

Repairs and/or services performed have been explained or demonstrated for customer.

X _____

CUSTOMER SIGNATURE

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose regarding any products or services provided, unless otherwise indicated on the service repair order. This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

LABOR AMOUNT	420.00
PARTS AMOUNT	297.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	719.94
ADJUSTMENTS	0.00
SALES TAX	46.80
PLEASE PAY THIS AMOUNT	766.74

THANK YOU!

PAGE 03/03
4408260740
12/23/2013 20:30

FAX COVER SHEET

[redacted]
Berea, Ohio
[redacted]

Name: Chrysler Customer Assistance

~~Organization~~ CASE # [redacted]

Fax: 877-768-5076

Phone: _____

Date: 12-23-13

Subject: Recall Reimbursement

Number of Pages (including cover sheet): 3

Comments: Attached are the recall notice and the original receipt/ Proof of payment (credit card receipt) On Monday, 12-23-13, I spoke to Kimberly + Jordan in customer service who instructed me on Faxing this information. Feel Free to call me @ [redacted] Thank you.

[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KU28C14[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

PAGE 03/03
4408260740
12/23/2013 20:30

Gary Long

[redacted]

"INVOICE"

PAGE 1

Invoice # [redacted]

Tag # [redacted]

Customer #: 61001

TOYOTA

BRUNSWICK AUTO MART

[redacted]

Service Adviser: 3701 MICHELE MILLER

YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
2012	DODGE	RAM	3D7KU28C1AG[redacted]	[redacted]	134106	134114

TIME IN	PROMISED	PAYMENT	INVOICED	TIME OUT	READY
14:42 26NOV12	0.00	CASH	26NOV12	09:47 26NOV12	15:46 26NOV12

		LIST	NET	TOTAL
A	**CUSTOMER STATES: REPLACE FRONT END LINKAGE KIT PER BULLETIN. 22--005-06 / /**			
	CAUSE: INSTALLED TSB FRT LINKAGE			
	100 REPLACED STEERING LINKAGE,DAMPNER AND ALIGNED			
	2810 CPD hrs.			420.00
	1 52122362AH STEERING-STEERING	359.00	236.50	236.50
	1 5154661AB *DAMPER-STEERING	85.10	56.16	56.16
	4 6506623AA NUT-HEX LOCK	2.00	1.32	5.28
	134114 INSTALLED TSB FRT LINKAGE INSTALLED FRT LINKAGE TSB2200506.			
	STEERING DAMPER AND SET TOE. TEST DROVE TO RT3 DID NOT FEEL ANY WOBBLE.			
	NOTE TIRES (MUDDERS) HAS LIFT.			
B	**NOTE: THIS ALL HAS BEEN DONE: NEW COIL SPRINGS, NEEW FRONT SHOCKS, NEW STEERING GEAR SOX, NEW GEAR BOX STABALIZER, NEW STEERING STABALIZER,NEW UPPER AND LOWER CONTROL ARM BUSHINGS, NEW FRONT OUTER U-JOINTS. THIS HAS ALL BEEN PUT ON IN THE LAST MONTH AND STILL HAS DODGE DEATH WOBBLE. / /**			
	62 INFORMATION ONLY			
	2810 ISPC hrs.			(N/C)
C	**COURTESY INSPECTION INCLUDES BATTERY TEST & VISUAL BRAKE INSPECTION**			
	CI COURTESY INSPECTION INCLUDES BATTERY TEST & VISUAL BRAKE INSPECTION			
	2793 ISPC hrs.			(N/C)
	134105 COURTESY INSPECTION COMPLETED. NEEDS REAR BRAKES.			

IMPORTANT

You will receive a survey from the manufacturer shortly. Your Complete Satisfaction is our goal! If for any reason you cannot give us a "Completely Satisfied" please contact the service department before mailing survey.

Brunswick Auto Mart
(330) 273-3300

BRUNSWICK AUTO MART
3881 CENTER RD
BRUNSWICK, OH 44212
PHONE (330) 273-3300

Merchant ID: 880014703597

Ref #: 0045

Sale

[redacted]

VISA Entry Method: Swiped

Total: $ 766.74

11/26/12 16:39:10

Inv #: 000045 Appr Code: 075519

Approval: Online Batch#: 000093

Customer Copy

THANK YOU
HAVE A NICE DAY!

Sunday

Customer Copy

"THE BOTTOM LINE IS TRUST"

Repairs and/or services performed have been explained or demonstrated for customer.

X _____

CUSTOMER SIGNATURE

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose regarding any products or services provided, unless otherwise indicated on the service repair order. This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

LABOR AMOUNT	420.00
PARTS AMOUNT	297.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	719.94
ADJUSTMENTS	0.00
SALES TAX	46.80
PLEASE PAY THIS AMOUNT	766.74

THANK YOU!

FAX COVER SHEET

[redacted]
Berea, Ohio
[redacted]

Name: Chrysler Customer Assistance

~~Organization~~ CASE # [redacted]

Fax: 877-768-5076

Phone: _____

Date: 12-23-13

Subject: Recall Reimbursement

Number of Pages (including cover sheet): 3

Comments: Attached are the recall notice and the original receipt/ Proof of payment (credit card receipt) On Monday, 12-23-13, I spoke to Kimberly + Jordan in customer sevice who instructed me on Faxing this information. Feel Free to call me @ [redacted] Thank you.

[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KU28C14[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

PAGE 03/03
4408260740
12/23/2013 20:30

Gary Long

[redacted]

"INVOICE"

PAGE 1

Invoice # [redacted]

Tag # [redacted]

Customer #: 61001

Service Adv: 3701 MICHELE MILLER

BRUNSWICK AUTO MART

TOYOTA

YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
2012	DODGE RAM		3D7KU28C1AG[redacted]	[redacted]	134106	134114

PROMISED	PAYMENT	INVOICED	TIME OPENED	READY
14:42 26NOV12	CASH	26NOV12	09:47 26NOV12	15:46 26NOV12

		LIST	NET	TOTAL
A	CUSTOMER STATES: REPLACE FRONT END LINKAGE KIT PER BULLETIN. 22--005-06 / /			
	CAUSE: INSTALLED TSB FRT LINKAGE			
	100 REPLACED STEERING LINKAGE,DAMPNER AND ALIGNED			
	2810 CPD hrs.			420.00
	1 52122362AH STEERING-STEERING	359.00	236.50	236.50
	1 5154661AB *DAMPER-STEERING	85.10	56.16	56.16
	4 6506623AA NUT-HEX LOCK	2.00	1.32	5.28
	134114 INSTALLED TSB FRT LINKAGE INSTALLED FRT LINKAGE TSB2200506.			
	STEERING DAMPER AND SET TOE. TEST DROVE TO RT3 DID NOT FEEL ANY WOBBLE.			
	NOTE TIRES (MUDDERS) HAS LIFT.			
B	NOTE: THIS ALL HAS BEEN DONE: NEW COIL SPRINGS, NEEW FRONT SHOCKS, NEW STEERING GEAR SOX, NEW GEAR BOX STABALIZER, NEW STEERING STABALIZER,NEW UPPER AND LOWER CONTROL ARM BUSHINGS, NEW FRONT OUTER U-JOINTS. THIS HAS ALL BEEN PUT ON IN THE LAST MONTH AND STILL HAS DODGE DEATH WOBBLE. / /			
	62 INFORMATION ONLY			
	2810 ISPC hrs.			(N/C)
C	COURTESY INSPECTION INCLUDES BATTERY TEST & VISUAL BRAKE INSPECTION			
	CI COURTESY INSPECTION INCLUDES BATTERY TEST & VISUAL BRAKE INSPECTION			
	2793 ISPC hrs.			(N/C)
	134105 COURTESY INSPECTION COMPLETED. NEEDS REAR BRAKES.			

IMPORTANT

You will receive a survey from the manufacturer shortly. Your Complete Satisfaction is our goal! If for any reason you cannot give us a "Completely Satisfaction" please contact the service department before mailing survey.

Brunswick Auto Mart
(330) 273-3300

BRUNSWICK AUTO MART
3931 CENTER RD
BRUNSWICK, OH 44212
PHONE (330) 273-3300

Merchant ID: 880014703597

Ref #: 10145

Sale

XXXXXXXXXXXX[redacted]

VISA Entry Method: Swiped

Total: $ 766.74

11/26/12 16:39:10

Inv #: 000045 Appr Code: 075519

Approval: Online Batch#: 000093

Customer Copy

THANK YOU
HAVE A NICE DAY!

Sunday • [illegible]

Customer Copy

"THE BOTTOM LINE IS TRUST"

Repairs and/or services performed have been explained or demonstrated for customer.

X _____

CUSTOMER SIGNATURE

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose regarding any products or services provided, unless otherwise indicated on the service repair order. This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

LABOR AMOUNT	420.00
PARTS AMOUNT	297.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	719.94
ADJUSTMENTS	0.00
SALES TAX	46.80
PLEASE PAY THIS AMOUNT	766.74

THANK YOU!

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-03 16:21:01.404772
Files Not Recieved: 0

Please check all stearing recalls as I have had tons of problems with this truck.

[redacted]

[redacted]. Grantsville UT [redacted]

[redacted]

[redacted]

Ken Garff Automotive Group

West Valley Chrysler, Jeep, Dodge
4175 West 3500 South
West Valley City, UT 84120
(801) 955-0872
www.dodgehq.com

Case # [redacted]

Limited Warranty
Parts and labor guaranteed 90 days or 4,000 miles, whichever comes first.
MOPAR Warranty
12 months or 12,000 miles for dealer installed parts and accessories.

DISCLAIMER OF WARRANTIES: [boilerplate]

Customer Name	Stock Number	Tag Number	Service Date	Invoice Number
[redacted]	MITCH	17704 2843	07/02/12	3DCS17333

[redacted]
GRANTSVILLE, UT [redacted]

Year/Make/Model	Mileage	Color	VIN
08/DODGE TRUCK/RAM 2500/	44,616	GREY/	3D7KS29A68G[redacted]

Service Writer	Delivery Date
7208266	06/28/12

[redacted] MO: 44618

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	2	68001734-AB	LINK KIT 17023001	67.20	134.40
	2	52013697-AA	BUSHING S	16.20	32.40
				TOTAL PARTS	166.80

JOB# 4 TOTALS

LABOR	145.50
PARTS	166.80
JOB# 4 JOURNAL PREFIX 3DCS JOB# 4 TOTAL	312.30

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		30.00
			TOTAL MISC	30.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $975.00 (+TAX)

COMMENTS
JOB 1 IS BEING PAID FOR BY QUALITY DODGE IN TOOELE
P.O. #7208266, AUTHORIZED BY OLIVER

TOTALS

VISIT US AT OUR WEBSITE www.westvalleydodge.com

TOTAL LABOR	417.50
TOTAL PARTS	461.80
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	30.00
TOTAL MISC DISC	0.00
TOTAL TAX	62.29
TOTAL INVOICE $	**971.59**

-209.50 Quality Dodge

762.09

CUSTOMER SIGNATURE

7/2/12

Cust # [redacted]

...en Garff
...utomotive Group

West Valley Chrysler, Jeep, Dodge
4175 West 3500 South
West Valley City, UT 84120
(801) 955-0872
www.dodgehq.com

Limited Warranty
Parts and labor guaranteed 90 days or 4,000 miles, whichever comes first.
MOPAR Warranty
12 months or 12,000 miles for dealer installed parts and accessories.

...AIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer thereof, and we hereby disclaim all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assume nor authorize any other person to assume for us any liability in connection with the sale.

[redacted]	MITCH	17704 2843	07/02/12	3DCS517333
[redacted]		44,616 GREY		
GRANTSVILLE, UT [redacted]	08 DODGE TRUCK/RAM 2500T			
	3 D 7 K S 2 9 A 6 8 G [redacted]			
[redacted]		7208266	06/28/12	

RO: [redacted]

JOB# 1 CHARGES

LABOR

J# 1 20002 LIGHT DUTY TECH(S):9640 144.50
WHOMP/WHOMP TYPE NOISE IN LEFT FRONT WHEEL AREA WHEN
DRIVING UPHILL, SOMETIMES WHEN BRAKING.
9640 1.7 COMPLETED REPLACED THE FRONT BRAKE PADS AND
RESURFACED THE ROTORS COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	V1013267	PAD KIT F 5003003	65.00	65.00
				TOTAL - PARTS	65.00

JOB# 1 TOTALS

LABOR	144.50
PARTS	65.00

JOB# 1 JOURNAL PREFIX 3DCS JOB# 1 TOTAL 209.50

JOB# 2 CHARGES

LABOR

J# 2 02002 23POINT 23 POINT CHECK W/ TECH(S):9640 0.00
COMPLETE VEHICLE CONDITION INSPECTION.
9640 RECOMMEND FRONT SHOCKS, SWAY BUSHINGS, AND LINKS.
N/C COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX 3DCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 08002 STEERING/SUSPENSION TECH(S):9640 127.50
REPLACE FRONT SHOCKS
9640 1.5 REPLACED THE FRONT SHOCKS. LEFT FRONT SHOCK WAS
COMPLETELY BLOWN. COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	5174304-AH	ABSBR KIT	115.00	115.00
	1	5174304-AH	ABSBR KIT *HD*	115.00	115.00
				TOTAL - PARTS	230.00

JOB# 3 TOTALS

LABOR	127.50
PARTS	230.00

JOB# 3 JOURNAL PREFIX 3DCS JOB# 3 TOTAL 357.50

JOB# 4 CHARGES

LABOR

J# 4 08002ERENDDIAG FRONT END DIAG TECH(S):9640 145.50
REPLACE FRONT SWAY BAR LINKS AND BUSINGS
9640 1.5 REPLACED THE SWAY BAR BUSHINGS AND SWAY BAR LINKS
COMPLETED.

[CONTINUED ON NEXT PAGE]
05:31pm

Case # [redacted]

Grant Automotive Inc.

6 E Main St
Grantsville, UT 84029

Phone # 435-884-3390 ken@grantautomotiveinc.com
Fax # 435-884-3389 www.grantautomotiveinc.com

Date	RO #
6/7/2013	9340

Bill To

[redacted]

REP	Miles	VIN	Make	Model

Quantity	Item Code	Description	Price Each	Amount
1	PARTS	STEERING GEAR BOX	227.00	227.00T
2	PARTS	POWER STEERING FLUID	7.95	15.90T
1.6	Hourly Labor	REPLACE STEERING GEAR BOX	85.00	136.00T
1	PARTS	EGR TEMP SENSOR	217.50	217.50T
1	Hourly Labor	DIAGNOSE AND REPLACE EGR TEMP SENSOR	85.00	85.00T
1	ROTATE TIRES	ROTATE TIRES	14.95	14.95T
		SALES TAX	6.25%	43.52

We appreciate your business. Please remember all wheels must be re-torqued after 20 miles.

Customer Total Balance $739.87

Total $739.87

Case # [redacted]

Grant Automotive Inc.
6 E Main St
Grantsville, UT 84029

06/07/2013

SALE

Total: $739.87

[redacted]

Exp. Date:
Name:

Auth. Code: [redacted]
Trans. ID:

QuickBooks Trans. No:
Merchant No.: [redacted]

Thank you for your business

CUSTOMER COPY

[redacted]

New Balance
$5,274.21

Minimum Payment Due
$106.00

Payment Due Date
August 1, 2012

Account Number ending in 0776
Enter Amount Enclosed Below

$ [redacted]

Please pay online at **www.Discover.com** or make check payable to Discover. Phone and internet payments must be made by 5:00pm ET for same day posting.

Pay off your balances faster with a Discover® card Balance Transfer!
Start saving now -- call 1-800-767-7315 or visit Discover.com/transferbalances

[redacted]
GRANTSVILLE UT [redacted]

Case #

[redacted]
PO BOX 29033
PHOENIX AZ 85038-9033

Address, e-mail or telephone change?
Go to **www.Discover.com** or print change in space above.

[redacted]

Opening Date: June 4, 2012 - Closing Date: July 3, 2012

[redacted] More Card Account Summary

Cardmember since 2011

Account number ending in 0776

Previous Balance		$4,585.66
Payments And Credits	-	150.00
Purchases	+	838.55
Balance Transfers	+	0.00
Cash Advances	+	0.00
Fees Charged	+	0.00
Interest Charged	+	0.00
New Balance		$5,274.21

See Interest Charge Calculation section following transactions for detailed APR information

Credit Line	$8,000.00
Credit Line Available	$2,725.00
Cash Advance Credit Line	$2,500.00
Cash Advance Credit Line Available	$2,500.00

You may be able to avoid Interest Charges, see Additional Important Information for details.

Payment Information

New Balance	$5,274.21
Minimum Payment Due	$106.00
Payment Due Date	August 1, 2012

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to $35.00 and your purchase and balance transfer APRs for new transactions may be increased up to the Penalty APR of 17.99% variable.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum payment	14 years	$9,061
$170	3 years	$6,136 (Savings = $2,925)

If you would like information about credit counseling services, call 1-800-347-1121.

Cashback Bonus®

		Anniversary Month November
Opening Cashback Bonus Balance	$	29.83
New Cashback Bonus This Period		
5% Cashback Bonus	+	0.42
Everywhere Else	+	8.30
Cashback Bonus Balance	$	**38.55**

To learn more, log in at **www.Discover.com**

3 Easy Ways to Contact Us

1. Access your account securely at **www.Discover.com**
2. Call 1-800-DISCOVER (1-800-347-2683)
   Please have your Discover® card available.
3. Write to us at Discover, PO Box 30943, Salt Lake City, UT 84130 (Not a payment address)

For payments, please send to address on remittance or Discover, PO Box 6103, Carol Stream, IL 60197-6103

For TDD (Telecommunications Device for the Deaf) assistance, please call 1-800-347-7449.

Manage Your Account Online at www.Discover.com

- Access free online tools like Paydown Planner to create a plan to pay down your balance, securely access statements, pay bills online and easily track all transactions
- Make your money worth more℠—find easy ways to earn and redeem cash rewards
- NEW! Access your account securely through your mobile phone

Transactions

	Trans. Date	Post Date		
Payments and Credits	Jun 19	Jun 19	PAYMENT - THANK YOU	$ -150.00

'02 09 10

PO BOX 29033
PHOENIX AZ 85038-9033

Address, e-mail or telephone change?
Go to www.Discover.com or print change in space above.

[redacted]

Opening Date: June 4, 2012 - Closing Date: July 3, 2012 page 1 of 3

[redacted] More Card Account Summary

Cardmember since 2011

Account number ending in 0776

Previous Balance		$4,585.66
Payments And Credits	-	150.00
Purchases	+	838.55
Balance Transfers	+	0.00
Cash Advances	+	0.00
Fees Charged	+	0.00
Interest Charged	+	0.00
New Balance		$5,274.21

See Interest Charge Calculation section following transactions for detailed APR information

Credit Line	$8,000.00
Credit Line Available	$2,725.00
Cash Advance Credit Line	$2,500.00
Cash Advance Credit Line Available	$2,500.00

You may be able to avoid Interest Charges, see Additional Important Information for details.

Payment Information

New Balance	$5,274.21
Minimum Payment Due	$106.00
Payment Due Date	August 1, 2012

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to $35.00 and your purchase and balance transfer APRs for new transactions may be increased up to the Penalty APR of 17.99% variable.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay	You will pay off the balance shown on this statement in about	And you will end up paying an estimated total of
Only the minimum payment	14 years	$9,061
$170	3 years	$6,136 (Savings = $2,925)

If you would like information about credit counseling services, call 1-800-347-1121.

Cashback Bonus®

		Anniversary Month November
Opening Cashback Bonus Balance	$	29.83
New Cashback Bonus This Period		
5% Cashback Bonus	+	0.42
Everywhere Else	+	8.30
Cashback Bonus Balance	$	**38.55**

To earn more, log in at www.Discover.com

3 Easy Ways to Contact Us

1. Access your account securely at **www.Discover.com**
2. Call 1-800-DISCOVER (1-800-347-2683)
   Please have your Discover® card available.
3. Write to us at Discover, PO Box 30943,
   Salt Lake City, UT 84130 (Not a payment address)

For payments, please send to address on remittance or Discover, PO Box 6103, Carol Stream, IL 60197-6103

For TDD (Telecommunications Device for the Deaf) assistance, please call 1-800-347-7449.

Manage Your Account Online at www.Discover.com

- Access free online tools like Paydown Planner to create a plan to pay down your balance, securely access statements, pay bills online and easily track all transactions
- Make your money worth more℠ —find easy ways to earn and redeem cash rewards
- NEW! Access your account securely through your mobile phone

02 09 10

Case #[redacted]

Paperless statements mean less clutter, more convenience

Easily access up to 24 months of downloadable, password protected statements.

- See your statement as soon as it's available rather than wait for it to arrive in your mailbox.
- Get helpful payment reminders through e-mail or text messages on your mobile phone.
- Print a paper copy of your statement anytime.
- Sign up today at **Discover.com/paperless**

©2010 Discover Bank, Member FDIC

PAPER 02 10

Transactions (cont.)

	Trans. Date	Post Date			
Automotive	Jul 2	Jul 2	GARFF-WARNER DODGE WEST VALLEY CUT		762.09
Travel/Entertainment	Jun 22	Jun 22	ARAMARK BULLFROG BOAT SH LAKE POWELL UT		49.66
Fees			**TOTAL FEES FOR THIS PERIOD**	**$**	**0.00**
Interest Charged			**TOTAL INTEREST FOR THIS PERIOD**	**$**	**0.00**

2012 Totals Year-to-Date

TOTAL FEES CHARGED IN 2012	$	0.00
TOTAL INTEREST CHARGED IN 2012		0.00

CASSMAN 12-414 / 818

CHRYSLER

Case # [redacted]

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS29A68C[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

Ken Garff Automotive Group

West Valley Chrysler, Jeep, Dodge
4175 West 3500 South
West Valley City, UT 84120
(801) 955-0872
www.dodgehq.com

Case # [redacted]

Limited Warranty
Parts and labor guaranteed 90 days or 4,000 miles, whichever comes first.
MOPAR Warranty
12 months or 12,000 miles for dealer installed parts and accessories.

DISCLAIMER OF WARRANTIES: [boilerplate]

Customer Name	Phone	Tag Number	Service Date	Invoice Number
[redacted]	MITCH	17704 2843	07/02/12	3DCS17333

[redacted]
GRANTSVILLE, UT [redacted]

Model Year/Model	Mileage	Color
08/DODGE TRUCK/RAM 2500/	44,616	GREY/

VIN	RO Number	Purchase Date
3D7KS29A68G[redacted]	7208266	06/28/12

[redacted] MO: 44618

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	2	68001734-AB	LINK KIT 17023001	67.20	134.40
	2	52013697-AA	BUSHING S	16.20	32.40
				TOTAL PARTS	166.80

JOB# 4 TOTALS

LABOR	145.50
PARTS	166.80
JOB# 4 JOURNAL PREFIX 3DCS JOB# 4 TOTAL	312.30

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		30.00
			TOTAL MISC	30.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $975.00 (+TAX)

COMMENTS
JOB 1 IS BEING PAID FOR BY QUALITY DODGE IN TOOELE
P.O. #7208266, AUTHORIZED BY OLIVER

TOTALS

VISIT US AT OUR WEBSITE www.westvalleydodge.com

TOTAL LABOR	417.50
TOTAL PARTS	461.80
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	30.00
TOTAL MISC DISC	0.00
TOTAL TAX	62.29
TOTAL INVOICE $	**971.59**

-209.50 Quality Dodge
762.09

CUSTOMER SIGNATURE

7/2/12

[redacted]

Ken Garff Automotive Group

West Valley Chrysler, Jeep, Dodge
4175 West 3500 South
West Valley City, UT 84120
(801) 955-0872
www.dodgehq.com

Limited Warranty
Parts and labor guaranteed 90 days or 4,000 miles, whichever comes first.
MOPAR Warranty
12 months or 12,000 miles for dealer installed parts and accessories.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer, if any, and we hereby disclaim all other warranties, whether expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assume nor authorize any other person to assume for us any liability in connection with the sale.

[redacted]

GRANTSVILLE, UT [redacted]

Advisor	Tag Number	Invoice Date	Invoice Number
MITCH	17704 2843	07/02/12	3DCS517333
Vehicle Make		Vehicle Miles	Delivery Miles
08/DODGE TRUCK/RAM 2500T	44,616 GREY		
	Serial Digits Number	Production Date	
3 D[redacted] K S 2 9 A 6 8 G[redacted]		RO Type	
Customer Phone	Business Phone	Odometer	
[redacted]		7208266	06/28/12

MD: [redacted]

JOB# 1 CHARGES

LABOR

J# 1 20002 LIGHT DUTY TECH(S):9640 144.50
WHOMP/WHOMP TYPE NOISE IN LEFT FRONT WHEEL AREA WHEN
DRIVING UPHILL, SOMETIMES WHEN BRAKING.
9640 1.7 COMPLETED REPLACED THE FRONT BRAKE PADS AND
RESURFACED THE ROTORS COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	V1013267	PAD KIT F 5003003	65.00	65.00
				TOTAL - PARTS	65.00

JOB# 1 TOTALS

LABOR	144.50
PARTS	65.00

JOB# 1 JOURNAL PREFIX 3DCS JOB# 1 TOTAL 209.50

JOB# 2 CHARGES

LABOR

J# 2 02002 23POINT 23 POINT CHECK #2 TECH(S):9640 0.00
COMPLETE VEHICLE CONDITION INSPECTION.
9640 RECOMMEND FRONT SHOCKS, SWAY BUSHINGS, AND LINKS.
N/C COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX 3DCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 08002 STEERING/SUSPENSION TECH(S):9640 127.50
REPLACE FRONT SHOCKS
9640 1.5 REPLACED THE FRONT SHOCKS. LEFT FRONT SHOCK WAS
COMPLETELY BLOWN. COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	5174304-AH	ABSBR KIT	115.00	115.00
	1	5174304-AH	ABSBR KIT *HD*	115.00	115.00
				TOTAL - PARTS	230.00

JOB# 3 TOTALS

LABOR	127.50
PARTS	230.00

JOB# 3 JOURNAL PREFIX 3DCS JOB# 3 TOTAL 357.50

JOB# 4 CHARGES

LABOR

J# 4 08002FRENDDIAG FRONT END DIAG TECH(S):9640 145.50
REPLACE FRONT SWAY BAR LINKS AND BUSINGS
9640 1.5 REPLACED THE SWAY BAR BUSHINGS AND SWAY BAR LINKS
COMPLETED.

[CONTINUED ON NEXT PAGE]
05:31pm

Case # [redacted]

Grant Automotive Inc.

6 E Main St
Grantsville, UT 84029

Phone # 435-884-3390 ken@grantautomotiveinc.com
Fax # 435-884-3389 www.grantautomotiveinc.com

Date	RO #
6/7/2013	9340

Bill To

[redacted]

REP	Miles	VIN	Make	Model

Quantity	Item Code	Description	Price Each	Amount
1	PARTS	STEERING GEAR BOX	227.00	227.00T
2	PARTS	POWER STEERING FLUID	7.95	15.90T
1.6	Hourly Labor	REPLACE STEERING GEAR BOX	85.00	136.00T
1	PARTS	EGR TEMP SENSOR	217.50	217.50T
1	Hourly Labor	DIAGNOSE AND REPLACE EGR TEMP SENSOR	85.00	85.00T
1	ROTATE TIRES	ROTATE TIRES	14.95	14.95T
		SALES TAX	6.25%	43.52

We appreciate your business. Please remember all wheels must be re-torqued after 20 miles.

Customer Total Balance $739.87

Total $739.87

Case # [redacted]

Grant Automotive Inc.
6 E Main St
Grantsville, UT 84029

06/07/2013

SALE

Total: $739.87

[redacted]

Exp. Date:
Name:

Auth. Code: [redacted]
Trans. ID:

QuickBooks Trans. No:
Merchant No.: [redacted]

Thank you for your business

CUSTOMER COPY

[redacted]

New Balance
$5,274.21

Minimum Payment Due
$106.00

Payment Due Date
August 1, 2012

Account Number ending in 0776
Enter Amount Enclosed Below

$ [redacted]

Please pay online at www.Discover.com or make check payable to Discover. Phone and internet payments must be made by 5:00pm ET for same day posting.

Pay off your balances faster with a Discover® card Balance Transfer!
Start saving now -- call 1-800-767-7315 or visit Discover.com/transferbalances

[redacted]
GRANTSVILLE UT [redacted]

Case #

[redacted]
PO BOX 29033
PHOENIX AZ 85038-9033

Address, e-mail or telephone change?
Go to www.Discover.com or print change in space above.

[redacted]

Opening Date: June 4, 2012 - Closing Date: July 3, 2012

[redacted] More Card Account Summary

Cardmember since 2011

Account number ending in 0776

Previous Balance		$4,585.66
Payments And Credits	-	150.00
Purchases	+	838.55
Balance Transfers	+	0.00
Cash Advances	+	0.00
Fees Charged	+	0.00
Interest Charged	+	0.00
New Balance		$5,274.21

See Interest Charge Calculation section following transactions for detailed APR information

Credit Line	$8,000.00
Credit Line Available	$2,725.00
Cash Advance Credit Line	$2,500.00
Cash Advance Credit Line Available	$2,500.00

You may be able to avoid Interest Charges, see Additional Important Information for details.

Payment Information

New Balance	$5,274.21
Minimum Payment Due	$106.00
Payment Due Date	August 1, 2012

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to $35.00 and your purchase and balance transfer APRs for new transactions may be increased up to the Penalty APR of 17.99% variable.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum payment	14 years	$9,061
$170	3 years	$6,136 (Savings = $2,925)

If you would like information about credit counseling services, call 1-800-347-1121.

Cashback Bonus®

		Anniversary Month November
Opening Cashback Bonus Balance	$	29.83
New Cashback Bonus This Period		
5% Cashback Bonus	+	0.42
Everywhere Else	+	8.30
Cashback Bonus Balance	$	**38.55**

To learn more, log in at www.Discover.com

3 Easy Ways to Contact Us

1. Access your account securely at www.Discover.com
2. Call 1-800-DISCOVER (1-800-347-2683)
   Please have your Discover® card available.
3. Write to us at Discover, PO Box 30943, Salt Lake City, UT 84130 (Not a payment address)

For payments, please send to address on remittance or Discover, PO Box 6103, Carol Stream, IL 60197-6103

For TDD (Telecommunications Device for the Deaf) assistance, please call 1-800-347-7449.

Manage Your Account Online at www.Discover.com

- Access free online tools like Paydown Planner to create a plan to pay down your balance, securely access statements, pay bills online and easily track all transactions
- Make your money worth more℠—find easy ways to earn and redeem cash rewards
- NEW! Access your account securely through your mobile phone

Transactions

	Trans. Date	Post Date		
Payments and Credits	Jun 19	Jun 19	PAYMENT - THANK YOU	$ -150.00

02 09 10

PO BOX 29033
PHOENIX AZ 85038-9033

Address, e-mail or telephone change?
Go to www.Discover.com or print change in space above.

[redacted]

Opening Date: June 4, 2012 - Closing Date: July 3, 2012

[redacted] More Card Account Summary

Cardmember since 2011

Account number ending in 0776

Previous Balance		$4,585.66
Payments And Credits	-	150.00
Purchases	+	838.55
Balance Transfers	+	0.00
Cash Advances	+	0.00
Fees Charged	+	0.00
Interest Charged	+	0.00
New Balance		$5,274.21

See Interest Charge Calculation section following transactions for detailed APR information

Credit Line	$8,000.00
Credit Line Available	$2,725.00
Cash Advance Credit Line	$2,500.00
Cash Advance Credit Line Available	$2,500.00

You may be able to avoid Interest Charges, see Additional Important Information for details.

Payment Information

New Balance	$5,274.21
Minimum Payment Due	$106.00
Payment Due Date	August 1, 2012

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to $35.00 and your purchase and balance transfer APRs for new transactions may be increased up to the Penalty APR of 17.99% variable.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay	You will pay off the balance shown on this statement in about	And you will end up paying an estimated total of
Only the minimum payment	14 years	$9,061
$170	3 years	$6,136 (Savings = $2,925)

If you would like information about credit counseling services, call 1-800-347-1121.

Cashback Bonus®

		Anniversary Month November
Opening Cashback Bonus Balance	$	29.83
New Cashback Bonus This Period		
5% Cashback Bonus	+	0.42
Everywhere Else	+	8.30
Cashback Bonus Balance	$	**38.55**

To earn more, log in at www.Discover.com

3 Easy Ways to Contact Us

1. Access your account securely at **www.Discover.com**
2. Call 1-800-DISCOVER (1-800-347-2683)
   Please have your Discover® card available.
3. Write to us at Discover, PO Box 30943,
   Salt Lake City, UT 84130 (Not a payment address)

For payments, please send to address on remittance or Discover, PO Box 6103, Carol Stream, IL 60197-6103

For TDD (Telecommunications Device for the Deaf) assistance, please call 1-800-347-7449.

Manage Your Account Online at www.Discover.com

- Access free online tools like Paydown Planner to create a plan to pay down your balance, securely access statements, pay bills online and easily track all transactions
- Make your money worth more℠ —find easy ways to earn and redeem cash rewards
- NEW! Access your account securely through your mobile phone

02 09 10

Case #[redacted]

Paperless statements mean less clutter, more convenience

Easily access up to 24 months of downloadable, password protected statements.

- See your statement as soon as it's available rather than wait for it to arrive in your mailbox.
- Get helpful payment reminders through e-mail or text messages on your mobile phone.
- Print a paper copy of your statement anytime.
- Sign up today at **Discover.com/paperless**

©2010 Discover Bank, Member FDIC

PAPER 02 10

Transactions (cont.)

	Trans. Date	Post Date			
Automotive	Jul 2	Jul 2	GARFF-WARNER DODGE WEST VALLEY CUT		762.09
Travel/Entertainment	Jun 22	Jun 22	ARAMARK BULLFROG BOAT SH LAKE POWELL UT		49.66
Fees			**TOTAL FEES FOR THIS PERIOD**	**$**	**0.00**
Interest Charged			**TOTAL INTEREST FOR THIS PERIOD**	**$**	**0.00**

2012 Totals Year-to-Date

TOTAL FEES CHARGED IN 2012	$	0.00
TOTAL INTEREST CHARGED IN 2012		0.00

CASSMAN 12-414-DB

CHRYSLER

Case # [redacted]

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS29A68G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/03/14

POSTED DATE : 12/23/13

VIN (FIRST 9 DIGITS) 3D73Y3CL2

VIN (LAST 8 DIGITS) AG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y3CL2AG[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.

1-800-992-1997

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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

McCoy Tire

CASH SALE

Invoice Date	Cust No.	Order No.	Page	Invoice No.
12/23/2013	[redacted]		1 / 1	[redacted]

License: 8Z03877 Mileage: 43114
2010 DODGE RAM PU

Time In 12:52 PM
Time out 12:52 PM
COPY

MCCOY PASSENGER TIRE CO. (Location: 01)
1226 9TH STREET
MODESTO CA, 95354
Phone: (209) 578-1422

Sold To: [redacted]
MODESTO, CA [redacted]

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via	CASH SALES
	SB	[redacted]		INSTALLED	

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
	*TIRE PRESSURE IS 65, PSI					
	*					
NSFE	MOOG ES800375 TIE ROD AT PITMENT	1	1		82.00	82.00
	*ARM.					
RR	R&R TIE ROD END AT PITMENT ARM	1	1		35.00	35.00
TA	THRUST ANGLE ALIGNMENT	1	1		0.00	0.00
	*NO CHARGE ON ALIGNMENT PER SCOTT.					

Pay Method	Account	Amount	Signature
DEBIT		123.25	

X _____
Customer Authorization for Total

Sub-Total Parts:	82.00
Sub-Total Labor:	35.00
Non-Taxable Amount:	35.00
Taxable Amount:	82.00
Tax 7.625%:	6.25
Total:	**123.25**

MCCOY PASSENGER TIRE CO INC
1226 NINTH ST.
MODESTO. CA 95354
(209) 578-1422
MERCH# 8788140023784

Merchant ID: 878814002378401

Sale

[redacted] Entry Method: Swiped

Total: $ 123.25

12/23/13 13:22:56
Inv#: [redacted] Appr Code: 048033
Apprvd: Online Batch#: 000123

Customer Copy
THANK YOU!
PLEASE COME AGAIN!!

***THANK YOU FOR YOUR BUSINESS* B.A.R. AK082214**

[redacted]

Modesto Ca [redacted]

SACRAMENTO CA 957

23 DEC 2013 PM 1 L

RECEIVED
JAN - 3
By

Chrysler Recall Customer Assistance

P.O. Box 21-8007

Auburn Hills, Mich

48321

48321800707

Case # [redacted]

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/03/13

POSTED DATE : 12.28.13

VIN (FIRST 9 DIGITS) 1D7KS28CX

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0 0000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Andover,KS [redacted]

To whom it may concern:

Today I received a recall notice in the mail pertaining to my 2006 dodge ram 2500. it pertains to the steering issue. This is where my story begins.

In Oct 2012 I consulted with a fellow friend that works for another very well known dealership in my area about a wobble in the front end of truck. He told me then that he believed it was due to the steering linkage. He stated that I go to the service department and find out how far they were backed up in order to get it fixed. During this time of me doing so, he went and checked what I believe he called an internal service bulletin and found then that Chrysler had issued a service bulletin about this said condition. Upon returning I found out that their service was backed up 3 to 4 weeks. So I decided to go into town to what is supposed to be the #1 ranked Dodge service department Davis-Moore.

In doing so, I began to explain to them the issue I was experiencing, and also of the internal bulletin that was shown to me by my friend. So they took my truck to do their inspection and came back saying that my truck needed upper and lower ball joints replaced (both driver and passenger) that Chrysler allowed for 90 thousandths of movement in the ball joints and that mine exceeded that yet my truck only had 64,292 miles on that day, I then asked what about the internal memo about the steering. They told me it was no big deal. So I went ahead and told them to replace the ball joints so I wouldn't endanger myself or my family if one was to break. That in turn ended up costing me $1,138.25, which was paid in cash on October 5, 2012.

For the first couple of weeks the truck seemed to act alright, but then once again went back to acting they way it was before they were replaced. So I once again went to Davis-Moore and this time went straight to the service manager whose name I believe was Bill or Bob at the time, however I'm not sure, and quite frankly was very upset because the money in which I'd spent and their reply was "we did what you wanted us to do." When in all actuality, I did what they said was the problem.

At that point, is when Dawson Grimsley, the owner of Davis-Moore, myself, and the service manager, had a closed room conference. They brought the tech in who had performed the service on my truck originally and asked him to once again please take a look at it. In return, he came back and stated that the steering linkage was in fact the problem at the pitman arm along with most of the remaining steering linkage. So I then proceeded to get into a heated discussion of where I paid for parts to be fixed because of what I was told to be the problem when in fact is was not. It ended up coming down to Dawson seeing both mine and the tech's viewpoints and at that point we were ready to argue for the rest of the day. Instead, Dawson agreed on an amount of $200.00 for parts and made the tech put them on and to realign my vehicle and asked me if I was happy with that but never offered to repay the $1,138.25 that was paid for ball joints that weren't bad, when come to find out I learned only measured to be 40 thousandths movement by a serviceman.

Now I'm not sure what you can do, but I do know that it contributes to the same situation of the recall, and I feel like I got taken for by Davis-Moore when I had pointed out the now to be true internal bulletin. I would only hope that Chrysler being an upstanding company, that they would be willing to

make this right and repay the money I had to pay. Now this is not my first Chrysler vehicle, and this is NOT my first Dodge heavy duty truck, it's more like my 5th. Depending on the outcome of this complaint, which I know you are thinking should've been filed way back when, will prominently decide where I take my company's business from here and in the future. I look very much towards hearing from you. I would also like to add it's not the issue of the money, it's the issue of being taken for granted (in my view) when I myself couldn't do so because it would cause me to have a guilty conscience.

Thank you,

[redacted]

Bigen's Bush hog Mowing and Landscape, Est. 1982

[redacted]
ANDOVER, KS [redacted]
HOME: [redacted] BUS: CELL:
EMAIL:

VIN# 6J[redacted]
INVOICE
Invoice #: [redacted]
Tag #
Customer #
Service Advisor: *8469 GRANT A STUCKY*

DAVIS-MOORE
CHRYSLER DODGE Jeep RAM
AUTOMOTIVE, INC.
CHRYSLER DODGE JEEP RAM
6205 EAST KELLOGG, P.O. Box 780047
WICHITA, KANSAS 67278-0047
LOCAL 316-618-2268 www.davis-moore.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLUE	06	DODGE RAM 2500	1D7KS28CX6J[redacted]		65185	65187

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN06			WAIT 03JAN13		0.00	CASH	02JAN13	02JAN13	02JAN13

OPTIONS: ENG:5.9_Liter_Turbo_Diesel

OPEN FOR YOUR CONVENIENCE
6 DAYS A WEEK
MONDAY -FRIDAY
7:00 AM - 6:00 PM
SATURDAY
7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

Thank You!

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S THERE IS A VIBRATION/SHIMMY OVER BUMPS AT TIMES							
	400		STEERING/SUSP/BRAKES					
			45	IP				(N/C)
		1	52122362AH	STEERING-STEERING				(N/C)
		1	68039930AA	ARM-PITMAN				(N/C)
		3	6505623AA	NUT-HEX LOCK				(N/C)
		1	5154661AC	*DAMPER-STEERING				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

65187 ******$200.00 DEDUC PER CC CHARGE REST TO POLICY******
100300 INSPECTED FRONT STEERING AND SUPENSION . INSTALLED UPDATED STEERING LINKAGE KIT, PITMAN ARM AND STEERING DAMPER . ALIGNED FRONT END. TEST DROVE.
****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	INSPECTION ALREADY PERFORMED							
	N23		INSPECTION ALREADY PERFORMED					
			45	INSP				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

65187
****
SHOP SUPPLIES (N/C)

THANK YOU FOR YOUR BUSINESS. PLEASE RATE YOUR SERVICE BY GOING TO DEALER RATER. http://www.dealerrater.com/dealer/Davis-Moore-Chrysler-Dodge-Jeep-RAM-review-4097/ and CLICK ON RATE THIS DEALER. THANK YOU.

WWW.DAVIS-MOORE.COM

CUSTOMER PAY DEDUCTIBLE FOR LINE A 200.00

WE SELL TIRES
GOODYEAR · BFGoodrich · MICHELIN · UNIROYAL · GENERAL TIRE · Continental · BRIDGESTONE · Firestone

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	200.00
TOTAL CHARGES	200.00
ADJUSTMENTS	0.00
SALES TAX	14.61
PLEASE PAY THIS AMOUNT	214.61

Copyright 2000 ADP, Inc

Customer Copy

PAGE 1

THANK YOU!

[redacted]

ANDOVER, KS [redacted]

HOME: [redacted] BUS: CELL:

EMAIL:

VIN# [redacted]

INVOICE

Invoice [redacted]

Tag

Customer

Service Advisor: *8469 GRANT A STUCKY*

DAVIS-MOORE

CHRYSLER DODGE Jeep RAM

AUTOMOTIVE, INC.
CHRYSLER DODGE JEEP RAM
6205 EAST KELLOGG, P.O. Box 780047
WICHITA, KANSAS 67278-0047
LOCAL 316-618-2268 · www.davis-moore.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLUE	06	DODGE RAM 2500	1D7KS28CX6J[redacted]		64292	64294

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN06			17:00 05OCT12		0.00	CASH	05OCT12	05OCT12	05OCT12

OPTIONS: ENG:5.9_Liter_Turbo_Diesel

OPEN FOR YOUR CONVENIENCE

6 DAYS A WEEK

MONDAY -FRIDAY

7:00 AM - 6:00 PM

SATURDAY

7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

Thank You!

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S REPLACE UPPER AND LOWER BALL JOINTS-- ATTN TATER							
	300	GENERAL						
			45	CCH			361.00	361.00
		2	5086672AB	BALLJOINT-UPPER		154.10	154.10	308.20
		2	5086674AB	BALLJOINT-LOWER		165.83	165.83	331.66
PARTS:				639.86	LABOR: 361.00	OTHER: 0.00	TOTAL LINE A:		1000.86
	64294 /00380/ REPLACED BOTH UPPPER AND BOTH LOWER BALL JOINTS.							
	**********							
B	FRONT END ALIGNMENT 00100							
	12	FRONT END ALIGNMENT 00100						
			45	CCL			59.95	59.95
PARTS:				0.00	LABOR: 59.95	OTHER: 0.00	TOTAL LINE B:		59.95
	64294 /00100/ FRONT END ALIGNMENT.							
	**********							
C	COURTESY INSPECTION							
	23	COURTESY INSPECTION						
			45	INSP				(N/C)
		GTIRE	TIRES	IN GOOD CONDITIN				
			45	INSP				(N/C)
		GBK	BRAKES	GOOD				
			45	INSP				(N/C)
		GTIRE	TIRES	IN GOOD CONDITIN				
			45	INSP				(N/C)
PARTS:				0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:		0.00
	64294 GTIRE GBK GBATT. INSPECTED.							
	**********							

~|

WE SELL TIRES

GOODYEAR · BFGoodrich · MICHELIN · UNIROYAL · GENERAL TIRE · Continental · BRIDGESTONE · Firestone

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. X1512 250

Customer Copy

PAGE 2

THANK YOU!

[redacted]
ANDOVER, KS [redacted]
HOME [redacted] BUS: CELL:
EMAIL:

VIN# 6J[redacted]
INVOICE
Invoice # [redacted]
Tag # [redacted]
Customer # [redacted]
Service Advisor: *8469 GRANT A STUCKY*

DAVIS-MOORE
AUTOMOTIVE, INC.
CHRYSLER DODGE JEEP RAM
6205 EAST KELLOGG, P.O. Box 780047
WICHITA, KANSAS 67278-0047
LOCAL 316-618-2268 . www.davis-moore.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLUE	06	DODGE RAM 2500	1D7KS28CX6[redacted]		64292	64294

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN06			17:00 05OCT12		0.00	CASH	05OCT12	05OCT12	05OCT12

OPTIONS: ENG:5.9_Liter_Turbo_Diesel

OPEN FOR YOUR CONVENIENCE
6 DAYS A WEEK
MONDAY -FRIDAY
7:00 AM - 6:00 PM
SATURDAY
7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

Thank You!

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

THANK YOU FOR VISITING THE #1 RANKED DODGE CHRYSLER JEEP SERVICE DEPARTMENT, YOUR TOTAL SATISFACTION IS OUR GOAL. IF WE HAVE NOT MET THIS GOAL, PLEASE CALL YOUR SERVICE ADVISOR. ASK ABOUT OUR LIMITED LIFETIME PARTS WARRANTY ON MOST FACTORY PARTS WE INSTALL.
WWW.DAVIS-MOORE.COM

CHRYSLER DODGE Jeep RAM

WE SELL TIRES
GOODYEAR · BFGoodrich · MICHELIN · UNIROYAL · GENERAL TIRE · Continental · BRIDGESTONE · Firestone

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

DESCRIPTION	TOTALS
LABOR AMOUNT	420.95
PARTS AMOUNT	639.86
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1060.81
ADJUSTMENTS	0.00
SALES TAX	77.44
PLEASE PAY THIS AMOUNT	1138.25

THANK YOU!!

Copyright 2000 ADP, Inc X1S42.250

Customer Copy

PAGE 3

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **1D7KS28CX6J[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

INVOICE# [redacted] DATE- 1-2-13

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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

65 - 4830

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law

U.S. Department of Transportation

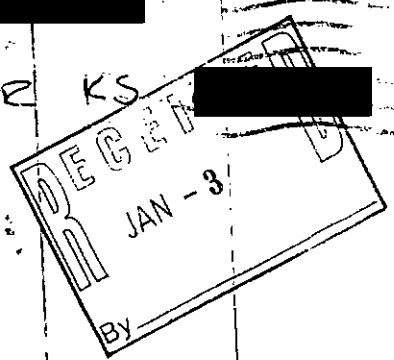
NHTSA
www.nhtsa.gov

6J137758 N62 317268
[redacted]
ANDOVER, KS [redacted]

317268/#63094/N62

[redacted]

Andover KS [redacted]





Justi
FOREV

Chrysler Customer As
P.O. Box 21-8007
Auburn Hills, MI 4

48321-8007 ATT: Reimbursement

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 1D7KS98D5

VIN (LAST 8 DIGITS) 5J[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

1-03-2014

Chrysler Customer Assistance

I would like to be reimburst

For the Repair I had done on my

2005 Dodg. P/U Recall # N62/NHTSA 13V-528

Thank you

[redacted]

Caldwell, Idaho [redacted]

CUSTOMER #: [redacted]
UNIT# 3C0033C
[redacted]
CALDWELL ID [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

[redacted]

INVOICE

PAGE 1

CALDWELL, IDAHO
DENNIS DILLON
Nobody beats a Dennis Dillon deal

SERVICE ADVISOR: 2667 ALEX MUELLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MINERAL GR	05	DODGE	1D7KS28D55J[redacted]	NONE	82506/82506	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10MAY12 DD		11MAY2015	17:00 23DEC13			CASH	23DEC13

R.O OPENED	READY	OPTIONS:
12:50 23DEC13	13:56 23DEC13	STK:3C0033C ENG:5.7_Liter_SMPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	VEHICLE HAS RECALL N26 BUT CUSTOMER HAS ALREADY HAD EVERYTHING REPLACED CHECK AND REPLACE						
	LLM MISCELLANEOUS						
		2657	WC				(N/C)
	82506 ORDERED PARTS PER RECALL						

****
THANK YOU FROM DENNIS DILLON DODGE CHRYSLER
*JEEP. OUR GOAL IS YOUR 100% SATISFACTION. *
*IF FOR ANY REASON WE DO NOT EXCEED YOUR *
*EXPECTATIONS PLEASE CALL AARON MOREY *
* AT (208)459-7405. *
****

SALES & SERVICE (208) 459-7405

2701 E. CLEVELAND BLVD.
CALDWELL, ID 83605

Service Hours 7:30 - 5:30 MON - FRI
8:00 - 3:00 SAT

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I the registered owner authorize you to perform the repairs and furnish the necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate my vehicle for inspections, delivery at my request. You will not be responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or delays caused by unavailability of parts. I agree to pay reasonable storage on vehicles left for more than 48 hours after notification that repairs are completed. I also agree to pay for hazardous waste disposal and/or shop supplies if applicable ($3.00 minimum for lube/oil), 7% of labor to a maximum of $60.00. There will be a 20% handling charge on all merchandise returned for credit, special order parts and electrical parts are not returnable.

CUSTOMER SIGNATURE

VEHICLE RELEASED TO OWNER

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

INVOICE

BRUNEEL TIRE FACTORY

Invoice Date	Cust No.	Order No.	Page	Invoice No.
11/29/2013	5529	03 - 192031	1 / 1	[redacted]

License: 3520V Mileage: 82184
2005 DODGE RAM 2500 5.7ltr V8 GAS

Time In 9:30 AM
Time Out 3:26 PM
COPY

BRUNEEL TIRE FACTORY #03
514 N 10th Ave
CALDWELL, ID 83605
Phone: (208) 459-1511

Sold To:
[redacted]
CALDWELL, ID [redacted]

Ship To:
[redacted]
CALDWELL, ID [redacted]

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via	Terms: REVOLVING
3149	03P	[redacted]			VIN: 1D7KS28D55J[redacted]

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
540	UPGRADE TIE ROD END	1	1		388.89	388.89
540	UPGRADE STEER DAMPER	1	1		136.67	136.67
540	UPGRADE PITMAN ARM	1	1		47.89	47.89
540	UPGRADE NUT KIT	1	1		5.63	5.63
542	REMOVE & REPLACE PITMAN ARM	1.00	1.00		85.00	85.00
542	DAMPNER LABOR	0.50	0.50		85.00	42.50
542	TIE ROD LABOR	1.00	1.00		85.00	85.00
532	THRUST ANGLE ALIGNMENT-LT/SUV/VANS	1	1		59.95	59.95

Sub-Total Parts:	579.08
Sub-Total Labor:	272.45
Non-Taxable Amount:	272.45
Taxable Amount:	579.08
Tax 6.000%:	34.74
Total:	**886.27**

X
Customer Authorization for Total

CREDIT TERMS AND SECURITY AGREEMENT

Purchaser agrees to pay total invoice balance at the office or store of seller by the 10th of the month following purchase date unless alternative terms are agreed to by seller. In case of default, seller may demand payment in full immediately.

Purchaser acknowledges and accepts the described merchandise, delivery, and condition, and also acknowledges that seller has retained title to and taken a contractual purchase money security interest in said merchandise and all other property described herein to secure payment of buyer's obligations herein and other and future indebtedness of purchaser to seller, and seller may exercise all rights as allowed under the secured transactions provisions of the Uniform Commercial code. In case of default, purchaser agrees to pay all of the sellers' actual costs both of repossessing and realizing upon the collateral and of otherwise collecting amounts owed to seller, include attorney fees whether or not litigation is instituted.

FINANCE CHARGES are computed as follows: If charges for merchandise and services are not paid in full by the 10th of the month following the billing date: 1.) a periodic rate of 1.75% per month, which is an ANNUAL PERCENTAGE RATE of 21.0%, is applied to the previous balance after first deducting current payments and/or credits, or adjustments, or, if greater: 2.) a $.50 minimum service charge per month.

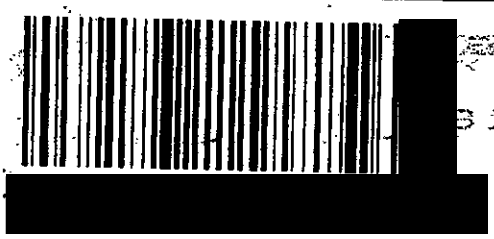
DO NOT DESTROY - THIS IS YOUR ONLY COPY - ALL CLAIMS AND ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Local Owners Putting YOU First 180 Locations Throughout The Northwest To Serve You

CERTIFIED MAIL™

Charles Chadwick
3218 Goldensun Ave.
Caldwell, ID 83605-1624

RETURN RECEIPT REQUESTED



BOISE ID 8

3 JAN 2014

UNITED STATES POSTAL SERVICE

1000

48321

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

RECEIVED
JAN -8
By

ATTN: Reimbursement

48321#8007

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE :

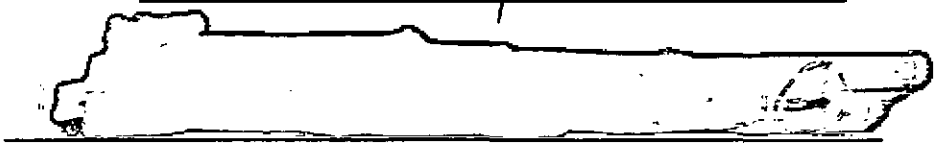
VIN (FIRST 9 DIGITS) 3D7MX38A6

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :



NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Case #

24350440

Fowers Tire Factory & Quick Lube

1275 South 1000 East
Clearfield, UT 84015
801-773-9140

Customer : [redacted]	Vehicle : 2007 DODT RAM 3500 PICKUP	Inv. # : [redacted]
Address : [redacted]	License : [redacted]	Date : 9/1/11
City : CLEARFIELD, UT [redacted]	VIN : 3D7MX38A67G[redacted]	Page : Page 1 of 1
Phone 1 : [redacted] Ext :	Engine : 6-408 6.7L DSL	Trans : AUTO
Phone 2 : (801) Ext :	Mileage : 62872	PO # :

Tech	Labor Description / Qty	Part Number	Part Description	Labor	Part	Subtotal
KR	Replace all four tie rod ends			143.44	421.62	565.06
	1.00	ES3624	IN. TIE ROD END		43.36	
	1.00	401-1919	OUTER TIE ROD END		86.82	
	1.00	410-1081	OUTER TIE ROD END		145.30	
	1.00	410-1080	IN. TIE ROD END		146.14	
KR	THRUST ANGLE ALIGNMENT: ROAD TEST & NOTE STEERING WHEEL OFFSET AND TIRE PULL. RAISE VEHICLE & INSPECT THE FOLLOWING (IF EQUIPPED): FRONT AND REAR TIRES FOR GOOD TREAD & EVEN WEAR, INNER TIE RODS, UPPER & LOWER BALL JOINTS, STRUT ROD & CONTROL ARM BUSHINGS, TRACK BAR & BUSHINGS, SHOCKS/STRUTS, PIVOT BEARINGS, INFLATE TIRES TO PROPER PRESSURE. INSTALL ALIGNMENT MACHINE, MEASURE CASTER, CAMBER, & TOE. MAKE ADJUSTMENT WHERE NECESSARY. TEST DRIVE TO CONFIRM CENTERED STEERING WHEEL, NO DRIFT OR PULL.			59.99		59.99
COU	COUPON: $10.00 OFF ALIGNMENT			-10.00		-10.00

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.

[redacted]



Labor :	$	193.43
Part :	$	421.62
Sublet :	$	0.00
Other Fees :	$	0.00
enviro/suppl	$	0.00
Subtotal :	$	615.05
Sales Tax :	$	39.98
Total :	$	655.03
By : VISA/MA Paid :	$	655.03
Total Due :	$	0.00

Case #

[redacted]

Larry H. Miller
Chrysler Jeep Dodge
Bountiful

755 North 500 West, West Bountiful, UT 84087
Service: (801) 693-2250 · Main: (801) 693-2200
Fax: (801) 693-2238
Parts: (801) 693-2260
www.bountifulchryslerjeep.com

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

[redacted]

CLEARFIELD, UT [redacted]

PAGE 1

HOME: [redacted] CONT: [redacted] ** PRE-INVOICE **

BUS: [redacted] CELL: SERVICE ADVISOR: 246 JOSEPH EDSALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLK/Black	07	DODGE RAM 3500	3D7MX38A67G[redacted]	[redacted]	84620/84623	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06NOV07 DD			15:00 27AUG13			LCA	27AUG13

R.O. OPENED	READY	OPTIONS:
07:42 27AUG13	15:24 27AUG13	SOLD-STK:B1772 DLR:26676

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	Courtesy Multi-Point Inspection (steering in particular)										
	15	Courtesy Multi-Point Inspection (steering in particular)									
		118	IFREE	0.00	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 118,27AUG13 15:10): 84623 INSPECTION DONE.										
B	AT LOW SPEEDS CUSTOMER STATES THAT IN TURNS VEHICLE PULSATES AS THOUGH IN 4 WHEEL DRIVE										
	450	DID STEERING UPDATE KIT									
		118	CLCA	3.12	5.20	12480	44200			442.00	442.00
	2	V8016665AA JOINT				6150	14250	0	71.25	71.25	142.50
	1	52122362AH STEERING-STEERING				22300	37200	0	372.00	372.00	372.00
	1	5154661AC *DAMPER-STEERING				7365	12300	0	123.00	123.00	123.00
	1	6505623AA NUT-HEX LOCK				135	225	0	2.25	2.25	2.25
	1	68039930AA ARM-PITMAN				2585	4310	0	43.10	43.10	43.10
	10	ALIGNMENT									
		118	CP	0.00	1.00	2400	6995			69.95	69.95
	DED	DEDUCTIBLE FOR REPAIRS									
		118	CP	0.00	0.00	0	-10000			-100.00	-100.00
	CTP	CUSTOMER TO PAY DEDUCTIBLE									
		118	CLCA	0.00	0.00	0	10000			100.00	100.00
	VERSION 1 (EMP# 118,27AUG13 15:10): 84623 FOUND THAT THE DRAG LINK AND TIE ROD WAS LOOSE. THE STEERING STABLIZER SHOCK WAS LEAKING. THE LEFT FRONT AXLE U JOINT WAS LOOSE AND THE RIGHT FRONT AXLE U JOINT WAS SEIZED. HAD TO INSTALL A STEERING UPDATE KIT WITH TIE ROD AND DRAG LINK. HAD TO INSTALL UPDATED PITMAN ARM AND STEERING SHOCK. HAD TO REPLACE BOTH FRONT AXLE U JOINTS AND ALIGN THE FRONT END. TEST DRIVE.										
EST: 0.00			27AUG13 07:42		SA: 246						
CUSTOMER PAY SHOP SUPPLIES FOR RE						0	4000				40.00

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE BOUNTIFUL HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Bountiful, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ACCOUNTING COPY

[redacted]

CUSTOMER # [redacted]

[redacted]

ACCOUNTING

Larry H. Miller
Chrysler Jeep Dodge
Bountiful
755 North 500 West, West Bountiful, UT 84087
Service: (801) 693-2250 · Main: (801) 693-2200
Fax: (801) 693-2238
Parts: (801) 693-2260
www.bountifulchryslerjeep.com

[redacted]

CLEARFIELD, UT [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 246 JOSEPH EDSALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLK/Black	07	DODGE RAM 3500	3D7MX38A67G[redacted]	[redacted]	84620/84623	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06NOV07 DD			15:00 27AUG13			LCA	27AUG13

R.O. OPENED	READY	OPTIONS:
07:42 27AUG13	15:24 27AUG13	SOLD-STK:B1772 DLR:26676

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

Thank you for your business!
It is important to us that you are completely satisfied with our work and how you were treated. Please take the time to return the Chrysler survey. Please let us know if there is any reason you could not give us a completely satisfied rating.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-27-13	12:03	15:10	3.12	W	118	B	
	15:10	15:10	0.00	W	118	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4430	0	0		4400	51195✓	14880	
4700	68285	38535		7193A	4000	0	
3140	66	0		7040	0	*******	
2205	102485	*******					

Pd 425.00 cbl (86.90) (1.0) PPA 9/26
362.60 parts JE 309/26
(100.00)
687.60 (337.25)

damper, update kit, labor time

COST, SALE, & COMP TOTALS 53415 123480 0

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE BOUNTIFUL HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller, Chrysler Jeep Dodge Bountiful, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A taken charge not to exceed 6% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	511.95
PARTS AMOUNT	682.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	40.00
TOTAL CHARGES	1234.80
LESS INSURANCE	1024.85
SALES TAX	0.66
PLEASE PAY THIS AMOUNT	210.61

223.80 CP

ACCOUNTING COPY

[redacted]

CUSTOMER #: [redacted]

[redacted]

CLEARFIELD, UT [redacted]

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL:

[redacted]

INVOICE

PAGE 1

SERVICE ADVISOR: 246 JOSEPH EDSALL

Larry H. Miller
Chrysler Jeep Dodge BOUNTIFUL
755 North 500 West, West Bountiful, UT 84087
Service: (801) 693-2250 · Main: (801) 693-2200
Fax: (801) 693-2238 · Parts: (801) 693-2260
www.bountifulchryslerjeep.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLK/Black	07	DODGE RAM 3500	3D7MX38A67[redacted]	[redacted]	84620/84623	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06NOV07 DD			15:00 27AUG13			LCA	27AUG13

R.O. OPENED	READY	OPTIONS:
07:42 27AUG13	15:24 27AUG13	SOLD-STK:B1772 DLR:26676

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	Courtesy Multi-Point Inspection (steering in particular)						
	15		Courtesy Multi-Point Inspection (steering in particular)				
		118	FREE				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
	84623		INSPECTION DONE.				
			**********				
B	AT LOW SPEEDS CUSTOMER STATES THAT IN TURNS VEHICLE PULSATES AS THOUGH IN 4 WHEEL DRIVE						
	450		DID STEERING UPDATE KIT				
		118	CLCA			442.00	442.00
	2		V80166665AA JOINT		71.25	71.25	142.50
	1		52122362AH STEERING-STEERING		372.00	372.00	372.00
	1		5154661AC *DAMPER-STEERING		123.00	123.00	123.00
	1		6505623AA NUT-HEX LOCK		2.25	2.25	2.25
	1		68039930AA ARM-PITMAN		43.10	43.10	43.10
	10		ALIGNMENT				
		118	CP			69.95	69.95
	DED		DEDUCTIBLE FOR REPAIRS				
		118	CP			-100.00	-100.00
	CTP		CUSTOMER TO PAY DEDUCTIBLE				
		118	CLCA			100.00	100.00
PARTS: 682.85 LABOR: 511.95 OTHER: 0.00 TOTAL LINE B: 1194.80							
	84623		FOUND THAT THE DRAG LINK AND TIE ROD WAS LOOSE. THE STEERING STABLIZER SHOCK WAS LEAKING. THE LEFT FRONT AXLE U JOINT WAS LOOSE AND THE RIGHT FRONT AXLE U JOINT WAS SEIZED. HAD TO INSTALL A STEERING, UPDATE KIT WITH TIE ROD AND DRAG LINK. HAD TO INSTALL UPDATED PITMAN ARM AND STEERING SHOCK. HAD TO REPLACE BOTH FRONT AXLE U JOINTS AND ALIGN THE FRONT END. TEST DRIVE.				
			**********				

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE BOUNTIFUL HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Bountiful, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Case #
2435044

CUSTOMER #: [redacted]

[redacted]

[redacted]

CLEARFIELD, UT [redacted]

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL:

INVOICE

PAGE 2

Larry H. Miller
Chrysler Jeep Dodge BOUNTIFUL
755 North 500 West, West Bountiful, UT 84087
Service: (801) 693-2250 · Main: (801) 693-2200
Fax: (801) 693-2238 · Parts: (801) 693-2260
www.bountifulchryslerjeep.com

SERVICE ADVISOR: 246 JOSEPH EDSALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLK/Black	07	DODGE RAM 3500	3D7MX38A67G[redacted]	[redacted]	84620/84623	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06NQV07 DD			15:00 27AUG13			LCA	27AUG13

R.O. OPENED	READY	OPTIONS:
07:42 27AUG13	15:24 27AUG13	SOLD-STK:B1772 DLR:26676

LINE OPCODE	TECH TYPE HOURS	LIST	NET	TOTAL
EST: 0.00	27AUG13 07:42 SA: 246			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER				40.00

Thank you for your business!
It is important to us that you are completely satisfied with our work and how you were treated. Please take the time to return the Chrysler survey. Please let us know if there is any reason you could not give us a completely satisfied rating.

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE BOUNTIFUL HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Bountiful, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUS[redacted] 8/27/13

DESCRIPTION	TOTALS
LABOR AMOUNT	511.95
PARTS AMOUNT	682.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	40.00
TOTAL CHARGES	1234.80
LESS INSURANCE	1024.85
SALES TAX	0.66
PLEASE PAY THIS AMOUNT	210.61

CUSTOMER COPY

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

VIN (Last 8 Characters of Vehicle Identification Number)

7G[redacted]

Notification Code

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 _____

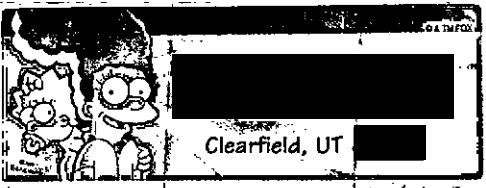
Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____


[redacted]
Clearfield, UT [redacted]

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D7KU928C

VIN (LAST 8 DIGITS) 4G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

PERFECTION TIRE #12 INC.
107 E 3RD ST
KAMIAH, ID 83536
208-935-2999

INVOICE 12-151305
S-08/05/13 E-08/07/13
S-09:16 E-09:36

Page: 1

* * * I N V O I C E * * *

Sold: [redacted]
JULIETTA, ID [redacted]

Veh: 04 DODGE R2500 DSL
Lic: [redacted]
Mil: /107009
Emp: 4/0 Vin:3D7KU28C04G[redacted]
PO#:

Slsm	Mech	Part #	QTY	Description	Price	F.E.T.	Total
4	14	B/M	1.00	B/M470089 B/M DRAG LNK LONG SIDE	129.95	0.00	129.95
4	14	LABOR	0.90	LABOR RR RT OTR TRE	60.00	0.00	54.00
4	14	THRUST	1.00	ALIGNMENT	54.95	0.00	54.95
		HAZ-WASTE-DISPOSAL	1.00	HAZ/WASTE/DIS HAZE WASTE/SHOP SUPPLIES	5.20	0.00	5.20

www.[redacted]tirepe.com

THANK YOU FOR SUPPORTING YOUR LOCAL COMMUNITY
AT PERFECTION TIRE WE STRIVE TO PROVIDE SUPERIOR SERVICE AND CUSTOMER SATISFACTION!

Failure to check lugnut torque on new wheels within 50 miles after wheel installation may result in wheel damage or loss of wheel.

All Parts New Unless Otherwise Noted. All Repairs (Parts & Labor) Limited Warranty: 90 Days or 4000 Miles Whichever Comes First Unless Otherwise Noted.

If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge (including reassembling) will be made. BECAUSE OF THE EXTENT OF THE TEARDOWN AND INSPECTION, THE VEHICLE MAY NOT PERFORM AS WELL AS BEFORE.

ADDITIONAL AUTHORIZED SERVICE

PHONE NO.	DATE TIME		CALLED BY	WORK AUTHORIZED
AUTHORIZED BY		ADD AMOUNT	NEW TOTAL	
PHONE NO.	DATE TIME		CALLED BY	WORK AUTHORIZED
AUTHORIZED BY		ADD AMOUNT	NEW TOTAL	

I HEREBY AUTHORIZE the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IN FULL IS NOT MADE BY THEN, I HEREBY AGREE TO PAY INTEREST AT THE RATE OF 1½% PER MONTH (18% PER ANNUM) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

COLLECTION FEES WILL BE ADDED IN THE EVENT OF NON-PAYMENT.

X _____
CUSTOMER SIGNATURE

I acknowledge notification and verbally approve of an increase in the original estimate price.

_____
CUSTOMER SIGNATURE

B/M 244.10

Subtotal 244.10

Cash $0.00 | Check $0.00 | Credit Card $252.21 | Charge $0.00 | Sales Tax @ 6.000% 8.11

Total 252.21

NO. 1 E. 604 - 2nd AVE. SPOKANE, WA 99202 (509) 747-1164

NO. 2 N. 9602 DIVISION SPOKANE, WA 99207 (509) 485-0110

NO. 3 E. 10721 SPRAGUE SPOKANE, WA 99206 (509) 924-4244

NO. 5 W. 1021 N.W. BLVD. SPOKANE WA 99205 (509) 326-1207

NO. 6 W. 1403 LEWIS PASCO, WA 99301 (509) 547-8891

NO. 7 1914 COLUMBIA CENTER BLVD. KENNEWICK, WA 99336 (509) 735-8330

NO. 8 1113 LEE BLVD. RICHLAND, WA 99352 (509) 946-4111

NO. 9 W. 311 WALNUT NEWPORT, WA 99156 (509) 447-3933

NO. 12 107 E. 3RD STREET KAMIAH, ID 83536 (208) 935-2999

NO. 18 653 THAIN RD. LEWISTON, ID 83501 (208) 746-4954

NO. 21 476927 N. HWY 95 PONDERAY, ID 83852 (208) 265-8473

NO. 23 330 MAIN OROFINO, ID 83544 (208) 476-0709

NO. 32 2525 S. UNION KENNEWICK, WA 99338 (509) 737-1818

NO. 36 W. 302 SELTICE WAY POST FALLS, ID 83854 (208) 773-2178

NO. 37 975 E. BROADWAY MOSES LAKE, WA 98837 (509) 765-7373

NO. 38 6459 COMMERCIAL PARK AVE. RATHDRUM, ID 83858 (208) 687-2949

NO. 39 1400 W. MAIN MIDDLETON, ID 83644

NO. 45 N. 4825 GOVT WAY COEUR D'ALENE, ID 83815 (208) 667-8491

Tires LES SCHWAB

1408 Main Street
Lewiston, ID 83501
208-743-1594

Store: 82
Invoice:
Salesperson: SamanthaA

Work Order 8200157084

Customer Information

Name: [redacted]
Address:
City, State, JULIAETTA, ID [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2004 DODGE RAM 2500 PICKUP
Color: WHITE
Mileage: 107,221
License: [redacted]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	161791	ES3624 TIE ROD END	$51.12	$0.00	$51.12
1	164250	DS1464 INNER TIE ROD END	$169.17	$0.00	$169.17
1	162932	ES3625 TIE ROD END	$51.12	$0.00	$51.12
3	13606	TIEROD END PASS/LT - INSTALLATION	$19.50	$0.00	$58.50

Parts Subtotal:	$271.41
Labor Subtotal:	$58.50
Sales Tax:	$17.64
Tire Tax:	$0.00
Invoice	**$347.55**

Payment Method: CUST CHG:Acc# [redacted] **$347.55**

Wheel Position: LF

Notes To Review With Customer: N/C ALIGNMENT JUST HAD DONE

PERFECTION TIRE BSFS
123 THIRD STREET
KAMIAH, ID. 83536
208-935-2999

08/07/2013 9:39 AM

[redacted]

LOCATION ID: 509284
TERMINAL ID: UE50828401
BATCH #: 87 SEQUENCE #: 000228

ACCOUNT #: [redacted]
TICKET #: 509284 TERMS:

SALE AMOUNT: $ 252.2

APPROVAL CODE: 009085
REFERENCE: 130807001241

CUSTOMER COPY

THANK YOU FOR YOUR BUSINESS

Authorized By:

[redacted] 08-08-13 02:53 PM $403.80
08-08-13 03:36 PM $347.55

Customer Signature X [redacted]

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

Invoice Date/Time: 08-08-2013 03:40 PM

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

VIN (Last 8 Characters of Vehicle Identification Number) [4G[redacted]]

Notification Code [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]

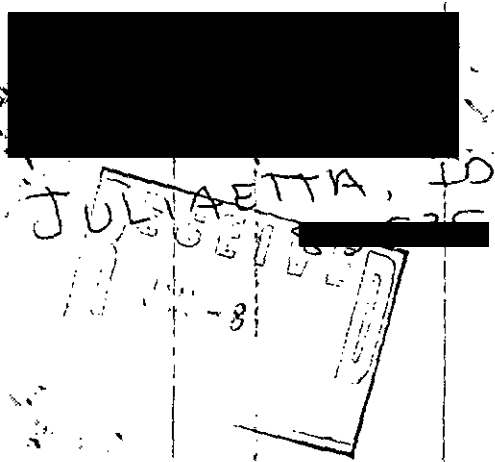
Street Address [redacted]

City Juliaetta

State IDAHO Zip Code [redacted]

Email Address [redacted]

[redacted]



Chr
P.O.
Au

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



FAX

Cover Sheet

TO: Safety Recall
Reimbursement

From: [redacted]

Re: Case # [redacted]

Total # of sheet including
Cover sheet is 3

Safety Recall Reimbursement Request
N62/NHTSA 13V-528

Cutomer: [redacted]
Salem OR
[redacted]

Vehicle info: 2008 Dodge RAM 2500
VIN# 3D7KS28A58G[redacted]
OR Lic Plate# [redacted]
Mileage 38,369

Purchased on: December 12, 2007
Town & Country Dodge INC
27490 sw 95th Ave
Wilsonville OR 97070

Scheduled Maint performed by:

Withnell Motor Company
2650 Commercial St NE
Salem OR, 97302

Jiffy Lube #2591
1192 Wallace Rd NW
Salem OR 97304

Les Schwab Tire Center
1710 Monmouth St
Independence OR, 97351

In reference to Case# [redacted] I am requesting reimbursement for work performed to repair left tie rod. Included is the paid invoice for work performed.

LES SCHWAB

The West's Largest Independent Tire Dealer

SOLD TO: [redacted]

SALEM OR [redacted]

[redacted]

LES SCHWAB TIRE CENTER
1710 MONMOUTH ST
INDEPENDENCE, OR 97351 0000
503-838-6340

ACCT [redacted] INVOICE [redacted]

DATE 10-06-2010 TIME 3:13:08 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
RM	CASH	334089		845DKC	22457	2008 DODGE TRUCK RAM 2500 PICKUP

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
1	59020536	FA2214 BALL JOINT	141.77		141.77
		OE Max wear permitted: 1 Cur Wear; L) 1 R) 1			
1	00680530	REPLACE BALL JOINT 4WD CHRYSLER 1 SIDE	121.50		121.50
1	00680112	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	56.25		56.25
1	59022965	ES3625 TIE ROD END	81.10		81.10
1	00680308	TIEROD END - INSTALLATION	19.50		19.50

Paid By: [redacted] 420.12
00648R

YOUR VEHICLE MAY HAVE A TIRE PRESSURE MONITORING SYSTEM THAT USES A WARNING LIGHT TO ALERT THE DRIVER OF LOW TIRE PRESSURE OR SYSTEM FAILURE. THE TPMS LIGHT MAY ILLUMINATE AFTER ROUTINE SERVICE AND REQUIRE ADDITIONAL ACTION. WE OFFER AND RECOMMEND MONTHLY AIR PRESSURE CHECKS.

L. LOWER

WHEELS HAVE BEEN INSTALLED AND TORQUED TO MANUFACTURER'S SPECIFICATION.

Safety Recall Case # [redacted]

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES, SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. **ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.**
Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

SALES TAX	
TIRE TAX	
TOTAL	Continued

Revised date 12/08: Print date 06/09

CUSTOMER COPY

LES SCHWAB

The West's Largest Independent Tire Dealer

SOLD TO: [redacted]

SALEM OR [redacted]

[redacted]

LES SCHWAB TIRE CENTER
1710 MONMOUTH ST
INDEPENDENCE, OR 97351 0000
503-838-6340

ACCT [redacted] INVOICE [redacted]

DATE 10-06-2010 TIME 3:13:08 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
RM	CASH	334089		845DKC	22457	2008 DODGE TRUCK RAM 2500 PICKUP

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
		WHEEL POSITIONS SERVICED: 4			
		SERVICED BY: RUSS			

Saftey Recall Case # [redacted]

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES, SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. **ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.**
Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

SALES TAX	.00
TIRE TAX	.00
TOTAL	420.12

Revised date 12/08: Print date 06/09

CUSTOMER COPY

FAX

Cover Sheet

TO: Safety Recall
Reimbursement

From: [redacted]

Re: Case # [redacted]

Total # of sheet including
Cover sheet is 3

Safety Recall Reimbursement Request
N62/NHTSA 13V-528

Cutomer: [redacted]
Salem OR [redacted]

Vehicle info: 2008 Dodge RAM 2500
VIN# 3D7KS28A58G[redacted]
OR Lic Plate# [redacted]
Mileage 38,369

Purchased on: December 12, 2007
Town & Country Dodge INC
27490 sw 95th Ave
Wilsonville OR 97070

Scheduled Maint performed by:

Withnell Motor Company
2650 Commercial St NE
Salem OR, 97302

Jiffy Lube #2591
1192 Wallace Rd NW
Salem OR 97304

Les Schwab Tire Center
1710 Monmouth St
Independence OR, 97351

In reference to Case# [redacted] I am requesting reimbursement for work performed to repair left tie rod. Included is the paid invoice for work performed.

LES SCHWAB

The West's Largest Independent Tire Dealer

SOLD TO: [redacted]

SALEM OR [redacted]

[redacted]

ACCT [redacted] INVOICE [redacted]

LES SCHWAB TIRE CENTER
1710 MONMOUTH ST
INDEPENDENCE, OR 97351 0000
503-838-6340

DATE 10-06-2010 TIME 3:13:08 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
RM	CASH	334089		845DKC	22457	2008 DODGE TRUCK RAM 2500 PICKUP

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
1	59020536	FA2214 BALL JOINT	141.77		141.77
		OE Max wear permitted: 1 Cur Wear; L) 1 R) 1			
1	00680530	REPLACE BALL JOINT 4WD CHRYSLER 1 SIDE	121.50		121.50
1	00680112	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	56.25		56.25
1	59022965	ES3625 TIE ROD END	81.10		81.10
1	00680308	TIEROD END - INSTALLATION	19.50		19.50
		Paid By: [redacted] 420.12 00648R			
		YOUR VEHICLE MAY HAVE A TIRE PRESSURE MONITORING SYSTEM THAT USES A WARNING LIGHT TO ALERT THE DRIVER OF LOW TIRE PRESSURE OR SYSTEM FAILURE. THE TPMS LIGHT MAY ILLUMINATE AFTER ROUTINE SERVICE AND REQUIRE ADDITIONAL ACTION. WE OFFER AND RECOMMEND MONTHLY AIR PRESSURE CHECKS.			
		L. LOWER			
		WHEELS HAVE BEEN INSTALLED AND TORQUED TO MANUFACTURER'S SPECIFICATION.			
		Safety Recall Case # [redacted]			

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES, SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. **ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.**
Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

SALES TAX	
TIRE TAX	
TOTAL	Continued

Revised date 12/08: Print date 06/09

CUSTOMER COPY

LES SCHWAB

The West's Largest Independent Tire Dealer

SOLD TO: [redacted]

SALEM OR [redacted]

[redacted]

ACCT [redacted] INVOICE [redacted]

LES SCHWAB TIRE CENTER
1710 MONMOUTH ST
INDEPENDENCE, OR 97351 0000
503-838-6340

DATE 10-06-2010 TIME 3:13:08 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
RM	CASH	334089		845DKC	22457	2008 DODGE TRUCK RAM 2500 PICKUP

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
		WHEEL POSITIONS SERVICED: 4			
		SERVICED BY: RUSS			
		Saftey Recall Case # [redacted]			

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES, SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. **ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.**
Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

SALES TAX	.00
TIRE TAX	.00
TOTAL	420.12

Revised date 12/08: Print date 06/09

CUSTOMER COPY

FAX

Cover Sheet

TO: Safety Recall
Reimbursement

From: [redacted]

Re: Case # [redacted]

Total # of sheet including
Cover sheet is 3

Safety Recall Reimbursement Request
N62/NHTSA 13V-528

Cutomer: [redacted]
Salem OR
[redacted]

Vehicle info: 2008 Dodge RAM 2500
VIN# 3D7KS28A58G[redacted]
OR Lic Plate# [redacted]
Mileage 38,369

Purchased on: December 12, 2007
Town & Country Dodge INC
27490 sw 95th Ave
Wilsonville OR 97070

Scheduled Maint performed by:

Withnell Motor Company
2650 Commercial St NE
Salem OR, 97302

Jiffy Lube #2591
1192 Wallace Rd NW
Salem OR 97304

Les Schwab Tire Center
1710 Monmouth St
Independence OR, 97351

In reference to Case# [redacted] I am requesting reimbursement for work performed to repair left tie rod. Included is the paid invoice for work performed.

LES SCHWAB

The West's Largest Independent Tire Dealer

SOLD TO: [redacted]

SALEM OR [redacted]

[redacted]

ACCT [redacted] INVOICE [redacted]

LES SCHWAB TIRE CENTER
1710 MONMOUTH ST
INDEPENDENCE, OR 97351 0000
503-838-6340

DATE 10-06-2010 TIME 3:13:08 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
RM	CASH	334089		845DKC	22457	2008 DODGE TRUCK RAM 2500 PICKUP

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
1	59020536	FA2214 BALL JOINT	141.77		141.77
		OE Max wear permitted: 1 Cur Wear; L) 1 R) 1			
1	00680530	REPLACE BALL JOINT 4WD CHRYSLER 1 SIDE	121.50		121.50
1	00680112	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	56.25		56.25
1	59022965	ES3625 TIE ROD END	81.10		81.10
1	00680308	TIEROD END - INSTALLATION	19.50		19.50

Paid By: [redacted] 420.12
00648R

YOUR VEHICLE MAY HAVE A TIRE PRESSURE MONITORING SYSTEM THAT USES A WARNING LIGHT TO ALERT THE DRIVER OF LOW TIRE PRESSURE OR SYSTEM FAILURE. THE TPMS LIGHT MAY ILLUMINATE AFTER ROUTINE SERVICE AND REQUIRE ADDITIONAL ACTION. WE OFFER AND RECOMMEND MONTHLY AIR PRESSURE CHECKS.

L. LOWER

WHEELS HAVE BEEN INSTALLED AND TORQUED TO MANUFACTURER'S SPECIFICATION.

Safety Recall Case # [redacted]

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES, SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. **ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.**
Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

SALES TAX	
TIRE TAX	
TOTAL	Continued

Revised date 12/08: Print date 06/09

CUSTOMER COPY

LES SCHWAB

The West's Largest Independent Tire Dealer

SOLD TO: [redacted]

SALEM OR [redacted]

[redacted]

ACCT [redacted] INVOICE [redacted]

LES SCHWAB TIRE CENTER
1710 MONMOUTH ST
INDEPENDENCE, OR 97351 0000
503-838-6340

DATE 10-06-2010 TIME 3:13:08 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
RM	CASH	334089		845DKC	22457	2008 DODGE TRUCK RAM 2500 PICKUP

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
		WHEEL POSITIONS SERVICED: 4			
		SERVICED BY: RUSS			

Saftey Recall Case # [redacted]

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES, SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. **ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.**
Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

SALES TAX	.00
TIRE TAX	.00
TOTAL	420.12

Revised date 12/08: Print date 06/09

CUSTOMER COPY

FAX

Cover Sheet

TO: Safety Recall
Reimbursement

From: [redacted]

Re: Case # [redacted]

Total # of sheet including
Cover sheet is 3

Safety Recall Reimbursement Request
N62/NHTSA 13V-528

Cutomer: [redacted]
Salem OR
[redacted]

Vehicle info: 2008 Dodge RAM 2500
VIN# 3D7KS28A58G[redacted]
OR Lic Plate# [redacted]
Mileage 38,369

Purchased on: December 12, 2007
Town & Country Dodge INC
27490 sw 95th Ave
Wilsonville OR 97070

Scheduled Maint performed by:

Withnell Motor Company
2650 Commercial St NE
Salem OR, 97302

Jiffy Lube #2591
1192 Wallace Rd NW
Salem OR 97304

Les Schwab Tire Center
1710 Monmouth St
Independence OR, 97351

In reference to Case# [redacted] I am requesting reimbursement for work performed to repair left tie rod. Included is the paid invoice for work performed.

LES SCHWAB

The West's Largest Independent Tire Dealer

SOLD TO: [redacted]

SALEM OR [redacted]

[redacted]

ACCT [redacted] INVOICE [redacted]

LES SCHWAB TIRE CENTER
1710 MONMOUTH ST
INDEPENDENCE, OR 97351 0000
503-838-6340

DATE 10-06-2010 TIME 3:13:08 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
RM	CASH	334089		845DKC	22457	2008 DODGE TRUCK RAM 2500 PICKUP

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
1	59020536	FA2214 BALL JOINT	141.77		141.77
		OE Max wear permitted: 1 Cur Wear; L) 1 R) 1			
1	00680530	REPLACE BALL JOINT 4WD CHRYSLER 1 SIDE	121.50		121.50
1	00680112	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	56.25		56.25
1	59022965	ES3625 TIE ROD END	81.10		81.10
1	00680308	TIEROD END - INSTALLATION	19.50		19.50
		Paid By: [redacted] 420.12 00648R			
		YOUR VEHICLE MAY HAVE A TIRE PRESSURE MONITORING SYSTEM THAT USES A WARNING LIGHT TO ALERT THE DRIVER OF LOW TIRE PRESSURE OR SYSTEM FAILURE. THE TPMS LIGHT MAY ILLUMINATE AFTER ROUTINE SERVICE AND REQUIRE ADDITIONAL ACTION. WE OFFER AND RECOMMEND MONTHLY AIR PRESSURE CHECKS.			
		L. LOWER			
		WHEELS HAVE BEEN INSTALLED AND TORQUED TO MANUFACTURER'S SPECIFICATION.			
		Safety Recall Case # [redacted]			

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES, SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. **ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.**
Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

SALES TAX	
TIRE TAX	
TOTAL	Continued

Revised date 12/08: Print date 06/09

CUSTOMER COPY

LES SCHWAB

The West's Largest Independent Tire Dealer

SOLD TO: [redacted]

SALEM OR [redacted]

[redacted]

ACCT [redacted] INVOICE [redacted]

LES SCHWAB TIRE CENTER
1710 MONMOUTH ST
INDEPENDENCE, OR 97351 0000
503-838-6340

DATE 10-06-2010 TIME 3:13:08 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
RM	CASH	334089		845DKC	22457	2008 DODGE TRUCK RAM 2500 PICKUP

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
		WHEEL POSITIONS SERVICED: 4			
		SERVICED BY: RUSS			
		Saftey Recall Case # [redacted]			

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES, SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. **ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.**
Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

SALES TAX	.00
TIRE TAX	.00
TOTAL	420.12

Revised date 12/08: Print date 06/09

CUSTOMER COPY

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/03/14

POSTED DATE : 12/24/13

VIN (FIRST 9 DIGITS) 3D7KU28D9

VIN (LAST 8 DIGITS) 3G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KU28D93G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

mail receipt of repair

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.

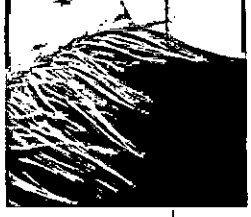
We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

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.

RAM DODGE CHRYSLER Jeep SRT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A. used under [illegible]



David Age
P.O
Klamath Falls, Or
54
AgerAnimalChiro

12-24-13

Chrysler Group Customer Service
PO Box 21-8007
Auburn Hills, MI 48321-8007

Attn: Reimbursement

Attached please find our receipt from Lakeview Auto for repairs done on our 2500 Dodge truck. During a routine oil change in August they discovered the worn ball joints. We were unaware of the recall until your notice was received yesterday. Please reimburse $850.70. Thank you,

[redacted]

LAKEVIEW AUTO REPAIR

520 N J STREET
LAKEVIEW OR 97630
541-947-4748

10/23/2013 5:28 PM

Repair Order #3684

[redacted]
KLAMATH FALLS OR 97602 lakeview, OR [redacted]

Day Phone : [redacted]

Vehicle : 2003 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.7 L
VIN : 3D7KU28D93G[redacted]

Tag/State : [redacted] OR
Color : Red
Last Mileage : 73895
Odometer In : 75979
Odometer Out : 75979

Created : 10/23/2013 5:23:23 PM
Complete : 10/23/2013 5:28:07 PM

Labor/Notes

Qty	Code/Tech*	Reference	Description	Unit Price	Price
4.7	JB*	LABOR	REPLACE BALL JOINTS	$73.00	$343.10
	REPLACE UPPER AND LOWER BALL JOINTS ON BOTH SIDES				

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
2	-	PART	UPPER BALL JOINT		$105.04	$210.08
2	-	PART	LOWER BALL JOINT		$115.98	$231.96
1	-	PART	BRAKE PADS		$50.46	$50.46
2	-	PART	BRAKE ROTORS		$72.77	$145.54
2	-	PART	WHEEL BEARINGS		$271.29	$542.58

Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1	-	SUBLET	ALIGNMENT	$65.56	$65.56

Labor		$343.10
Parts		$1,180.62
Sublet/Misc.		$65.56
Shop Supplies		$13.25
Charges		$0.00
Sales Tax	Tax @ $0.00 * 0.0000%	$0.00
	Repair Total	$1,602.53

Tech	Certification #
JB	

Paid in full
10-23-13
[redacted]

BY MY SIGNATURE, I ACKNOWLEDGE THAT THE WORK DONE ON MY VEHICLE IS COMPLETED TO MY SATISFACTION AND THAT I UNDERSTAND & APPROVE THE REPAIRS DONE AS WELL AS THE CHARG[redacted]
REPAIRS.

671422/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number) [3G[redacted]]

Notification Code [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] M

Last Name [redacted]

Street Address [redacted]

City Lakeview

State OR Zip Code [redacted]

Email Address _____

[redacted]

Lakeview, OR [redacted]

Crys

Attn: Reimbursement

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



From: [redacted]
To: customerassist@chrysler.com
Date: Mon Dec 23 20:28:19 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Re-call

Comments:

I recueved a recall notice, last week in the mail. I, own a 2008, 2500 HD, Power Wagon and purchased it used last spring. Since that time the part in question failed and I was luck!! Very lucky! Because, The part broke as I was exiting the parking space! My concerns are real! How many people died because of this failure??? I had my truck towed and repaired at my expense! When I called in regardto recall. I, was told that Dodge was not responsible! What the hell is going on??? I, want reemburst for towing, parts and labor! or I will contact my attorney and give Dodge/Chrysler I very bad Blog!!! How many died before the recall????

[redacted]

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Dec 24 05:44:54 EST 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
We are very sorry to learn of the problem you have encountered and have documented your concern.
To request reimbursement on repair work done on your vehicle prior to the recall notification, send your original documentation (repair order and original proof of payment) to the following address for review:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Include the following information (where applicable) so we can respond to your issue promptly:
?Your name
??Your address
??Vehicle owner name (if different)
??Vehicle owner address (if different)
?Day and evening phone numbers
??Vehicle Identification Number (VIN)
Note: Original receipts from the repair facility are needed for reimbursement. If original receipts are not available, contact the service provider and request a duplicate original. Copies are generally not acceptable. Keep a copy for your records.
You may also submit your information via documentation link. We will send you the link via the email address provided in your email. The link will follow this email and will expire in 7 days.
Please do not change the subject of the email, and please follow the instructions in the letter that you received.
Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder.
Please be aware that the link can only be clicked on once.
After your letter is reviewed, we will contact you by phone with a prompt response. Please allow 3-4 weeks for check processing.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]

REPLY LINK:
[redacted]
Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Re-call
Comments:
I recueved a recall notice, last week in the mail. I, own a 2008, 2500 HD, Power Wagon and purchased it used last spring. Since that time the part in question failed and I was luck!! Very lucky! Because, The part broke as I was exiting the parking space! My concerns are real! How many people died because of this failure??? I had my truck towed and repaired at my expense! When I called in regardto recall. I, was told that Dodge was not responsible! What the hell is going on??? I, want reemburst for towing, parts and labor! or I will contact my attorney and give Dodge/Chrysler I very bad Blog!!! How many died before the recall???? Russ

VIN:
[redacted]
Mileage:
120000
Servicing Dealer:
T&R automotive
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Pittsburgh
State:
PA
Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



with MOPAR service parts.

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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

Fax - 877-768-5076

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC

PLEASE HELP US UPDATE OUR RECORDS
BY FILLING OUT THE FOLLOWING CONDITIONS AS APPLY

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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. ☐ Business

First Name [redacted] MI _____

Last Name [redacted]

Street Address [redacted]

City Julesburg State CO Zip Code [redacted]

Email Address _____

507738/#63094/N62

Steve's Towing & Recovery, LLC
18550 Nebraska Rd 4
Julesburg Co 80737
(970)474-2718
THANK YOU FOR YOUR BUSINESS!!!!

8/27/2013 4:07 PM

Statement

Opening Date : 7/29/2013
Closing Date : 8/27/2013

[redacted]
JULESBURG CO [redacted]

-fold here -

Date	Transaction	Reference	Credit	Debit
7/28/2013	Opening Balance		$0.00	
8/27/2013	Invoice	RO 1388		$2,068.05
8/27/2013	Closing Balance			$2,068.05
				Balance Due: $2,068.05

Current	Over 30 days	Over 60 days	Over 90 days
$2,068.05	$0.00	$0.00	$0.00

credit on overcharge for this
2,040.83

Steve's Towing & Recovery, LLC
18550 Nebraska Rd 4
Julesburg Co 80737
(970)474-2718
THANK YOU FOR YOUR BUSINESS!!!!!

8/27/2013 8:55 AM

Invoice # [redacted]

[redacted]
JULESBURG CO [redacted]

Vehicle : 2006 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359
VIN : 3D7LX39C66G[redacted]
Created : 8/6/2013 8:03:37 AM
Complete : 8/27/2013 8:55:49 AM
Invoiced : 8/27/2013 8:55:49 AM
Odometer In : 0
Odometer Out : 195330

Labor/Notes

Code/Tech*	Description		Price
SC*	MOUNT AND BALANCE TIRE		$40.00
MOUNT TIRE ON WHEEL AND COMPUTERIZE SPIN BALANCE. DOES NOT INCLUDE NEW VALVE STEM.			
	NEBRASKA TIRE TAX		$4.00
RC*	FOUR WHEEL ALIGNMENT		$69.99
4 WHEEL ALIGNMENT, INCLUDES COMPLETE INSPECTION OF ALL FRONT AND REAR SUSPENSION AND STEERING COMPONENTS. ADJUST CASTER, CAMBER AND TOE IN OF FRONT AND REAR END TO FACTORY SPECIFICATIONS, STRAIGHTEN STEERING WHEEL IF NEEDED. DOES NOT INCLUDE REPLACEMENT OF ANY WORN OR DAMAGED PARTS.			
RC*	BALL JOINT - R&R	M	$337.50
DOES NOT include alignment.			

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
4		FIRESTONE DEST AT		$204.23	$816.92
4		VALVE STEMS		$2.00	$8.00
1		BALL JOINT		$204.87	$204.87
1		264-3076 OFF SET BALL JOINT		$204.87	$204.87
2		260-1579 LOWER BALL JOINT		$131.94	$263.88

Sublet/Misc.

Qty	Code/Tech*	Description	Unit Price	Price
4		DISPOSAL FEE	$3.00	$12.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor		.....	$447.49
Parts	$1,600.24	less discount : $101.70	$1,498.54
Sublet/Misc.		.....	$0.00
Shop Supplies		.....	$22.37
Charges		.....	$16.00
Sales Tax		Tax @ $1,520.91 * 5.5000%	$83.65
		Total Due	$2,068.05

Tech	Certification #
RC	
SC	

[redacted]

Steve's Towing & Recovery

18550 Nebraska Rd 4
Julesburg, CO 80737

Phone Number: 970-474-2718
Fax Number: 970-474-2719

Customer:	[redacted]	Date:	8/26/2013 5:00:55 PM
Company:		VIN	3D7LX39C66G[redacted]
License No:		Technician:	
Odometer:	195330	Order No.:	

VEHICLE ALIGNMENT REPORT

DODGE TRUCKS, 2006, RAM 3500 4WD Wheelbase = 160.5"

Primary Angles			Initial	Specifications Min.	Specifications Max.	Final
Front	Caster	Left	5.14°	4.00°	5.00°	4.98°
		Right	5.15°	4.00°	5.00°	4.96°
	Camber	Left	0.60°	-0.25°	0.75°	0.38°
		Right	0.33°	-0.25°	0.75°	0.32°
	Toe	Left	0.29°	0.05°	0.15°	0.10°
		Right	0.28°	0.05°	0.15°	0.10°
		Total	0.57°	0.10°	0.30°	0.20°
Rear	Camber	Left	-0.32°	-0.60°	0.40°	-0.33°
		Right	-0.15°	-0.60°	0.40°	0.02°
	Toe	Left	0.21°	-0.10°	0.40°	0.21°
		Right	-0.12°	-0.10°	0.40°	0.00°
		Total	0.09°	-0.20°	0.80°	0.21°
	Thrust Angle		-0.17°	-------	-------	-0.11°

Secondary Angles		Initial	Specifications Min.	Specifications Max.	Final
SAI	Left	12.33°	-------	-------	12.33°
	Right	12.66°	-------	-------	12.66°
Included Angle	Left	12.93°	-------	-------	12.71°
	Right	12.99°	-------	-------	12.98°
Toe Out On Turns	Left	-------	0.00°	0.00°	-------
	Right	-------	0.00°	0.00°	-------
Maximum Turns	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Toe Curve Change	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Setback	Front	-0.26"	-------	-------	0.19"
	Rear	0.02"	-------	-------	0.00"
Track Width Diff.		0.29"			0.35"
Wheel Base Diff.		-0.28"			0.20"
Front Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Rear Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Frame Angle					-------

Ogallala, NE 69153
(308)284-4518

10/31/2012

To:
[redacted]
Julesburg, CO [redacted]

Amount Due	Amount Enc.
$798.43	

Date	Transaction	Amount	Balance
09/30/2012	Balance forward		0.00
10/05/2012	INV [redacted] Due 10/05/2012.	798.43	798.43

#2302
11-5-12

CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
0.00	798.43	0.00	0.00	0.00	$798.43

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

Written By: <none>

01 17 07 Copyright Mitchell 1 Invoic1

POSTAGE WILL BE PAID BY ADDRESSEE
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

XX #1

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA www.nhtsa.gov

[redacted]
JULESBURG, CO [redacted]

507738/#63094/N62

T & A Alignment
181 Lawrence Road, POB 507
Ogallala, NE. 69153
Phone - 308-284-4518 Fax - 308-284-4540
Your business is important to us.

INVOICE [redacted]

INVOICE

Print Date : 10/05/2012

[redacted]
Julesburg, CO [redacted]
Home [redacted]
Cust ID : 724

Ref # :

2006 Dodge - Pickup R3500
5 9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # :
Vin # : 3D7LX39C66G[redacted]
Hat # :

Odometer In :
Odometer Out : 191180

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	133.31	266.62
STEERING STABLIZER			
SS10323	1.00	48.99	48.99
U-JOINT			
330A	1.00	37.11	37.11
Shop /EPA		33.47	33.47

Labor Description	Extended
CHECK ALIGNMENT, SET TOE ONLY	40.00
CK ALIGN., SET TOE	
BALL JOINTS	221.00
REPLACED BOTH UPPERS	
STEERING STABLIZER	32.50
REPLACED	
U-JOINT	71.50
REAR SHAFT, REAR JOINT	
CHECK AC NOT WORKING	26.00
AC LOW ON R134 CHECKED FOR LEAKS	
CUSTOMER WILL WAIT TILL SPRING TO	
FILL & FIND LEAK	

[Technicians : Please Select, Technician; Coats, Corey; Lynch, Robert; Schnegelberger, Mark]

Org. Estimate $3.17 Revisions $0.00 Current Estimate $ 3.17 Additional Cost Revised Estimate

Labor:	**391.00**
Parts:	**386.19**
Sublet:	**0.00**
Sub:	**777.19**
Tax:	**21.24**
Total:	**798.43**
Bal Due:	**$798.43**

[Payments -]

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

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

01 17 07 Copyright Mitchell 1 Invoic1

T & A Alignment
181 Lawrence Road, POB 507
Ogallala, NE. 69153
Phone - 308-284-4518 Fax - 308-284-4540
Your business is important to us.

INVOICE [redacted]

INVOICE

Print Date : 10/05/2012

[redacted]
Julesburg, CO [redacted]
Home [redacted]
Cust ID : 724 Ref # :

2006 Dodge - Pickup R3500
5.9L, In-Line6, VIN (C)
Lic # : [redacted] Odometer In :
Unit # : Odometer Out : 191180
Vin # : 3D7LX39C66G[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	133.31	266.62
STEERING STABLIZER			
SS10323	1.00	48.99	48.99
U-JOINT			
330A	1.00	37.11	37.11
Shop /EPA		33.47	33.47

Labor Description	Extended
CHECK ALIGNMENT, SET TOE ONLY	40.00
CK ALIGN., SET TOE	
BALL JOINTS	221.00
REPLACED BOTH UPPERS	
STEERING STABLIZER	32.50
REPLACED	
U-JOINT	71.50
REAR SHAFT, REAR JOINT	
CHECK AC NOT WORKING	26.00
AC LOW ON R134 CHECKED FOR LEAKS	
CUSTOMER WILL WAIT TILL SPRING TO	
FILL & FIND LEAK	

[Technicians : Please Select, Technician; Coats, Corey; Lynch, Robert; Schnegelberger, Mark]

Org. Estimate $3.17 Revisions $0.00 Current Estimate $ 3.17 Additional Cost Revised Estimate

[Payments -]

Labor:	**391.00**
Parts:	**386.19**
Sublet:	**0.00**
Sub:	**777.19**
Tax:	**21.24**
Total:	**798.43**
Bal Due:	**$798.43**

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

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

01.17.07 Copyright Mitchell 1 Invoice

with MOPAR service parts.

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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

Fax - 877-768-5076

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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. ☐ Business

First Name [redacted] MI

Last Name [redacted]

Street Address [redacted]

City Julesburg State CO Zip Code [redacted]

Email Address [redacted]

507738/#63094/N62

Steve's Towing & Recovery, LLC
18550 Nebraska Rd 4
Julesburg Co 80737
(970)474-2718
THANK YOU FOR YOUR BUSINESS!!!!

8/27/2013 4:07 PM

Statement

Opening Date : 7/29/2013
Closing Date : 8/27/2013

[redacted]
JULESBURG CO [redacted]

-fold here -

Date	Transaction	Reference	Credit	Debit
7/28/2013	Opening Balance		$0.00	
8/27/2013	Invoice	RO 1388		$2,068.05
8/27/2013	Closing Balance			$2,068.05
				Balance Due: $2,068.05

Current	Over 30 days	Over 60 days	Over 90 days
$2,068.05	$0.00	$0.00	$0.00

credit on overcharge for this
2,040.83

Steve's Towing & Recovery, LLC
18550 Nebraska Rd 4
Julesburg Co 80737
(970)474-2718
THANK YOU FOR YOUR BUSINESS!!!!!

8/27/2013 8:55 AM

Invoice # [redacted]

[redacted]
JULESBURG CO [redacted]

Vehicle : 2006 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359
VIN : 3D7LX39C66[redacted]
Created : 8/6/2013 8:03:37 AM
Complete : 8/27/2013 8:55:49 AM
Invoiced : 8/27/2013 8:55:49 AM
Odometer In : 0
Odometer Out : 195330

Labor/Notes

Code/Tech*	Description		Price
SC*	MOUNT AND BALANCE TIRE		$40.00
MOUNT TIRE ON WHEEL AND COMPUTERIZE SPIN BALANCE. DOES NOT INCLUDE NEW VALVE STEM.			
	NEBRASKA TIRE TAX		$4.00
RC*	FOUR WHEEL ALIGNMENT		$69.99
4 WHEEL ALIGNMENT, INCLUDES COMPLETE INSPECTION OF ALL FRONT AND REAR SUSPENSION AND STEERING COMPONENTS. ADJUST CASTER, CAMBER AND TOE IN OF FRONT AND REAR END TO FACTORY SPECIFICATIONS, STRAIGHTEN STEERING WHEEL IF NEEDED. DOES NOT INCLUDE REPLACEMENT OF ANY WORN OR DAMAGED PARTS.			
RC*	BALL JOINT - R&R	M	$337.50
DOES NOT include alignment.			

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
4		FIRESTONE DEST AT		$204.23	$816.92
4		VALVE STEMS		$2.00	$8.00
1		BALL JOINT		$204.87	$204.87
1		264-3076 OFF SET BALL JOINT		$204.87	$204.87
2		260-1579 LOWER BALL JOINT		$131.94	$263.88

Sublet/Misc.

Qty	Code/Tech*	Description	Unit Price	Price
4		DISPOSAL FEE	$3.00	$12.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor		.....	$447.49
Parts	$1,600.24	less discount : $101.70	$1,498.54
Sublet/Misc.		.....	$0.00
Shop Supplies		.....	$22.37
Charges		.....	$16.00
Sales Tax		Tax @ $1,520.91 * 5.5000%	$83.65
		Total Due	$2,068.05

Tech	Certification #
RC	
SC	

Steve's Towing & Recovery

18550 Nebraska Rd 4
Julesburg, CO 80737

Phone Number: 970-474-2718
Fax Number: 970-474-2719

Customer:	[redacted]	Date:	8/26/2013 5:00:55 PM
Company:		VIN	3D7LX39C66G[redacted]
License No:		Technician:	
Odometer:	195330	Order No.:	

VEHICLE ALIGNMENT REPORT

DODGE TRUCKS, 2006, RAM 3500 4WD Wheelbase = 160.5"

Primary Angles			Initial	Specifications Min.	Specifications Max.	Final
Front	Caster	Left	5.14°	4.00°	5.00°	4.98°
		Right	5.15°	4.00°	5.00°	4.96°
	Camber	Left	0.60°	-0.25°	0.75°	0.38°
		Right	0.33°	-0.25°	0.75°	0.32°
	Toe	Left	0.29°	0.05°	0.15°	0.10°
		Right	0.28°	0.05°	0.15°	0.10°
		Total	0.57°	0.10°	0.30°	0.20°
Rear	Camber	Left	-0.32°	-0.60°	0.40°	-0.33°
		Right	-0.15°	-0.60°	0.40°	0.02°
	Toe	Left	0.21°	-0.10°	0.40°	0.21°
		Right	-0.12°	-0.10°	0.40°	0.00°
		Total	0.09°	-0.20°	0.80°	0.21°
	Thrust Angle		-0.17°	-------	-------	-0.11°

Secondary Angles		Initial	Specifications Min.	Specifications Max.	Final
SAI	Left	12.33°	-------	-------	12.33°
	Right	12.66°	-------	-------	12.66°
Included Angle	Left	12.93°	-------	-------	12.71°
	Right	12.99°	-------	-------	12.98°
Toe Out On Turns	Left	-------	0.00°	0.00°	-------
	Right	-------	0.00°	0.00°	-------
Maximum Turns	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Toe Curve Change	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Setback	Front	-0.26"	-------	-------	0.19"
	Rear	0.02"	-------	-------	0.00"
Track Width Diff.		0.29"			0.35"
Wheel Base Diff.		-0.28"			0.20"
Front Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Rear Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Frame Angle					-------

Ogallala, NE 69153
(308)284-4518

10/31/2012

To:
[redacted]
Julesburg, CO[redacted]

Amount Due	Amount Enc.
$798.43	

Date	Transaction	Amount	Balance
09/30/2012	Balance forward		0.00
10/05/2012	INV [redacted] Due 10/05/2012.	798.43	798.43

#2302
11-5-12

CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
0.00	798.43	0.00	0.00	0.00	$798.43

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

Written By: <none>

01 17 07 Copyright Mitchell 1 Invoic1



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

POSTAGE WILL BE PAID BY ADDRESSEE



CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

XX #1

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

[redacted]
JULESBURG, CO [redacted]



507738/#63094/N62

T & A Alignment
181 Lawrence Road, POB 507
Ogallala, NE. 69153
Phone - 308-284-4518 Fax - 308-284-4540
Your business is important to us.

INVOICE
[redacted]

INVOICE

Print Date : 10/05/2012

[redacted]
Julesburg, CO [redacted]
Home [redacted]
Cust ID : 724

Ref # :

2006 Dodge - Pickup R3500
5 9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # :
Vin # : 3D7LX39C66G[redacted]
Hat # :

Odometer In :
Odometer Out : 191180

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	133.31	266.62
STEERING STABLIZER			
SS10323	1.00	48.99	48.99
U-JOINT			
330A	1.00	37.11	37.11
Shop /EPA		33.47	33.47

Labor Description	Extended
CHECK ALIGNMENT, SET TOE ONLY	40.00
CK ALIGN., SET TOE	
BALL JOINTS	221.00
REPLACED BOTH UPPERS	
STEERING STABLIZER	32.50
REPLACED	
U-JOINT	71.50
REAR SHAFT, REAR JOINT	
CHECK AC NOT WORKING	26.00
AC LOW ON R134 CHECKED FOR LEAKS	
CUSTOMER WILL WAIT TILL SPRING TO	
FILL & FIND LEAK	

[Technicians : Please Select, Technician; Coats, Corey; Lynch, Robert; Schnegelberger, Mark]

Org. Estimate $3.17 Revisions $0.00 Current Estimate $ 3.17 Additional Cost Revised Estimate

Labor:	**391.00**
Parts:	**386.19**
Sublet:	**0.00**
Sub:	**777.19**
Tax:	**21.24**
Total:	**798.43**
Bal Due:	**$798.43**

[Payments -]

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

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

01 17 07 Copyright Mitchell 1 Invoic1

T & A Alignment
181 Lawrence Road, POB 507
Ogallala, NE. 69153
Phone - 308-284-4518 Fax - 308-284-4540
Your business is important to us.

INVOICE [redacted]

INVOICE

Print Date : 10/05/2012

[redacted]
Julesburg, CO [redacted]
Home [redacted]
Cust ID : 724 Ref # :

2006 Dodge - Pickup R3500
5.9L, In-Line6, VIN (C)
Lic # : [redacted] Odometer In :
Unit # : Odometer Out : 191180
Vin # : 3D7LX39C66G[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	133.31	266.62
STEERING STABLIZER			
SS10323	1.00	48.99	48.99
U-JOINT			
330A	1.00	37.11	37.11
Shop /EPA		33.47	33.47

Labor Description	Extended
CHECK ALIGNMENT, SET TOE ONLY	40.00
CK ALIGN., SET TOE	
BALL JOINTS	221.00
REPLACED BOTH UPPERS	
STEERING STABLIZER	32.50
REPLACED	
U-JOINT	71.50
REAR SHAFT, REAR JOINT	
CHECK AC NOT WORKING	26.00
AC LOW ON R134 CHECKED FOR LEAKS	
CUSTOMER WILL WAIT TILL SPRING TO	
FILL & FIND LEAK	

[Technicians : Please Select, Technician; Coats, Corey; Lynch, Robert; Schnegelberger, Mark]

Org. Estimate $3.17 Revisions $0.00 Current Estimate $ 3.17 Additional Cost Revised Estimate

[Payments -]

Labor:	**391.00**
Parts:	**386.19**
Sublet:	**0.00**
Sub:	**777.19**
Tax:	**21.24**
Total:	**798.43**
Bal Due:	**$798.43**

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

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

01.17.07 Copyright Mitchell 1 Invoice

with MOPAR service parts.

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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

Fax - 877-768-5076

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

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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. ☐ Business

First Name [redacted] MI _____

Last Name [redacted]

Street Address [redacted]

City Julesburg State CO Zip Code [redacted]

Email Address _____

507738/#63094/N62

Steve's Towing & Recovery, LLC
18550 Nebraska Rd 4
Julesburg Co 80737
(970)474-2718
THANK YOU FOR YOUR BUSINESS!!!!

8/27/2013 4:07 PM

Statement

Opening Date : 7/29/2013
Closing Date : 8/27/2013

[redacted]
JULESBURG CO [redacted]

-fold here -

Date	Transaction	Reference	Credit	Debit
7/28/2013	Opening Balance		$0.00	
8/27/2013	Invoice	RO 1388		$2,068.05
8/27/2013	Closing Balance			$2,068.05
				Balance Due: $2,068.05

Current	Over 30 days	Over 60 days	Over 90 days
$2,068.05	$0.00	$0.00	$0.00

credit on overcharge for this
2,040.83

Steve's Towing & Recovery, LLC

18550 Nebraska Rd 4
Julesburg Co 80737
(970)474-2718

THANK YOU FOR YOUR BUSINESS!!!!!

8/27/2013 8:55 AM

Invoice #[redacted]

[redacted]
JULESBURG CO [redacted]

Vehicle : 2006 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359
VIN : 3D7LX39C66[redacted]
Created : 8/6/2013 8:03:37 AM
Complete : 8/27/2013 8:55:49 AM
Invoiced : 8/27/2013 8:55:49 AM

Odometer In : 0
Odometer Out : 195330

Labor/Notes

Code/Tech*	Description		Price
SC*	MOUNT AND BALANCE TIRE		$40.00
MOUNT TIRE ON WHEEL AND COMPUTERIZE SPIN BALANCE. DOES NOT INCLUDE NEW VALVE STEM.			
	NEBRASKA TIRE TAX		$4.00
RC*	FOUR WHEEL ALIGNMENT		$69.99
4 WHEEL ALIGNMENT, INCLUDES COMPLETE INSPECTION OF ALL FRONT AND REAR SUSPENSION AND STEERING COMPONENTS. ADJUST CASTER, CAMBER AND TOE IN OF FRONT AND REAR END TO FACTORY SPECIFICATIONS, STRAIGHTEN STEERING WHEEL IF NEEDED. DOES NOT INCLUDE REPLACEMENT OF ANY WORN OR DAMAGED PARTS.			
RC*	BALL JOINT - R&R	M	$337.50
DOES NOT include alignment.			

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
4		FIRESTONE DEST AT		$204.23	$816.92
4		VALVE STEMS		$2.00	$8.00
1		BALL JOINT		$204.87	$204.87
1		264-3076 OFF SET BALL JOINT		$204.87	$204.87
2		260-1579 LOWER BALL JOINT		$131.94	$263.88

Sublet/Misc.

Qty	Code/Tech*	Description	Unit Price	Price
4		DISPOSAL FEE	$3.00	$12.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor		.....	$447.49
Parts	$1,600.24	less discount : $101.70	$1,498.54
Sublet/Misc.		.....	$0.00
Shop Supplies		.....	$22.37
Charges		.....	$16.00
Sales Tax		Tax @ $1,520.91 * 5.5000%	$83.65
		Total Due	$2,068.05

Tech	Certification #
RC	
SC	

Steve's Towing & Recovery

18550 Nebraska Rd 4
Julesburg, CO 80737

Phone Number: 970-474-2718
Fax Number: 970-474-2719

Customer:	[redacted]	Date:	8/26/2013 5:00:55 PM
Company:		VIN	3D7LX39C66G[redacted]
License No:		Technician:	
Odometer:	195330	Order No.:	

VEHICLE ALIGNMENT REPORT

DODGE TRUCKS, 2006, RAM 3500 4WD Wheelbase = 160.5"

Primary Angles			Initial	Specifications Min.	Specifications Max.	Final
Front	Caster	Left	5.14°	4.00°	5.00°	4.98°
		Right	5.15°	4.00°	5.00°	4.96°
	Camber	Left	0.60°	-0.25°	0.75°	0.38°
		Right	0.33°	-0.25°	0.75°	0.32°
	Toe	Left	0.29°	0.05°	0.15°	0.10°
		Right	0.28°	0.05°	0.15°	0.10°
		Total	0.57°	0.10°	0.30°	0.20°
Rear	Camber	Left	-0.32°	-0.60°	0.40°	-0.33°
		Right	-0.15°	-0.60°	0.40°	0.02°
	Toe	Left	0.21°	-0.10°	0.40°	0.21°
		Right	-0.12°	-0.10°	0.40°	0.00°
		Total	0.09°	-0.20°	0.80°	0.21°
	Thrust Angle		-0.17°	-------	-------	-0.11°

Secondary Angles		Initial	Specifications Min.	Specifications Max.	Final
SAI	Left	12.33°	-------	-------	12.33°
	Right	12.66°	-------	-------	12.66°
Included Angle	Left	12.93°	-------	-------	12.71°
	Right	12.99°	-------	-------	12.98°
Toe Out On Turns	Left	-------	0.00°	0.00°	-------
	Right	-------	0.00°	0.00°	-------
Maximum Turns	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Toe Curve Change	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Setback	Front	-0.26"	-------	-------	0.19"
	Rear	0.02"	-------	-------	0.00"
Track Width Diff.		0.29"			0.35"
Wheel Base Diff.		-0.28"			0.20"
Front Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Rear Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Frame Angle					-------

Ogallala, NE 69153
(308)284-4518

10/31/2012

To:
[redacted]
Julesburg, CO[redacted]

Amount Due	Amount Enc.
$798.43	

Date	Transaction	Amount	Balance
09/30/2012	Balance forward		0.00
10/05/2012	INV [redacted] Due 10/05/2012.	798.43	798.43

#2302
11-5-12

CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
0.00	798.43	0.00	0.00	0.00	$798.43

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

Written By: <none>

01 17 07 Copyright Mitchell 1 Invoic1

POSTAGE WILL BE PAID BY ADDRESSEE
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

XX #1

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA www.nhtsa.gov

[redacted]
JULESBURG, CO [redacted]

507738/#63094/N62

T & A Alignment
181 Lawrence Road, POB 507
Ogallala, NE. 69153
Phone - 308-284-4518 Fax - 308-284-4540
Your business is important to us.

INVOICE
[redacted]

INVOICE

Print Date : 10/05/2012

[redacted]
Julesburg, CO [redacted]
Home [redacted]
Cust ID : 724

Ref # :

2006 Dodge - Pickup R3500
5 9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # :
Vin # : 3D7LX39C66G[redacted]
Hat # :

Odometer In :
Odometer Out : 191180

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	133.31	266.62
STEERING STABLIZER			
SS10323	1.00	48.99	48.99
U-JOINT			
330A	1.00	37.11	37.11
Shop /EPA		33.47	33.47

Labor Description	Extended
CHECK ALIGNMENT, SET TOE ONLY	40.00
CK ALIGN., SET TOE	
BALL JOINTS	221.00
REPLACED BOTH UPPERS	
STEERING STABLIZER	32.50
REPLACED	
U-JOINT	71.50
REAR SHAFT, REAR JOINT	
CHECK AC NOT WORKING	26.00
AC LOW ON R134 CHECKED FOR LEAKS	
CUSTOMER WILL WAIT TILL SPRING TO	
FILL & FIND LEAK	

[Technicians : Please Select, Technician; Coats, Corey; Lynch, Robert; Schnegelberger, Mark]

Org. Estimate $3.17 Revisions $0.00 Current Estimate $ 3.17 Additional Cost Revised Estimate

Labor:	**391.00**
Parts:	**386.19**
Sublet:	**0.00**
Sub:	**777.19**
Tax:	**21.24**
Total:	**798.43**
Bal Due:	**$798.43**

[Payments -]

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

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

01 17 07 Copyright Mitchell 1 Invoic1

T & A Alignment
181 Lawrence Road, POB 507
Ogallala, NE. 69153
Phone - 308-284-4518 Fax - 308-284-4540
Your business is important to us.

INVOICE [redacted]

INVOICE

Print Date : 10/05/2012

[redacted]
Julesburg, CO [redacted]
Home [redacted]
Cust ID : 724 Ref # :

2006 Dodge - Pickup R3500
5.9L, In-Line6, VIN (C)
Lic # : [redacted] Odometer In :
Unit # : Odometer Out : 191180
Vin # : 3D7LX39C66G[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	133.31	266.62
STEERING STABLIZER			
SS10323	1.00	48.99	48.99
U-JOINT			
330A	1.00	37.11	37.11
Shop /EPA		33.47	33.47

Labor Description	Extended
CHECK ALIGNMENT, SET TOE ONLY	40.00
CK ALIGN., SET TOE	
BALL JOINTS	221.00
REPLACED BOTH UPPERS	
STEERING STABLIZER	32.50
REPLACED	
U-JOINT	71.50
REAR SHAFT, REAR JOINT	
CHECK AC NOT WORKING	26.00
AC LOW ON R134 CHECKED FOR LEAKS	
CUSTOMER WILL WAIT TILL SPRING TO	
FILL & FIND LEAK	

[Technicians : Please Select, Technician; Coats, Corey; Lynch, Robert; Schnegelberger, Mark]

Org. Estimate $3.17 Revisions $0.00 Current Estimate $ 3.17 Additional Cost Revised Estimate

Labor:	**391.00**
Parts:	**386.19**
Sublet:	**0.00**
Sub:	**777.19**
Tax:	**21.24**
Total:	**798.43**
Bal Due:	**$798.43**

[Payments -]

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

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

01.17.07 Copyright Mitchell 1 Invoice

with MOPAR service parts.

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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

Fax - 877-768-5076

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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. ☐ Business

First Name [redacted] MI _____

Last Name [redacted]

Street Address [redacted]

City Julesburg State CO Zip Code [redacted]

Email Address _____

507738/#63094/N62

Steve's Towing & Recovery, LLC
18550 Nebraska Rd 4
Julesburg Co 80737
(970)474-2718
THANK YOU FOR YOUR BUSINESS!!!!

8/27/2013 4:07 PM

Statement

Opening Date : 7/29/2013
Closing Date : 8/27/2013

[redacted]
JULESBURG CO [redacted]

-fold here -

Date	Transaction	Reference	Credit	Debit
7/28/2013	Opening Balance		$0.00	
8/27/2013	Invoice	RO 1388		$2,068.05
8/27/2013	Closing Balance			$2,068.05
				Balance Due: $2,068.05

Current	Over 30 days	Over 60 days	Over 90 days
$2,068.05	$0.00	$0.00	$0.00

credit on overcharge for this
2,040.83

Steve's Towing & Recovery, LLC
18550 Nebraska Rd 4
Julesburg Co 80737
(970)474-2718
THANK YOU FOR YOUR BUSINESS!!!!!

8/27/2013 8:55 AM

Invoice # [redacted]

[redacted]
JULESBURG CO [redacted]

Vehicle : 2006 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359
VIN : 3D7LX39C66[redacted]
Created : 8/6/2013 8:03:37 AM
Complete : 8/27/2013 8:55:49 AM
Invoiced : 8/27/2013 8:55:49 AM

Odometer In : 0
Odometer Out : 195330

Labor/Notes

Code/Tech*	Description		Price
SC*	MOUNT AND BALANCE TIRE		$40.00
MOUNT TIRE ON WHEEL AND COMPUTERIZE SPIN BALANCE. DOES NOT INCLUDE NEW VALVE STEM.			
	NEBRASKA TIRE TAX		$4.00
RC*	FOUR WHEEL ALIGNMENT		$69.99
4 WHEEL ALIGNMENT, INCLUDES COMPLETE INSPECTION OF ALL FRONT AND REAR SUSPENSION AND STEERING COMPONENTS. ADJUST CASTER, CAMBER AND TOE IN OF FRONT AND REAR END TO FACTORY SPECIFICATIONS, STRAIGHTEN STEERING WHEEL IF NEEDED. DOES NOT INCLUDE REPLACEMENT OF ANY WORN OR DAMAGED PARTS.			
RC*	BALL JOINT - R&R	M	$337.50
DOES NOT include alignment.			

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
4		FIRESTONE DEST AT		$204.23	$816.92
4		VALVE STEMS		$2.00	$8.00
1		BALL JOINT		$204.87	$204.87
1		264-3076 OFF SET BALL JOINT		$204.87	$204.87
2		260-1579 LOWER BALL JOINT		$131.94	$263.88

Sublet/Misc.

Qty	Code/Tech*	Description	Unit Price	Price
4		DISPOSAL FEE	$3.00	$12.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor		.....	$447.49
Parts	$1,600.24	less discount : $101.70	$1,498.54
Sublet/Misc.		.....	$0.00
Shop Supplies		.....	$22.37
Charges		.....	$16.00
Sales Tax		Tax @ $1,520.91 * 5.5000%	$83.65
		Total Due	$2,068.05

Tech	Certification #
RC	
SC	

Steve's Towing & Recovery

18550 Nebraska Rd 4
Julesburg, CO 80737

Phone Number: 970-474-2718
Fax Number: 970-474-2719

Customer:	[redacted]	Date:	8/26/2013 5:00:55 PM
Company:		VIN	3D7LX39C66G[redacted]
License No:		Technician:	
Odometer:	195330	Order No.:	

VEHICLE ALIGNMENT REPORT

DODGE TRUCKS, 2006, RAM 3500 4WD Wheelbase = 160.5"

Primary Angles			Initial	Specifications Min.	Specifications Max.	Final
Front	Caster	Left	5.14°	4.00°	5.00°	4.98°
		Right	5.15°	4.00°	5.00°	4.96°
	Camber	Left	0.60°	-0.25°	0.75°	0.38°
		Right	0.33°	-0.25°	0.75°	0.32°
	Toe	Left	0.29°	0.05°	0.15°	0.10°
		Right	0.28°	0.05°	0.15°	0.10°
		Total	0.57°	0.10°	0.30°	0.20°
Rear	Camber	Left	-0.32°	-0.60°	0.40°	-0.33°
		Right	-0.15°	-0.60°	0.40°	0.02°
	Toe	Left	0.21°	-0.10°	0.40°	0.21°
		Right	-0.12°	-0.10°	0.40°	0.00°
		Total	0.09°	-0.20°	0.80°	0.21°
	Thrust Angle		-0.17°	-------	-------	-0.11°

Secondary Angles		Initial	Specifications Min.	Specifications Max.	Final
SAI	Left	12.33°	-------	-------	12.33°
	Right	12.66°	-------	-------	12.66°
Included Angle	Left	12.93°	-------	-------	12.71°
	Right	12.99°	-------	-------	12.98°
Toe Out On Turns	Left	-------	0.00°	0.00°	-------
	Right	-------	0.00°	0.00°	-------
Maximum Turns	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Toe Curve Change	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Setback	Front	-0.26"	-------	-------	0.19"
	Rear	0.02"	-------	-------	0.00"
Track Width Diff.		0.29"			0.35"
Wheel Base Diff.		-0.28"			0.20"
Front Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Rear Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Frame Angle					-------

Ogallala, NE 69153
(308)284-4518

10/31/2012

To:
[redacted]
Julesburg, CO [redacted]

Amount Due	Amount Enc.
$798.43	

Date	Transaction	Amount	Balance
09/30/2012	Balance forward		0.00
10/05/2012	INV [redacted] Due 10/05/2012.	798.43	798.43

#2302
11-5-12

CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
0.00	798.43	0.00	0.00	0.00	$798.43

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

01 17 07 Copyright Mitchell 1 Invoic1

POSTAGE WILL BE PAID BY ADDRESSEE
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

XX #1

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA www.nhtsa.gov

[redacted]
JULESBURG, CO [redacted]

507738/#63094/N62

T & A Alignment
181 Lawrence Road, POB 507
Ogallala, NE. 69153
Phone - 308-284-4518 Fax - 308-284-4540
Your business is important to us.

INVOICE
[redacted]

INVOICE

Print Date : 10/05/2012

[redacted]
Julesburg, CO [redacted]
Home [redacted]
Cust ID : 724

Ref # :

2006 Dodge - Pickup R3500
5 9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # :
Vin # : 3D7LX39C66G[redacted]
Hat # :

Odometer In :
Odometer Out : 191180

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	133.31	266.62
STEERING STABLIZER			
SS10323	1.00	48.99	48.99
U-JOINT			
330A	1.00	37.11	37.11
Shop /EPA		33.47	33.47

Labor Description	Extended
CHECK ALIGNMENT, SET TOE ONLY	40.00
CK ALIGN., SET TOE	
BALL JOINTS	221.00
REPLACED BOTH UPPERS	
STEERING STABLIZER	32.50
REPLACED	
U-JOINT	71.50
REAR SHAFT, REAR JOINT	
CHECK AC NOT WORKING	26.00
AC LOW ON R134 CHECKED FOR LEAKS	
CUSTOMER WILL WAIT TILL SPRING TO	
FILL & FIND LEAK	

[Technicians : Please Select, Technician; Coats, Corey; Lynch, Robert; Schnegelberger, Mark]

Org. Estimate $3.17 Revisions $0.00 Current Estimate $ 3.17 Additional Cost Revised Estimate

Labor:	**391.00**
Parts:	**386.19**
Sublet:	**0.00**
Sub:	**777.19**
Tax:	**21.24**
Total:	**798.43**
Bal Due:	**$798.43**

[Payments -]

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

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

T & A Alignment
181 Lawrence Road, POB 507
Ogallala, NE. 69153
Phone - 308-284-4518 Fax - 308-284-4540
Your business is important to us.

INVOICE [redacted]

INVOICE

Print Date : 10/05/2012

[redacted]
Julesburg, CO [redacted]
Home [redacted]
Cust ID : 724 Ref # :

2006 Dodge - Pickup R3500
5.9L, In-Line6, VIN (C)
Lic # : [redacted] Odometer In :
Unit # : Odometer Out : 191180
Vin # : 3D7LX39C66G[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	133.31	266.62
STEERING STABLIZER			
SS10323	1.00	48.99	48.99
U-JOINT			
330A	1.00	37.11	37.11
Shop /EPA		33.47	33.47

Labor Description	Extended
CHECK ALIGNMENT, SET TOE ONLY	40.00
CK ALIGN., SET TOE	
BALL JOINTS	221.00
REPLACED BOTH UPPERS	
STEERING STABLIZER	32.50
REPLACED	
U-JOINT	71.50
REAR SHAFT, REAR JOINT	
CHECK AC NOT WORKING	26.00
AC LOW ON R134 CHECKED FOR LEAKS	
CUSTOMER WILL WAIT TILL SPRING TO	
FILL & FIND LEAK	

[Technicians : Please Select, Technician; Coats, Corey; Lynch, Robert; Schnegelberger, Mark]

Org. Estimate $3.17 Revisions $0.00 Current Estimate $ 3.17 Additional Cost Revised Estimate

Labor:	**391.00**
Parts:	**386.19**
Sublet:	**0.00**
Sub:	**777.19**
Tax:	**21.24**
Total:	**798.43**
Bal Due:	**$798.43**

[Payments -]

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

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

01.17.07 Copyright Mitchell 1 Invoice

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Case # [redacted]

Owner [redacted]
Day or nite Phone # [redacted]
Truck I.D. # 3D7KU28C14G [redacted]
Mikage 116758 - now
Time of Repair 3/21/13
Dealer Ship - Dallin Motors
I would like too get reinburst for
Damaged done when Tie Rod broke
its on the work order. H 46 L 16
Payed Cash on invoice

Dallin Motors

823 E. Cedar - P.O. Box 1276
Rawlins, WY 82301
Phone: (800) 610-4525
Phone: (307) 324-4525
Fax: (307) 324-2807

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

R/O Open Date	R/O Number
3/21/13	[redacted]
R/O Close Date	**Status**
3/22/13	Reprint
Mileage In	**Mileage Out**
116758	116758
Service Advisor / Tag #	
DONALD LEHMKUHL	

[redacted]
RAWLINS, WY [redacted]

Work Phone: [redacted]

Vehicle Identification Number	
3D7KU28C14G[redacted]	
Delivery Date	**In Service Date**
1/22/04	1/22/04

Year	Make	Model	Body	Color	License Number
2004	DODGE	RAM 2500 SLT	PUT	BLACK/SILV	6-121B
4408					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
AR#:		
#3 * MR Customer Reports: TIE ROD END IS BROKEN		
Work performed by Neal Morrow(NM)		75.00
Work performed by 110 : 1088591 ()		109.98
Installed 5154661AB :DAMPER: STEERING	1@85.10	85.10
Installed 52122362AH :STEERING: STEERING	1@359.00	359.00
Installed 6502835 :NUT: HEX FLANGE LOCK	1@1.70	1.70
Installed 6505623AA :NUT: HEX LOCK	3@2.00	6.00
VERIFIED COMPLAINT REPLACED WITH ALL NEW STEERING		
LINKAGE REPLACED TEST DROVE AND ALIGNED		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	75.00
PARTS	451.80
DEDUCTIBLE	.00
SUBLET	109.98
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	38.21
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	674.99
Cash	674.99

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

Case # [redacted]

Owner [redacted]
Day or nite Phone # [redacted]
Truck I.D. # 3D7KU28C14G[redacted]
Mileage 116758 - now
Time of Repair 3/21/13
Dealer Ship - Dallin Motors
I would like too get reinburst for
Damaged done when Tie Rod broke
its on the work order. H 46 L 16
Payed Cash on invoice

Dallin Motors

823 E. Cedar - P.O. Box 1276
Rawlins, WY 82301
Phone: (800) 610-4525
Phone: (307) 324-4525
Fax: (307) 324-2807

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

R/O Open Date	R/O Number
3/21/13	[redacted]
R/O Close Date	**Status**
3/22/13	Reprint
Mileage In	**Mileage Out**
116758	116758
Service Advisor / Tag #	
DONALD LEHMKUHL	

[redacted]
RAWLINS, WY [redacted]

Work Phone: [redacted]

Vehicle Identification Number	
3D7KU28C14G[redacted]	
Delivery Date	**In Service Date**
1/22/04	1/22/04

Year	Make	Model	Body	Color	License Number
2004	DODGE	RAM 2500 SLT	PUT	BLACK/SILV	6-121B
4408					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
AR#:		
#3 * MR Customer Reports: TIE ROD END IS BROKEN		
Work performed by Neal Morrow(NM)		75.00
Work performed by 110 : 1088591 ()		109.98
Installed 5154661AB :DAMPER: STEERING	1@85.10	85.10
Installed 52122362AH :STEERING: STEERING	1@359.00	359.00
Installed 6502835 :NUT: HEX FLANGE LOCK	1@1.70	1.70
Installed 6505623AA :NUT: HEX LOCK	3@2.00	6.00
VERIFIED COMPLAINT REPLACED WITH ALL NEW STEERING		
LINKAGE REPLACED TEST DROVE AND ALIGNED		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	75.00
PARTS	451.80
DEDUCTIBLE	.00
SUBLET	109.98
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	38.21
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	674.99
Cash	674.99

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

Case # [redacted]

Owner [redacted]
Day or nite Phone # [redacted]
Truck I.D. # 3D7KU28C14G[redacted]
Mikage 116758 - now
Time of Repair 3/21/13
Dealer Ship - Dallin Motors
I would like too get reinburst for
Damaged done when Tie Rod broke
its on the work order. H 46 L 16
Payed Cash on invoice

Dallin Motors

823 E. Cedar - P.O. Box 1276
Rawlins, WY 82301
Phone: (800) 610-4525
Phone: (307) 324-4525
Fax: (307) 324-2807

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

R/O Open Date	R/O Number
3/21/13	[redacted]
R/O Close Date	**Status**
3/22/13	Reprint
Mileage In	**Mileage Out**
116758	116758
Service Advisor / Tag #	
DONALD LEHMKUHL	

[redacted]
RAWLINS, WY [redacted]

Work Phone: [redacted]

Vehicle Identification Number	
3D7KU28C14G[redacted]	
Delivery Date	**In Service Date**
1/22/04	1/22/04

Year	Make	Model	Body	Color	License Number
2004	DODGE	RAM 2500 SLT	PUT	BLACK/SILV	6-121B
4408					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
AR#:		
#3 * MR Customer Reports: TIE ROD END IS BROKEN		
Work performed by Neal Morrow(NM)		75.00
Work performed by 110 : 1088591 ()		109.98
Installed 5154661AB :DAMPER: STEERING	1@85.10	85.10
Installed 52122362AH :STEERING: STEERING	1@359.00	359.00
Installed 6502835 :NUT: HEX FLANGE LOCK	1@1.70	1.70
Installed 6505623AA :NUT: HEX LOCK	3@2.00	6.00
VERIFIED COMPLAINT REPLACED WITH ALL NEW STEERING		
LINKAGE REPLACED TEST DROVE AND ALIGNED		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	75.00
PARTS	451.80
DEDUCTIBLE	.00
SUBLET	109.98
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	38.21
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	674.99
Cash	674.99

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]
(C)

Case # [redacted]

Owner [redacted]
Day or nite Phone # [redacted]
Truck I.D. # 3D7KU28C14G[redacted]
Mikage 116758 - now
Time of Repair 3/21/13
Dealer Ship - Dallin Motors
I would like too get reinburst for
Damaged done when Tie Rod broke
its on the work order. H 46 L 16
Payed Cash on invoice

Dallin Motors

823 E. Cedar - P.O. Box 1276
Rawlins, WY 82301
Phone: (800) 610-4525
Phone: (307) 324-4525
Fax: (307) 324-2807

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

R/O Open Date	R/O Number
3/21/13	[redacted]
R/O Close Date	**Status**
3/22/13	Reprint
Mileage In	**Mileage Out**
116758	116758
Service Advisor / Tag #	
DONALD LEHMKUHL	

[redacted]
RAWLINS, WY [redacted]

Work Phone: [redacted]

Vehicle Identification Number: 3D7KU28C14G[redacted]

Delivery Date	In-Service Date
1/22/04	1/22/04

Year	Make	Model	Body	Color	License Number
2004	DODGE	RAM 2500 SLT	PUT	BLACK/SILV	6-121B
4408					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
AR#:		
#3 * MR Customer Reports: TIE ROD END IS BROKEN		
Work performed by Neal Morrow(NM)		75.00
Work performed by 110 : 1088591 ()		109.98
Installed 5154661AB :DAMPER: STEERING	1@85.10	85.10
Installed 52122362AH :STEERING: STEERING	1@359.00	359.00
Installed 6502835 :NUT: HEX FLANGE LOCK	1@1.70	1.70
Installed 6505623AA :NUT: HEX LOCK	3@2.00	6.00
VERIFIED COMPLAINT REPLACED WITH ALL NEW STEERING		
LINKAGE REPLACED TEST DROVE AND ALIGNED		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	75.00
PARTS	451.80
DEDUCTIBLE	.00
SUBLET	109.98
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	38.21
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	674.99
Cash	674.99

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



To whom this may concern:

Previous to this recall coming out for the driver side tie-rode end breaking on Dodge Rams, back on November first the tie-rod end broke on the driver side in the Wal-Mart parking lot on my 2010 Dodge Ram 2500. So the tie-rod end was replaced with a high quality Moog tie-rod end and I had to also have the front end re-aligned. My wife and I knew of a recall for this part, but when we called in to the Chrysler customer service they had told us that our VIN number was not on the list at the time. The Chrysler rep. also told us to check back in a month because he knew that another recall is coming out for the same part that includes more Rams. We have received the recall letter and I would like to get reimbursed for the tie rod and the re-alignment I had to purchase. With this letter I have sent my receipts. I have taken my truck, recall letter, and receipts to Fremont Motors in Rock Springs WY, and they told me to contact Chrysler Customer Service.

[redacted]

6 pages total

$84.80 Alignment total
$54.75 parts
$ 3.28 tax on parts
$142.83 total

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL0AG[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.

3-28 fax

142.83

DODGE RAM CHRYSLER Jeep FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

O'Reilly AUTO PARTS
PROFESSIONAL PARTS PEOPLE

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

BILL TO

[redacted]

SHIP TO

[redacted]

INVOICE NUMBER [redacted]
INVOICE TYPE
INVOICE DATE

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY

TAX	B C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
		1										
		1						18.63	10.99			10.99
		1						23.32	11.59			11.59
		1						25.41	14.99			14.99

TOTALS [redacted]

SUB-TOTAL	32.72
MISC.	
TAX/FEES	5.55
TOTAL	38.27
CASH TEND.	
CHANGE	

CUSTOMER SIGNATURE [redacted]

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

THE TIRE DEN INC.

202 INDUSTRIAL DRIVE
P.O. BOX 1971
ROCK SPRINGS, WY 82901
Telephone: (307) 382-4700

Invoice # [redacted] Dealer ID# Page 1 of 1
Date 11/02/2013 Emp: 1-122 37 / 1-122 37
In Nov 02, 2013 8:15 am
Out Nov 02, 2013 12:05 pm

**** INVOICE ****

Sold To:
[redacted]
GREEN RIVER WY [redacted]

Ship To:

Other Information:
Vehicle: 10 DODGE 1500
License: [redacted]
Mileage: In: 0 Out: 0
Vin#:
PO#:

Salesman	Part #	QTY	Description	Parts	Labor	FET	Total
122	AL122198	1.00	ALIGNMENT 315 THRUST ALIGN 18" AND OVER	0.00	80.00	0.00	80.00

Card Type: [redacted] Auth. # Amount: $84.80

Signature: _____
Buyer agrees to pay total amount above, according to cardholder's agreement with issuer.

TIRE DEN INC
202 INDUSTRIAL DR
ROCK SPRINGS WY 82901
307-382-4700

Terminal ID: 01093370 8975

11/2/13 12:05 PM

[redacted]

CREDIT SALE
VID: 330620080388 REF [redacted]
BATCH #: 038 AUTH #:

AMOUNT $84.80

APPROVED

THANK YOU

CUSTOMER COPY

Cash: Check: 0.00 Credit: 84.80 Charge:
Change:

Signature: _____

Parts:	
Labor:	80.00
Subtotal:	80.00
Sales Tax:	4.80
Total:	$84.80

The Tire Den
202 Industrial Drive
Rock Springs, Wyoming 82901
Phone (307) 382-4700

JOB TICKET

DATE	TIME IN	☐ NOT WAITING ☐ WAITING	SALESPERSON
P.O. #			

CUSTOMER INFORMATION

CUSTOMER NAME	CUSTOMER PHONE
ADDRESS	
CITY	STATE	ZIP

VEHICLE INFORMATION

VEHICLE YEAR	MAKE	MODEL
UNIT #	LICENSE #	MILEAGE
	[redacted]	57512

JOB DETAILS

WORK INSTRUCTIONS

COMMENTS

Right Axle u-joint is starting to bind on Turning. Ball joints have Axial play (up&down) (marginal). Right outer tie rod has very little up&down movement,

Estimate All Ball Joints, Front Axle (upper offset for camber correction)
u-joints Long (Right) Tie Rod, Lond end of The Drag link, Connecting Rear Thrust & Align

px Off (Modified Specification)

Front : Right

al	Before	Specified Range
		-0.3° 0.8°
		2.3° 3.3°
		0.05° 0.15°

Rear : Right

al	Before	Specified Range
	-0.6°	
°	-0.43°	



To whom this may concern:

Previous to this recall coming out for the driver side tie-rode end breaking on Dodge Rams, back on November first the tie-rod end broke on the driver side in the Wal-Mart parking lot on my 2010 Dodge Ram 2500. So the tie-rod end was replaced with a high quality Moog tie-rod end and I had to also have the front end re-aligned. My wife and I knew of a recall for this part, but when we called in to the Chrysler customer service they had told us that our VIN number was not on the list at the time. The Chrysler rep. also told us to check back in a month because he knew that another recall is coming out for the same part that includes more Rams. We have received the recall letter and I would like to get reimbursed for the tie rod and the re-alignment I had to purchase. With this letter I have sent my receipts. I have taken my truck, recall letter, and receipts to Fremont Motors in Rock Springs WY, and they told me to contact Chrysler Customer Service.

[redacted]

6 pages total

$84.80 Alignment total
$54.75 parts
$ 3.28 tax on parts
$142.83 total

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL0AG[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.

3-28 fax

142.83

DODGE RAM CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

O'Reilly AUTO PARTS
PROFESSIONAL PARTS PEOPLE

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

BILL TO

[redacted]

SHIP TO

[redacted]

INVOICE NUMBER [redacted]
INVOICE TYPE
INVOICE DATE

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY

TAX	B C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
		1										
		1						18.63	10.99			10.99
		1						20.32	11.99			11.99
		1						25.41	14.99			14.99

TOTALS [redacted]

SUB-TOTAL	38.72
MISC.	
TAX/FEES	5.55
TOTAL	

CUSTOMER SIGNATURE [redacted]

CASH TEND.
CHANGE

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

THE TIRE DEN INC.

202 INDUSTRIAL DRIVE
P.O. BOX 1971
ROCK SPRINGS, WY 82901
Telephone: (307) 382-4700

Invoice #[redacted] Dealer ID# Page 1 of 1
Date 11/02/2013 Emp: 1-122 37 / 1-122 37
In Nov 02, 2013 8:15 am
Out Nov 02, 2013 12:05 pm

**** INVOICE ****

Sold To:
[redacted]
GREEN RIVER WY [redacted]

Ship To:

Other Information:
Vehicle: 10 DODGE 1500
License: [redacted]
Mileage: In: 0 Out: 0
Vin#:
PO#:

Salesman	Part #	QTY	Description	Parts	Labor	FET	Total
122	AL122198	1.00	ALIGNMENT 315 THRUST ALIGN 18" AND OVER	0.00	80.00	0.00	80.00

Card Type: [redacted] Auth. # Amount: $84.80

Signature: _____
Buyer agrees to pay total amount above, according to cardholder's agreement with issuer.

TIRE DEN INC
202 INDUSTRIAL DR
ROCK SPRINGS WY 82901
307-382-4700

Terminal ID: 01093370 8975

11/2/13 12:05 PM

[redacted]
CREDIT SALE
AID: 33062080388 REF [redacted]
BATCH #: 038 AUTH #:

AMOUNT $84.80

APPROVED

THANK YOU

CUSTOMER COPY

Cash: Check: 0.00 Credit: 84.80 Charge:
Change:

Signature: _____

Parts:	
Labor:	80.00
Subtotal:	80.00
Sales Tax:	4.80
Total:	$84.80

The Tire Den
202 Industrial Drive
Rock Springs, Wyoming 82901
Phone (307) 382-4700

JOB TICKET

DATE	TIME IN	☐ NOT WAITING ☐ WAITING	SALESPERSON
P.O. #			

CUSTOMER INFORMATION

CUSTOMER NAME	CUSTOMER PHONE
ADDRESS	
CITY	STATE / ZIP

VEHICLE INFORMATION

VEHICLE YEAR	MAKE	MODEL
UNIT #	LICENSE # [redacted]	MILEAGE
		57512

JOB DETAILS

WORK INSTRUCTIONS

COMMENTS

Right Axle u-joint is starting to bind on Turning. Ball joints have Axial play (up&down) (marginal). Right outer tie rod has very little up&down movement,

Estimate All Ball Joints, Front Axle (upper offset for camber correction) u-joints Long (Right) Tie Rod, Lond end of The Drag link, Connecting Rear Thrust & Align

px Off (Modified Specification)

Front : Right

al	Before	Specified Range
		-0.3° 0.8°
		2.3° 3.3°
		0.05° 0.15°

Rear : Right

al	Before	Specified Range
	-0.6°	
°	-0.43°	



To whom this may concern:

Previous to this recall coming out for the driver side tie-rode end breaking on Dodge Rams, back on November first the tie-rod end broke on the driver side in the Wal-Mart parking lot on my 2010 Dodge Ram 2500. So the tie-rod end was replaced with a high quality Moog tie-rod end and I had to also have the front end re-aligned. My wife and I knew of a recall for this part, but when we called in to the Chrysler customer service they had told us that our VIN number was not on the list at the time. The Chrysler rep. also told us to check back in a month because he knew that another recall is coming out for the same part that includes more Rams. We have received the recall letter and I would like to get reimbursed for the tie rod and the re-alignment I had to purchase. With this letter I have sent my receipts. I have taken my truck, recall letter, and receipts to Fremont Motors in Rock Springs WY, and they told me to contact Chrysler Customer Service.

[redacted]

6 pages total

$84.80 Alignment total
$54.75 parts
$ 3.28 tax on parts
$142.83 total

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL0AG[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.

3-28 fax

142.83

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

O'Reilly AUTO PARTS
PROFESSIONAL PARTS PEOPLE

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

BILL TO

[redacted]

SHIP TO

[redacted]

INVOICE NUMBER [redacted]
INVOICE TYPE
INVOICE DATE

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY

TAX	B C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
		1										
		1						18.63	10.99			10.99
		1						20.32	11.99			11.99
		1						25.41	14.99			14.99

TOTALS [redacted]

SUB-TOTAL	32.72
MISC.	
TAX / FEES	5.55
TOTAL	38.27
CASH TEND.	
CHANGE	

CUSTOMER SIGNATURE [redacted]

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

THE TIRE DEN INC.

202 INDUSTRIAL DRIVE
P.O. BOX 1971
ROCK SPRINGS, WY 82901
Telephone: (307) 382-4700

Invoice # [redacted] Dealer ID# Page 1 of 1
Date 11/02/2013 Emp: 1-122 37 / 1-122 37
In Nov 02, 2013 8:15 am
Out Nov 02, 2013 12:05 pm

**** INVOICE ****

Sold To: [redacted]
GREEN RIVER WY [redacted]

Ship To:

Other Information:
Vehicle: 10 DODGE 1500
License: [redacted]
Mileage: In: 0 Out: 0
Vin#:
PO#:

Salesman	Part #	QTY	Description	Parts	Labor	FET	Total
122	AL122198	1.00	ALIGNMENT 315 THRUST ALIGN 18" AND OVER	0.00	80.00	0.00	80.00

Card Type: [redacted] Auth. # Amount: $84.80

Signature: _____
Buyer agrees to pay total amount above, according to cardholder's agreement with issuer.

TIRE DEN INC
202 INDUSTRIAL DR
ROCK SPRINGS WY 82901
307-382-4700

Terminal ID: 01093370 8975

11/2/13 12:05 PM

[redacted]
CREDIT SALE
AID: 33062080388 REF [redacted]
BATCH #: 038 AUTH #:

AMOUNT $84.80

APPROVED

THANK YOU

CUSTOMER COPY

Cash: Check: 0.00 Credit: 84.80 Charge:
Change:

Signature: _____

Parts:	
Labor:	80.00
Subtotal:	80.00
Sales Tax:	4.80
Total:	$84.80

The Tire Den
202 Industrial Drive
Rock Springs, Wyoming 82901
Phone (307) 382-4700

JOB TICKET

DATE	TIME IN	☐ NOT WAITING ☐ WAITING	SALESPERSON
P.O. #			

CUSTOMER INFORMATION

CUSTOMER NAME	CUSTOMER PHONE
ADDRESS	
CITY	STATE / ZIP

VEHICLE INFORMATION

VEHICLE YEAR	MAKE	MODEL
UNIT #	LICENSE #	MILEAGE
		57512

JOB DETAILS

WORK INSTRUCTIONS

COMMENTS

Right Axle u-joint is starting to bind on Turning. Ball joints have Axial play (up&down) (marginal). Right outer tie rod has very little up&down movement,

(upper offset for camber correction)

Estimate All Ball joints, Front Axle u-joints Long (Right) Tie Rod, Lond end of The Drag link, Connecting Rear Thrust & Align

Front : Right

al	Before	Specified Range
		-0.3° 0.8°
		2.3° 3.3°
		0.05° 0.15°

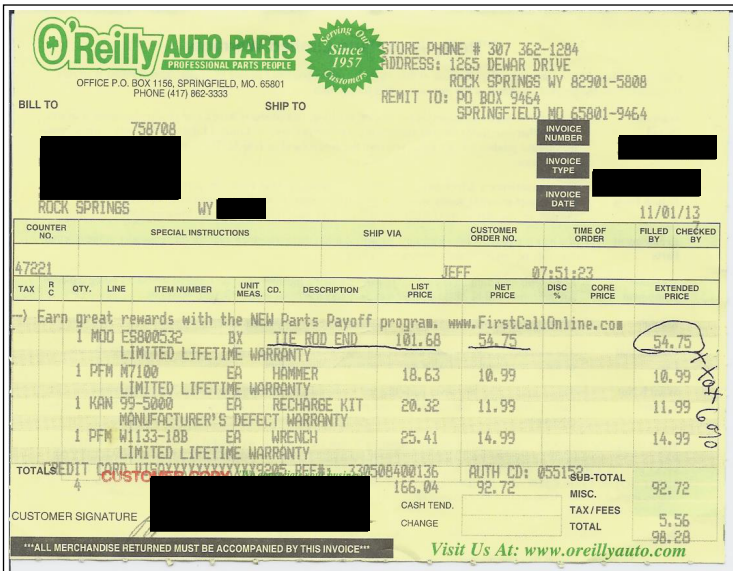
Rear : Right

al	Before	Specified Range
	-0.6°	
°	-0.43°	



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-30 20:06:31.162803
Files Not Recieved: 0

Here are all of the documents that we had faxed to you. Thanks



O'Reilly AUTO PARTS
PROFESSIONAL PARTS PEOPLE
Serving Our Customers Since 1957

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

STORE PHONE # 307 362-1284
ADDRESS: 1265 DEWAR DRIVE
ROCK SPRINGS WY 82901-5808
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO

758708

[redacted]

ROCK SPRINGS WY [redacted]

SHIP TO

INVOICE NUMBER [redacted]
INVOICE TYPE [redacted]
INVOICE DATE 11/01/13

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
47221			JEFF	07:51:23		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
				Earn great rewards with the NEW Parts Payoff program. www.FirstCallOnline.com								
		1	MOO	ES800532	BX		TIE ROD END	101.68	54.75			54.75
				LIMITED LIFETIME WARRANTY								
		1	PFM	M7100	EA		HAMMER	18.63	10.99			10.99
				LIMITED LIFETIME WARRANTY								
		1	KAN	99-5000	EA		RECHARGE KIT	20.32	11.99			11.99
				MANUFACTURER'S DEFECT WARRANTY								
		1	PFM	W1133-18B	EA		WRENCH	25.41	14.99			14.99
				LIMITED LIFETIME WARRANTY								
TOTALS				CREDIT CARD XXXXXXXXXXXXXXXX2065 REF#: 330508400136 AUTH CD: 055150								
		4		CUSTOMER COPY [redacted]				166.04	92.72			

SUB-TOTAL	92.72
MISC.	
TAX / FEES	5.56
TOTAL	98.28
CASH TEND.	
CHANGE	

CUSTOMER SIGNATURE [redacted]

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

THE TIRE DEN INC.

202 INDUSTRIAL DRIVE
P.O. BOX 1971
ROCK SPRINGS, WY 82901
Telephone: (307) 382-4700

Invoice # [redacted] **Dealer ID#** **Page 1 of 1**
Date 11/02/2013 **Emp:** 1-122 37 / 1-122 37
In Nov 02, 2013 8:15 am
Out Nov 02, 2013 12:05 pm

******INVOICE******

Sold To:
[redacted]
GREEN RIVER WY [redacted]

Ship To:

Other Information:
Vehicle: 10 DODGE 1500
License: [redacted]
Mileage: In: 0 Out: 0
Vin#:
PO#:

Salesman	Part #	QTY	Description	Parts	Labor	FET	Total
122	AL122198	1.00	ALIGNMENT 315 THRUST ALIGN 18" AND OVER	0.00	80.00	0.00	80.00

Card Type: [redacted] **Auth. #** **Amount:** **$84.80**

Signature: _____
Buyer agrees to pay total amount above, according to cardholder's agreement with issuer.

TIRE DEN INC
202 INDUSTRIAL DR
ROCK SPRINGS WY 82901
307-382-4700

Terminal ID: 01093370 8975
11/2/13 12:05 PM
[redacted]
CREDIT SALE
AID: 3306200080388 REF #: 0393
BATCH #: 038 AUTH #: 005585
AMOUNT $84.80

APPROVED

THANK YOU

CUSTOMER COPY

Cash: **Check:** 0.00 **Credit:** 84.80 **Charge:**
Change:

Signature: _____

Parts:	
Labor:	80.00
Subtotal:	80.00
Sales Tax:	4.80
Total:	$84.80



Fax 1-877-166-5026

CHRYSLER [redacted]

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL0AG[redacted]

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

Dear T[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

84.50
5[redacted]
3-28 fax
142.83

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

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

The Tire Den
202 Industrial Drive
Rock Springs, Wyoming 82901
Phone (307) 382-4700

JOB TICKET

DATE	TIME IN	☐ NOT WAITING ☐ WAITING	SALESPERSON
1/2	8:07		S—
P.O. #			

CUSTOMER INFORMATION

CUSTOMER NAME	CUSTOMER PHONE	
[redacted]	[redacted]	
ADDRESS		
CITY	STATE	ZIP

VEHICLE INFORMATION

VEHICLE YEAR	MAKE	MODEL
10	Dodge	2500
UNIT #	LICENSE #	MILEAGE
	[redacted]	57517

JOB DETAILS

WORK INSTRUCTIONS

Alignment

Check Right Side Tie Rod

COMMENTS

Right Axle u-joint is starting to bind on Turning. Ball joints have Axial (up&down) play (marginal). Right outer tie rod has very little up&down movement,

(upper offset for camber correction)

Estimate All Ball Joints, Front Axle u-joints Long (Right) Tie Rod, Lond end of The Drag link, Connecting Rear Thrust & Align

120.00
200.00
95.00
195.00
160.00
710.00

ox Off (Modified Specification)

Front : Right

al	Before	Specified Range
	-0.8°	-0.3° 0.8°
	2.5°	2.3° 3.3°
	0.10°	0.05° 0.15°

Rear : Right

al	Before	Specified Range
	-0.6°	
°	-0.43°	

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/03/14

POSTED DATE : 12/27/13

VIN (FIRST 9 DIGITS) 0000 00000

VIN (LAST 8 DIGITS) C6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

12-26-13

TOPEKA, KS. [redacted]

PHONE #[redacted]

CEL #

TRUCK VIN# 6G[redacted]

MILEAGE Today 143,657

NOTIFICATION CODE N62

CAIR #[redacted]

Hoping THIS will cover INFO you will NEED

I WAS TOLD BRAKE PADS & ROTERS NEED TAKEN OFF IN ORDER TO REPLACE BALL JOINTS.

[redacted]

Doud's Auto Service
2225 N.W. Clay
Topeka, Kansas. 66608
Phone - 785-354-7863 Fax - 785-234-4009

INVOICE
[redacted]

Invoice Date : 06/03/2010

INVOICE FROM HISTORY

Work Completed Date : 06/03/2010 Print Date : 12/24/2013

[redacted]
2006 Dodge - Pickup R2500 - 5.9L, In-Line6 (360CI)
Lic # : -
Odometer In : 107683
Unit # :
Vin # :
Home [redacted]
Cust ID : [redacted]
Hat # :
Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
Upper Ball Joints 0-321987	2.00	102.12	204.24	Install Ball Joints, Pads & Rotors Farm Use	351.00
Lower Ball Joints 0-22547	2.00	108.97	217.94		
Front Brake Pads 0-25147	1.00	52.56	52.56		
Front Brake Rotors 0-25147	2.00	67.03	134.06		

Org. Estimate $ 959.80 | Revisions $ 0.00 | Current Estimate $ 959.80

Labor:	351.00
Parts:	608.80
Sublet:	$0.00
Sub:	959.80
Tax:	0.00
Total:	959.80
Bal Due:	$0.00

[Payments - Check - $959.80]

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 work has to be performed in our shop & cannot exceed the original cost of repair. All claims and returned goods MUST be accompanied by this bill.

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 JD

KS 66618-4412

KANSAS CITY 640

27 DEC 2013 PM 3 L

CHRYSLER
RECALL A654. CTR.
P.O. BOX 21-8007
ALBURN HILLS, MI. 48321-8007

JAN

48321800707

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-26 18:06:51.837671
Files Not Recieved: 0

I have attached my receipts for when my tie rod broke down included the hotel. I paid the mechanic in cash that was 50.00 dollars I do not have a receipts for that thank cell #[redacted]

PDF created with Factory trial version www.pdffactory.com

KELLY'S ALIGNMENT AND
515 N ELK ST
CASPER, WY, 82601-2132
307-235-7949

Merchant ID: 8816022930
Term ID: 00055900880152290038I

Sale

[redacted]

Entry Method: Swiped

Total: $ 55.65

12/08/3 11:13:23

Inv #: 000002 Appr Code: 416838

Approvd: Online

Customer Copy

THANK YOU!

MI Automotive,inc. dba Kelly's Alignment & Brake
515 North Elk Street
Casper WY 82601
(307)235-7949

Invoice # [redacted]

Day Phone [redacted]

)1
Ram 2500HD 3/4 Ton - Pickup
AM
12 AM
12 AM

Tag/State : [redacted] / WY
Odometer In : 0
Odometer Out 68387

Description	Unit Price	Price
SUV VAN AND TRUCK ALIGNMENT	$50.00	$50.00
Labor		$50.00
Parts		$0.00
Sublet/Misc.		$0.00
Shop Supplies		$3.00
Charges		$0.00
Sales Tax	Tax @ $53.00 * 5.0000%	$2.65
	[redacted] $232.58 Paid	$55.65

Tech ML

Certification #

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or Inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 7 DAYS after repairs are completed WILL INCUR A $30.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs.

Customer Signature _____

pdf
PDF created with pdfFactory trial version www.pdffactory.com

Hampton Inn & Suites Steamboat Springs
725 S. Lincoln Avenue, PO Box 881510 • Steamboat Springs, CO 80488
Phone (970) 871-8900 • Fax (970) 871-9444

USA
Official Sponsor

[redacted]
CASPER, WY [redacted]
US

name
address

room number: 223/KXPL
arrival date: 12/6/2013 6:15:00PM
departure date: 12/8/2013

adult/child: 1/1
room rate: $119.00

If the debit/credit card you are using for check-in is attached to a bank or checking account, a hold will be placed on the account for the full anticipated dollar amount to be owed to the hotel, including estimated incidentals, through your date of check-out and such funds will not be released for 72 business hours from the date of check-out or longer at the discretion of your financial institution.

RATE PLAN LV4
HH# 866047736 SILVER
AL
BONUS AL CAR

Confirmation: [redacted]

12/8/2013 PAGE 1

Rates subject to applicable sales, occupancy, or other taxes. Please do not leave any money or items of value unattended in your room. A safety deposit box is available for you in the lobby. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges. In the event of an emergency, I, or someone in my party require special evacuation assistance due to a physical disability. Please indicate yes by checking here: ☐

signature:

date	reference	description	amount
12/6/2013	569703	GUEST ROOM	$119.00
12/6/2013	569703	CITY ROOM SALES TAX	$7.13
12/6/2013	569703	STATE ROOM SALES TAX	$7.32
12/6/2013	569703	RESORT FEES	$5.06
12/7/2013	569779	MOVIE	$15.99
12/7/2013	569779	STATE SALES TAX	$0.62
12/7/2013	569779	CITY SALES TAX	$0.76
12/7/2013	569822	GUEST ROOM	$119.00
12/7/2013	569822	CITY ROOM SALES TAX	$7.13
12/7/2013	569822	STATE ROOM SALES TAX	$7.32
12/7/2013	569822	RESORT FEES	$5.06
		WILL BE SETTLED TO VS *1463	$294.39
		EFFECTIVE BALANCE OF	$0.00

TAX SUMMARY

	CHARGE TOTAL	CITY TAXES	RESORT FEES	STATE TAXES
ROOM & TAX	$238.00	$14.26	$10.12	$14.64
TOTAL PAID	$238.00	$14.26	$10.12	$14.64

for reservations call **1.800.hampton** or visit us online at **hampton.com** **thanks.**

account no.

date of charge

folio/check no. 170320 A

card member name

authorization

initial

establishment no. and location

establishment agrees to transmit to card holder for payment

purchases & services

taxes

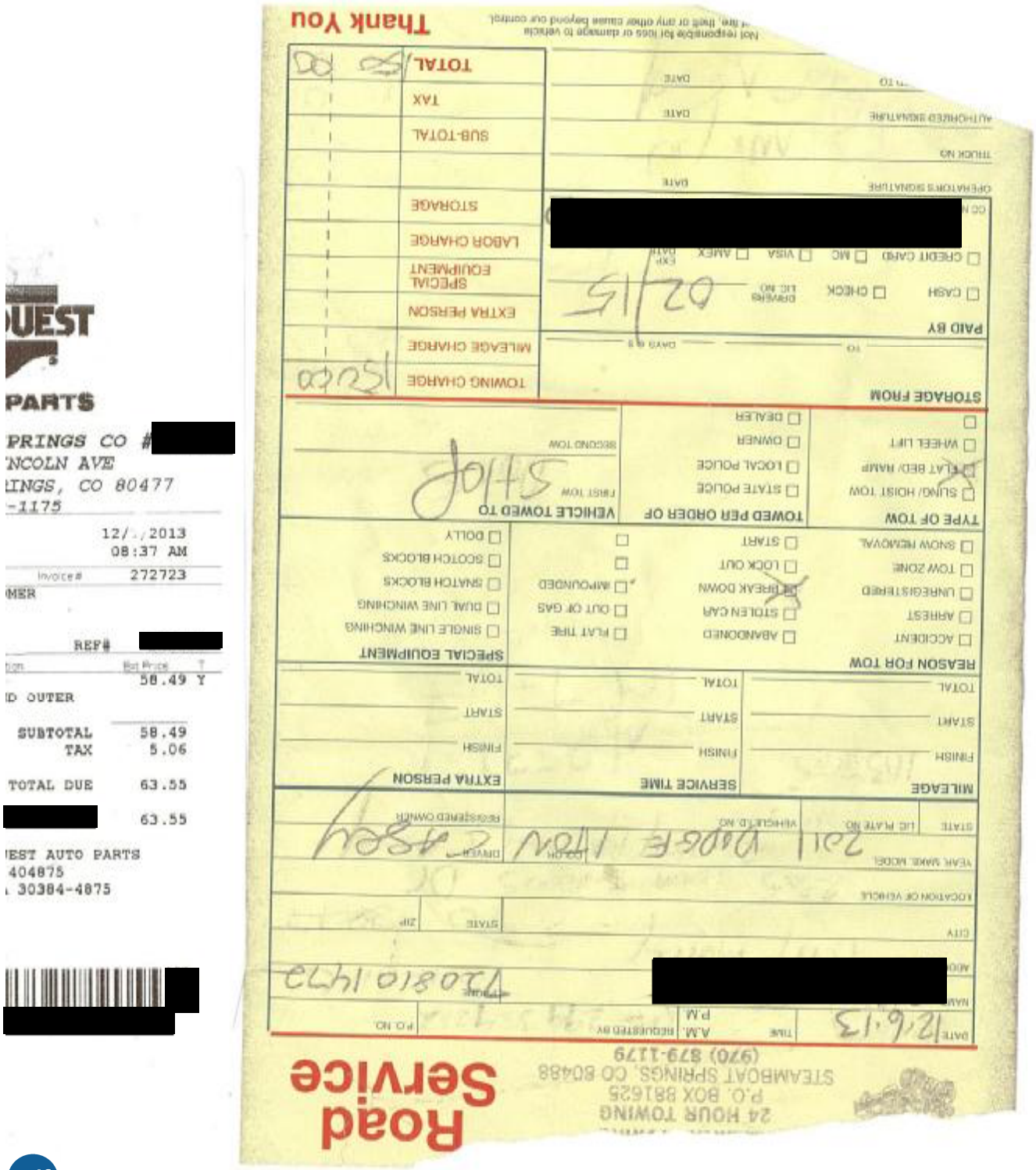
tips & misc.

signature of card member

X

total amount 0.00

CONRAD Hilton DoubleTree Garden Inn Hampton HOME2 Hilton Grand Vacations HHONORS HILTON WORLDWIDE



UEST

PARTS

PRINGS CO #[redacted]
NCOLN AVE
INGS, CO 80477
-1175

12/ /2013
08:37 AM

Invoice# 272723

MER

REF# [redacted]

	Bot Price	T
	58.49	Y

D OUTER

SUBTOTAL	58.49
TAX	5.06
TOTAL DUE	63.55
[redacted]	63.55

EST AUTO PARTS
404875
30384-4875

[redacted]

Thank You

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

TOTAL 150.00
TAX
SUB-TOTAL
STORAGE
LABOR CHARGE
SPECIAL EQUIPMENT
EXTRA PERSON
MILEAGE CHARGE
TOWING CHARGE 150.00

DATE
AUTHORIZED SIGNATURE
TRUCK NO
OPERATOR'S SIGNATURE
DATE
[redacted]
CREDIT CARD MC VISA AMEX EXP DATE
CASH CHECK DRIVERS LIC NO
PAID BY 02/15
STORAGE FROM TO DAYS @ $

TYPE OF TOW
SLING/ HOIST TOW
FLAT BED/ RAMP
WHEEL LIFT
TOWED PER ORDER OF
STATE POLICE
LOCAL POLICE
OWNER
DEALER
VEHICLE TOWED TO
FIRST TOW 5/10/15
SECOND TOW

REASON FOR TOW
ACCIDENT
ARREST
UNREGISTERED
TOW ZONE
SNOW REMOVAL
ABANDONED
STOLEN CAR
BREAK DOWN
LOCK OUT
START
OUT OF GAS
IMPOUNDED
FLAT TIRE
SPECIAL EQUIPMENT
SINGLE LINE WINCHING
DUAL LINE WINCHING
SNATCH BLOCKS
SCOTCH BLOCKS
DOLLY

MILEAGE
FINISH
START
TOTAL
SERVICE TIME
FINISH
START
TOTAL
EXTRA PERSON
FINISH
START
TOTAL

STATE LIC PLATE NO
VEHICLE I.D. NO
YEAR MAKE MODEL 2011 Dodge Titan Crew
DRIVER
REGISTERED OWNER
LOCATION OF VEHICLE
CITY
STATE ZIP
ADDRESS
NAME [redacted]
DATE 12.9.13 TIME A.M. P.M. REQUESTED BY P.O. NO.
Vin# 1C6RD6JT0BS510473

Road Service

24 HOUR TOWING
P.O. BOX 881625
STEAMBOAT SPRINGS, CO 80488
(970) 879-1179

pdf PDF created with pdfFactory trial version www.pdffactory.com



CARQUEST
AUTO PARTS

CQ STEAMBOAT SPRINGS CO # 3944
2400 LINCOLN AVE
STEAMBOAT SPRINGS, CO 80477
970-879-1175

STORE 2622
CASHIER: AE159569
12/ /2013
08:37 AM

Account#
1
Invoice#
272723

PREFERRED CASH CUSTOMER
THANK-YOU FOR YOUR
USINESS

REF# 345558

Qty Line Part/Description Ext Price T
1 PCH 401-2403
TIE ROD END OUTER 58.49 Y

SUBTOTAL 58.49
TAX 5.06
TOTAL DUE 63.55
DEBIT CARD 63.55

EMIT TO: CARQUEST AUTO PARTS
PO BOX 404875
ATLANTA, GA 30384-4875

[redacted]

PDF created with pdfFactory trial version www.pdffactory.com

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-26 15:33:26.046170
Files Not Recieved: 0

Please find attached information for repairs on 2006 Dodge 2500 tie rods.

Advance Auto Parts Professional
Service is our best part.®

MOTO SHOP™ TECHNOLOGY TOOLS

Store 8085 268 Versailles Rd Frankfort, KY 40601 Phone: (502) 695-7633
Questions or feedback? Contact the Commercial Customer Support Team at 1-877-280-5965 or email us at service@advanceautoparts.com

[redacted]
Frankfort, KY [redacted]
Phone: [redacted]
Account ID: [redacted]

P.O. #:
Date: 5/03/12
Register: 8
Store/Unit#:
Internet Order #:

Invoice/Trans: [redacted]
Time: 2:38:51PM
Delivery: Yes
Salesperson: Mary

Product Line	Part #	Description	SKU	Warranty	Qty	List	Cost	Extended
Moog	ES3624	TIE RODS / ENDS MOOG	20515635	LIMITED LIFETIME REPLACEMENT	1	50.73	24.31	24.31
Moog	DS1464	TIE RODS / ENDS MOOG	20515065	LIMITED LIFETIME REPLACEMENT	1	159.63	89.56	89.56
Moog	ES3625	TIE RODS / ENDS MOOG	20515646	LIMITED LIFETIME REPLACEMENT	1	90.73	47.62	47.62

MERCHANDISE SUBTOTAL		161.49
T1 Tax @	6.0000%	9.69
TOTAL INVOICE		**171.18**
PAYMENT	Cash	-70.00
	Visa 0148 995325	-101.18
CHANGE		0.00

[redacted]

Reprint

Customer's signature below certifies that the tax free purchase items qualify for resale or other permitted tax or fee exemption. Customer will pay all taxes and government fees on taxable purchases, including interest and penalties if applicable. All cores need to be in the original box and in rebuildable condition to receive full core credit. Invoice required as proof of purchase for all returns.

THANK YOU FOR YOUR BUSINESS!

Customer Copy

Advance Auto Parts Professional

Service is our best part.®

MOTO SHOP™ TECHNOLOGY TOOLS

Store 8085 268 Versailles Rd Frankfort, KY 40601 Phone: (502) 695-7633
Questions or feedback? Contact the Commercial Customer Support Team at 1-877-280-5965 or email us at service@advanceautoparts.com

[redacted]

Frankfort, KY [redacted]
Phone: [redacted]
Account ID: [redacted]

P.O. #: .
Date: 5/03/12
Register: 8
Store/Unit#:
Internet Order #:

Invoice/Trans: [redacted]
Time: 2:36:07PM
Delivery: Yes
Salesperson: Mary

Product Line	Part #	Description	SKU	Warranty	Qty	List	Cost	Extended
Moog	DS1463	TIE RODS / ENDS MOOG	20515006	LIMITED LIFETIME REPLACEMENT	1	161.18	90.29	90.29

MERCHANDISE SUBTOTAL		90.29
T1 Tax @	6.0000%	5.42
TOTAL INVOICE		**95.71**
PAYMENT	Cash	-95.71
CHANGE		0.00

[redacted]

Reprint

Customer's signature below certifies that the tax free purchase items qualify for resale or other permitted tax or fee exemption. Customer will pay all taxes and government fees on taxable purchases, including interest and penalties if applicable. All cores need to be in the original box and in rebuildable condition to receive full core credit. Invoice required as proof of purchase for all returns.

THANK YOU FOR YOUR BUSINESS!

Customer Copy

CHB Auto Repair
163 Hansbourough Rd
Frankfort Ky 40601

SALES ORDER

NO.
DATE 5-5-12
CUST. NO.

TO [redacted]
Frankfort Ky [redacted]

SHIP TO:

F.O.B.	TERMS	DATE REQUIRED	SHIP VIA	SALESPERSON

	QUANTITY	DESCRIPTION	PRICE	PER	AMOUNT
1		Labor install Tie Rods			
2		2006 Dodge E 2500			200.00
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

BUYER

TOTAL $200.00

TOPS FORM 3890

ORIGINAL

MADE IN U.S.A.

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



FAX COVER

BUSKIRK CONSTRUCTION INC.

TO : CHRYSLER CORP.

FROM : [redacted]

NUMBER OF PAGES : 1 TO FOLLOW

MESSAGE : RENTAL RECEIPT FOR VAN NEEDED BECAUSE OF RECALL NOT RECEIVED ATTN. CASE # [redacted]

Mayfair Rent A Car, LLC
7519 60th Ave
Kenosha, WI 53142
(262) 654-5430

[redacted]

PLEASANT PRAIRIE, WI [redacted]

Contract # [redacted]

Rental Summary

1. Unit #: [redacted]							
Rented Class: 15							
2014 CHEVROLET15PASS	Lic: [redacted] WI						
	VIN: 1GAZG1FG3E1[redacted]						
		Date	Time	Odom	Fuel	Loc	
		Out: 12/23/2013	15.35	2,345	0	Kenosha	
		In: 12/23/2013	15.38	2,345	0	Kenosha	
2. Unit #: [redacted]							
Rented Class: 15							
2014 CHEVROLETPASS	Lic: 311RXK WI						
	VIN: 1GAZG1FGXE1[redacted]						
		Out: 12/23/2013	15.38	4,329	7	Kenosha	
		In: 12/28/2013	13.54	4,855	7	Kenosha	

Charge Summary

Description	Charged	Rate	Per	Amount
Daily				
Net T&M	5	59.99	day	299.95
				299.95
Vehicle License Fee				
Vehicle License Fee I		4.000	%	
Kenosha County Tax	5	.00	day	12.00
WI State Tax		.500	%	
WI State Rental Vehicle Fee		5.000	%	1.56
Subtotal of Other Charges		5.000	%	15.60
				15.60
Total Charges				44.76
Paymer[redacted]				344.71
Total Deposits/Payments		12/30/2013		
				344.71
Net Due				344.71
				0.00

FAX COVER

BUSKIRK CONSTRUCTION INC.

TO : CHRYSLER CORP.

FROM : [redacted]

NUMBER OF PAGES : 1 TO FOLLOW

MESSAGE : RENTAL RECEIPT FOR VAN NEEDED BECAUSE OF RECALL NOT RECEIVED ATTN. CASE # [redacted]

Mayfair Rent A Car, LLC
7519 60th Ave
Kenosha, WI 53142
(262) 654-5430

[redacted]

PLEASANT PRAIRIE, WI [redacted]

Contract # [redacted]

Rental Summary

1. Unit #: [redacted]							
Rented Class: 15							
2014 CHEVROLET15PASS	Lic: [redacted] WI						
	VIN: 1GAZG1FG3E1[redacted]		Date	Time	Odom	Fuel	Loc
		Out:	12/23/2013	15.35	2,345	0	Kenosha
		In:	12/23/2013	15.38	2,345	0	Kenosha
2. Unit #: [redacted]							
Rented Class: 15							
2014 CHEVROLET15PASS	Lic: 311RXK WI						
	VIN: 1GAZG1FGXE1[redacted]	Out:	12/23/2013	15.38	4,329	7	Kenosha
		In:	12/28/2013	13.54	4,855	7	Kenosha

Charge Summary

Description	Charged	Rate	Per	Amount
Daily				
Net T&M	5	59.99	day	299.95
				299.95
Vehicle License Fee				
Vehicle License Fee I		4.000	%	12.00
Kenosha County Tax	5	.00	day	
WI State Tax		.500	%	1.56
WI State Rental Vehicle Fee		5.000	%	15.60
Subtotal of Other Charges		5.000	%	15.60
				44.76
Total Charges				
				344.71
Paymer[redacted]				
Total Deposits/Payments		12/30/2013		344.71
				344.71
Net Due				
				0.00

FAX COVER

BUSKIRK CONSTRUCTION INC.

TO : CHRYSLER CORP.

FROM : [redacted]

NUMBER OF PAGES : 1 TO FOLLOW

MESSAGE : RENTAL RECEIPT FOR VAN NEEDED BECAUSE OF RECALL NOT RECEIVED ATTN. CASE # [redacted]

Mayfair Rent A Car, LLC
7519 60th Ave
Kenosha, WI 53142
(262) 654-5430

[redacted]

PLEASANT PRAIRIE, WI [redacted]

Contract # [redacted]

Rental Summary

1. Unit #: [redacted]							
Rented Class: 15							
2014 CHEVROLET15PASS	Lic: [redacted] WI						
	VIN: 1GAZG1FG3E1[redacted]						
		Date	Time	Odom	Fuel	Loc	
		Out: 12/23/2013	15.35	2,345	0	Kenosha	
		In: 12/23/2013	15.38	2,345	0	Kenosha	
2. Unit #: [redacted]							
Rented Class: 15							
2014 CHEVROLET15PASS	Lic: 311RXK WI						
	VIN: 1GAZG1FGXE1[redacted]						
		Out: 12/23/2013	15.38	4,329	7	Kenosha	
		In: 12/28/2013	13.54	4,855	7	Kenosha	

Charge Summary

Description	Charged	Rate	Per	Amount
Daily				
Net T&M	5	59.99	day	299.95
				299.95
Vehicle License Fee				
Vehicle License Fee I		4.000	%	12.00
Kenosha County Tax	5	.00	day	
WI State Tax		.500	%	1.56
WI State Rental Vehicle Fee		5.000	%	15.60
Subtotal of Other Charges		5.000	%	15.60
				44.76
Total Charges				
				344.71
Paymer[redacted]				
Total Deposits/Payments		12/30/2013		344.71
				344.71
Net Due				
				0.00

FAX COVER

BUSKIRK CONSTRUCTION INC.

TO : CHRYSLER CORP.

FROM : [redacted]

NUMBER OF PAGES : 1 TO FOLLOW

MESSAGE : RENTAL RECEIPT FOR VAN NEEDED BECAUSE OF RECALL NOT RECEIVED ATTN. CASE # [redacted]

Mayfair Rent A Car, LLC
7519 60th Ave
Kenosha, WI 53142
(262) 654-5430

[redacted]

PLEASANT PRAIRIE, WI [redacted]

Contract # [redacted]

Rental Summary

1. Unit #: [redacted]							
Rented Class: 15							
2014 CHEVROLET15PASS	Lic: [redacted] WI						
	VIN: 1GAZG1FG3E1[redacted]		Date	Time	Odom	Fuel	Loc
		Out:	12/23/2013	15.35	2,345	0	Kenosha
		In:	12/23/2013	15.38	2,345	0	Kenosha
2. Unit #: [redacted]							
Rented Class: 15							
2014 CHEVROLET15PASS	Lic: 311RXK WI						
	VIN: 1GAZG1FGXE1[redacted]	Out:	12/23/2013	15.38	4,329	7	Kenosha
		In:	12/28/2013	13.54	4,855	7	Kenosha

Charge Summary

Description	Charged	Rate	Per	Amount
Daily				
Net T&M	5	59.99	day	299.95
				299.95
Vehicle License Fee				
Vehicle License Fee I		4.000	%	12.00
Kenosha County Tax	5	.00	day	
WI State Tax		.500	%	1.56
WI State Rental Vehicle Fee		5.000	%	15.60
Subtotal of Other Charges		5.000	%	15.60
				44.76
Total Charges				
				344.71
Paymer[redacted]				
Total Deposits/Payments		12/30/2013		
				344.71
Net Due				344.71
				0.00

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



[redacted]
Utica, KY
[redacted]

Facsimile Transmittal

CONFIDENTIALITY NOTICE: The information contained in this facsimile message, and in any accompanying documents, constitutes confidential information which belongs to [redacted] The information contained herein is intended only for the use of the individual or entity named below. If you are not the intended recipient of this information, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on this information is strictly prohibited. If you have received this facsimile message in error, please immediately notify me by telephone at [redacted] to arrange for its return to us. Thank you.

TO: Safety Recall

FAX: 1-877-768-5076

FROM [redacted]

DATE: 12-26-2013

RE: 2008 Ram Left Tie Rod Recall (N62/NHTSA 13V-528)

PAGES: 5, including cover

Hard copy to follow: _____ Yes X No

MESSAGE: Per request, here is a copy of my work order(s) on my Ram's front end components. I highlighted TRE replacement issues. Furthermore; I have included an older copy of related TRE issue for your review.

As of late, I, on my own, decided to have my trucks front upgraded to the 08.5+ steering linkage due to continued steering issues.

For any question you may have, please call me direct on my cell: [redacted]

Thank you in advance and Happy New Year!

[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7KS28A88G**[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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

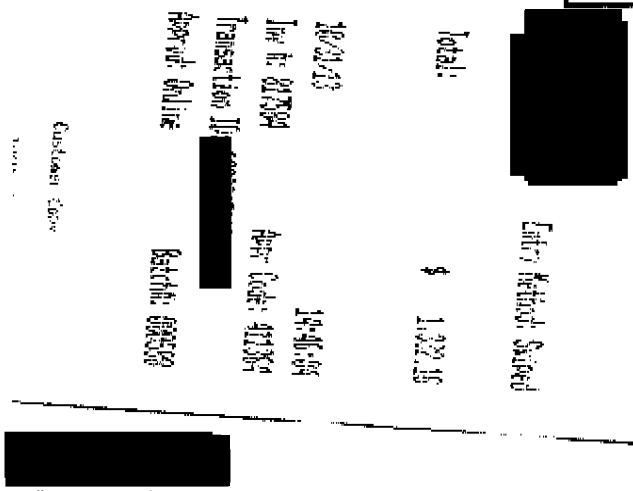
Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

RAM DODGE Jeep FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

CADILLAC HYUNDAI HONDA NISSAN MOORE AUTOMOTIVE STORES DODGE JEEP MERCURY MITSUBISHI

1-866-679-3325 • 1-8MOOREDEAL • www.mooredeals.com



CELL: [redacted]

5239 10/31/13 CHCS817584

70,128 GRAY/

) 160.5WB

7 3 2 0

10/26/13

[redacted]

OB# 1 CHARGES

ABOR

# 1 45FOZ	STEERING/SUSPENSION HOURS:	TECH(S) 116926	228.00

CUSTOMER STATES: REPLACE GEAR BOX
AND TIE ROD ENDS
REPLACED TRACK BAR, STEERING GEAR, PITMAN ARM, P/S TO
COOLER HOSE, INNER AND OUTER DRAG LINK, INNER AND
OUTER TIE RODS, STABILIZR AND ALIGNED TO SPECIFICATION.

ARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		~~53022362-AH~~	~~STEERING 19027003~~	260.40	260.40
	1		68039930-AA	ARM PITMA 19027002	30.17	30.17
	1		52106909-AE	DAMPER ST 19030006	64.19	64.19
	1		52106846-AE	LINE POWE 19058007	55.62	55.62
	4		68218064-AA	FLUID POW 1081090	5.67	22.68
	1		5154661-AC	DAMPER ST 19030006	86.10	86.10
	1		68170214-AA	KIT PKG P 19001010	593.00	593.00
	-1		68170214-AA	CORE RETURN	75.00	-75.00
				TOTAL - PARTS		1037.16

OB# 1 TOTALS

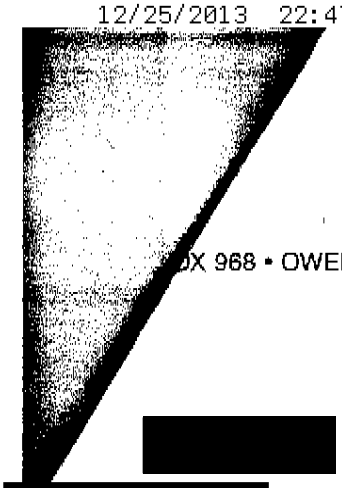
LABOR	228.00
PARTS	1037.16
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	1265.16

ISC	CODE	DESCRIPTION	CONTROL NO	
OB # A	SS	SHOP SUPPLIES		4.50
			TOTAL - MISC	4.50

OMMENTS

ELETED OPERATION(S)

5FOZ01	STEERING CONCERN	45FOZ06	4 WHEEL ALIGNMENT



TOYOTA
HONDA
NISSAN

MOORE
AUTOMOTIVE STORES

CHRYSLER
DODGE
JEEP

FORD
MERCURY
MITSUBISHI

X 968 • OWENSBORO, KY 42302-0968 • PHONE: 1-866-673-3325 • 1-8MOOREDEAL • www.mooredeals.com

[redacted]

CELL: [redacted]

[redacted]

STEPHANIE CHINN 203522 5239 10/31/13 CHCS817584

70,128 GRAY/

JTICA, KY [redacted]

08/DODGE TRUCK/RAM 2500/QUAD 160.5WB

3 D 7 K S 2 8 A 8 8 G [redacted]

10/26/13

[redacted]

OTALS

TOTAL LABOR....	228.00
TOTAL PARTS....	1037.16
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	62.50
TOTAL INVOICE $	1332.16

[ ] CASH [ ] CHECK CK NO. [ ]

[redacted] [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

HANK YOU FOR YOUR BUSINESS!!

OORE FORD·MERCURY·CHRYSLER·DODGE·JEEP

CUSTOMER SIGNATURE

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

CHRYSLER • JEEP • DODGE
2695 E. Main Street
Plainfield, IN 46168
Phone: (317) 838-3921
Fax: (317) 838-5108
Toll Free: (800) 440-JEEP
service@westgateauto.com

[redacted]
PLAINFIELD, IN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 359 JULIA MCCLELLAND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BRIGHT-SIL	08	DODGE RAM 2500	3D7KS28A88[redacted]		43455/43455	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12MAY08 DD			WAIT 28DEC10	[redacted]	0.00	COUPS	28DEC10

R.O. OPENED	READY	OPTIONS:
09:42 28DEC10	17:34 28DEC10	DLR:68960 ENG:6.7_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE FRONT WILL SHAKE VIGOROUSLY OVER SMALL BUMPS IN ROAD ,CONCERNED IT MAY BE UPPER AND LOWER BALL JOINTS AND RIGHT OUTTER TIE ROD ,WAS TOLD FROM CHRYSLER DEALER IN KY			
04 STEERING & SUSPENSION			
367 CP 3.00		190.00	190.00
1 5086672AB BALLJOINT	138.00	103.50	103.50
1 44372A OUT TY	114.00	114.00	114.00
43455 BAD RIGHT UPPER BALL JOINT AND OUTER TIE ROD END 3.00 REPLACED BAD UPPER BALL JOINT AND OUTER TIE ROD END RIGHT SIDE			
**********			
B CUSTOMER ESTIMATE			
Q CUSTOMER ESTIMATE			
367 CP 0.00		0.00	0.00
**********			
C** ALIGNMENT CHECK			
AC ALIGNMENT CHECK			
367 CM 0.40		0.00	0.00
43455 TIE ROD REPLACED 0.40 ALIGNMENT CHECK COMPLETE			
**********			
D** ADJUST TOE-IN			
AT ADJUST TOE-IN			
367 CM 0.50		0.00	0.00
43455 TIE ROD END REPLACED 0.50 SET FRONT TOE			
**********			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			15.20

CHARGE Paid by shop

Thank You!

Ext
231 Doug Miller - Service Manager
248 Rodney Skelton - Parts Manager
233 Cindy McNertney - Customer Relations Representative
service@westgateauto.com

Voice Mail
(317) 837-7902

Five Star Award for Excellence

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED, WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

DESCRIPTION	TOTALS
LABOR AMOUNT	190.00
PARTS AMOUNT	217.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.20
TOTAL CHARGES	422.70
LESS INSURANCE	22.70
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	400.00

SHOP SUPPLIES: A charge will be imposed for shop supplies on all service work performed on vehicles at this dealership. This charge covers the cost of miscellaneous shop supplies used to perform the service work and includes such things as shop rags, parts cleaner, bolt and part lubricant, etc. The charge will be calculated as 8% of the total labor. However, the total charges will not exceed $25.00.

CUSTOMER COPY

[redacted]
Utica, KY
[redacted]

Facsimile Transmittal

CONFIDENTIALITY NOTICE: The information contained in this facsimile message, and in any accompanying documents, constitutes confidential information which belongs to [redacted] The information contained herein is intended only for the use of the individual or entity named below. If you are not the intended recipient of this information, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on this information is strictly prohibited. If you have received this facsimile message in error, please immediately notify me by telephone at [redacted] to arrange for its return to us. Thank you.

TO: Safety Recall

FAX: 1-877-768-5076

FROM [redacted]

DATE: 12-26-2013

RE: 2008 Ram Left Tie Rod Recall (N62/NHTSA 13V-528)

PAGES: 5, including cover

Hard copy to follow: _____ Yes X No

MESSAGE: Per request, here is a copy of my work order(s) on my Ram's front end components. I highlighted TRE replacement issues. Furthermore; I have included an older copy of related TRE issue for your review.

As of late, I, on my own, decided to have my trucks front upgraded to the 08.5+ steering linkage due to continued steering issues.

For any question you may have, please call me direct on my cell: [redacted]

Thank you in advance and Happy New Year!

[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7KS28A88G**[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

CADILLAC HYUNDAI HONDA NISSAN MOORE AUTOMOTIVE STORES DODGE JEEP MERCURY MITSUBISHI

1-866-679-3325 • 1-8MOOREDEAL • www.mooredeals.com

[redacted]

CELL: [redacted]

5239 10/31/13 CHCS817584

70,128 GRAY/

) 160.5WB

7 3 2 0

10/26/13

[redacted]

OB# 1 CHARGES

ABOR

# 1 45FOZ	STEERING/SUSPENSION HOURS:	TECH(S) 116926	228.00

CUSTOMER STATES: REPLACE GEAR BOX
AND TIE ROD ENDS
REPLACED TRACK BAR, STEERING GEAR, PITMAN ARM, P/S TO
COOLER HOSE, INNER AND OUTER DRAG LINK, INNER AND
OUTER TIE RODS, STABILIZR AND ALIGNED TO SPECIFICATION.

ARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		~~53022362-AH~~	~~STEERING 19027003~~	260.40	260.40
	1		68039930-AA	ARM PITMA 19027002	30.17	30.17
	1		52106909-AE	DAMPER ST 19030006	64.19	64.19
	1		52106846-AE	LINE POWE 19058007	55.62	55.62
	4		68218064-AA	FLUID POW 1081090	5.67	22.68
	1		5154661-AC	DAMPER ST 19030006	86.10	86.10
	1		68170214-AA	KIT PKG P 19001010	593.00	593.00
	-1		68170214-AA	CORE RETURN	75.00	-75.00
				TOTAL - PARTS		1037.16

OB# 1 TOTALS

LABOR	228.00
PARTS	1037.16
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	1265.16

ISC	CODE	DESCRIPTION	CONTROL NO	
OB # A	SS	SHOP SUPPLIES		4.50
			TOTAL - MISC	4.50

OMMENTS

ELETED OPERATION(S)

5FOZ01	STEERING CONCERN	45FOZ06	4 WHEEL ALIGNMENT

TOYOTA
HONDA
NISSAN

MOORE
AUTOMOTIVE STORES

CHRYSLER
DODGE
JEEP

FORD
MERCURY
MITSUBISHI

[redacted]X 968 • OWENSBORO, KY 42302-0968 • PHONE: 1-866-673-3325 • 1-8MOOREDEAL • www.mooredeals.com

[redacted]

CELL: [redacted]

[redacted]

STEPHANIE CHINN 203522 5239 10/31/13 CHCS817584

70,128 GRAY/

08/DODGE TRUCK/RAM 2500/QUAD 160.5WB

JTICA, KY [redacted]

3 D 7 K S 2 8 A 8 8 G [redacted]

10/26/13

[redacted]

OTALS

TOTAL LABOR....	228.00
TOTAL PARTS....	1037.16
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	62.50
TOTAL INVOICE $	1332.16

[ ] CASH [ ] CHECK CK NO. [ ]

[redacted] [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

HANK YOU FOR YOUR BUSINESS!!

OORE FORD·MERCURY·CHRYSLER·DODGE·JEEP

CUSTOMER SIGNATURE

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

CHRYSLER • JEEP • DODGE
2695 E. Main Street
Plainfield, IN 46168
Phone: (317) 838-3921
Fax: (317) 838-5108
Toll Free: (800) 440-JEEP
service@westgateauto.com

[redacted]
PLAINFIELD, IN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 359 JULIA MCCLELLAND

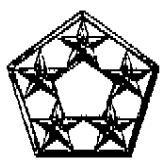
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BRIGHT-SIL	08	DODGE RAM 2500	3D7KS28A88[redacted]		43455/43455	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12MAY08 DD			WAIT 28DEC10	[redacted]	0.00	COUPS	28DEC10

R.O. OPENED	READY	OPTIONS:
09:42 28DEC10	17:34 28DEC10	DLR:68960 ENG:6.7_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE FRONT WILL SHAKE VIGOROUSLY OVER SMALL BUMPS IN ROAD ,CONCERNED IT MAY BE UPPER AND LOWER BALL JOINTS AND RIGHT OUTTER TIE ROD ,WAS TOLD FROM CHRYSLER DEALER IN KY			
04 STEERING & SUSPENSION			
367 CP 3.00		190.00	190.00
1 5086672AB BALLJOINT	138.00	103.50	103.50
1 44372A OUT TY	114.00	114.00	114.00
43455 BAD RIGHT UPPER BALL JOINT AND OUTER TIE ROD END 3.00			
REPLACED BAD UPPER BALL JOINT AND OUTER TIE ROD END RIGHT SIDE			
**********			
B CUSTOMER ESTIMATE			
Q CUSTOMER ESTIMATE			
367 CP 0.00		0.00	0.00
**********			
C** ALIGNMENT CHECK			
AC ALIGNMENT CHECK			
367 CM 0.40		0.00	0.00
43455 TIE ROD REPLACED 0.40 ALIGNMENT CHECK COMPLETE			
**********			
D** ADJUST TOE-IN			
AT ADJUST TOE-IN			
367 CM 0.50		0.00	0.00
43455 TIE ROD END REPLACED 0.50 SET FRONT TOE			
**********			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			15.20

CHARGE Paid by shop



Five Star Award for Excellence

Thank You!

Ext
231 Doug Miller - Service Manager
248 Rodney Skelton - Parts Manager
233 Cindy McNertney - Customer Relations Representative

service@westgateauto.com

Voice Mail
(317) 837-7902

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED, WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

DESCRIPTION	TOTALS
LABOR AMOUNT	190.00
PARTS AMOUNT	217.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.20
TOTAL CHARGES	422.70
LESS INSURANCE	22.70
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	400.00

SHOP SUPPLIES: A charge will be imposed for shop supplies on all service work performed on vehicles at this dealership. This charge covers the cost of miscellaneous shop supplies used to perform the service work and includes such things as shop rags, parts cleaner, bolt and part lubricant, etc. The charge will be calculated as 8% of the total labor. However, the total charges will not exceed $25.00.

CUSTOMER COPY

[redacted]
Utica, KY
[redacted]

Facsimile Transmittal

CONFIDENTIALITY NOTICE: The information contained in this facsimile message, and in any accompanying documents, constitutes confidential information which belongs to [redacted] The information contained herein is intended only for the use of the individual or entity named below. If you are not the intended recipient of this information, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on this information is strictly prohibited. If you have received this facsimile message in error, please immediately notify me by telephone at [redacted] to arrange for its return to us. Thank you.

TO: Safety Recall

FAX: 1-877-768-5076

FROM [redacted]

DATE: 12-26-2013

RE: 2008 Ram Left Tie Rod Recall (N62/NHTSA 13V-528)

PAGES: 5, including cover

Hard copy to follow: _____ Yes X No

MESSAGE: Per request, here is a copy of my work order(s) on my Ram's front end components. I highlighted TRE replacement issues. Furthermore; I have included an older copy of related TRE issue for your review.

As of late, I, on my own, decided to have my trucks front upgraded to the 08.5+ steering linkage due to continued steering issues.

For any question you may have, please call me direct on my cell:
[redacted]

Thank you in advance and Happy New Year!

[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7KS28A88G**[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

CADILLAC HYUNDAI HONDA NISSAN MOORE AUTOMOTIVE STORES DODGE JEEP MERCURY MITSUBISHI

1-866-679-3325 • 1-8MOOREDEAL • www.mooredeals.com

[redacted]

Sale

[redacted]

CELL: [redacted]

5239 10/31/13 CHCS817584

70,128 GRAY/

) 160.5WB

7 3 2 0

10/26/13

[redacted]

OB# 1 CHARGES

ABOR

# 1 45FOZ	STEERING/SUSPENSION HOURS:	TECH(S) 116926		228.00

CUSTOMER STATES: REPLACE GEAR BOX
AND TIE ROD ENDS
REPLACED TRACK BAR, STEERING GEAR, PITMAN ARM, P/S TO
COOLER HOSE, INNER AND OUTER DRAG LINK, INNER AND
OUTER TIE RODS, STABILIZR AND ALIGNED TO SPECIFICATION.

ARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		~~53022362-AH~~	~~STEERING 19027003~~	260.40	260.40
	1		68039930-AA	ARM PITMA 19027002	30.17	30.17
	1		52106909-AE	DAMPER ST 19030006	64.19	64.19
	1		52106846-AE	LINE POWE 19058007	55.62	55.62
	4		68218064-AA	FLUID POW 1081090	5.67	22.68
	1		5154661-AC	DAMPER ST 19030006	86.10	86.10
	1		68170214-AA	KIT PKG P 19001010	593.00	593.00
	-1		68170214-AA	CORE RETURN	75.00	-75.00
				TOTAL - PARTS		1037.16

OB# 1 TOTALS

LABOR	228.00
PARTS	1037.16
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	1265.16

ISC	CODE	DESCRIPTION	CONTROL NO	
OB # A	SS	SHOP SUPPLIES		4.50
			TOTAL - MISC	4.50

OMMENTS

ELETED OPERATION(S)

5FOZ01	STEERING CONCERN	45FOZ06	4 WHEEL ALIGNMENT

TOYOTA
HONDA
NISSAN

MOORE
AUTOMOTIVE STORES

CHRYSLER
DODGE
JEEP

FORD
MERCURY
MITSUBISHI

OX 968 • OWENSBORO, KY 42302-0968 • PHONE: 1-866-673-3325 • 1-8MOOREDEAL • www.mooredeals.com

[redacted]

CELL: [redacted]

[redacted]

[redacted]

JTICA, KY [redacted]

STEPHANIE CHINN 203522 5239 10/31/13 CHCS817584

70,128 GRAY/

08/DODGE TRUCK/RAM 2500/QUAD 160.5WB

3 D 7 K S 2 8 A 8 8 G [redacted]

10/26/13

[redacted]

OTALS.....

TOTAL LABOR....	228.00
TOTAL PARTS....	1037.16
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	62.50
TOTAL INVOICE $	1332.16

****

[ ] CASH [ ] CHECK CK NO. [ ]

[redacted] [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

****

HANK YOU FOR YOUR BUSINESS!!

OORE FORD-MERCURY-CHRYSLER-DODGE-JEEP

CUSTOMER SIGNATURE

CUSTOMER #: [redacted]

[redacted]

[redacted]

PLAINFIELD, IN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

INVOICE

PAGE 1

Only

CHRYSLER • JEEP • DODGE

2695 E. Main Street
Plainfield, IN 46168
Phone: (317) 838-3921
Fax: (317) 838-5108
Toll Free: (800) 440-JEEP
service@westgateauto.com

SERVICE ADVISOR: 359 JULIA MCCLELLAND

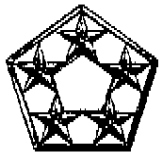
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BRIGHT-SIL	08	DODGE RAM 2500	3D7KS28A88[redacted]		43455/43455	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
2MAY08 DD			WAIT 28DEC10	[redacted]	0.00	COUPS	28DEC10

R.O. OPENED	READY	OPTIONS:
09:42 28DEC10	17:34 28DEC10	DLR:68960 ENG:6.7_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE FRONT WILL SHAKE VIGOROUSLY OVER SMALL BUMPS IN ROAD ,CONCERNED IT MAY BE UPPER AND LOWER BALL JOINTS AND RIGHT OUTTER TIE ROD ,WAS TOLD FROM CHRYSLER DEALER IN KY			
04 STEERING & SUSPENSION			
367 CP 3.00		190.00	190.00
1 5086672AB BALLJOINT	138.00	103.50	103.50
1 44372A OUT TY	114.00	114.00	114.00
43455 BAD RIGHT UPPER BALL JOINT AND OUTER TIE ROD END 3.00			
REPLACED BAD UPPER BALL JOINT AND OUTER TIE ROD END RIGHT SIDE			
**********			
B CUSTOMER ESTIMATE			
Q CUSTOMER ESTIMATE			
367 CP 0.00		0.00	0.00
**********			
C** ALIGNMENT CHECK			
AC ALIGNMENT CHECK			
367 CM 0.40		0.00	0.00
43455 TIE ROD REPLACED 0.40 ALIGNMENT CHECK COMPLETE			
**********			
D** ADJUST TOE-IN			
AT ADJUST TOE-IN			
367 CM 0.50		0.00	0.00
43455 TIE ROD END REPLACED 0.50 SET FRONT TOE			
**********			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			15.20

CHARGE Paid by shop



Five Star Award for Excellence

Thank You!

Ext
231 Doug Miller - Service Manager
248 Rodney Skelton - Parts Manager
233 Cindy McNertney - Customer Relations Representative

service@westgateauto.com

Voice Mail
(317) 837-7902

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED, WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

DESCRIPTION	TOTALS
LABOR AMOUNT	190.00
PARTS AMOUNT	217.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.20
TOTAL CHARGES	422.70
LESS INSURANCE	22.70
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	400.00

SHOP SUPPLIES: A charge will be imposed for shop supplies on all service work performed on vehicles at this dealership. This charge covers the cost of miscellaneous shop supplies used to perform the service work and includes such things as shop rags, parts cleaner, bolt and part lubricant, etc. The charge will be calculated as 8% of the total labor. However, the total charges will not exceed $25.00.

CUSTOMER COPY

[redacted]

Utica, KY

[redacted]

Facsimile Transmittal

CONFIDENTIALITY NOTICE: The information contained in this facsimile message, and in any accompanying documents, constitutes confidential information which belongs to [redacted] The information contained herein is intended only for the use of the individual or entity named below. If you are not the intended recipient of this information, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on this information is strictly prohibited. If you have received this facsimile message in error, please immediately notify me by telephone at [redacted] to arrange for its return to us. Thank you.

TO: Safety Recall

FAX: 1-877-768-5076

FROM [redacted]

DATE: 12-26-2013

RE: 2008 Ram Left Tie Rod Recall (N62/NHTSA 13V-528)

PAGES: 5, including cover

Hard copy to follow: _____ Yes X No

MESSAGE: Per request, here is a copy of my work order(s) on my Ram's front end components. I highlighted TRE replacement issues. Furthermore; I have included an older copy of related TRE issue for your review.

As of late, I, on my own, decided to have my trucks front upgraded to the 08.5+ steering linkage due to continued steering issues.

For any question you may have, please call me direct on my cell: [redacted]

Thank you in advance and Happy New Year!

[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7KS28A88G**[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

CADILLAC HYUNDAI HONDA NISSAN MOORE AUTOMOTIVE STORES DODGE JEEP MERCURY MITSUBISHI

1-866-679-3325 • 1-8MOOREDEAL • www.mooredeals.com

[redacted]

CELL: [redacted]

5239 10/31/13 CHCS817584

70,128 GRAY/

) 160.5WB

7 3 2 0

10/26/13

[redacted]

OB# 1 CHARGES

ABOR

# 1 45FOZ	STEERING/SUSPENSION HOURS:	TECH(S) 116926	228.00

CUSTOMER STATES: REPLACE GEAR BOX
AND TIE ROD ENDS
REPLACED TRACK BAR, STEERING GEAR, PITMAN ARM, P/S TO
COOLER HOSE, INNER AND OUTER DRAG LINK, INNER AND
OUTER TIE RODS, STABILIZR AND ALIGNED TO SPECIFICATION.

ARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		~~53022362-AH~~	~~STEERING 19027003~~	260.40	260.40
	1		68039930-AA	ARM PITMA 19027002	30.17	30.17
	1		52106909-AE	DAMPER ST 19030006	64.19	64.19
	1		52106846-AE	LINE POWE 19058007	55.62	55.62
	4		68218064-AA	FLUID POW 1081090	5.67	22.68
	1		5154661-AC	DAMPER ST 19030006	86.10	86.10
	1		68170214-AA	KIT PKG P 19001010	593.00	593.00
	-1		68170214-AA	CORE RETURN	75.00	-75.00
				TOTAL - PARTS		1037.16

OB# 1 TOTALS

LABOR	228.00
PARTS	1037.16
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	1265.16

ISC	CODE	DESCRIPTION	CONTROL NO	
OB # A	SS	SHOP SUPPLIES		4.50
			TOTAL - MISC	4.50

OMMENTS

ELETED OPERATION(S)

5FOZ01	STEERING CONCERN	45FOZ06	4 WHEEL ALIGNMENT

TOYOTA
HONDA
NISSAN

MOORE
AUTOMOTIVE STORES

CHRYSLER
DODGE
JEEP

FORD
MERCURY
MITSUBISHI

[redacted]X 968 • OWENSBORO, KY 42302-0968 • PHONE: 1-866-673-3325 • 1-8MOOREDEAL • www.mooredeals.com

[redacted]

CELL: [redacted]

[redacted]

STEPHANIE CHINN 203522 5239 10/31/13 CHCS817584

70,128 GRAY/

08/DODGE TRUCK/RAM 2500/QUAD 160.5WB

JTICA, KY [redacted]

3 D 7 K S 2 8 A 8 8 G [redacted]

10/26/13

[redacted]

OTALS.....

TOTAL LABOR....	228.00
TOTAL PARTS....	1037.16
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	62.50
TOTAL INVOICE $	1332.16

[ ] CASH [ ] CHECK CK NO. [ ]

[redacted] [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

HANK YOU FOR YOUR BUSINESS!!

OORE FORD·MERCURY·CHRYSLER·DODGE·JEEP

CUSTOMER SIGNATURE

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

CHRYSLER • JEEP • DODGE
Only
2695 E. Main Street
Plainfield, IN 46168
Phone: (317) 838-3921
Fax: (317) 838-5108
Toll Free: (800) 440-JEEP
service@westgateauto.com

[redacted]
PLAINFIELD, IN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 359 JULIA MCCLELLAND

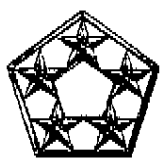
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BRIGHT-SIL	08	DODGE RAM 2500	3D7KS28A88[redacted]		43455/43455	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
2MAY08 DD			WAIT 28DEC10	[redacted]	0.00	COUPS	28DEC10

R.O. OPENED	READY	OPTIONS:
09:42 28DEC10	17:34 28DEC10	DLR:68960 ENG:6.7_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE FRONT WILL SHAKE VIGOROUSLY OVER SMALL BUMPS IN ROAD ,CONCERNED IT MAY BE UPPER AND LOWER BALL JOINTS AND RIGHT OUTTER TIE ROD ,WAS TOLD FROM CHRYSLER DEALER IN KY			
04 STEERING & SUSPENSION			
367 CP 3.00		190.00	190.00
1 5086672AB BALLJOINT	138.00	103.50	103.50
1 44372A OUT TY	114.00	114.00	114.00
43455 BAD RIGHT UPPER BALL JOINT AND OUTER TIE ROD END 3.00 REPLACED BAD UPPER BALL JOINT AND OUTER TIE ROD END RIGHT SIDE			
**********			
B CUSTOMER ESTIMATE			
Q CUSTOMER ESTIMATE			
367 CP 0.00		0.00	0.00
**********			
C** ALIGNMENT CHECK			
AC ALIGNMENT CHECK			
367 CM 0.40		0.00	0.00
43455 TIE ROD REPLACED 0.40 ALIGNMENT CHECK COMPLETE			
**********			
D** ADJUST TOE-IN			
AT ADJUST TOE-IN			
367 CM 0.50		0.00	0.00
43455 TIE ROD END REPLACED 0.50 SET FRONT TOE			
**********			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			15.20

CHARGE Paid by shop



Five Star Award for Excellence

Thank You!

Ext
231 Doug Miller - Service Manager
248 Rodney Skelton - Parts Manager
233 Cindy McNertney - Customer Relations Representative

service@westgateauto.com

Voice Mail
(317) 837-7902

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED, WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

DESCRIPTION	TOTALS
LABOR AMOUNT	190.00
PARTS AMOUNT	217.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.20
TOTAL CHARGES	422.70
LESS INSURANCE	22.70
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	400.00

SHOP SUPPLIES: A charge will be imposed for shop supplies on all service work performed on vehicles at this dealership. This charge covers the cost of miscellaneous shop supplies used to perform the service work and includes such things as shop rags, parts cleaner, bolt and part lubricant, etc. The charge will be calculated as 8% of the total labor. However, the total charges will not exceed $25.00.

CUSTOMER COPY

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Chrysler Services/ Field Operations

Chrysler Group LLC

RE: Dodge Safety Recall

To whom it may concern:

Concerning our 2007 Dodge Ram 2500, we spoke with dodge last July about the dodge death wobble that we were experiencing with or truck. Dodge informed us that the warranty had expired recently, not due to miles but the years, and that it was covered. We were unable to drive the truck because of the safety issue that came with the steering linkage. We researched the problem, ordered a MOPAR kit from Steve White Motors, and replaced the parts. It is interesting that at that time, Dodge did not recognize this as a problem but they offered a kit to replace the parts. 5 months later, we have received the recall notice for the problem that we were having with the truck and would like reimbursement for the parts that have been replaced. I am sending you the invoice and payment for the parts that we replaced. Thank you for your attention to this request.

Our Case Number is [redacted]

Thank You

[redacted]

[redacted]

Dolores, Co [redacted]

contact Dealership. Left tie rod

CHRYSLER FAX- 877-768-5076

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28AX7[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
Fiat is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

STEVE WHITE MOTORS

3470 HWY 70 SE
NEWTON, NORTH CAROLINA 28658-8950
(828) 464-3458 - (828) 324-4410
(800) 779-3634 - FAX (828) 464-0930

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
25 JUL 13		25 JUL 13		[redacted]

SOLD TO

ACCOUNT NO. [redacted]

WHOLESALE E
[redacted]

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	182	[redacted]	CHARGE	09:54 NEWTON, NC

QUANTITY ORD	QUANTITY SHIP	QUANTITY B.O.	PART NO.		DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52122362AH	203C	STEERING-S	383.16	238.50	238.50
1	1	0	5154661AC	791E	*DAMPER-ST	129.15	75.12	75.12
			Part number		5154661AC		replaces	5154661
1	1	0	68039930AA	791E	ARM-PITMAN	51.72	26.37	26.37
			FREIGHT		40.00			

TERMS

NO RETURNS AFTER 30 DAYS, NO REFUND WITHOUT THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
A RESTOCKING CHARGE WILL BE APPLIED
ON ALL MERCHANDISE FOR CREDIT.
HOURS: MONDAY - FRIDAY 7:30 - 6:00

CUSTOMER'S SIGNATURE
X

PARTS	339.99
SUBLET	
FREIGHT	40.00
SALES TAX	0.00
TOTAL	$379.99

©Copyright 2000 ADP, Inc.
v1pll.100_1
PARTS INVOICE 10P - P1RG1

CUSTOMER COPY

Chrysler Services/ Field Operations

Chrysler Group LLC

RE: Dodge Safety Recall

To whom it may concern:

Concerning our 2007 Dodge Ram 2500, we spoke with dodge last July about the dodge death wobble that we were experiencing with or truck. Dodge informed us that the warranty had expired recently, not due to miles but the years, and that it was covered. We were unable to drive the truck because of the safety issue that came with the steering linkage. We researched the problem, ordered a MOPAR kit from Steve White Motors, and replaced the parts. It is interesting that at that time, Dodge did not recognize this as a problem but they offered a kit to replace the parts. 5 months later, we have received the recall notice for the problem that we were having with the truck and would like reimbursement for the parts that have been replaced. I am sending you the invoice and payment for the parts that we replaced. Thank you for your attention to this request.

Our Case Number is [redacted]

Thank You

[redacted]

[redacted]

Dolores, Co. [redacted]

contact Dealership. Left tie rod

CHRYSLER FAX- 877-768-5076

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28AX7[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
Fiat is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

STEVE WHITE MOTORS

3470 HWY 70 SE
NEWTON, NORTH CAROLINA 28658-8950
(828) 464-3458 - (828) 324-4410
(800) 779-3634 - FAX (828) 464-0930

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
25 JUL 13		25 JUL 13		[redacted]

SOLD TO

ACCOUNT NO. [redacted]

WHOLESALE E
[redacted]

SHIP TO

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	182	[redacted]	CHARGE	09:54 NEWTON, NC

QUANTITY ORD	SHIP	B.O.	PART NO.		DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52122362AH	203C	STEERING-S	383.16	238.50	238.50
1	1	0	5154661AC	791E	*DAMPER-ST	129.15	75.12	75.12
			Part number		5154661AC		replaces	5154661
1	1	0	68039930AA	791E	ARM-PITMAN	51.72	26.37	26.37
			FREIGHT		40.00			

TERMS

NO RETURNS AFTER 30 DAYS, NO REFUND WITHOUT THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
A RESTOCKING CHARGE WILL BE APPLIED
ON ALL MERCHANDISE FOR CREDIT.
HOURS: MONDAY - FRIDAY 7:30 - 6:00

CUSTOMER'S SIGNATURE
X

PARTS	339.99
SUBLET	
FREIGHT	40.00
SALES TAX	0.00
TOTAL	$379.99

©Copyright 2000 ADP, Inc.

v1pll.100_1
PARTS INVOICE 10" - PRGT

CUSTOMER COPY

Chrysler Services/ Field Operations

Chrysler Group LLC

RE: Dodge Safety Recall

To whom it may concern:

Concerning our 2007 Dodge Ram 2500, we spoke with dodge last July about the dodge death wobble that we were experiencing with or truck. Dodge informed us that the warranty had expired recently, not due to miles but the years, and that it was covered. We were unable to drive the truck because of the safety issue that came with the steering linkage. We researched the problem, ordered a MOPAR kit from Steve White Motors, and replaced the parts. It is interesting that at that time, Dodge did not recognize this as a problem but they offered a kit to replace the parts. 5 months later, we have received the recall notice for the problem that we were having with the truck and would like reimbursement for the parts that have been replaced. I am sending you the invoice and payment for the parts that we replaced. Thank you for your attention to this request.

Our Case Number is [redacted]

Thank You

[redacted]

[redacted]

Dolores, Co. [redacted]

contact Dealership. Left Tie Rod

CHRYSLER FAX- 877-768-5076

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28AX7[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
Fiat is a registered trademark of Fiat Group Marketing & Communication S.p.A., used under license by Chrysler Group LLC.

STEVE WHITE MOTORS

3470 HWY 70 SE
NEWTON, NORTH CAROLINA 28658-8950
(828) 464-3458 - (828) 324-4410
(800) 779-3634 - FAX (828) 464-0930

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
25 JUL 13		25 JUL 13		[redacted]

SOLD TO

ACCOUNT NO. [redacted]

WHOLESALE E
[redacted]

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	182	[redacted]	CHARGE	09:54 NEWTON, NC

QUANTITY ORD	QUANTITY SHIP	QUANTITY B.O.	PART NO.		DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52122362AH	203C	STEERING-S	383.16	238.50	238.50
1	1	0	5154661AC	791E	*DAMPER-ST	129.15	75.12	75.12
			Part number		5154661AC		replaces	5154661
1	1	0	68039930AA	791E	ARM-PITMAN	51.72	26.37	26.37
			FREIGHT		40.00			

TERMS

NO RETURNS AFTER 30 DAYS, NO REFUND WITHOUT THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
A RESTOCKING CHARGE WILL BE APPLIED
ON ALL MERCHANDISE FOR CREDIT.
HOURS: MONDAY - FRIDAY 7:30 - 6:00

CUSTOMER'S SIGNATURE
X

PARTS	339.99
SUBLET	
FREIGHT	40.00
SALES TAX	0.00
TOTAL	$379.99

©Copyright 2000 ADP, Inc.
v1pll.100_1
PARTS INVOICE 10P - P1RG1

CUSTOMER COPY

Chrysler Services/ Field Operations

Chrysler Group LLC

RE: Dodge Safety Recall

To whom it may concern:

Concerning our 2007 Dodge Ram 2500, we spoke with dodge last July about the dodge death wobble that we were experiencing with or truck. Dodge informed us that the warranty had expired recently, not due to miles but the years, and that it was covered. We were unable to drive the truck because of the safety issue that came with the steering linkage. We researched the problem, ordered a MOPAR kit from Steve White Motors, and replaced the parts. It is interesting that at that time, Dodge did not recognize this as a problem but they offered a kit to replace the parts. 5 months later, we have received the recall notice for the problem that we were having with the truck and would like reimbursement for the parts that have been replaced. I am sending you the invoice and payment for the parts that we replaced. Thank you for your attention to this request.

Our Case Number is [redacted]

Thank You

[redacted]

[redacted]

Dolores, Co. [redacted]

contact Dealership. Left Tie Rod

CHRYSLER FAX- 877-768-5076

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28AX7[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
Fiat is a registered trademark of Fiat Group Marketing & Communication S.p.A., used under license by Chrysler Group LLC.

STEVE WHITE MOTORS

3470 HWY 70 SE
NEWTON, NORTH CAROLINA 28658-8950
(828) 464-3458 - (828) 324-4410
(800) 779-3634 - FAX (828) 464-0930

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
25 JUL 13		25 JUL 13		[redacted]

SOLD TO

ACCOUNT NO. [redacted]

WHOLESALE E
[redacted]

SHIP TO

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	182	[redacted]	CHARGE	09:54 NEWTON, NC

QUANTITY ORD	QUANTITY SHIP	QUANTITY B.O.	PART NO.		DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52122362AH	203C	STEERING-S	383.16	238.50	238.50
1	1	0	5154661AC	791E	*DAMPER-ST	129.15	75.12	75.12
			Part number		5154661AC		replaces	5154661
1	1	0	68039930AA	791E	ARM-PITMAN	51.72	26.37	26.37
			FREIGHT		40.00			

Jeep

MOPAR

TERMS

NO RETURNS AFTER 30 DAYS, NO REFUND WITHOUT THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
A RESTOCKING CHARGE WILL BE APPLIED
ON ALL MERCHANDISE FOR CREDIT.
HOURS: MONDAY - FRIDAY 7:30 - 6:00

CUSTOMER'S SIGNATURE
X

PARTS	339.99
SUBLET	
FREIGHT	40.00
SALES TAX	0.00
TOTAL	$379.99

v1pll.500_1
©Copyright 2000 ADP, Inc. PARTS INVOICE 10/" - PRGT

CUSTOMER COPY

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



[redacted]

Phone: [redacted]

FAX

Date: January 3, 2014

From [redacted]

ATTN: MARY-LYN

Page: 1 of 2

Case# [redacted]

This is the invoice for the tie rod end repair and tow on my 2010 dodge ram 2500 that had a recall

I also had to get the vehicle in for an alignment for additional $65

If you need any more documentation please call me
Thank you

[redacted]

PAGE 02/02
GULLANS EXTERIOR
2033243732
01/03/2014 12:29

[redacted]

DATE IN 5/1/13 A.M. P.M.

DATE PROMISED A.M. P.M.

MILEAGE 63930

[redacted]

YEAR, MAKE AND MODEL 2010 Dodge Ram 2500

CITY STATE ZIP

CALL WITH EST. ☐ YES ☐ NO IF OVER $

CALL WHEN READY ☐ YES ☐ NO

ORDER WRITTEN BY Silvestro

COLOR Turbo Diesel

CUSTOMER'S ORDER NO. Heavy Duty

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT	QTY	PARTS AND DESCRIPTION (INCLUDES MISCELLANEOUS SHOP SUPPLIES)	AMOUNT
Needs wheel Align		1	Moog Outer Tie Rod Dr. Side Front	90.00
Hyr	75.00		Drivers Tie Rod end	
Tow + Station	80.00			
TOTAL LABOR				

We recommend the following services:

ESTIMATED COST

PARTS $	LABOR $	TOTAL $

REVISED COST

PARTS $	LABOR $	TOTAL $

AUTHORIZED BY | DATE/TIME | ☐ IN PERSON ☐ BY PHONE

MYRTLE AVENUE AUTOMOTIVE REPAIR 16341
Foreign & Domestic Work
30 Diaz Street
Stamford, Conn. 06902
(203) 967-2550

[redacted]

necessary
of testing,
ledged on
d that you
in vehicle

In case of theft, theft of any other articles beyond your control.

SIGNATURE

SAVE OLD PARTS ☐ YES ☐ NO

TOTAL PARTS	90.00
TOTAL LABOR	75.00
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
Tow	80.00
TAX	15.55
TOTAL	260.55

[redacted]
[redacted] Stamford, CT [redacted]
Phone [redacted]

FAX

Date: January 10, 2014

From: [redacted]

ATTN: mary-Lyn

Page: 1 of 2

Proof of funds

Case# [redacted]

This is the invoice for the tie rod end repair and tow on my 2010 dodge ram 2500 that had a recall

I also had to get the vehicle in for an alignment for additional $65

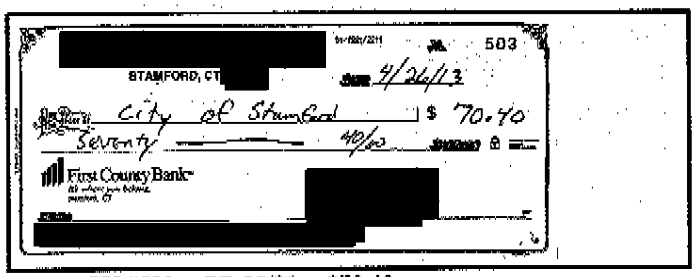
If you need any more documentation please call me
Thank you

[redacted]

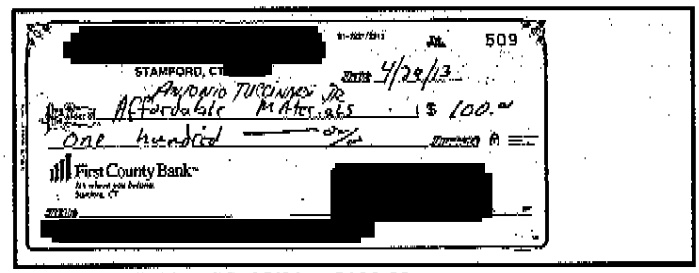
First County Bank
It's where you belong.

Customer Statement **Pg 4 of 6**

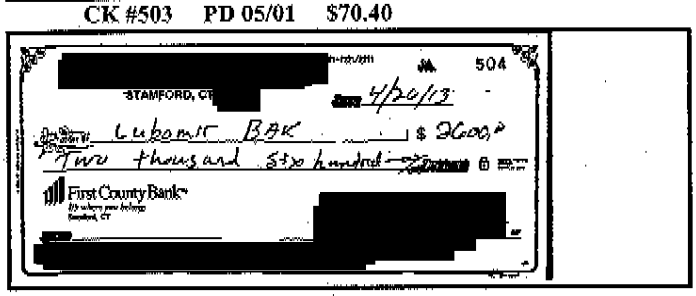
Account Number: [redacted]
Statement Date: May 01, 2013 thru May 31, 2013


503 4/26/13 City of Stamford $ 70.40 Seventy 40/100

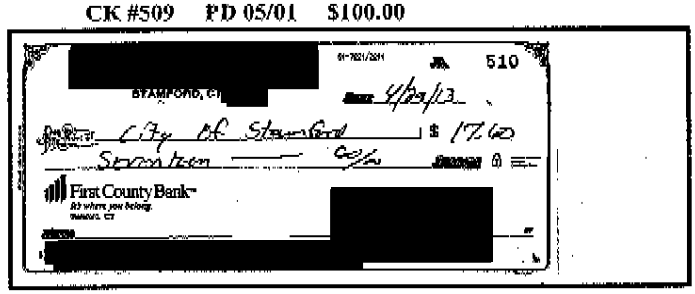
CK #503 PD 05/01 $70.40


509 4/29/13 Antonio Tuccinardi Jr. Affordable Materials $ 100.00 one hundred 00/100

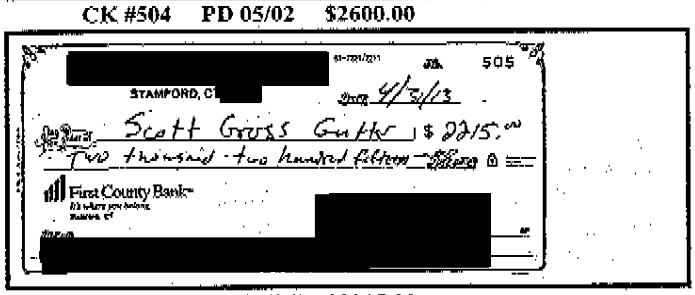
CK #509 PD 05/01 $100.00


504 4/26/13 Lubomir Bak $ 2600.00 Two thousand six hundred

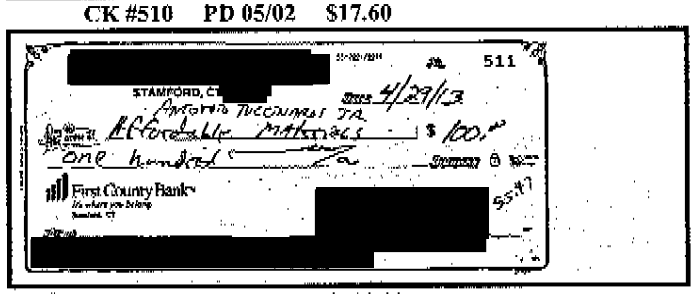
CK #504 PD 05/02 $2600.00


510 4/29/13 City of Stamford $ 17.60 Seventeen 60/100

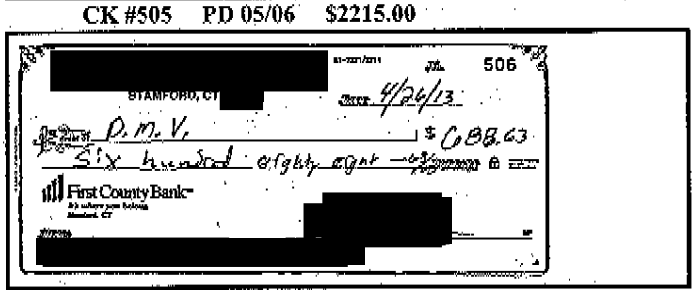
CK #510 PD 05/02 $17.60


505 4/3/13 Scott Gross Gutter $ 2215.00 Two thousand two hundred fifteen

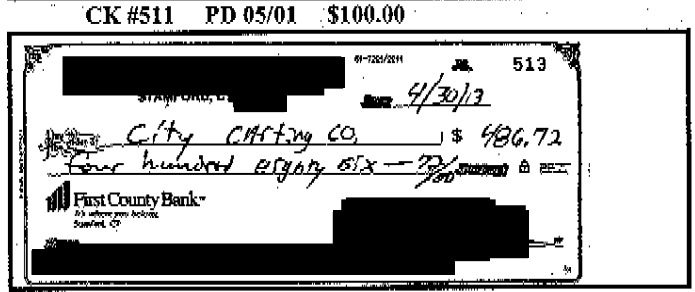
CK #505 PD 05/06 $2215.00


511 4/29/13 Antonio Tuccinardi Jr. Affordable Materials $ 100.00 one hundred 00/100

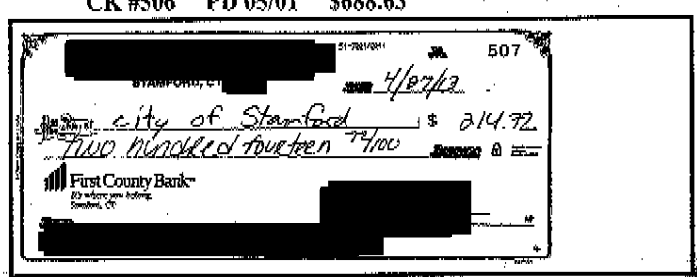
CK #511 PD 05/01 $100.00


506 4/26/13 D.M.V. $ 688.63 Six hundred eighty eight 63/100

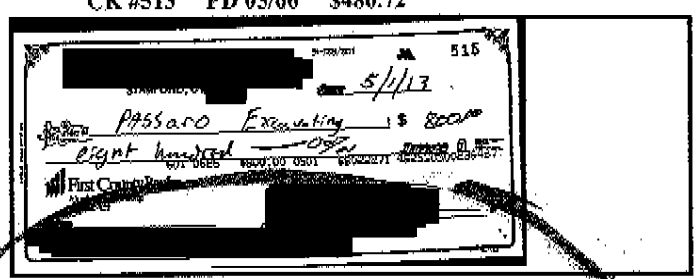
CK #506 PD 05/01 $688.63


513 4/30/13 City Carting Co. $ 486.72 Four hundred eighty six 72/100

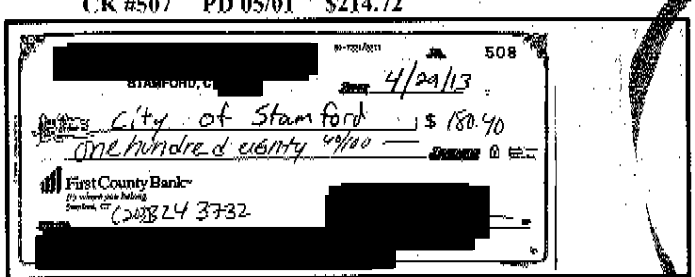
CK #513 PD 05/06 $486.72


507 4/27/13 City of Stamford $ 214.72 Two hundred fourteen 72/100

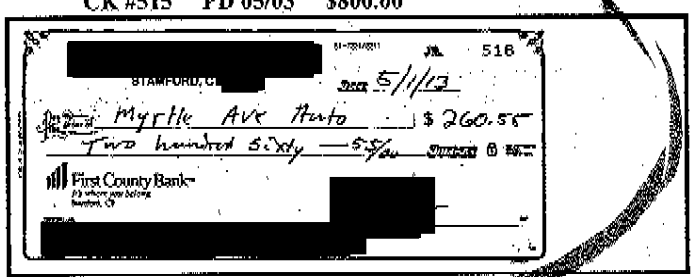
CK #507 PD 05/01 $214.72


515 5/1/13 Passaro Excavating $ 800.00 eight hundred 00/100

CK #515 PD 05/03 $800.00


508 4/29/13 City of Stamford $ 180.40 One hundred eighty 40/100 (203)324 3732

CK #508 PD 05/02 $180.40


516 5/1/13 Myrtle Ave Auto $ 260.55 Two hundred sixty 55/100

CK #516 PD 05/06 $260.55

[redacted]

Phone: [redacted]

FAX

Date: January 3, 2014

From [redacted]

ATTN: MARY-LYN

Page: 1 of 2

Case# [redacted]

This is the invoice for the tie rod end repair and tow on my 2010 dodge ram 2500 that had a recall

I also had to get the vehicle in for an alignment for additional $65

If you need any more documentation please call me
Thank you

[redacted]

PAGE 02/02
GULLANS EXTERIOR
2033243732
01/03/2014 12:29

[redacted]

DATE IN 5/1/13 A.M. P.M.

DATE PROMISED 13 A.M. P.M.

MILEAGE 63930

[redacted]

YEAR, MAKE AND MODEL 2010 Dodge Ram 2500

CITY STATE ZIP

CALL WITH EST. ☐ YES ☐ NO IF OVER $

CALL WHEN READY ☐ YES ☐ NO

ORDER WRITTEN BY Silvestri

COLOR Turbo Diesel

CUSTOMER'S ORDER NO. Heavy Duty

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT	ITEM	LABOR AND DESCRIPTION (NOTE: NO WARRANTIES OTHER THAN STATED HEREON)	AMOUNT
Needs wheel Align		1	Moog Outer Tie Rod Driver Side Front	90.00
Tow	75.00		Drivers Tie Rod end	
Tow + Station	80.00			
TOTAL LABOR				

We recommend the following services:

ESTIMATED COST

PARTS $	LABOR $	TOTAL $

REVISED ESTIMATE

PARTS $	LABOR $	TOTAL $

AUTHORIZED BY | DATE/TIME | ☐ IN PERSON ☐ BY PHONE

MYRTLE AVENUE AUTOMOTIVE REPAIR 16341
Foreign & Domestic Work
30 Diaz Street
Stamford, Conn. 06902
(203) 967-2550

[redacted]

necessary of testing, ledged on d that you in vehicle

In case of theft, theft of any other causes beyond your control.

SIGNATURE

SAVE OLD PARTS ☐ YES ☐ NO

TOTAL PARTS	90.00
TOTAL LABOR	75.00
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
Tow	80.00
TAX	15.55
TOTAL	260.55

Att. Customer Service

I am sending you all the information in regards to safety recall N62/NHTSA 13V-528. If you need more information, please call me at *[redacted] (cell) or [redacted] (home)

Thank you,

[redacted]

CHRYSLER

988-448-9251
Sgt Navarro

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS29A38G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

JOB # 5	1	53034051-AB	FILTER AI 14029008	39.35	37.20	37.20
				JOB # 5 TOTAL PARTS		85.30

CUSTOMER COPY

(CONTINUED ON NEXT PAGE)

10:08am

p.3

[redacted]

[redacted] Stamford, CT [redacted]

Phone [redacted]

FAX

Date: January 10, 2014

From: [redacted]

ATTN: mary-Lyn

Proof of funds

Page: 1 of 2

Case# [redacted]

This is the invoice for the tie rod end repair and tow on my 2010 dodge ram 2500 that had a recall

I also had to get the vehicle in for an alignment for additional $65

If you need any more documentation please call me

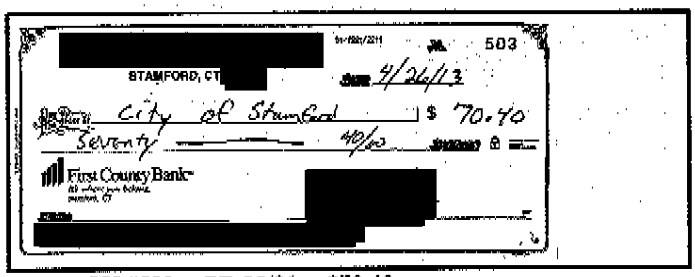
Thank you

[redacted]

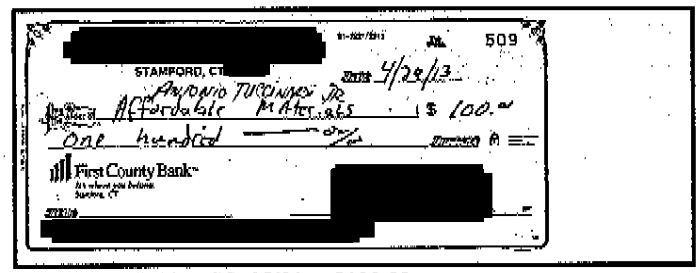
First County Bank
It's where you belong.

Customer Statement **Pg 4 of 6**

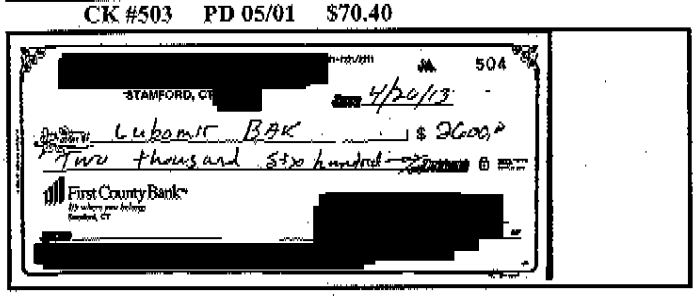
Account Number: [redacted]
Statement Date: May 01, 2013 thru May 31, 2013


503 4/26/13 City of Stamford $ 70.40 Seventy 40/100

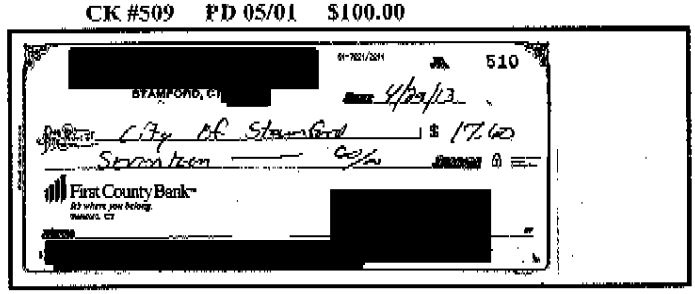
CK #503 PD 05/01 $70.40


509 4/29/13 Antonio Tuccinardi Jr. Affordable Materials $ 100.00 one hundred 00/100

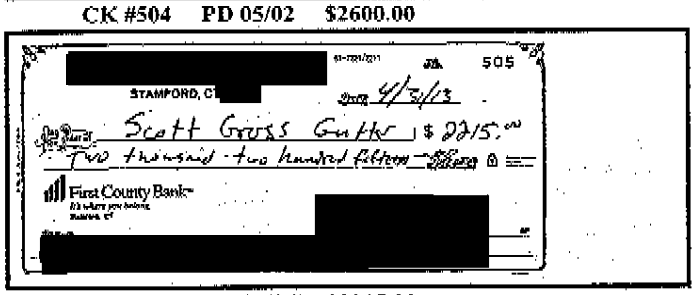
CK #509 PD 05/01 $100.00


504 4/26/13 Lubomir Bak $ 2600.00 Two thousand six hundred

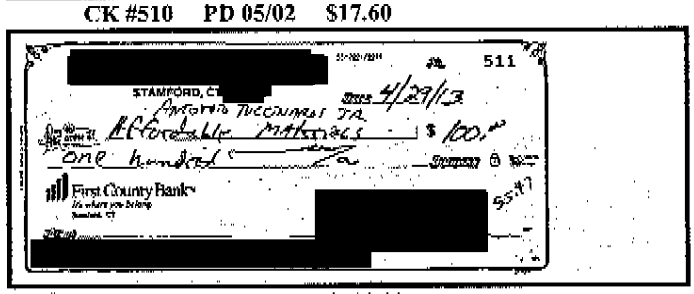
CK #504 PD 05/02 $2600.00


510 4/29/13 City of Stamford $ 17.60 Seventeen 60/100

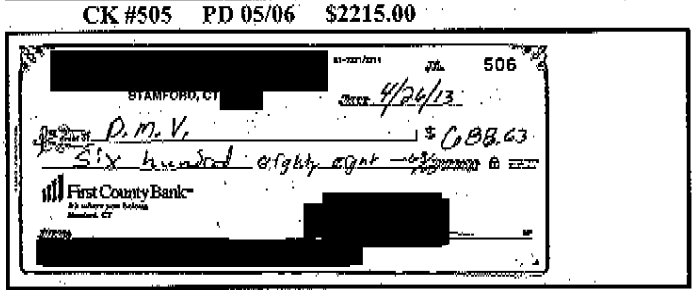
CK #510 PD 05/02 $17.60


505 4/3/13 Scott Gross Gutter $ 2215.00 Two thousand two hundred fifteen

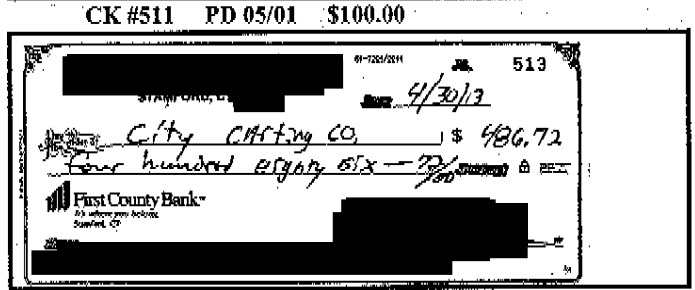
CK #505 PD 05/06 $2215.00


511 4/29/13 Antonio Tuccinardi Jr. Affordable Materials $ 100.00 one hundred 00/100

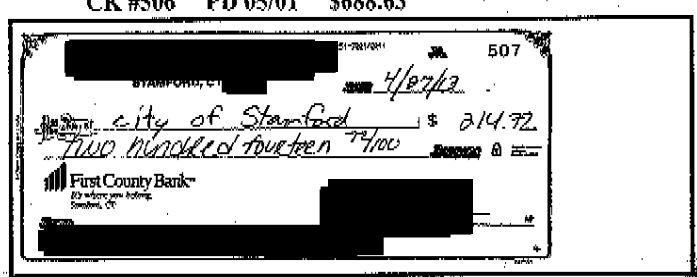
CK #511 PD 05/01 $100.00


506 4/26/13 D.M.V. $ 688.63 Six hundred eighty eight 63/100

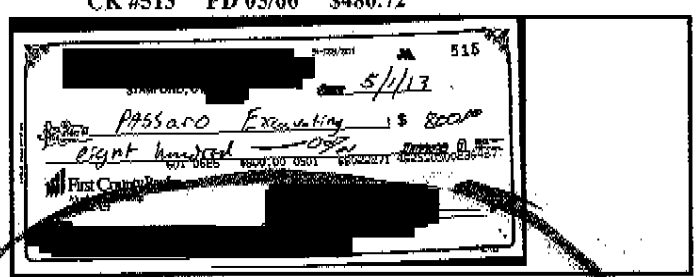
CK #506 PD 05/01 $688.63


513 4/30/13 City Carting Co. $ 486.72 Four hundred eighty six 72/100

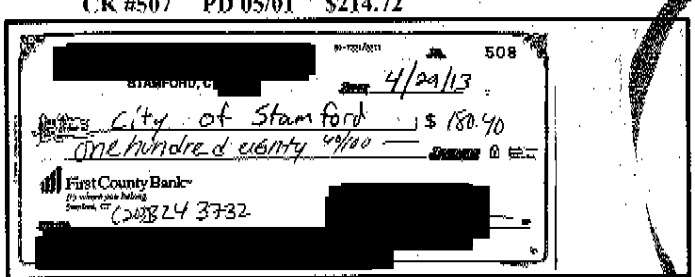
CK #513 PD 05/06 $486.72


507 4/27/13 City of Stamford $ 214.72 Two hundred fourteen 72/100

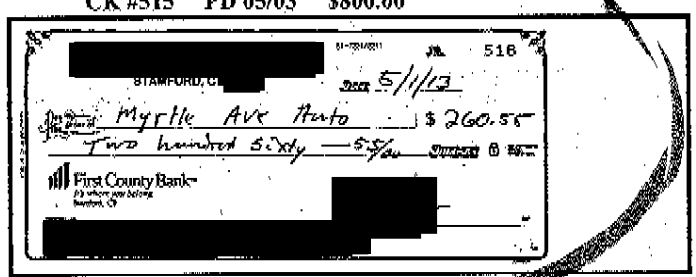
CK #507 PD 05/01 $214.72


515 5/1/13 Passaro Excavating $ 800.00 eight hundred 00/100

CK #515 PD 05/03 $800.00


508 4/29/13 City of Stamford $ 180.40 One hundred eighty 40/100 (203)324 3732

CK #508 PD 05/02 $180.40


516 5/1/13 Myrtle Ave Auto $ 260.55 Two hundred sixty 55/100

CK #516 PD 05/06 $260.55

[redacted]

Phone: [redacted]

FAX

Date: January 3, 2014

From [redacted]

ATTN: MARY-LYN

Page: 1 of 2

Case# [redacted]

This is the invoice for the tie rod end repair and tow on my 2010 dodge ram 2500 that had a recall

I also had to get the vehicle in for an alignment for additional $65

If you need any more documentation please call me
Thank you

[redacted]

PAGE 02/02
GULLANS EXTERIOR
2033243732
01/03/2014 12:29

[redacted]

DATE IN 5/1/13 A.M. P.M.

DATE PROMISED 13 A.M. P.M.

[redacted]

CITY STATE ZIP

CALL WITH EST. ☐ YES ☐ NO

IF OVER $

CALL WHEN READY ☐ YES ☐ NO

ORDER WRITTEN BY Silver

MILEAGE 63930

YEAR, MAKE AND MODEL 2010 Dodge Ram 2500

COLOR Turbo Diesel

CUSTOMER'S ORDER NO. Heavy Duty

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT		LABOR AND DESCRIPTION (PARTS IS REMAINDER OF INVOICE)	QTY	AMOUNT
Needs wheel Align			Moog Outer Tie Rod	1	90.00
			Dr. Side Front		
Tow	75.00				
			Drivers Tie Rod end		
Tow + Station	80.00				
TOTAL LABOR					

We recommend the following services:

ESTIMATED COST

PARTS $	LABOR $	TOTAL $

REVISED COST

PARTS $	LABOR $	TOTAL $

AUTHORIZED BY | DATE/TIME | ☐ IN PERSON ☐ BY PHONE

MYRTLE AVENUE AUTOMOTIVE REPAIR 16341
Foreign & Domestic Work
30 Diaz Street
Stamford, Conn. 06902
(203) 967-2550

[redacted]

necessary of testing, ledged on d that you in vehicle

SIGNATURE

SAVE OLD PARTS ☐ YES ☐ NO

TOTAL PARTS	90.00
TOTAL LABOR	75.00
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
Tow	80.00
TAX	15.55
TOTAL	260.55

[redacted]
[redacted] Stamford, CT [redacted]
Phone [redacted]

FAX

Date: January 10, 2014

From: [redacted]

ATTN: mary-Lyn

Proof of funds

Page: 1 of 2

Case# [redacted]

This is the invoice for the tie rod end repair and tow on my 2010 dodge ram 2500 that had a recall

I also had to get the vehicle in for an alignment for additional $65

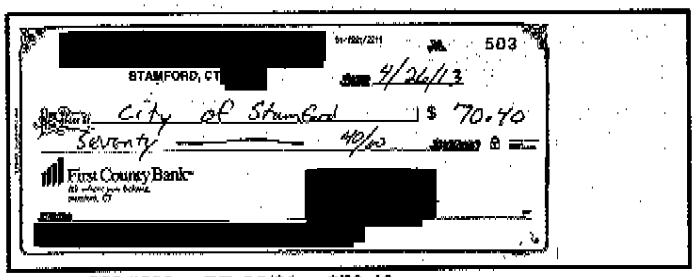
If you need any more documentation please call me
Thank you

[redacted]

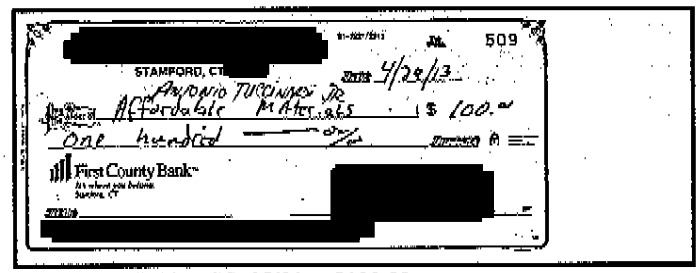
First County Bank
It's where you belong.

Customer Statement **Pg 4 of 6**

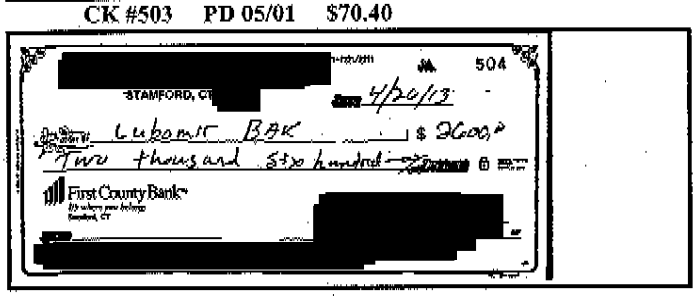
Account Number: [redacted]
Statement Date: May 01, 2013 thru May 31, 2013


503 STAMFORD, CT 4/26/13 City of Stamford $ 70.40 Seventy 40/100 First County Bank

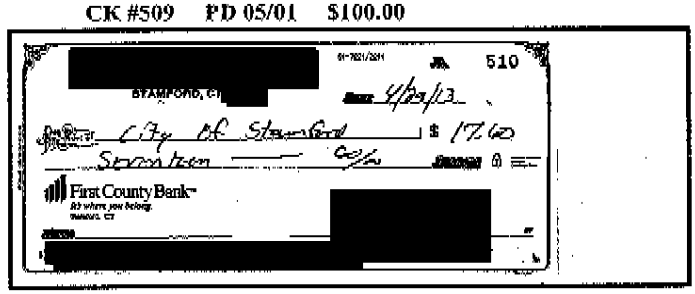
CK #503 PD 05/01 $70.40


509 STAMFORD, CT 4/29/13 Antonio Tuccinardi Jr. Affordable Materials $ 100.00 one hundred 00/100 First County Bank

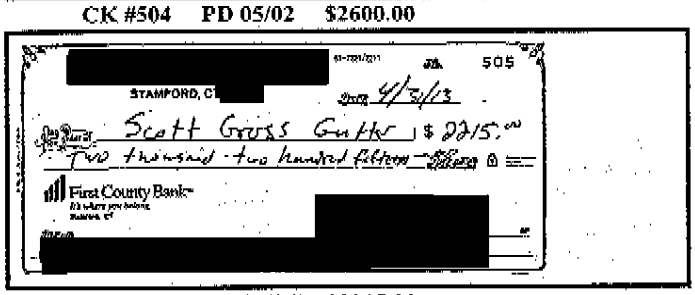
CK #509 PD 05/01 $100.00


504 STAMFORD, CT 4/20/13 Lubomir BAK $ 2600.00 Two thousand six hundred 00/100 First County Bank

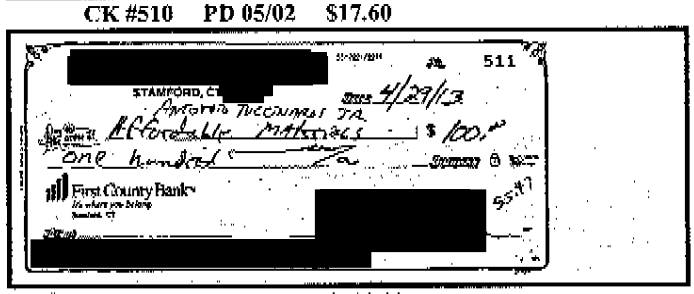
CK #504 PD 05/02 $2600.00


510 STAMFORD, CT 4/29/13 City of Stamford $ 17.60 Seventeen 60/100 First County Bank

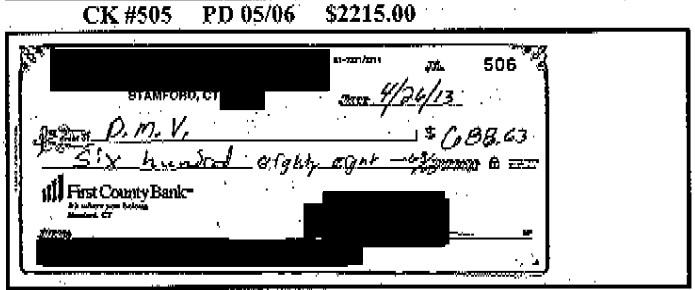
CK #510 PD 05/02 $17.60


505 STAMFORD, CT 4/3/13 Scott Gross Gutter $ 2215.00 Two thousand two hundred fifteen 00/100 First County Bank

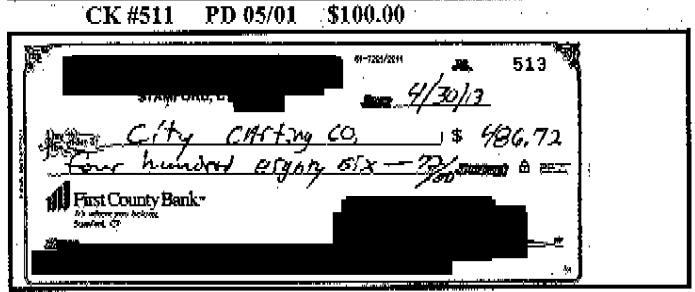
CK #505 PD 05/06 $2215.00


511 STAMFORD, CT 4/29/13 Antonio Tuccinardi Jr. Affordable Materials $ 100.00 one hundred 00/100 First County Bank

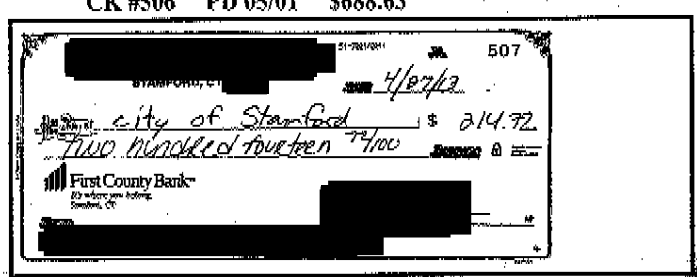
CK #511 PD 05/01 $100.00


506 STAMFORD, CT 4/26/13 D.M.V. $ 688.63 Six hundred eighty eight 63/100 First County Bank

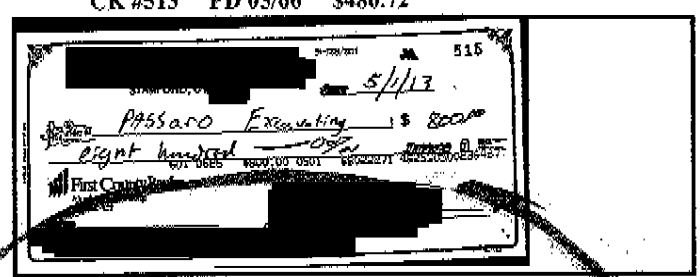
CK #506 PD 05/01 $688.63


513 4/30/13 City Carting Co. $ 486.72 Four hundred eighty six 72/100 First County Bank

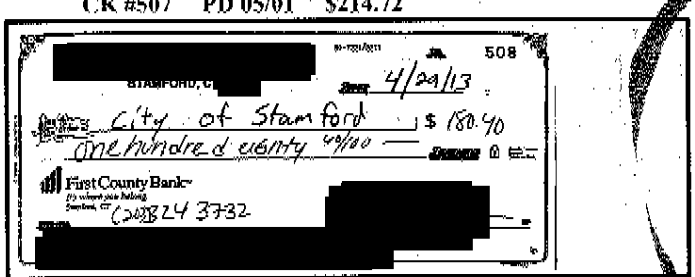
CK #513 PD 05/06 $486.72


507 STAMFORD, CT 4/27/13 City of Stamford $ 214.72 Two hundred fourteen 72/100 First County Bank

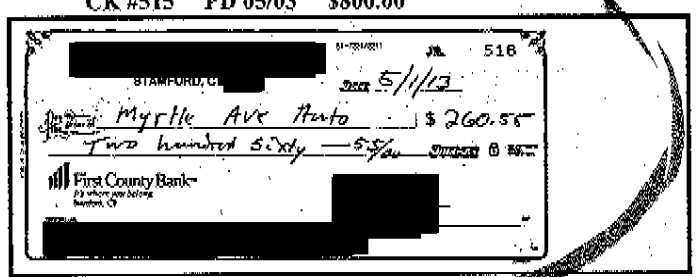
CK #507 PD 05/01 $214.72


515 5/1/13 Passaro Excavating $ 800.00 eight hundred 00/100 First County Bank

CK #515 PD 05/03 $800.00


508 STAMFORD, CT 4/29/13 City of Stamford $ 180.40 One hundred eighty 40/100 First County Bank 2033243732

CK #508 PD 05/02 $180.40


516 STAMFORD, CT 5/1/13 Myrtle Ave Auto $ 260.55 Two hundred sixty 55/100 First County Bank

CK #516 PD 05/06 $260.55

[redacted]

Phone: [redacted]

FAX

Date: January 3, 2014

From [redacted]

ATTN: MARY-LYN

Page: 1 of 2

Case# [redacted]

This is the invoice for the tie rod end repair and tow on my 2010 dodge ram 2500 that had a recall

I also had to get the vehicle in for an alignment for additional $65

If you need any more documentation please call me
Thank you

[redacted]

PAGE 02/02
GULLANS EXTERIOR
2033243732
01/03/2014 12:29

[redacted]

DATE IN 5/1/13 A.M. P.M.

DATE PROMISED 13 A.M. P.M.

[redacted]

CITY [redacted] STATE ZIP

MILEAGE 63930

YEAR, MAKE AND MODEL 2010 Dodge Ram 2500

CALL WITH EST. ☐ YES ☐ NO IF OVER $

CALL WHEN READY ☐ YES ☐ NO

ORDER WRITTEN BY Silver

COLOR Turbo Diesel

CUSTOMER'S ORDER NO. Heavy Duty

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT	QTY	LABOR AND DESCRIPTION (PARTS IS REMAINDER OF INVOICE)	AMOUNT
Needs wheel Align		1	Moog Outer Tie Rod Dr. Side Front	90.00
Tow	75.00		Drivers Tie Rod end	
Tow to Station	80.00			
			TOTAL LABOR	

We recommend the following services:

ESTIMATED COST

PARTS $	LABOR $	TOTAL $

REVISED ESTIMATE

PARTS $	LABOR $	TOTAL $

AUTHORIZED BY | DATE/TIME | ☐ IN PERSON ☐ BY PHONE

MYRTLE AVENUE AUTOMOTIVE REPAIR 16341
Foreign & Domestic Work
30 Diaz Street
Stamford, Conn. 06902
(203) 967-2550

[redacted]

necessary of testing, ledged on d that you in vehicle

SIGNATURE

SAVE OLD PARTS ☐ YES ☐ NO

TOTAL PARTS	90.00
TOTAL LABOR	75.00
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
Tow	80.00
TAX	15.55
TOTAL	260.55

[redacted]

[redacted] Stamford, CT [redacted]

Phone [redacted]

FAX

Date: January 10, 2014

From: [redacted]

ATTN: mary-Lyn

Proof of funds

Page: 1 of 2

Case# [redacted]

This is the invoice for the tie rod end repair and tow on my 2010 dodge ram 2500 that had a recall

I also had to get the vehicle in for an alignment for additional $65

If you need any more documentation please call me

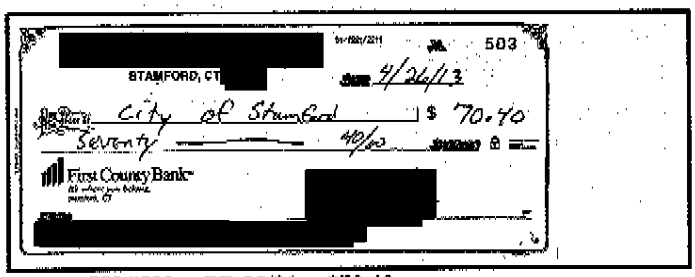
Thank you

[redacted]

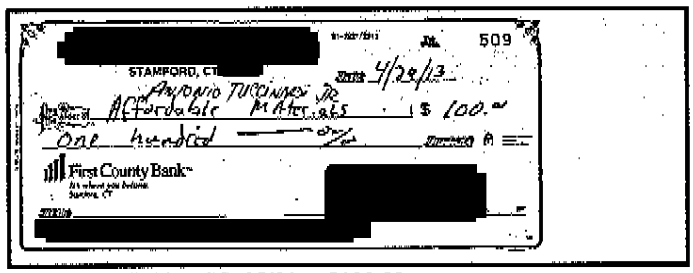
First County Bank
It's where you belong.

Customer Statement **Pg 4 of 6**

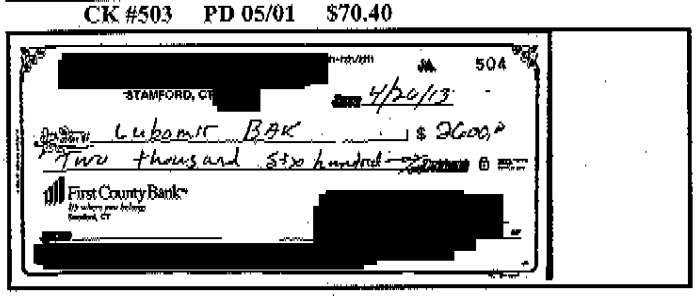
Account Number: [redacted]
Statement Date: May 01, 2013 thru May 31, 2013


503 4/26/13 City of Stamford $ 70.40 Seventy 40/100

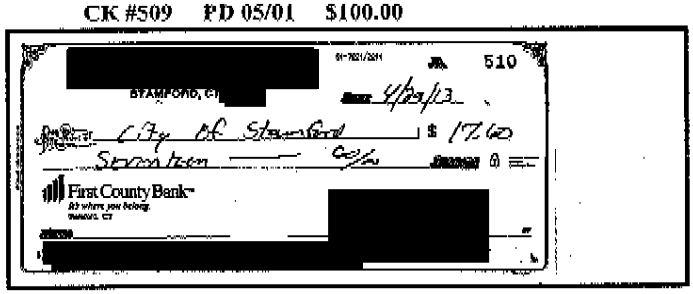
CK #503 PD 05/01 $70.40


509 4/29/13 Antonio Tuccinardi Jr. Affordable Materials $ 100.00 one hundred 00/100

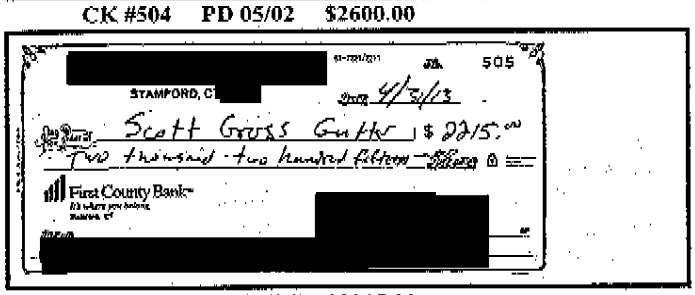
CK #509 PD 05/01 $100.00


504 4/26/13 Lubomir Bak $ 2600.00 Two thousand six hundred

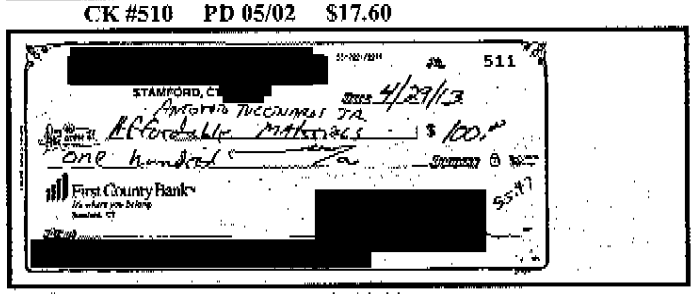
CK #504 PD 05/02 $2600.00


510 4/29/13 City of Stamford $ 17.60 Seventeen 60/100

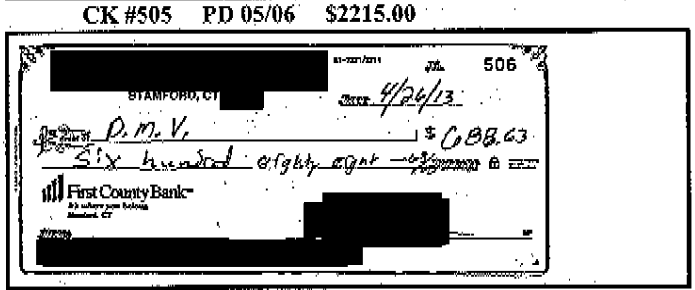
CK #510 PD 05/02 $17.60


505 4/3/13 Scott Gross Gutter $ 2215.00 Two thousand two hundred fifteen

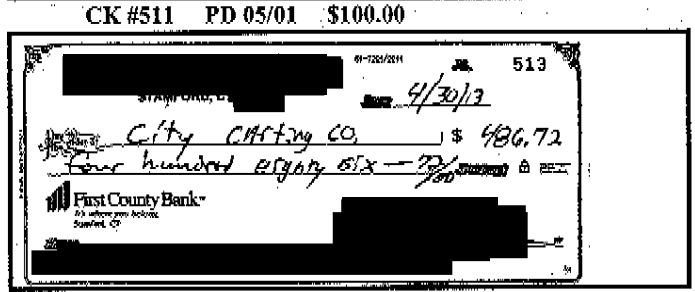
CK #505 PD 05/06 $2215.00


511 4/29/13 Antonio Tuccinardi Jr. Affordable Materials $ 100.00 one hundred 00/100

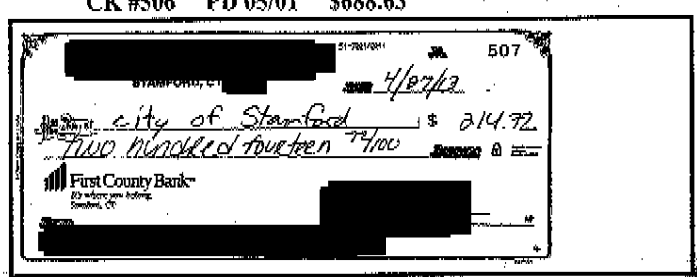
CK #511 PD 05/01 $100.00


506 4/26/13 D.M.V. $ 688.63 Six hundred eighty eight 63/100

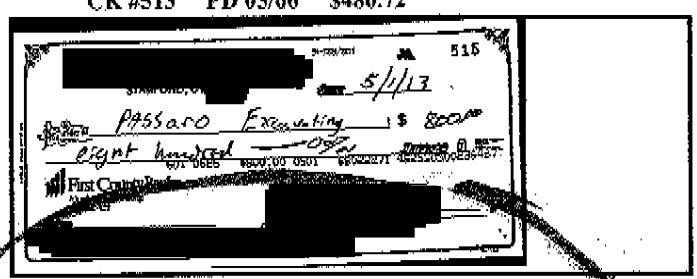
CK #506 PD 05/01 $688.63


513 4/30/13 City Carting Co. $ 486.72 Four hundred eighty six 72/100

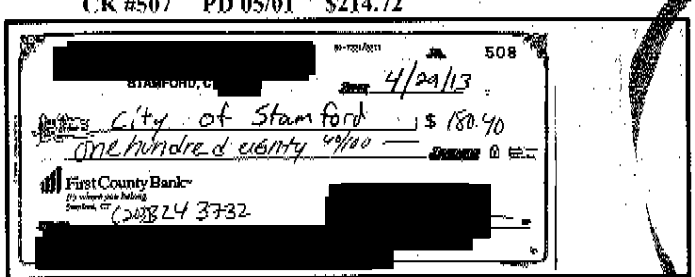
CK #513 PD 05/06 $486.72


507 4/27/13 City of Stamford $ 214.72 Two hundred fourteen 72/100

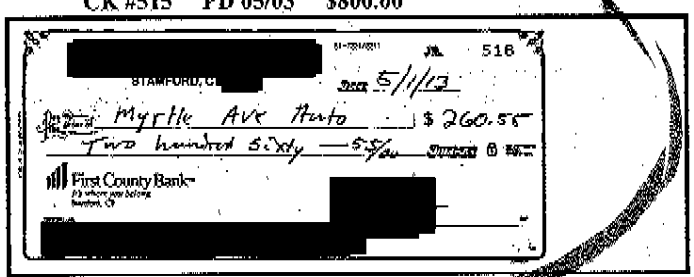
CK #507 PD 05/01 $214.72


515 5/1/13 Passaro Excavating $ 800.00 eight hundred 00/100

CK #515 PD 05/03 $800.00


508 4/29/13 City of Stamford $ 180.40 One hundred eighty 40/100 (203)324 3732

CK #508 PD 05/02 $180.40


516 5/1/13 Myrtle Ave Auto $ 260.55 Two hundred sixty 55/100

CK #516 PD 05/06 $260.55

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/07/14

POSTED DATE : 12-27-13

VIN (FIRST 9 DIGITS) 3D7KU28C6

VIN (LAST 8 DIGITS) 4G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

To whom it may concern: Chrysler Recall Assistance Center

I had to have my Dodge Ram inspected for registration this year and the left tie rod had to be replaced in order for it to pass state inspection . I contacted Chrysler and was told to send the **enclosed** copy of work order for the work that was done. I was told by Chrysler that I would be reimbursed for this repair's noted , enclosed is a copy of the work order for the parts & labor as required to fix this problem. I under stand that there are other recalls and was advised by Chrysler to take the truck to a Chrysler Dealership so that it may be inspected again after Jan 6th 2014 as the recall letter states and that any other recalls will be addressed at that time.

So that you may update my address

[redacted]
Saint George , Utah [redacted]
Tel: [redacted]

Dodge Ram 2500 , Vehicle . ID 3D7KU28C64G[redacted]

Mileage at time of repair 163584

Date of repair was 12\23\2013

Please see enclosed invoice for repairs

[redacted]

ST. George Auto Repair

776 S. Bluff Street
St. George, UT 84770
435-628-8880

INVOICE REPRINT

12/23/2013, 1:47 PM
Estimate #131223009

[redacted]
SAINT GEORGE, UT [redacted]

HOME: [redacted]
ACCOUNT #:

2004 DODGE RAM 2500
467VSU (UT)
ODOM IN/OUT: 163584 / 163584
3D7KU28C64G[redacted]
5.9L 6 Cyl.

179.55 [redacted]

Sales: 1:Ortez, David
Tech: 2:Andrew

Qty	Item Number	Description	ST	Each	Labor	Misc	Extended
Alignments							
1	ZALIGN2	2 WHEEL THRUST ANGLE	RO-	49.99			49.99
		Shop Supplies:					5.00
2		Sub-Total Alignments:		49.99	0.00	0.00	54.99
Susp/Steering							
1	2693256	LEFT OUTER TIE ROD END	RO-	77.00	32.00		109.00
		Shop Supplies:					5.00
2,2		Sub-Total Susp/Steering:		77.00	32.00	0.00	114.00
Miscellaneous							
1	ZFOOD	FREE SAFETY UTAH FOOD BANK	R				0.00
2		Sub-Total Miscellaneous:		0.00	0.00	0.00	0.00

Parts	126.99
Labor	32.00
Shop Supplies	10.00
Sub-Total	168.99
SALES TAX	10.56
Grand Total	**179.55**

Thank you for your business! Please like us on facebook

We appreciate the opportunity to service your vehicle and provide you with the right solutions to your automotive needs.
The work performed on your vehicle today was done with quality products and is backed by our guarantee of satisfaction.
At ST.George Auto Repair, all parts are new unless otherwise noted.
If you have any questions or comments concerning your service or repairs, please contact the manager, or the contact Consumer Relations Department by writing:

Consumer Satisfaction
stgeorgeautoservice@gmail.com

WARRANTY INFORMATION: ST. George Auto Repair issues waranties on shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, variable rate springs. The warranty terms are applicable to the parts installed by us and exclude labor.Origional invoice must be presented at time of drop off and is applicable to the purchase of the appropriate warranted product. If brake materials other than the factory required material is used, or machine work is not performed then there will be no grounds for warranty

All other products and workmanship are warranted for thirty (30) days from the date of installation. There are no other warranties issued .There are no warrantees against noise or pulsation if rotors are not resurfaced,replaced,or if metallic materials are used in place of OEM specified brake pads.

Warranty work will be performed at any shop in the U.S.A. or Canada offering the warranted product or service. For the address of the nearest shop call 1-866-588-0728

12/23/2013

ST GEORGE AUTO REPAIR
776 S BLUFF ST
SAINT GEORGE, UT, 847
435-628-8880

TERMINAL ID.: [illegible]
MERCHANT #: 883963583

[redacted] SWIPED

SALE
RECORD: 6 INV: 000007
DATE: Dec 23, 13 TIME: 13:46
BATCH: 000116
TRN: 1223204621

AUTH [redacted]

VISA TRAN ID: 163357747022553

APPROVAL 413264

[redacted]

DANNY R SIDHAM

CUSTOMER COPY

[redacted]

[redacted]

Saint George Ut.

PROVO UT 846

27 DEC 2013 PM 1 L

RECEIVED
JAN - 7
By

Chrysler Recall Assistance Ce
P.O. Box 21-8007
Auburn Hills, MI 48321-80

48321-0021

RECEIVED DATE:

01/16/14

POSTED DATE : 1-11-14

VIN (FIRST 9 DIGITS) 3D7KU28C6

VIN (LAST 8 DIGITS) 4G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CASE # [redacted]

To whom it may concern: Chrysler Recall Assistance Center Case # [redacted]

I had to have my Dodge Ram inspected for registration this year and the left tie rod had to be replaced in order for it to pass state inspection . I contacted Chrysler and was told to send the **enclosed** copy of work order for the work that was done. I was told by Chrysler that I would be reimbursed for this repair's noted , enclosed is a copy of the work order for the parts & labor as required to fix this problem. I under stand that there are other recalls and was advised by Chrysler to take the truck to a Chrysler Dealership so that it may be inspected again after Jan 6th 2014 as the recall letter states and that any other recalls will be addressed at that time.

So that you may update my address

[redacted]
Saint George , Utah [redacted]
Tel: [redacted]

Dodge Ram 2500 , Vehicle . ID 3D7KU28C64G[redacted]

Mileage at time of repair 163584

Date of repair was 12\23\2013

Please see enclosed invoice for repairs

Th[redacted]

Please note, that I had sent the original receipts with the first letter (above) on 12/26/2013 which I was told by Chrysler Assistance have not been received yet, So I have enclosed photo copies of my **credit card receipt and a reprint of the original work order from Saint George Auto Repair**

I would appreciate it if when you receive this letter if you could let me know by email @[redacted]

[redacted]

ST GEORGE AUTO REPAIR
776 S BLUFF ST
SAINT GEORGE, UT. 847
435-628-8888

TERMINAL ID.: [redacted]
MERCHANT #: [redacted]

[redacted] SWIPED

SALE
RECORD: 6 INV: 000007
DATE: Dec 23, 13 TIME: 13:46
BATCH: 000116
TRN: 1223204621
AUTH: [redacted]
VISA TRAN ID: 163357747828553

APPROVAL 413764

[redacted]

DANNY P SIDHAM

CUSTOMER COPY

ST. George Auto Repair

776 S. Bluff Street
St. George, UT 84770
435-628-8880

INVOICE REPRINT

12/23/2013, 1:47 PM
Estimate #131223009

[redacted]
SAINT GEORGE, UT [redacted]

HOME: [redacted]
:
ACCOUNT #:

2004 DODGE RAM 2500
467VSU (UT)
ODOM IN/OUT: 163584 / 163584
3D7KU28C64G[redacted]
5.9L 6 Cyl.

179.55 [redacted]

Sales: 1:Ortez, David
Tech: 2:Andrew

Qty	Item Number	Description	ST	Each	Labor	Misc	Extended
Alignments							
1	ZALIGN2	2 WHEEL THRUST ANGLE	RO-	49.99			49.99
		Shop Supplies:					5.00
2		Sub-Total Alignments:		49.99	0.00	0.00	54.99
Susp/Steering							
1	2693256	LEFT OUTER TIE ROD END	RO-	77.00	32.00		109.00
		Shop Supplies:					5.00
2,2		Sub-Total Susp/Steering:		77.00	32.00	0.00	114.00
Miscellaneous							
1	ZFOOD	FREE SAFETY UTAH FOOD BANK	R				0.00
2		Sub-Total Miscellaneous:		0.00	0.00	0.00	0.00

Parts	126.99
Labor	32.00
Shop Supplies	10.00
Sub-Total	168.99
SALES TAX	10.56
Grand Total	**179.55**

Thank you for your business! Please like us on facebook

We appreciate the opportunity to service your vehicle and provide you with the right solutions to your automotive needs.
The work performed on your vehicle today was done with quality products and is backed by our guarantee of satisfaction.
At ST.George Auto Repair, all parts are new unless otherwise noted.
If you have any questions or comments concerning your service or repairs, please contact the manager, or the contact Consumer Relations Department by writing:

Consumer Satisfaction
stgeorgeautoservice@gmail.com

WARRANTY INFORMATION: ST. George Auto Repair issues waranties on shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, variable rate springs. The warranty terms are applicable to the parts installed by us and exclude labor.Origional invoice must be presented at time of drop off and is applicable to the purchase of the appropriate warranted product. If brake materials other than the factory required material is used, or machine work is not performed then there will be no grounds for warranty

All other products and workmanship are warranted for thirty (30) days from the date of installation. There are no other warranties issued .There are no warrantees against noise or pulsation if rotors are not resurfaced,replaced,or if metallic materials are used in place of OEM specified brake pads.

Warranty work will be performed at any shop in the U.S.A. or Canada offering the warranted product or service. For the address of the nearest shop call 1-866-588-0728

[redacted]

Saint George UT. [redacted]

SALT LAKE CITY UT 840
11 JAN 2014 PM 2 L
JAN
By

Chrysler Customer Assistan
P.O. Box 21-8007
Aburn Hills, MI 48321-8007

48321800707

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/09/14

POSTED DATE : 1-4-14

VIN (FIRST 9 DIGITS) 3D3MX4848

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000025008

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D3MX48L89G[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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

07415?#6306?N49

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

VIN (Last 8 Characters of Vehicle Identification Number) 9G[redacted]

Notification Code 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 _____

CASE #[redacted]

TYLER AUTOMOTIVE

CHRYSLER - DODGE - JEEP
1102 South 11th Street
Niles, MI, 49120
REGISTRATION NO. F-150373
Phone: 269-684-8200
Fax: 269-684-8204

[redacted]

[redacted]
LAFAYETTE IN [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
3D3MX48L89G[redacted]	65438	12/27/13	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO
09	DODGE	RAM 3500 Q		00071

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
024551		[redacted]	- -		00/00/00	653	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	00/00/00		65438	12/23/13	00/00/00

AT TYLERS IT IS OUR CONTINUING GOAL TO GAIN YOUR COMPLETE SATISFACTION!!!

*** IF YOU RECEIVE A FACTORY SURVEY REGARDING YOUR VISIT *** PLEASE TAKE THE TIME TO FILL IT OUT AND RETURN IT *** !!!THANK YOU!!!

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT

A
Com Customer states DRIVERS SIDE TIE ROD BROKE
Cau DRIVERS SIDE OUTER TIE ROD BROKEN. FALLS UNDER RECALL..ORDERED PARTS BUT ORDER WAS CANCELLED DUE TO PARTS.
Cor INSTALLED OLD STYLE TIE ROD END SO CUSTOMER COULD GET HOME AND ALIGN FRONT END BEST AS POSSIBLE

	A51			C	67.97
68038054AD	PACKAGE	OUTER	1	C	114.40
		Line Total.....			182.37

B
Com Customer states RECALL N49
Cor PARTS NOT AVAILABLE UNTILL JAN 6TH

	A51				
		Line Total.....			

C +
Com 2 WHEEL ALIGNMENT;WHEEL ALIGNMENT
Cor PERFOMRED 2 WHEEL ALIGNMENT BEST AS POSSIBLE COULDNT HOOK HEADS TO WHEELS DID OLD STYLE TAPE ALIGN

99LIGNME	A51			C	69.95
		Line Total.....			69.95

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

TYLER AUTOMOTIVE

CHRYSLER - DODGE - JEEP
1102 South 11th Street
Niles, MI, 49120
REGISTRATION NO. F-150373
Phone: 269-684-8200
Fax: 269-684-8204

[redacted]

[redacted]
LAFAYETTE IN [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D3MX48L89G[redacted]2	65438	12/27/13	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
09	DODGE	RAM 3500 Q		00071

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]	- -		00/00/00	653	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00		65438	12/23/13	00/00/00	

AT TYLERS IT IS OUR CONTINUING GOAL TO GAIN YOUR COMPLETE SATISFACTION!!!

*** IF YOU RECEIVE A FACTORY SURVEY REGARDING YOUR VISIT *** PLEASE TAKE THE TIME TO FILL IT OUT AND RETURN IT *** !!!THANK YOU!!!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A51	MATLACK;DAVID A		M239438	LINE: A C		

Parts	114.40
Shop Charge	15.05
Sales Tax	7.77
Labor	137.92
TOTAL-CUST-CASH	275.14

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

CASE# [redacted]



6 12-22-13

[redacted]
Lafayette IN [redacted]
United States

Folio No.	:		Room No.	: **201**
A/R Number	:		Arrival	: **12-21-13**
Group Code	:		Departure	: **12-22-13**
Company	:	**passing through**	Conf. No.	: **68288753**
Membership No.	:		Rate Code	: **IGCOR**
Invoice No.	:		Page No.	: **1 of 1**

Date	Description	Charges	Credits
12-21-13	*Accommodation	80.00	
12-21-13	State Tax 6%	4.80	
12-21-13	Local Tax 3%	2.40	
12-22-13	Visa		87.20
	Total	**87.20**	**87.20**
	Balance	**0.00**	

Guest Signature: _____

I have received the goods and / or services in the amount shown heron. I agree that my liablity for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or associate fails to pay for any part or the full amount of these charges. If a credit card charge, I further agree to perform the obligations set forth in the cardholder's agreement with the issuer.

Holiday Inn Express & Suites - Niles, MI
1000 Moore Drive
Niles, MI 49120
Telephone: (269) 684-0300 Fax: (269) 684-0500

CASE # [redacted]

BY CHOICE HOTELS

Comfort Inn & Suites (MI374)

1265 South 11th Street
Niles, MI 49120
(269) 684-3900
GM.MI374@choicehotels.com

[redacted]
Lafayette, IN [redacted]

Account: [redacted]
Date: 12/23/13
Room: 213 ssc
Arrival Date: 12/22/13
Departure Date: 12/23/13
Check In Time: 12/22/13 12:43 PM
Check Out Time: 12/23/13 9:00 AM
Rewards Program ID:
You were checked out by: kgross
You were checked in by: kgross
Total Balance Due: 0.00

Post Date	Description	Comment	Amount
12/22/13	Room Charge	#21[redacted]	71.99
12/22/13	State Tax		4.32
12/22/13	Occupancy Tax		2.16
12/23/13	[redacted]		(78.47)

[redacted]

Folio Summary 12/22/13 - 12/23/13

Room Charge	71.99
State Tax	4.32
Occupancy Tax	2.16
Visa Payment	(78.47)
Balance Due:	**0.00**

This rate is eligible for partner rewards. If this rate is changed, you may no longer be entitled to partner rewards.

X_____

choiceprivileges

You could be earning free nights and other great rewards. Join Choice Privileges today, at www.choiceprivileges.com.

TYLERS INC
1102 SO 11TH ST
NILES MI 49120
269-684-8200

Terminal #: 00000001
DEC 27, 13 10:56 AM

[redacted]

SALE REF#:005
BATCH #: 629 AUTH #: 827414

AMOUNT $275.14

APPROVED

CUSTOMER COPY

1-1-2014

TO: CHRYSLER CUSTOMER ASSISTANCE

CASE # [redacted]

I AM WRITING THIS LETTER IN REGARDS TO THE BREAKDOWN OF MY 2009 DODGE RAM 3500. I USE THIS TRUCK FOR MY JOB. THE PART THAT BROKE IS THE LEFT TIE ROD WHICH WAS RECALLED. IT BROKE IN A LOT ON 12-21-13 AROUND 6:30 PM. I WAS STRANDED IN NILES, MI. I HAD TO GET A HOTEL ROOM FOR SAT 12-21 AND SUN 12-22. I HAD TO HAVE IT TOWED ON MONDAY MORNING 12-23 TO TYLER DODGE IN NILES, MI. IT WAS FINALLY FIXED ON 12-27-13.

I HAVE INCLUDED ALL THE ORIGINAL RECEIPTS. THANK YOU FOR YOUR ASSITANCE IN THIS MATTER.

THANK YOU

[redacted]

LAFAYETTE, IN [redacted]

CELL: [redacted]

CASE # [redacted]

CLARK'S SERVICE

1901 Oak St.
Niles, MI 49120
Phone (269) 683-8516

TOWING REPORT

Name [redacted]		Date 12-23-13	
Address	City	State	Zip
Home Phone	Insurance Company	Insurance Phone	
Business Phone	Year	Make Dodge	Model 3500	Color Blk
License [redacted]	Mileage	VIN 3	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
			3	M	X	4	8	L	8	9	6	[redacted]							

CALL NO.	
CALL TIME	
TYPE OF CALL	
SERVICE TIME	
EXTRA MAN	
MILEAGE FINISH	
MILEAGE START	
MILEAGE TOTAL	

TOWED FROM
933. S

TOWED TO
Tylers North

REMARKS

RD
CC

- ☐ START
- ☐ BATTERY
- ☐ FLAT TIRE
- ☐ GAS
- ☐ LOCKOUT
- ☐ WRECK
- ☐ TOW
- ☐ CARRIER
- ☒ FLAT BED
- ☐ INSURED

MILEAGE CHARGE	
TOWING CHARGE	55 00
ROAD SERVICE CHARGE	
STORAGE CHARGE	
SUB TOTAL	
TAX	
TOTAL	55 00

MECHANIC'S SIGNATURE
X

AUTHORIZED SIGNATURE
X

0011171

[redacted]

LAFAYETTE, IN [redacted]

IND

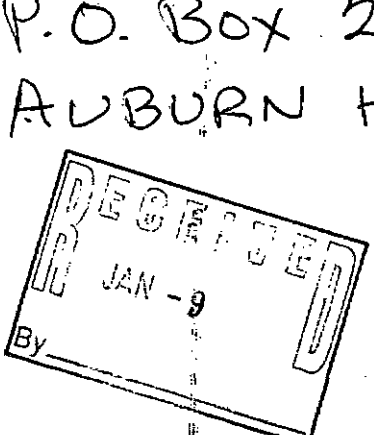
04

CHRYSLER CUST

P.O. BOX 21-8

AUBURN HIL

4



AT

48321800707

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/13/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7KS19D1

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Invoice
2-Jan-13

Mr. Muffler & Brakes
NAPA Car Care Center
50543 Van Dyke Ave.
Shelby Twp. MI 48317
586-932-1912, 586-739-5790 Fax

Lic. #[redacted]

First Name	[redacted]	Year	2007
Last Name	[redacted]	Make	dodge
Address		Model	ram
City, St, Zip		Engine	5.9
Phone #	[redacted]	Mileage	102,768
Phone #		Vin #	3d7ks19d17g[redacted]

Technician	Labor Decription	Amount	Qty	Part Description	Amount
R	front outer tie rod end left side	$60.00			$110.98
	front axle u joints right side	$160.00			$89.00
	front axle u joints left side	$160.00			$89.00
	front brakes	$40.00			$89.00
	front rotors				$267.90
	front hub bearing	$70.00			$436.98

I hereby acknowledge that I had received a written estimate and authorized Mr. Muffler & Brakes to perform the above repairs and furnished necessary materials. I understand any cost quoted was an estimate only. Your employees have operate this vehicle for inspection, testing, and delivery at my risk. Mr. Muffler is not responsible for loss or damage to articles left in it. I agree to pay storage charges if vehicle is left more than 48 hours after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure amount of repairs thereto, including those from any prior work contracted on this vehicle. I agree to pay all *reasonable costs of collection.*

Total Labor	$490.00
Total Parts	$1,082.86
Shop Supplies	$19.95
Sales Tax	$64.97
Amount Due	**$1,657.78**

PAID

Signature: _____

Do you want the old parts? YES ( ) NO ( )

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS19D17G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills,MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

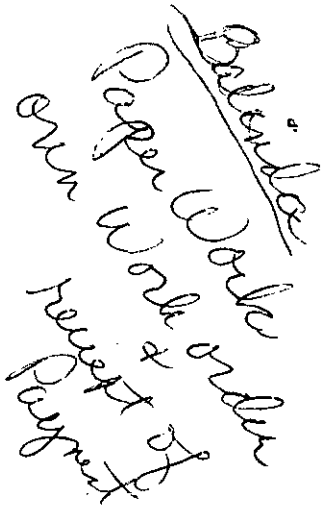
7G[redacted] N62 232297

[redacted]

MACOMB, MI [redacted]

232297/#63094/N62

232297/#63094/N62



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

VIN (Last 8 Characters of Vehicle Identification Number) 7G[redacted]

Notification Code 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] MI _____

Last Name [redacted]

Street Address [redacted]

City MACOMB

State MI Zip Code [redacted]

Email Address [redacted]

[redacted]

Macomb, Mich.

[redacted]



AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/03/13

POSTED DATE : 12.26.13

VIN (FIRST 9 DIGITS) 1D7RS28C4

VIN (LAST 8 DIGITS) 78 [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Dear Chrysler,

On 12/26/13 I received a Safety Recall for my 2007 Dodge Ram 2500 Vin#**1D7KS28C47J**[redacted] It was Safety Recall **#N62** in reference to the Left Tie Rod. I recently replaced my whole *steering* assembly on 11/13/13 at Lampe Chrysler Dodge Jeep Ram in Visalia, CA. I am submitting the copy of the Safety Recall & my proof of the repair done and my payment for the repair. I would like to file a claim for reimbursement of my out of pocket repairs made a month before the Safety Recall. My Case # is [redacted] I spoke to Britney on the phone and she started my case. Please contact me to address and resolve this issue promptly.

Thank You

[redacted]

Tulare, CA [redacted]
Case# [redacted]

Current Mileage 132890
Mileage at time of repair 129969

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: 1D7KS28C47J[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

Proof of payment.

Lampe Chrysler Dodge
151 N Heeley
VISALIA, CA 93291
559-737-6400

TERMINAL ID.: 74115856
MERCHANT #: 555555383000

[redacted] SWIPED

SALE
BATCH: 000684 INV: [redacted]
Nov 13, 13 09:25
RRN: 331717002136 AUTH:025531
TRAN SEQ #: 007860

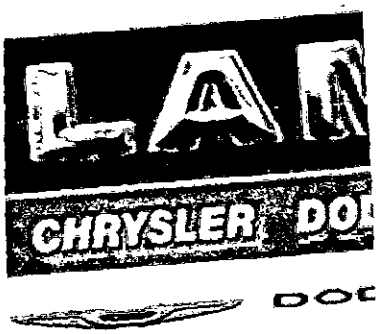
APPROVAL 025531

[redacted]

KEVIN VIEIRA

THANK YOU!

CUSTOMER COPY





MR K
TULARE
KEVIN VIEIR

Kenneth McCluskey

Lampe Chrysler Dodge Jeep Ram

151 N. Neeley Street
Visalia, CA 93291
Phone: (559) 737-6400

B.A.R.# ARD00240304
E.P.A.# CAL000357990

CELL: [redacted]

STOMER NO. [redacted]	ADVISOR KENNETH MCCLUSKEY 951	TAG NO 868	INVOICE DATE 11/13/13	INVOICE NO. [redacted]	
[redacted]	LICENSE NO. [redacted]	MILEAGE 129,963	COLOR /	STOCK NO.	
ULARE, CA [redacted]	YEAR / MAKE / MODEL 07/DODGE TRUCK/RAM 2500/QUAD 140.5WB		DELIVERY DATE	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO 1D7KS28C47J[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/12/13		
[redacted]	COMMENTS			MO: 129969	

LABOR

#				WARRANTY
6+47D0Z09	DIFF FLUID LEAK	TECH(S):947		
	CUSTOMER STATES DIFFERENTIAL FLUID LEAKING			
	REPLACED FRONT PINION SEAL. PARTS WARRANTY ,REFER TO RO			
	203436 DATED 08/05/13 WITH 117179 MILES.			

PARTS

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	5086697-AB	SEAL DRIV 2010066		
		TOTAL - PARTS		0.00

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX DOCS JOB# 6 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $120.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $411.27 (+TAX) ON 11/12/13 AT 01:44pm
BY KEVIN LIONEL VIEIRA COMMENTS REPOLACE FRONT PINION SEAL, FLANGE
APPROVED REVISED ESTIMATE (# 2) OF $1500.00 (+TAX) ON 11/12/13 AT 02:21pm
BY KEVIN LIONEL VIEIRA COMMENTS REPLACE FRONT STEERING LINK ASSEMBLY, DAMPER, PITMAN ARM

TOTALS

TOTAL LABOR....	621.35
TOTAL PARTS....	766.12
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	63.20
TOTAL INVOICE $	**1450.67**

* TO OUR VALUED CUSTOMERS, PLEASE TAKE A MOMENT TO ANSWER *
* THE FOLLOWING QUESTIONS: *
*
* WERE ALL REPAIRS EXPLAINED TO YOU BY YOUR SERVICE *
* ADVISOR? YES NO *
* WAS THE SURVEY PROCESS EXPLAINED TO YOU BY YOUR *
* SERVICE ADVISOR? YES NO *
*
* IF YOU ANSWERED NO TO ANY QUESTION OR HAVE ANY CONCERNS, *
* PLEASE CONTACT ME RIGHT AWAY. THANK YOU FOR YOUR TIME *
* AND YOUR BUSINESS. JIM STEELMAN, SERVICE MANAGER *
* I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF *
* AN INCREASE IN THE ORIGINAL ESTIMATED PRICE *

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW *UNLESS SPECIFIED OTHERWISE.*

By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

FOR YOUR CONVENIENCE

SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY:
7:30 A.M. TO 5:30 P.M.

PARTS DEPARTMENT HOURS:
MONDAY THRU FRIDAY:
8:00 A.M. TO 5:00 P.M.

WE ACCEPT:

☐ CASH ☐ VISA ☐ MASTERCARD
☐ DISCOVER ☐ AMERICAN EXPRESS
[redacted]

Thank You!

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

06:31am

Lampe Chrysler Dodge Jeep Ram

151 N. Neeley Street
Visalia, CA 93291
Phone: (559) 737-6400

B.A.R.# ARD00240304
E.P.A.# CAL000357990

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR KENNETH MCCLUSKEY 951	TAG NO. 868	INVOICE DATE 11/13/13	INVOICE NO. [redacted]
[redacted]	[redacted]	MILEAGE 129,963	COLOR /	STOCK NO.
TULARE, CA [redacted]	YEAR / MAKE / MODEL 07/DODGE TRUCK/RAM 2500/QUAD 140.5WB		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1D7KS28C47 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO	P.O. NO	R.O. DATE 11/12/13	
RES [redacted]	COMMENTS			MO: 129969

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 01DOZ001 VEHICLE INSPECTION TECH(S):947 0.00
CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION
E

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4+45DOZ05C *ROTATE TIRES TECH(S):947 9.95
CUSTOMER REQUESTS TIRE ROTATION
ROTATE TIRES

JOB# 4 TOTALS

LABOR 9.95

JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 9.95

JOB# 5 CHARGES

LABOR

J# 5+45DOZ01 *STEERING CONCERN TECH(S):947 430.50
PERFORM INSPECTION OF THE FRONT END FOR WEAR ENSURE THAT
THERE IS NO EXCESSIVE WEAR OR DAMAGE
INSPECT FRONT END FOUND LEFT TIEROD TO PITMAN ARM HAS EXCESS
ESSIVE PLAY ALL OTHERS NORMAL
RECOMMEND TO REPLACE. NOTE:STEERING LINK ASSEMBLY UPDATED AN
D REQUIRED TO REPLACE THE TIE ROD. ALSO REQUIRES NEW DAMPER
AND PITMAN ARM. CUSTOMER APPROVED TO REPLACE THE ASSEMBLY
REPLACE INNER AND OUTER TIERODS AND DRAG LINK RESET TOE AND
STEERING WHEEL
RECHECKED AFTER REPAIRS. OK.

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
3	6505623-AA	NUT HEX L 19015005	2.25	6.75
1	52122362-AH	STEERING 19027003	372.00	372.00
1	68039930-AA	ARM PITMA 19027002	43.10	43.10
1	5154661-AC	DAMPER ST 19030006	123.00	123.00
		TOTAL - PARTS		544.85

JOB# 5 TOTALS

LABOR	430.50
PARTS	544.85

JOB# 5 JOURNAL PREFIX DOCS JOB# 5 TOTAL 975.35

JOB# 6 CHARGES

LABOR

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

FOR YOUR CONVENIENCE

SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY:
7:30 A.M. TO 5:30 P.M.

PARTS DEPARTMENT HOURS:
MONDAY THRU FRIDAY:
8:00 A.M. TO 5:00 P.M.

WE ACCEPT:

☐ CASH ☐ VISA ☐ MASTERCARD
☐ DISCOVER [redacted] ☐ AMERICAN EXPRESS

Thank You!

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CUSTOMER COPY [CONTINUED ON NEXT PAGE] 06:31am

SF659576 Q (11/10)

Lampe Chrysler Dodge Jeep Ram

151 N. Neeley Street
Visalia, CA 93291
Phone: (559) 737-6400

B.A.R.# ARD00240304
E.P.A.# CAL000357990

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR KENNETH MCCLUSKEY 951 TAG NO. 868		INVOICE DATE 11/13/13	INVOICE NO. DOCS [redacted]
[redacted]	LICENSE NO. [redacted]	MILEAGE 129,963	COLOR	STOCK NO
TULARE, CA [redacted]	YEAR / MAKE / MODEL 07/DODGE TRUCK/RAM 2500/QUAD 140.5WB		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO 1D7KS28C47J [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO	P.O. NO.	R.O. DATE 11/12/13	
RES [redacted]	COMMENTS			MO: 129969

JOB# 1 CHARGES

LABOR

J# 1 45DOZ STEERING/SUSPENSION TECH(S):947 180.90

CUSTOMER STATES THE FRONT PINION SEAL HAS STARTED LEAKING
WAS JUST REPLACED IN AUGUST. CHECK AND ADVISE
RECC NEW SEAL AND YOKE
FOUND THE YOKE IS GROOVED AND CAUSING FAILURE, RECOMMEDN TO
REPLACE SEAL AND YOKE, CUSTOMER APPROVED (SEAL COVERED UNDER
PARTS WARRANTY, PART ONLY, SEE BELOW)
REPLACE SEAL AND YOKE
REFILL FRONT DIFFERITAL AND RECHECKED, OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	5086696-AC	FLANGE PI 2012065	153.92	153.92
	3	68003055-AB	LUBRICANT 1081090	22.45	67.35
			TOTAL - PARTS		221.27

JOB# 1 TOTALS

LABOR	180.90
PARTS	221.27
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	402.17

JOB# 2 CHARGES

LABOR

J# 2 01DOZ0003 TIRE CHECK/INFLATION TECH(S):947 0.00

TIRE CHECK/INFLATION SERVICE PERFORMED
As required by California regulations, we perfrormed a tire check/inflation service on your vehicle. After this service, the operating tires on your vehicle were inflated to the pressures indicated below:
----------OR----------
TIRE CHECK/INFLATION SERVICE NOT PERFORMED
() Your vehicle has a gross vehicle weight rating(GVWR) over 10,000 lbs.
() We have determined that the tires on your vehicle are unsafe
() The tires on your vehicle are filled with nitrogen, we do not have a nitrogen inflation system and refuse to us air.
() You declined to have your tires check and inflated because you stated that either you have had a tire check and inflation service performed on your vehicle within the past 30 days or that you intend to have a tire check and inflation service performed on yor vehicle within the next 7 days.
DATE.....SIGNATURE.....
RIGHT FRONT TIRE SET TO
70
LEFT FRONT TIRE SET TO
70
RIGHT REAR TIRE SET TO
70
LEFT REAR SET TO
70

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

FOR YOUR CONVENIENCE

SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY:
7:30 A.M. TO 5:30 P.M.

PARTS DEPARTMENT HOURS:
MONDAY THRU FRIDAY:
8:00 A.M. TO 5:00 P.M.

WE ACCEPT:

[ ] CASH [ ] VISA [ ] MASTERCARD
[ ] DISCOVER [ ] AMERICAN EXPRESS
[redacted]

Thank You!

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS IF NOT, PLEASE TELL US IMMEDIATELY

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CUSTOMER COPY

(CONTINUED ON NEXT PAGE)

06:31am

SF659576 O (11/10)

[redacted]

RECEIVED
JAN - 3
By

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

48321800707

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



- Replaced on Aug - Left Tie Rod

$ 89.65 - Tie Rod Kit

CHRYSLER

Cust Care 800-992-1997

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

FAX: 877-768-5076

This notice applies to your vehicle (VIN: 3D7KS19D46G[redacted]

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

CASE # [redacted]

Dea[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler LLC.

CUSTOMER #: [redacted] [redacted]

[redacted] [redacted]

13912 S DORNOCH DR S. JORDAN, UT
HERRIMAN, UT 84096-6775 [redacted]
HOME: CONT:N/A
BUS: CELL:

INVOICE

PAGE 1

Chrysler Jeep Dodge Ram SANDY
10905 S. AUTOMALL DRIVE - SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	RAM 1500	3D7KS19D46G[redacted]		23753/23753	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			WAIT 27AUG13			CASH	27AUG13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:10875 DLR:08011 ENG:5.7L TRN:5-SDP_AUTO
12:54 27AUG13	15:37 27AUG13	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE TRUCK WANDERS WAS TOLD NEEDS TIEROD KIT POSSIBLLY PLEASE CHECK ALL FRT END ADVISE							
	700				REPLACED TIERODS WITH UPDATE KIT			
					437 MAYES,JARROD LIC#: 0437			
					CPD		315.00	315.00
					1 52122362AH STEERING-STEERING	372.00	372.00	372.00
					1 5154661AC *DAMPER-STEERING	123.00	123.00	123.00
					1 6502835 NUT-HEX FLANGE LOCK	1.70	1.70	1.70
	10A				Align Front And Rear Suspension			
					437 MAYES,JARROD LIC#: 0437			
					CPD		79.95	79.95
PARTS: 496.70 LABOR: 394.95 OTHER: 0.00 TOTAL LINE A: 891.65								
	23753				FOUND STEERING LINKAGE IS LOOSE. INSTALLED UPDATED STEERING KIT, DAMPENER AND NUT. COMPLETED ALIGNMENT. VEHICLE NO LONGER WONDERS AT THIS TIME			
					**********			
B	MULTI POINT "ROAD READY" VEHICLE INSPECTION							
	15				MULTI POINT "ROAD READY" VEHICLE INSPECTION			
					437 MAYES,JARROD LIC#: 0437			
					IDFRE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
	23753				COMPLETE			
					**********			
C**	RECALL H46							
CAUSE: RECALL								
	19W46183				Safety Recall H46 - Replace Safety			
					Recall H46 (2 - Skilled)			
					437 MAYES,JARROD LIC#: 0437			
					W			(N/C)
					1 CBCZH461 ARM-PITMAN			(N/C)
					FC: PART#: COUNT:			
					CLAIM TYPE: S			
					AUTH CODE:			

LARRY H MILLER CHRYS
10905 AUTO MALL DR
SANDY, UT. 84070-4162
801-553-5900

Merchant ID: 0022000202
Term ID: 00106000000220000202010

Sale

[redacted] Entry Method: Swiped

Total: $ 974.09

08/27/13 17:43:18
Inv #: 000026 Appr Code: 519437
Apprvd: OnLine

Customer Copy

THANK YOU!

TOTALS

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNES PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes person to assume for it any liability in connection with this sale. For a detail of your warranty see yo advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on yo Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, t towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from you Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

HERRIMAN, UT [redacted]

HOME: CONT:N/A

BUS: CELL:

[redacted]

INVOICE

PAGE 2

Larry H. Miller
Chrysler Jeep Dodge Ram SANDY
10905 S. AUTOMALL DRIVE - SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	RAM 1500	3D7KS19D46G[redacted]		23753/23753	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			WAIT 27AUG13			CASH	27AUG13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:10875 DLR:08011 ENG:5.7L TRN:5-SDP_AUTO
12:54 27AUG13	15:37 27AUG13	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
23753 INSPECTED AND REPLACED PITMAN ARM ONLY
****

D** CUSTOMER TO RESCHEDULE FOR REPAIRS
CTR CUSTOMER TO RESCHEDULE FOR REPAIRS
437 MAYES,JARROD LIC#: 0437
IDFRE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
23753 WILL RETURN
****

EST: 899.00 27AUG13 12:54 SA: 163

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 20.00

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********
DESCRIPTION: CTR UPPER STEERING SHAFT
REASON DENIED: LAT Customer will have work performed later
PERSON CONTACTED: DAN
COMMENTS: NOSIEY
RECOMMENDED BY: 437 MAYES DENIAL ADDED BY: 163 BORDERS
LINE ASSOCIATED: ESTIMATE: 384.00

I have received a Demonstration/Explanation of Repairs.

* * * * * * * * * * * * * * * * * * * *

All MOPAR parts carry a limited warranty. See your Service Advisor for details.

* * * * * * * * * * * * * * * * * * * *

___Cash ___Check ___Credit Card

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	394.95
PARTS AMOUNT	496.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	911.65
LESS INSURANCE	0.00
SALES TAX	62.44
PLEASE PAY THIS AMOUNT	974.09

CUSTOMER COPY

- Replaced on Aug - [illegible]
$ 89.65 - Tie Rod Kit

Left Tie Rod

CHRYSLER

Cust Care 800-992-1997

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

FAX: 877-768-5076

This notice applies to your vehicle (VIN: 3D7KS19D46G[redacted]

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

CASE # [redacted]

Dea[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler [illegible] LLC.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Larry H. Miller

Chrysler Jeep Dodge Ram SANDY

10905 S. AUTOMALL DRIVE - SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

~~13912 S DORNOCH DR~~ S. JORDAN, UT
~~HERRIMAN, UT 84096-6775~~ [redacted]
HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	RAM 1500	3D7KS19D46G[redacted]		23753/23753	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			WAIT 27AUG13			CASH	27AUG13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:10875 DLR:08011 ENG:5.7L TRN:5-SDP_AUTO
12:54 27AUG13	15:37 27AUG13	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CUSTOMER STATES THAT THE TRUCK WANDERS WAS TOLD NEEDS TIEROD KIT POSSIBLLY PLEASE CHECK ALL FRT END ADVISE								
	700				REPLACED TIERODS WITH UPDATE KIT			
					437 MAYES,JARROD LIC#: 0437			
					CPD		315.00	315.00
			1	52122362AH	STEERING-STEERING	372.00	372.00	372.00
			1	5154661AC	*DAMPER-STEERING	123.00	123.00	123.00
			1	6502835	NUT-HEX FLANGE LOCK	1.70	1.70	1.70
	10A				Align Front And Rear Suspension			
					437 MAYES,JARROD LIC#: 0437			
					CPD		79.95	79.95

PARTS: 496.70 LABOR: 394.95 OTHER: 0.00 TOTAL LINE A: 891.65

23753 FOUND STEERING LINKAGE IS LOOSE. INSTALLED UPDATED STEERING KIT, DAMPENER AND NUT. COMPLETED ALIGNMENT. VEHICLE NO LONGER WONDERS AT THIS TIME

****

LINE	OPCODE	TECH	TYPE	HOURS				
B MULTI POINT "ROAD READY" VEHICLE INSPECTION								
	15				MULTI POINT "ROAD READY" VEHICLE INSPECTION			
					437 MAYES,JARROD LIC#: 0437			
					IDFRE			(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

23753 COMPLETE

****

C** RECALL H46
CAUSE: RECALL
19H46183 Safety Recall H46 - Replace Safety Recall H46 (2 - Skilled)
437 MAYES,JARROD LIC#: 0437
W
1 CBCZH461 ARM-PITMAN (N/C)
FC: PART#: COUNT: (N/C)
CLAIM TYPE: S
AUTH CODE:

LARRY H MILLER CHRYS
10905 AUTO MALL DR
SANDY, UT. 84070-4162
801-553-5900

Merchant ID: 0022000202
Term ID: 00106000000220000202010

Sale

[redacted] Entry Method: Swiped

Total: $ 974.09

08/27/13 17:43:18
Inv #: 000026 Appr Code: 519437
Apprvd: OnLine

Customer Copy

THANK YOU!

TOTALS

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNES PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes person to assume for it any liability in connection with this sale. For a detail of your warranty see yo advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on yo Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, t towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from you Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

HERRIMAN, UT [redacted]

HOME: CONT:N/A

BUS: CELL:

INVOICE

PAGE 2

Larry H. Miller
Chrysler Jeep Dodge Ram SANDY
10905 S. AUTOMALL DRIVE - SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	RAM 1500	3D7KS19D46G[redacted]		23753/23753	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			WAIT 27AUG13			CASH	27AUG13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:10875 DLR:08011 ENG:5.7L TRN:5-SDP_AUTO
12:54 27AUG13	15:37 27AUG13	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
23753 INSPECTED AND REPLACED PITMAN ARM ONLY
****

D** CUSTOMER TO RESCHEDULE FOR REPAIRS
CTR CUSTOMER TO RESCHEDULE FOR REPAIRS
437 MAYES,JARROD LIC#: 0437
IDFRE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
23753 WILL RETURN
****

EST: 899.00 27AUG13 12:54 SA: 163

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 20.00

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********
DESCRIPTION: CTR UPPER STEERING SHAFT
REASON DENIED: LAT Customer will have work performed later
PERSON CONTACTED: DAN
COMMENTS: NOSIEY
RECOMMENDED BY: 437 MAYES DENIAL ADDED BY: 163 BORDERS
LINE ASSOCIATED: ESTIMATE: 384.00

I have received a Demonstration/Explanation of Repairs.

* * * * * * * * * * * * * * * * * * * *

All MOPAR parts carry a limited warranty. See your Service Advisor for details.

* * * * * * * * * * * * * * * * * * * *

___Cash ___Check ___Credit Card

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	394.95
PARTS AMOUNT	496.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	911.65
LESS INSURANCE	0.00
SALES TAX	62.44
PLEASE PAY THIS AMOUNT	974.09

CUSTOMER COPY

Replaced on Aug [illegible]
$ 89.65 - Tie Rod Kit

Left Tie Rod

CHRYSLER

Cust Care 800-992-1997

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

FAX: 877-768-5076

This notice applies to your vehicle (VIN: 3D7KS19D46G[redacted]

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

CASE # [redacted]

Dea[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler LLC.

CUSTOMER #: [redacted]

[redacted]

13912 S DORNOCH DR S. JORDAN, UT
~~HERRIMAN, UT 84096-6775~~
HOME: CONT:N/A
BUS: CELL: [redacted]

INVOICE

PAGE 1

Larry H. Miller
Chrysler Jeep Dodge Ram SANDY
10905 S. AUTOMALL DRIVE - SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	RAM 1500	3D7KS19D46G[redacted]		23753/23753	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			WAIT 27AUG13			CASH	27AUG13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:10875 DLR:08011 ENG:5.7L TRN:5-SDP_AUTO
12:54 27AUG13	15:37 27AUG13	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE TRUCK WANDERS WAS TOLD NEEDS TIEROD KIT POSSIBLLY PLEASE CHECK ALL FRT END ADVISE							
	700				REPLACED TIERODS WITH UPDATE KIT			
					437 MAYES,JARROD LIC#: 0437			
					CPD		315.00	315.00
					1 52122362AH STEERING-STEERING	372.00	372.00	372.00
					1 5154661AC *DAMPER-STEERING	123.00	123.00	123.00
					1 6502835 NUT-HEX FLANGE LOCK	1.70	1.70	1.70
	10A				Align Front And Rear Suspension			
					437 MAYES,JARROD LIC#: 0437			
					CPD		79.95	79.95
PARTS: 496.70 LABOR: 394.95 OTHER: 0.00 TOTAL LINE A: 891.65								
	23753				FOUND STEERING LINKAGE IS LOOSE. INSTALLED UPDATED STEERING KIT, DAMPENER AND NUT. COMPLETED ALIGNMENT. VEHICLE NO LONGER WONDERS AT THIS TIME			
					**********			
B	MULTI POINT "ROAD READY" VEHICLE INSPECTION							
	15				MULTI POINT "ROAD READY" VEHICLE INSPECTION			
					437 MAYES,JARROD LIC#: 0437			
					IDFRE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
	23753				COMPLETE			
					**********			
C**	RECALL H46							
CAUSE: RECALL								
	19W46183				Safety Recall H46 - Replace Safety Recall H46 (2 - Skilled)			
					437 MAYES,JARROD LIC#: 0437			
					W			(N/C)
	1				CBCZH461 ARM-PITMAN			(N/C)
FC: PART#: COUNT:								
CLAIM TYPE: S								
AUTH CODE:								

LARRY H MILLER CHRYS
10905 AUTO MALL DR
SANDY, UT. 84070-4162
801-553-5900

Merchant ID: 0022000202
Term ID: 00106000000220000202010

Sale

[redacted] Entry Method: Swiped

Total: $ 974.09

08/27/13 17:43:18
Inv #: 000026 Appr Code: 519437
Apprvd: OnLine

Customer Copy

THANK YOU!

TOTALS

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNES PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes person to assume for it any liability in connection with this sale. For a detail of your warranty see yo advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on you Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, t towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from you Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

HERRIMAN, UT [redacted]

HOME: CONT:N/A

BUS: CELL:

INVOICE

PAGE 2

Larry H. Miller
Chrysler Jeep Dodge Ram SANDY
10905 S. AUTOMALL DRIVE - SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	RAM 1500	3D7KS19D46G[redacted]		23753/23753	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			WAIT 27AUG13			CASH	27AUG13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:10875 DLR:08011 ENG:5.7L TRN:5-SDP_AUTO
12:54 27AUG13	15:37 27AUG13	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
23753 INSPECTED AND REPLACED PITMAN ARM ONLY
****

D** CUSTOMER TO RESCHEDULE FOR REPAIRS
CTR CUSTOMER TO RESCHEDULE FOR REPAIRS
437 MAYES,JARROD LIC#: 0437
IDFRE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
23753 WILL RETURN
****

EST: 899.00 27AUG13 12:54 SA: 163

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 20.00

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********
DESCRIPTION: CTR UPPER STEERING SHAFT
REASON DENIED: LAT Customer will have work performed later
PERSON CONTACTED: DAN
COMMENTS: NOSIEY
RECOMMENDED BY: 437 MAYES DENIAL ADDED BY: 163 BORDERS
LINE ASSOCIATED: ESTIMATE: 384.00

I have received a Demonstration/Explanation of Repairs.

* * * * * * * * * * * * * * * * * * * *

All MOPAR parts carry a limited warranty. See your Service Advisor for details.

* * * * * * * * * * * * * * * * * * * *

___Cash ___Check ___Credit Card

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include:-Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	394.95
PARTS AMOUNT	496.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	911.65
LESS INSURANCE	0.00
SALES TAX	62.44
PLEASE PAY THIS AMOUNT	974.09

CUSTOMER COPY

- Replaced on Aug - [illegible]
$ 89.65 - Tie Rod Kit

Left Tie Rod

CHRYSLER

Cust Care 800-992-1997

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

FAX: 877-768-5076

This notice applies to your vehicle (VIN: 3D7KS19D46G[redacted]

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

CASE # [redacted]

Dea[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler [illegible] LLC.

CUSTOMER #: [redacted]

[redacted]

INVOICE

Larry H. Miller

Chrysler Jeep Dodge Ram SANDY

10905 S. AUTOMALL DRIVE - SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

13912 S DORNOCH DR S. JORDAN, UT
HERRIMAN, UT 84096-6775 PAGE 1
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	RAM 1500	3D7KS19D46G[redacted]		23753/23753	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			WAIT 27AUG13			CASH	27AUG13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:10875 DLR:08011 ENG:5.7L TRN:5-SDP_AUTO
12:54 27AUG13	15:37 27AUG13	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE TRUCK WANDERS WAS TOLD NEEDS TIEROD KIT POSSIBLLY PLEASE CHECK ALL FRT END ADVISE							
	700				REPLACED TIERODS WITH UPDATE KIT			
					437 MAYES,JARROD LIC#: 0437			
					CPD		315.00	315.00
					1 52122362AH STEERING-STEERING	372.00	372.00	372.00
					1 5154661AC *DAMPER-STEERING	123.00	123.00	123.00
					1 6502835 NUT-HEX FLANGE LOCK	1.70	1.70	1.70
	10A				Align Front And Rear Suspension			
					437 MAYES,JARROD LIC#: 0437			
					CPD		79.95	79.95
PARTS: 496.70 LABOR: 394.95 OTHER: 0.00 TOTAL LINE A: 891.65								
	23753				FOUND STEERING LINKAGE IS LOOSE. INSTALLED UPDATED STEERING KIT, DAMPENER AND NUT. COMPLETED ALIGNMENT. VEHICLE NO LONGER WONDERS AT THIS TIME			
					**********			
B	MULTI POINT "ROAD READY" VEHICLE INSPECTION							
	15				MULTI POINT "ROAD READY" VEHICLE INSPECTION			
					437 MAYES,JARROD LIC#: 0437			
					IDFRE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
	23753				COMPLETE			
					**********			
C** RECALL H46								
CAUSE: RECALL								
	19W46183				Safety Recall H46 - Replace Safety Recall H46 (2 - Skilled)			
					437 MAYES,JARROD LIC#: 0437			
					W			(N/C)
	1				CBCZH461 ARM-PITMAN			(N/C)
					FC: PART#: COUNT:			
					CLAIM TYPE: S			
					AUTH CODE:			

LARRY H MILLER CHRYS
10905 AUTO MALL DR
SANDY, UT. 84070-4162
801-553-5900

Merchant ID: 0022000202
Term ID: 00106000000220000202010

Sale

[redacted] Entry Method: Swiped

Total: $ 974.09

08/27/13 17:43:18
Inv #: 000026 Appr Code: 519437
Apprvd: Online

Customer Copy

THANK YOU!

TOTALS

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNES PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes person to assume for it any liability in connection with this sale. For a detail of your warranty see yo advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on yo Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, t towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from you Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

HERRIMAN, UT [redacted]

HOME: CONT:N/A

BUS: CELL:

INVOICE

PAGE 2

Larry H. Miller
Chrysler Jeep Dodge Ram SANDY
10905 S. AUTOMALL DRIVE - SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	RAM 1500	3D7KS19D46G[redacted]		23753/23753	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			WAIT 27AUG13			CASH	27AUG13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:10875 DLR:08011 ENG:5.7L TRN:5-SDP_AUTO
12:54 27AUG13	15:37 27AUG13	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
23753 INSPECTED AND REPLACED PITMAN ARM ONLY
****

D** CUSTOMER TO RESCHEDULE FOR REPAIRS
CTR CUSTOMER TO RESCHEDULE FOR REPAIRS
437 MAYES,JARROD LIC#: 0437
IDFRE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
23753 WILL RETURN
****

EST: 899.00 27AUG13 12:54 SA: 163

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 20.00

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********
DESCRIPTION: CTR UPPER STEERING SHAFT
REASON DENIED: LAT Customer will have work performed later
PERSON CONTACTED: DAN
COMMENTS: NOSIEY
RECOMMENDED BY: 437 MAYES DENIAL ADDED BY: 163 BORDERS
LINE ASSOCIATED: ESTIMATE: 384.00

I have received a Demonstration/Explanation of Repairs.

* * * * * * * * * * * * * * * * * * * *

All MOPAR parts carry a limited warranty. See your Service Advisor for details.

* * * * * * * * * * * * * * * * * * * *

___Cash ___Check ___Credit Card

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	394.95
PARTS AMOUNT	496.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	911.65
LESS INSURANCE	0.00
SALES TAX	62.44
PLEASE PAY THIS AMOUNT	974.09

CUSTOMER COPY

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



GRESHAM
CHRYSLER - DODGE - JEEP - RAM

855 NE BURNSIDE - GRESHAM OREGON 97030
TOLL FREE: 1.866.666.2278
FAX: 503.667.3641

Fax

To: Cust Care **From:** [redacted]

Fax: **Pages:** (INCLUDING COVER) 3

Phone: **Date:**

Re: **CC:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

Cust came in to shop and asked this be sent to this fax number

Case # [redacted]

1877 768 -3878

Tires LES SCHWAB

390 NE Burnside Rd
Gresham, OR 97030
503-666-9496

Store: 201
Invoice:
Salesperson: AngelaL

Work Order [redacted]

Customer Information

Name: [redacted]
Address: [redacted]
City, State, Troutdale
Phone: [redacted]

Vehicle Information

Vehicle: 2005 DODGE 2500
Color: WHITE
Mileage: 63,935
License: [redacted]

Comments: something snapped on front possible tierod end?. TRUCK WAS TOWED IN, PITMAN ARM BROKE AT SECTOR SHAFT.

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	14437	70502 PITMAN ARM	$80.00	$0.00	$80.00
1	13534	LABOR FOR PITMAN ARM	$65.00	$0.00	$65.00

Parts Subtotal:	$80.00
Labor Subtotal:	$65.00
Sales Tax:	$0.00
Tire Tax:	$0.00
Invoice	**$145.00**

Payment Method: [redacted] **$145.00**

Notes To Review With Customer: RECOMMENDED GEAR BOX, CUSTOMER DECLINED. CUSTOMER ADDRESS GEAR BOX AND RETURN FOR ALIGNMENT. RG

Service Checklist:

Alignment

WARNING: THE FOLLOWING APPLIES TO VEHICLES WITH MODIFIED SUSPENSION/RIDE HEIGHT
The suspension/ride height of this vehicle has been modified. As a result, this vehicle may handle differently than that of factory equipped vehicles. As with any vehicle, extreme care must be used to prevent loss of control or roll-over during sharp turns or abrupt maneuvers. Always wear seat belts and drive safely, recognizing that reduced speeds and specialized driving techniques may be required. Failure to drive this vehicle safely may result in serious injury or death. Do not drive this vehicle unless you are familiar with its unique handling characteristics and are confident of your ability to maintain control under all driving conditions. Some modifications (and combinations of modifications) are not recommended and may not be permitted in your state. Consult your owner's manual, the instructions accompanying this product and state laws before undertaking these modifications. You are responsible for the legality and safety of the vehicle you modify using these components.

THANK YOU FOR YOUR BUSINESS

Authorized By: [redacted]

05-21-13 03:10 PM w $0.00
05-23-13 10:12 AM $145.00

C95[redacted]
Vin # 307[redacted]386

Invoice Date/Time: 05-23-2013 10:15 AM

GRESHAM
CHRYSLER - DODGE - JEEP - RAM

855 NE BURNSIDE - GRESHAM OREGON 97030
TOLL FREE: 1.866.666.2278
FAX: 503.667.3641

Fax

To: Cust Care **From:** [redacted]

Fax: **Pages:** (INCLUDING COVER) 3

Phone: **Date:**

Re: **CC:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

Cust came in to shop and asked this be sent to this fax number

Case # [redacted]

1877 768 -3878

Tires LES SCHWAB

390 NE Burnside Rd
Gresham, OR 97030
503-666-9496

Store: 201
Invoice:
Salesperson: AngelaL

Work Order [redacted]

Customer Information

Name: [redacted]
Address: [redacted]
City, State, Troutdale
Phone: [redacted]

Vehicle Information

Vehicle: 2005 DODGE 2500
Color: WHITE
Mileage: 63,935
License: [redacted]

Comments: something snapped on front possible tierod end?. TRUCK WAS TOWED IN, PITMAN ARM BROKE AT SECTOR SHAFT.

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	14437	70502 PITMAN ARM	$80.00	$0.00	$80.00
1	13534	LABOR FOR PITMAN ARM	$65.00	$0.00	$65.00

Parts Subtotal:	$80.00
Labor Subtotal:	$65.00
Sales Tax:	$0.00
Tire Tax:	$0.00
Invoice	**$145.00**

Payment Method: [redacted] **$145.00**

Notes To Review With Customer: RECOMMENDED GEAR BOX, CUSTOMER DECLINED. CUSTOMER ADDRESS GEAR BOX AND RETURN FOR ALIGNMENT. RG

Service Checklist:

Alignment

WARNING: THE FOLLOWING APPLIES TO VEHICLES WITH MODIFIED SUSPENSION/RIDE HEIGHT
The suspension/ride height of this vehicle has been modified. As a result, this vehicle may handle differently than that of factory equipped vehicles. As with any vehicle, extreme care must be used to prevent loss of control or roll-over during sharp turns or abrupt maneuvers. Always wear seat belts and drive safely, recognizing that reduced speeds and specialized driving techniques may be required. Failure to drive this vehicle safely may result in serious injury or death. Do not drive this vehicle unless you are familiar with its unique handling characteristics and are confident of your ability to maintain control under all driving conditions. Some modifications (and combinations of modifications) are not recommended and may not be permitted in your state. Consult your owner's manual, the instructions accompanying this product and state laws before undertaking these modifications. You are responsible for the legality and safety of the vehicle you modify using these components.

THANK YOU FOR YOUR BUSINESS

Authorized By: [redacted]

05-21-13 03:10 PM w $0.00
05-23-13 10:12 AM $145.00

C95[redacted]
Vin # 3D7[redacted]386

Invoice Date/Time: 05-23-2013 10:15 AM

GRESHAM
CHRYSLER - DODGE - JEEP - RAM

855 NE BURNSIDE - GRESHAM OREGON 97030
TOLL FREE: 1.866.666.2278
FAX: 503.667.3641

Fax

To: Cust Care **From:** [redacted]

Fax: **Pages:** (INCLUDING COVER) 3

Phone: **Date:**

Re: **CC:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

Cust came in to shop and asked this be sent to this fax number

Case # [redacted]

1877 768 -3878

Tires LES SCHWAB

390 NE Burnside Rd
Gresham, OR 97030
503-666-9496

Store: 201
Invoice:
Salesperson: AngelaL

Work Order [redacted]

Customer Information

Name: [redacted]
Address: [redacted]
City, State, Troutdale
Phone: [redacted]

Vehicle Information

Vehicle: 2005 DODGE 2500
Color: WHITE
Mileage: 63,935
License: [redacted]

Comments: something snapped on front possible tierod end?. TRUCK WAS TOWED IN, PITMAN ARM BROKE AT SECTOR SHAFT.

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	14437	70502 PITMAN ARM	$80.00	$0.00	$80.00
1	13534	LABOR FOR PITMAN ARM	$65.00	$0.00	$65.00

Parts Subtotal:	$80.00
Labor Subtotal:	$65.00
Sales Tax:	$0.00
Tire Tax:	$0.00
Invoice	**$145.00**

Payment Method: [redacted] **$145.00**

Notes To Review With Customer: RECOMMENDED GEAR BOX, CUSTOMER DECLINED. CUSTOMER ADDRESS GEAR BOX AND RETURN FOR ALIGNMENT. RG

Service Checklist:

Alignment

WARNING: THE FOLLOWING APPLIES TO VEHICLES WITH MODIFIED SUSPENSION/RIDE HEIGHT
The suspension/ride height of this vehicle has been modified. As a result, this vehicle may handle differently than that of factory equipped vehicles. As with any vehicle, extreme care must be used to prevent loss of control or roll-over during sharp turns or abrupt maneuvers. Always wear seat belts and drive safely, recognizing that reduced speeds and specialized driving techniques may be required. Failure to drive this vehicle safely may result in serious injury or death. Do not drive this vehicle unless you are familiar with its unique handling characteristics and are confident of your ability to maintain control under all driving conditions. Some modifications (and combinations of modifications) are not recommended and may not be permitted in your state. Consult your owner's manual, the instructions accompanying this product and state laws before undertaking these modifications. You are responsible for the legality and safety of the vehicle you modify using these components.

THANK YOU FOR YOUR BUSINESS

Authorized By: [redacted]

05-21-13 03:10 PM w $0.00
05-23-13 10:12 AM $145.00

[redacted]

C95[redacted]
Vin # 307[redacted]386

Invoice Date/Time: 05-23-2013 10:15 AM

GRESHAM
CHRYSLER - DODGE - JEEP - RAM

855 NE BURNSIDE - GRESHAM OREGON 97030
TOLL FREE: 1.866.666.2278
FAX: 503.667.3641

Fax

To: Cust Care **From:** [redacted]

Fax: **Pages:** (INCLUDING COVER) 3

Phone: **Date:**

Re: **CC:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

Cust came in to shop and asked this be sent to this fax number

Case # [redacted]

1877 768 -3878

Tires LES SCHWAB

390 NE Burnside Rd
Gresham, OR 97030
503-666-9496

Store: 201
Invoice:
Salesperson: AngelaL

Work Order [redacted]

Customer Information

Name: [redacted]
Address: [redacted]
City, State, Troutdale
Phone: [redacted]

Vehicle Information

Vehicle: 2005 DODGE 2500
Color: WHITE
Mileage: 63,935
License: [redacted]

Comments: something snapped on front possible tierod end?. TRUCK WAS TOWED IN, PITMAN ARM BROKE AT SECTOR SHAFT.

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	14437	70502 PITMAN ARM	$80.00	$0.00	$80.00
1	13534	LABOR FOR PITMAN ARM	$65.00	$0.00	$65.00

Parts Subtotal:	$80.00
Labor Subtotal:	$65.00
Sales Tax:	$0.00
Tire Tax:	$0.00
Invoice	**$145.00**

Payment Method: [redacted] **$145.00**

Notes To Review With Customer: RECOMMENDED GEAR BOX, CUSTOMER DECLINED. CUSTOMER ADDRESS GEAR BOX AND RETURN FOR ALIGNMENT. RG

Service Checklist:

Alignment

WARNING: THE FOLLOWING APPLIES TO VEHICLES WITH MODIFIED SUSPENSION/RIDE HEIGHT
The suspension/ride height of this vehicle has been modified. As a result, this vehicle may handle differently than that of factory equipped vehicles. As with any vehicle, extreme care must be used to prevent loss of control or roll-over during sharp turns or abrupt maneuvers. Always wear seat belts and drive safely, recognizing that reduced speeds and specialized driving techniques may be required. Failure to drive this vehicle safely may result in serious injury or death. Do not drive this vehicle unless you are familiar with its unique handling characteristics and are confident of your ability to maintain control under all driving conditions. Some modifications (and combinations of modifications) are not recommended and may not be permitted in your state. Consult your owner's manual, the instructions accompanying this product and state laws before undertaking these modifications. You are responsible for the legality and safety of the vehicle you modify using these components.

THANK YOU FOR YOUR BUSINESS

Authorized By: [redacted]

05-21-13 03:10 PM w $0.00
05-23-13 10:12 AM $145.00

[redacted]

C95[redacted] Vin# 307[redacted]386

Invoice Date/Time: 05-23-2013 10:15 AM

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



4 Pages Sent including cover

To: Chrysler Recall assistance Center

From: [redacted]

Re: Recall reimbursement

Case # [redacted]

attn: Jenna

Request for reimbursement for broken Tie Rod

Care # [redacted]

Recall: N62

[redacted]

Combine Tx. [redacted]

Make: Dodge Ram

VIN # 3D7KS28CX5G[redacted]

Millage at time of repair: 169,000

Milage now: 170,000

Automotive shop: Carter Automotive of Forney

406 East Broad Street

Forney Tx. 75126

(972-552-1200)

Enclosed is a copy of the checks I wrote for service and a copy of the work order.

Carter Automotive of Forney

Order Date: 08/08/13 08:10 am

406 East Broad Street
Forney, TX 75126
Phone: 972-552-1200

Work Order No.
000003834

[redacted]
Crandall TX [redacted]
Home Phone: [redacted]

05 Dodge RAM 2500 WHITE
Last in 10/2/2012
Lic: [redacted] TX L6Cyl 5.9 Eng
Vin:
Eq: AT AC PS FI 4W TB DS DC
Profile:

Quotes
1 08/08/13 01:36pm 537.36
Kim in person.

Job01 ALIGNMENT — Labor: $65.00

Job02 REBUILD THE STEERING — Labor: $200.00

ISS	DRAG LINK-S	1.0 @	75.47 =$	75.47	
ISS	CENTER LINK-S	1.0 @	75.50 =$	75.50	
ISS	TIE RODS-S	2.0 @	44.59 =$	89.18	
ISS	STEERING STABILZER-S	1.0 @	32.21 =$	32.21	272.36

90 DAYS PARTS AND LABOR

Payments to Carter Automotive of Forney

Status: New Work Order

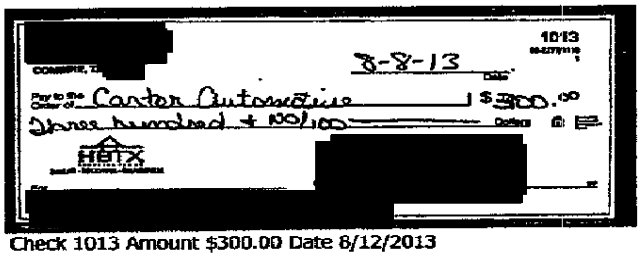
Payments:

Cost Summary

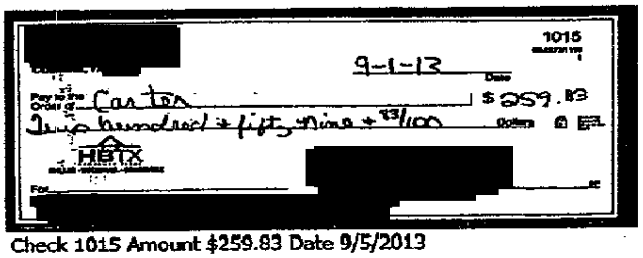
Labor	265.00
Parts	272.36
Tax	22.47
Total	$559.83
Payments	0.00
Bal Due	559.83

Thank you for choosing Carter Automotive of Forney

HBTX
HOMEBANK TEXAS


1013
8-8-13
Pay to the Order of Carter Automotive $300.00
three hundred + 00/100 Dollars
HBTX
For [redacted]

Check 1013 Amount $300.00 Date 8/12/2013


1015
9-1-13
Pay to the Order of Carters $259.83
Two hundred + fifty nine + 83/100 Dollars
HBTX
For [redacted]

Check 1015 Amount $259.83 Date 9/5/2013

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

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

Notification Code 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] MI _____

Last Name [redacted]

Street Address [redacted]

City Combine

State TX Zip Code [redacted]

Email Addre[redacted]

4 Pages Sent including cover

To: Chrysler Recall assistance Center

From: [redacted]

Re: Recall reimbursement

Case # [redacted]

attn: Jenna

Request for reimbursement for broken Tie Rod

Care # [redacted]

Recall: N62

[redacted]

Combine Tx. [redacted]

Make: Dodge Ram

VIN # 3D7KS28CX5G[redacted]

Millage at time of repair: 169,000

Milage now: 170,000

Automotive shop: Carter Automotive of Forney

406 East Broad Street

Forney Tx. 75126

(972-552-1200)

Enclosed is a copy of the checks I wrote for service and a copy of the work order.

Carter Automotive of Forney

Order Date: 08/08/13 08:10 am

406 East Broad Street
Forney, TX 75126
Phone: 972-552-1200

Work Order No.
000003834

[redacted]
Crandall TX [redacted]
Home Phone: [redacted]

05 Dodge RAM 2500 WHITE
Last in 10/2/2012
Lic: [redacted] TX L6Cyl 5.9 Eng
Vin:
Eq: AT AC PS FI 4W TB DS DC
Profile:

Quotes
1 08/08/13 01:36pm 537.36
Kim in person.

Job01 ALIGNMENT — Labor: $65.00

Job02 REBUILD THE STEERING — Labor: $200.00

ISS	DRAG LINK-S	1.0 @	75.47 =$	75.47	
ISS	CENTER LINK-S	1.0 @	75.50 =$	75.50	
ISS	TIE RODS-S	2.0 @	44.59 =$	89.18	
ISS	STEERING STABILZER-S	1.0 @	32.21 =$	32.21	272.36

90 DAYS PARTS AND LABOR

Payments to Carter Automotive of Forney

Status: New Work Order

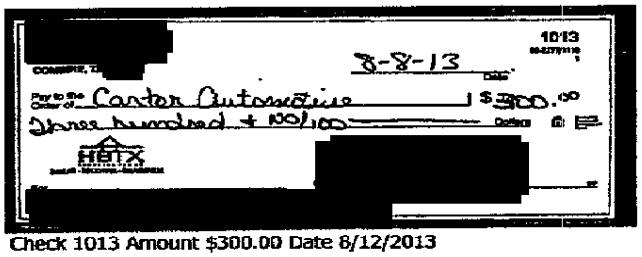
Payments:

Cost Summary

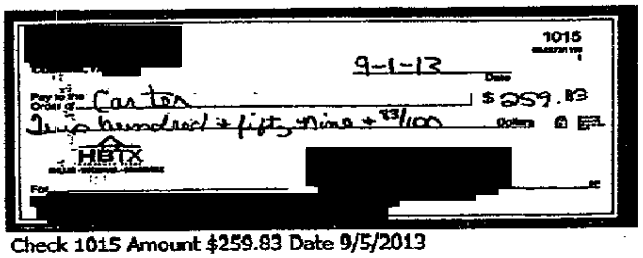
Labor	265.00
Parts	272.36
Tax	22.47
Total	$559.83
Payments	0.00
Bal Due	559.83

Thank you for choosing Carter Automotive of Forney

HBTX
HOMEBANK TEXAS


1013
8-8-13
Pay to the Order of Carter Automotive $300.00
three hundred + 00/100 Dollars
HBTX
For [redacted]

Check 1013 Amount $300.00 Date 8/12/2013


1015
9-1-13
Pay to the Order of Carters $259.83
Two hundred + fifty nine + 83/100 Dollars
HBTX
For [redacted]

Check 1015 Amount $259.83 Date 9/5/2013

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] MI _____

Last Name [redacted]

Street Address [redacted]

City Combine

State TX Zip Code [redacted]

Email Addre[redacted]

4 Pages Sent including cover

To: Chrysler Recall assistance Center

From: [redacted]

Re: Recall reimbursement

Case # [redacted]

attn: Jenna

Request for reimbursement for broken Tie Rod

Care # [redacted]

Recall: N62

[redacted]

Combine Tx. [redacted]

Make: Dodge Ram

VIN # 3D7KS28CX5G[redacted]

Millage at time of repair: 169,000

Milage now: 170,000

Automotive shop: Carter Automotive of Forney

406 East Broad Street

Forney Tx. 75126

(972-552-1200)

Enclosed is a copy of the checks I wrote for service and a copy of the work order.

Carter Automotive of Forney

Order Date: 08/08/13 08:10 am

406 East Broad Street
Forney, TX 75126
Phone: 972-552-1200

Work Order No.
000003834

[redacted]
Crandall TX [redacted]
Home Phone: [redacted]

05 Dodge RAM 2500 WHITE
Last in 10/2/2012
Lic: [redacted] TX L6Cyl 5.9 Eng
Vin:
Eq: AT AC PS FI 4W TB DS DC
Profile:

Quotes
1 08/08/13 01:36pm 537.36
Kim in person.

Job01 ALIGNMENT — Labor: $65.00

Job02 REBUILD THE STEERING — Labor: $200.00

ISS	DRAG LINK-S	1.0 @	75.47 =$	75.47	
ISS	CENTER LINK-S	1.0 @	75.50 =$	75.50	
ISS	TIE RODS-S	2.0 @	44.59 =$	89.18	
ISS	STEERING STABILZER-S	1.0 @	32.21 =$	32.21	272.36

90 DAYS PARTS AND LABOR

Payments to Carter Automotive of Forney

Status: New Work Order

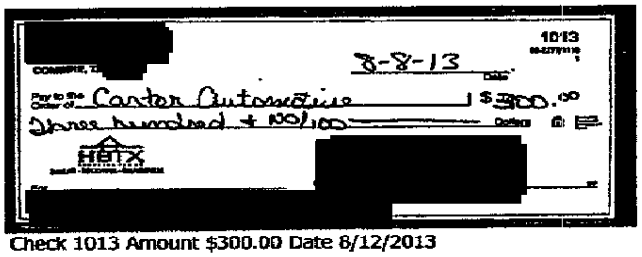
Payments:

Cost Summary

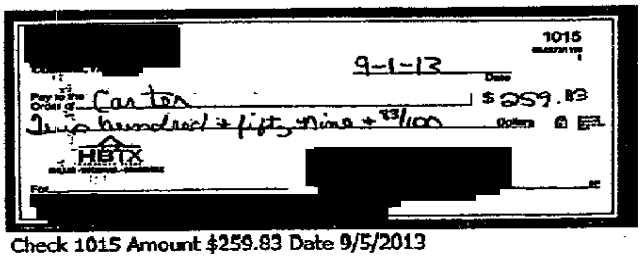
Labor	265.00
Parts	272.36
Tax	22.47
Total	$559.83
Payments	0.00
Bal Due	559.83

Thank you for choosing Carter Automotive of Forney

HBTX
HOMEBANK TEXAS


1013
8-8-13
Pay to the Order of Carter Automotive $300.00
three hundred + 00/100 Dollars
HBTX
For [redacted]

Check 1013 Amount $300.00 Date 8/12/2013


1015
9-1-13
Pay to the Order of Carters $259.83
Two hundred + fifty nine + 83/100 Dollars
HBTX
For [redacted]

Check 1015 Amount $259.83 Date 9/5/2013

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

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

Notification Code 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] MI _____

Last Name _____

Street Address [redacted]

City Combine

State TX Zip Code [redacted]

Email Addre[redacted]

4 Pages Sent including cover

To: Chrysler Recall assistance Center

From: [redacted]

Re: Recall reimbursement

Case # [redacted]

attn: Jenna

Request for reimbursement for broken Tie Rod

Care # [redacted]

Recall: N62

[redacted]

Combine Tx. [redacted]

Make: Dodge Ram

VIN # 3D7KS28CX5G[redacted]

Millage at time of repair: 169,000

Milage now: 170,000

Automotive shop: Carter Automotive of Forney

406 East Broad Street

Forney Tx. 75126

(972-552-1200)

Enclosed is a copy of the checks I wrote for service and a copy of the work order.

Carter Automotive of Forney

Order Date: 08/08/13 08:10 am

406 East Broad Street
Forney, TX 75126
Phone: 972-552-1200

Work Order No.
000003834

[redacted]
Crandall TX [redacted]
Home Phone: [redacted]

05 Dodge RAM 2500 WHITE
Last in 10/2/2012
Lic: [redacted] TX L6Cyl 5.9 Eng
Vin:
Eq: AT AC PS FI 4W TB DS DC
Profile:

Quotes
1 08/08/13 01:36pm 537.36
Kim in person.

Job01 ALIGNMENT — Labor: $65.00

Job02 REBUILD THE STEERING — Labor: $200.00

ISS	DRAG LINK-S	1.0 @	75.47 =$	75.47	
ISS	CENTER LINK-S	1.0 @	75.50 =$	75.50	
ISS	TIE RODS-S	2.0 @	44.59 =$	89.18	
ISS	STEERING STABILZER-S	1.0 @	32.21 =$	32.21	272.36

90 DAYS PARTS AND LABOR

Payments to Carter Automotive of Forney

Status: New Work Order

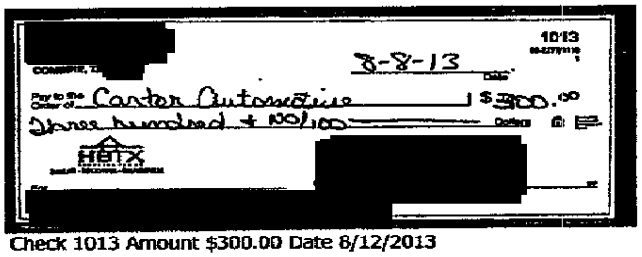
Payments:

Cost Summary

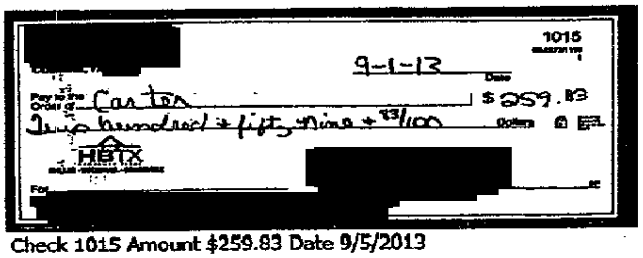
Labor	265.00
Parts	272.36
Tax	22.47
Total	$559.83
Payments	0.00
Bal Due	559.83

Thank you for choosing Carter Automotive of Forney

HBTX
HOMEBANK TEXAS



Check 1013 Amount $300.00 Date 8/12/2013



Check 1015 Amount $259.83 Date 9/5/2013

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

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

Notification Code 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] MI _____

Last Name [redacted]

Street Address [redacted]

City Combine

State TX Zip Code [redacted]

Email Addre[redacted]

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 3D7KS28C

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28C15[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): E17

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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

MIKE'S AUTO REPAIR
608 W ANGUS STREET
GRETNA, NE 68028
4023323255

BATCH: 334
S-A-L-E-S D-R-A-F-T
71012203
907919080252

REF: 0001
CD TYPE: [redacted]
TR TYPE: PURCHASE
DATE: DEC 12, 13 13:22:10

TOTAL $1684.16

[redacted] EXP: **/**
AP: 06360P
NAME: DAVID RYE
TRAN. 1212MWEFCRFGR

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDMEMBER'S AGREEMENT WITH THE ISSUER

CUSTOMER COPY

Case# [redacted] - Mileage 105,000

2005 Dodge Ram Vin #3D7KS28C15G[redacted]

[redacted]

MIKES AUTO REPAIR
608 ANGUS STREET
GRETNA, NEBRASKA. 68028
Phone - 402-332-3255 Fax - 402-332-3102

INVOICE
[redacted]
Org. Est. # 027582

INVOICE

Print Date : 12/11/2013

[redacted]
Gretna, NE [redacted]
Home [redacted]
Cust ID : 1467

2005 Dodge - Pickup R2500
Lic # : [redacted] - NE
Unit # :
Vin # : 3D7KS28C15G[redacted]
Hat # :
Odometer In : 105518
Ref # :

Part Description	Qty	Sale	Extended
Inner Tie Rod End	1.00	47.86	47.86
Upper Ball Joint	2.00	146.26	292.52
Lower Ball Joint	2.00	158.98	317.96
Front Semi Metallic Pads	1.00	63.90	63.90
Front Disc Brake Rotor	2.00	101.18	202.36
Universal Joint	1.00	97.70	97.70

Labor Description	Extended
BALL JOINT - Remove & Replace - R2500,R3500,4WD Upper & Lower,Both Sides - [Includes: R&I Steering Knuckles.] - [DOES NOT include alignment.]	338.20
TIE ROD &/OR ENDS - Remove & Replace - Inner tie rods	80.10
Alignment Check over front end. Align front and set toe in.	62.00
Replace front disc pads and replace rotors Replace front brake pad linings and replace rotors Clean and lubricate brake calipers and slide mechanisms. Check and fill brake fluid. Bleed air from system. Road test vehicle.	72.00
Replace u-joint on left front axle shaft	38.00

Big Dodge Repair

12/12/13

[Technicians :]

Org. Estimate $ 1,184.72 Revisions $ 499.44 Current Estimate $ 1,684.16

Revision # 1, Previous Estimate Amount - 1184.72, Additional Cost - 356.90, Revised Estimate - 1541.62, Parts: $266.26 Labor: $72.00 Sublet: $0.00 Taxes & Fees: $18.64
Authorized by - Rye, David, Date - 12/11/2013, Time - 12:43 PM, Initiated By - Shop

Revision # 2, Previous Estimate Amount - 1541.62, Additional Cost - 142.54, Revised Estimate - 1684.16, Parts: $97.70 Labor: $38.00 Sublet: $0.00 Taxes & Fees: $6.84
Authorized by - Rye, David, Date - 12/11/2013, Time - 12:44 PM, Initiated By - Shop

Labor:	$590.30
Parts:	$1,022.30
Sublet:	$0.00
Sub:	$1,612.60
Tax:	$71.56
Total:	$1,684.16
Bal Due:	$1,684.16

[Payments -]

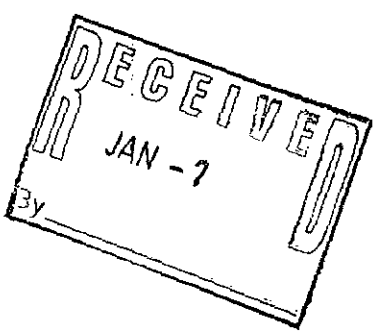
I hereby authorize the above repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I Hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express garage keepers lien is hereby acknowledged on above vehicle to secure the amount of repairs .
SIGNATURE..... Date..... Time.....

 Copyright (c) 2013 Mitchell Repair Information Company, LLC InvHrsNoPartNos 11.18.10JD

[redacted]
Gretna, NE [redacted]

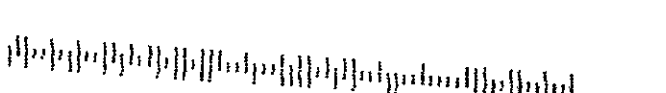
OMAHA NE 680
30 DEC 2013 PM 1 L





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

48321#8007



AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-26 18:28:37.048574
Files Not Recieved: 0

Mopar Fleet Service Technical Assistance Request Form

Fleet Name	*Fleet Contact Name*	*Fleet Contact Phone*	*Fleet Contact Email*
PHH	Bob Reardon	410-771-2428	Bob.Reardon@phh.com

FMC Name (if applicable)	*VIN*	*Mileage*	*Location of Vehicle*
P.H.H. MGMT	3D6WS28TX9G[redacted]	108941	Autonation C D J R Pembroke 13601 Pines Boulevard Pembroke Pines,FL 33027 (954) 441-2000

Dealer Name	*Dealer Contact Name*	*Dealer Phone*
Autonation C D J R Pembroke 13601 Pines Boulevard Pembroke Pines,FL 33027 (954) 441-2000	ser/mgr Robert Winfree	CAutonation C D J R Pembroke 13601 Pines Boulevard Pembroke Pines,FL 33027 (954) 441-2000

Drivers Name (if applicable)	*Drivers Phone (if applicable)*
[redacted]	

Customer Request / All Relevant Information

Vehilce is at dealer down due to backorder part

PART.# CBUEN491AA_....~DESCRIPTION OUtER TIE RODS _.....~ORDER.# _CP226B

Thanks
Bob

Bob Reardon
Manager Warranty Services
PHH Arval
Network Services
940 Ridgebrook Road
Sparks,MD 21152-9390
410-771-2428 (voice)
410-771-2915 (fax)
PHH Arval,a PHH Corporation Company (www.phharval.com)
The art and science of fleet management
"Your customer service experience is important to us."
Please contact my manager robert.hertzog@phh.com with any comments or suggestions.

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 1D7K028D4

VIN (LAST 8 DIGITS) 4J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHAPMAN DODGE

3175 East Sahara
Las Vegas, NV 89104
(702) 457-1061

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 2:00 p.m.-Saturday

R/O Open Date	R/O Number
7/15/13	[redacted]
R/O Close Date	**Status**
7/15/13	Reprint
Mileage In	**Mileage Out**
109278	109287
Service Advisor / Tag #	
TONY SANTOS/7274	

[redacted]
LAS VEGAS, NV [redacted]

Work Phone	Vehicle Identification Number
	1D7KU28D04J[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2004	DODGE	RAM 2500	4DR QUAD CAB 140.	WHITE	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Email: [redacted]		
#2 - MR 02DO: SUSPENSION		
CUST STATES VEHICLE SHAKES VIOLENT WHEN DRIVING		
CHECK AND REPORT		
Work performed by Alan Lummel(593)		260.00
Hazardous Materials Charge		260.00
Installed 52122362AH :STEERING: STEERING	1@409.20	409.20
Installed 5154661AC :DAMPER: STEERING	1@141.45	141.45
Installed 68039930AA :ARM: PITMAN	1@51.72	51.72
Installed 6505623AA :NUT: HEX LOCK	3@3.15	9.45
Sub Total: Labor: 260.00 Parts: 611.82 Total: 871.82		
REPLACED WORN STEERING LINKAGE,STABILIZER AND PITMAN ARM 2.0HRS		
#3 - MR MPI: PERFORM MULTI POINT INSPECTION		
Sub Total: Labor: .00 Parts: .00 Total: .00		
#4 * MR ALIGN: PERFORM FOUR WHEEL ALIGNMENT		
Work performed by Alan Lummel(593)		99.95
PERFORMED FRONT END ALIGNMENT 1.0HRS		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARXONA, Inc. - Dealership Application Group (800)945-1028

LABOR	359.95
PARTS	611.82
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	26.00
HAZARDOUS MATERIALS	3.00
SALES TAX OR TAX I.D.	51.91
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1052.68
[redacted]	1052.68

CHAPMAN DODGE

3175 East Sahara
Las Vegas, NV 89104
(702) 457-1061

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 2:00 p.m.-Saturday

R/O Open Date	R/O Number
7/09/13	[redacted]
R/O Close Date	**Status**
7/22/13	Reprint
Mileage In	**Mileage Out**
109229	109229
Service Advisor / Tag #	
TONY SANTOS/7220	

[redacted]
LAS VEGAS, NV [redacted]

Work Phone	Vehicle Identification Number
	1D7KU28D04J[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2004	DODGE	RAM 2500	4DR QUAD CAB 140.	WHITE	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [redacted]	
#1 - MR RECALL: RECALL PERFORM RECALL #H46 STEERING LINKAGE Corrected by 19H46181: (INSPECT) Work performed by Alan Lummel(593) PERFORMED INSPECTION PER RECALL H46-NO REPAIRS NEE DED AT THIS TIME	Warranty
#2 - MR MPI: PERFORM MULTI POINT INSPECTION INSPECTION	
Please Note: 2ROS	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)945-1028

12-30-13

To: Customer Service / Field Operations

In July of 2013 our truck over the topped of 55 mph the steering wheel would lock up and Shake violently. Took truck into Chapman Dodge for repair. Paper work where we paid the bill is enclosed. Later recieved notice repair was a recall. Requesting return of our money.

Thank You

[redacted]

Las Vegas, NV [redacted]

or [redacted]

Sincerely

[redacted]



Chrysler
800-992-1997

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

VIN (Last 8 Characters of Vehicle Identification Number)

4J[redacted]

Notification Code

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 _____

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **1D7KU28D04J177430**).

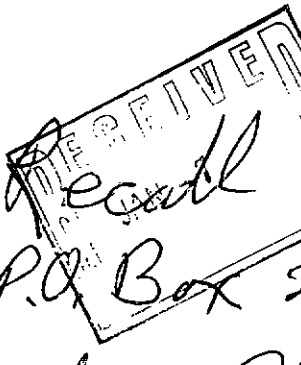
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

e 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.**

K [redacted]
Las Vegas, NV [redacted]



Record
P.O. Box
Auburn

48321800707

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/07/14

POSTED DATE : 12-27-13

VIN (FIRST 9 DIGITS) 3D7KU28C1

VIN (LAST 8 DIGITS) 3G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Safety Recall N62/NHTSA 13V-528 12.27.13

Please find enclosed Receipts for my 2003 Dodge truck repair, Due to a Faulty left tie Rod. I am sending for Re-Imbursment

Thanks,

[redacted] (truck owner)

Vin# 3D7KU28C1[redacted]

Please Send to: [redacted]

TWO RIVERS WI [redacted]

PHONE [redacted]

current mileage is 156822miles

FIRST Chrysler
CHRYSLER - DODGE - JEEP - RAM
Service – (920) 686-3964 or (920) 686-3965
Body Shop – (920) 684-7753
Main – (920) 684-5588

Left message 8:40 AM

Cashiered Date: 11/29/2013 8:31:22 AM

SO #: 341539
Tag #:

* Service Invoice Customer Copy *

Auth#:

Customer No: [redacted] 18494	Advisor: Chuck		Invoice Date: 11/29/2013	Term: CASH	
[redacted] TWO RIVERS, WI [redacted]	License No [redacted]	Odometer In 156603	Odometer Out 156605	Delivery Date 09/30/2003	Stock No
Home: ([redacted] Bus: [redacted]	Year Make 2003 DODGE	Model RAM TRUCK	Model No		Color GRAY
Cell: ([redacted] Today: [redacted]	Vehicle ID No 3D7KU28C13G [redacted]	Selling Dealer	SO Date 11/25/2013	InServ Date 09/30/2003	Location
Email:	Fleet #				

Request/Complaint

Type	CSR#	Amount
LABOR		157.94
PARTS		75.00
SUPPLIES		7.50
SUBTOTAL		**240.44**
SALES TAX		12.02
TOTAL INVOICE		**252.46**

PAID
NOV 29 2013

IMPORTANT!
You may receive a Customer Satisfaction Survey from the manufacturer regarding this service. If for any reason you cannot grade us "EXCELLE please contact our Service Dept. Immediately. Your satisfaction means everything to us! THANK YOU. 684-5588

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

Reynolds and Reynolds 2003 TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9955 ADLZR85119 (03/04)

First of All!
FIRST Chrysler
CHRYSLER - DODGE - JEEP - RAM

4611 Expo Drive • Manitowoc, WI 54220
Service – (920) 686-3964 or (920) 686-3965
Body Shop – (920) 684-7753
Main – (920) 684-5588

Cashiered Date: 11/29/2013 8:31:22 AM

SO #: 341539
Tag #:

* Service Invoice Customer Copy *

Auth#:

Customer No:	18494	Advisor: Chuck	Invoice Date: 11/29/2013	Term: CASH
[redacted]		License No	Odometer In	Odometer Out	Delivery Date	Stock No
TWO RIVERS, WI [redacted]		[redacted]	156603	156605	09/30/2003	
Home: [redacted] Bus: [redacted]		Year	Make	Model	Model No	Color
Cell: [redacted] Today: [redacted]		2003	DODGE	RAM TRUCK		GRAY
Email:		Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
		3D7KU28C13G[redacted]		11/25/2013	09/30/2003	
		Fleet #				

	Request/Complaint		Type	CSR#	Amount
1	SUS	CUSTOMER STATES THE DRIVERS SIDE TIE ROD HAS LET LOOSE			
	STE	REPLACE L/O TIE ROD END	CP	1194	68.00
	ALIGN/T	FRONT END ALIGNMENT INCLUDING SET TOE $69.95 (CAMBER AND CASTER ADJUSTMENTS EXTRA)	CP	1194	69.95
	1	CBRCL160AA SOCKET TIE ROD	CRO		75.00
		Technician 8735			
	Cause:	Broken left outer tie rod end.			
	Correction:	Inspect front end. The boot on the left sway bar link has a small hole. Replace left outer tie rod end. Perform truck alignment. Adjust front toe. Road test = ok.			
				Request Total	**212.95**

	Added Operation				
2	MBAL/2	MAINTENANCE BALANCE (2) TIRES $19.99-CHECK BALANCE ON FRONT 2 TIRES			
	MBAL/2	MAINTENANCE BALANCE (2) TIRES $19.99-CHECK BALANCE ON FRONT 2 TIRES	CP	1194	19.99
		Technician 8735			
	Cause:	MAINTENANCE BALANCE (2) TIRES.			
	Correction:	Balance 2 front tires. OK.			
				Request Total	**19.99**

IMPORTANT!
You may receive a Customer Satisfaction Survey from the manufacturer regarding this service. If for any reason you cannot grade us "EXCELLENT" please contact our Service Dept. Immediately. Your satisfaction means everything to us! THANK YOU. 684-5588

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

Reynolds and Reynolds 2003 TO ORDER: www.rysource.com; 1-800-344-0996; fax 1-800-531-9055 ADLZR851rB (03/04)

[redacted]

CHRYSLER RECALL ASSIST. CENTER
PO BOX 21-8007
AUBURN HILLS MI
48321-8007

UNITED STATES POSTAL SERVICE

1006

48321

DEC 27 13

AMOUNT

$5.60

00078634-05

UNITED STATES POSTAL SERVICE

USPS TRACKING #

Label 400 Jan. 2013
7690-18-000-7948

* For International shipments, the maximum weight is 4 lbs.

EP14H July 2013 Outer Dimension: 10 x

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-07 10:51:54.761616
Files Not Recieved: 0

1-3-14

ATTENTION:

DENNY

FROM: [redacted]

CASE# [redacted]

Raleigh Tire South
6902 Goodman Road
Olive Branch,MS 38654
662-890-9545

-Sold To: [redacted]
OLIVE BRANCH, MS [redacted]

ACCOUNT#: [redacted]
DATE : 12/31/13
Ph: [redacted]
INVOICE # : 481852

2006 DODGE 4X4 RAM 2500
D89481 Mileage:133202.0
VIN#: 1D7KS28C56J[redacted] KID#:

Billed By: COUNTER STORE #4
Salesman : JASON FELD
Tx:Y EX#:

S#:J Rt:
Ct:R COD: IWS:
Parking Space#:

Quantity	Product #	Size/Description/Mfr#	TC	MC	DP	BIN#	Unit Price	F.E.T.	Extended Amount
1.0	COF	CHECK OUT FEE	1	2	D				
1.0	TOW	TOWING GRIFFITH'S	1	2	9		70.00		70.00
1.0	TRE	RIGHT OUTER TIE ROD	1	2	E		94.57		94.57
1.0	TRE	LEFT INNER TIE ROD	1	2	E		102.20		102.20
1.0	TRE	RIGHT INNER TIE ROD	1	2	E		31.04		31.04
1.0	TRE	LEFT OUTER TIE ROD	1	2	E		50.44		50.44
1.0	ML	TIE RODS LABOR	1	2	D		160.00		160.00
1.0	TAL	ALIGNMENT THRUST ANGLE	1	2	A		79.95		79.95
1.0	SF	SHOP SUPPLIES	1	2	Q		12.00		12.00
1.0	55942	LT285/70R17 RUGGED TERR T/A OWL 121R E	1		1		276.95		276.95
1.0	CB1	COMPUTER BALANCE	1		B		8.50		8.50
1.0	DT	TIRE DISPOSAL FEE	1		8		2.00		2.00
1.0	SS	STEERING DAMPNER SHOCK	1	2	E		73.50		73.50
1.0	DT-2	STATE TIRE RECYCLE FEE	1		V		1.35		1.35
1.0	RH	ROAD HAZARD	1		R		10.00		10.00
	.	DOT BEBF02112212	X						
	.	RF TIRE REPLACED.	X						
-1.0	ADJ	ROAD HAZARD ADJUSTMENT	1		D		276.95		-276.95
1.0	ML	BALL JOINT TEAR DWON LBR	1	2	D		40.00		40.00

Merchandise	Services & Other	F.E.T.	Subtotal	Sales Tax	Total
278.25	457.30	0.00	735.55	51.49	787.04

Comments: Terms: PO# DUE DATE AMT. DUE

Misc. Adj. . . . . $ 0.00
Cash or Check #: $ 0.00
Credit Card. . : VI . . $ 787.04

Balance. . . . : C . . . $ 0.00

Received By:

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



CUSTOMER #: [redacted] Case# [redacted]

FAX# 877.768-5076

[redacted]

INVOICE

A Family Tradition Since 1917
Brown's
CHRYSLER ★ DODGE ★ JEEP ★ RAM
483 Route 112 · Patchogue, NY 11772
Phone: (631) 289-8500 · Fax: (631) 475-1478
www.browns112.com
NYS REPAIR SHOP R 152-0090

EAST PATCHOGUE, NY [redacted]

HOME: [redacted]

BUS: CELL:

SERVICE ADVISOR: 2938 STEPHEN MCHONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	11	DODGE RAM 250	3D7UT2CLXBG [redacted]	[redacted]	33195/33199	T505

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP10 DD			18:00 15OCT13			CASH	12OCT13

R.O. OPENED	READY	OPTIONS: STK:DA0014
12:42 11OCT13	15:59 12OCT13	ENG:ETJ 6.7L I6 Cummins Turbo Diesel Engine TRN:DG7 6-Spd Automatic 68RFE Transmissi (More...)

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES:CHECK TIE ROD END BROKE. CHECK AND REPORT.
CAUSE: BROKE
23 REPLACED BROKEN OUTER TIE ROD END.
5381 WS 0.00
1 68038054AD PACKAGE-OUTER END (N/C)
FC: PART#: COUNT: (N/C)
CLAIM TYPE: W
AUTH CODE:

SUBL MEINEKE I7638/P43477 PO#43477
WS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
TECH VERIFIED CONCERN. UPON INSPECTION FOUND OUTER LEFT SIDE OUTER TIE ROD END BROKEN. REPLACED LEFT SIDE OUTER TIE ROD END AND PERFORMED ALIGNMENT. ROAD TESTED OK
****

B 16 POINT VEHICLE INSPECTION
16P 16 POINT VEHICLE INSPECTION
5381 C 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
****

C $100 WARRANTY DEDUCTIBLE
DED $100 WARRANTY DEDUCTIBLE
5381 CDED 0.00 100.00 100.00
PARTS: 0.00 LABOR: 100.00 OTHER: 0.00 TOTAL LINE C: 100.00
****

D** CUSTOMER STATES:PERFORM TRANSFER CASE FLUID CHANGE SERVICE
TC PERFORMED TRANSFER CASE FLUID CHANGE SERVICE
898 C 0.50 87.95 87.95
2 68055894AA *FLUID-ATF+4 6.00 6.00 12.00
PARTS: 12.00 LABOR: 87.95 OTHER: 0.00 TOTAL LINE D: 99.95
****

LIMITED EXPRESS WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, ON ALL ORIGINAL EQUIPMENT MANUFACTURED PARTS ALL OTHERS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I HAVE EXPLAINED ALL WORK AS STATED ON THIS INVOICE TO MY CUSTOMER. THANK YOU FOR DOING BUSINESS WITH US.

Your Service Advisor: _____

Customer Signature: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - 81BC

CUSTOMER COPY

Jan 02 2014 2:35PM HP CHECKJET FAX p.1

CUSTOMER #: [redacted] Case# [redacted]

FAX# 877.768-5076

[redacted]

INVOICE

A Family Tradition Since 1917
Brown's
CHRYSLER ★ DODGE ★ JEEP ★ RAM
483 Route 112 · Patchogue, NY 11772
Phone: (631) 289-8500 · Fax: (631) 475-1478
www.browns112.com
NYS REPAIR SHOP R 152-0090

EAST PATCHOGUE, NY [redacted] PAGE 1
HOME: [redacted]
BUS: CELL: SERVICE ADVISOR: 2938 STEPHEN MCHONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	11	DODGE RAM 250	3D7UT2CLXBG [redacted]	[redacted]	33195/33199	T505

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP10 DD			18:00 15OCT13			CASH	12OCT13

R.O. OPENED	READY	OPTIONS: STK:DA0014
12:42 11OCT13	15:59 12OCT13	ENG:ETJ 6.7L I6 Cummins Turbo Diesel Engine TRN:DG7 6-Spd Automatic 68RFE Transmissi (More...)

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CUSTOMER STATES:CHECK TIE ROD END BROKE. CHECK AND REPORT.								
CAUSE: BROKE								
23 REPLACED BROKEN OUTER TIE ROD END.								
	5381		WS	0.00				(N/C)
1	68038054AD				PACKAGE-OUTER END			(N/C)
FC: PART#: COUNT:								
CLAIM TYPE: W								
AUTH CODE:								
SUBL MEINEKE I7638/P43477 PO#43477								
			WS					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:								0.00
TECH VERIFIED CONCERN. UPON INSPECTION FOUND OUTER LEFT SIDE OUTER TIE ROD END BROKEN. REPLACED LEFT SIDE OUTER TIE ROD END AND PERFORMED ALIGNMENT. ROAD TESTED OK								
**********								
B 16 POINT VEHICLE INSPECTION								
16P 16 POINT VEHICLE INSPECTION								
	5381		C	0.00				
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:							0.00	0.00
**********								
C $100 WARRANTY DEDUCTIBLE								
DED $100 WARRANTY DEDUCTIBLE								
	5381	CDED		0.00				
							100.00	100.00
PARTS: 0.00 LABOR: 100.00 OTHER: 0.00 TOTAL LINE C:								100.00
**********								
D** CUSTOMER STATES:PERFORM TRANSFER CASE FLUID CHANGE SERVICE								
TC PERFORMED TRANSFER CASE FLUID CHANGE SERVICE								
	898		C	0.50			87.95	87.95
2	68055894AA				*FLUID-ATF+4	6.00	6.00	12.00
PARTS: 12.00 LABOR: 87.95 OTHER: 0.00 TOTAL LINE D:								99.95
**********								

LIMITED EXPRESS WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, ON ALL ORIGINAL EQUIPMENT MANUFACTURED PARTS ALL OTHERS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I HAVE EXPLAINED ALL WORK AS STATED ON THIS INVOICE TO MY CUSTOMER. THANK YOU FOR DOING BUSINESS WITH US.

Your Service Advisor: _____

Customer Signature: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	[redacted]

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - 81BC

CUSTOMER COPY

Jan 02 2014 2:35PM HP CHECKJET FAX

CUSTOMER #: [redacted] Case# [redacted]

FAX# 877.768-5076

[redacted]

INVOICE

A Family Tradition Since 1917
Brown's
CHRYSLER ★ DODGE ★ JEEP ★ RAM
483 Route 112 · Patchogue, NY 11772
Phone: (631) 289-8500 · Fax: (631) 475-1478
www.browns112.com
NYS REPAIR SHOP R 152-0090

EAST PATCHOGUE, NY [redacted] PAGE 1

HOME: [redacted]

BUS: CELL:

SERVICE ADVISOR: 2938 STEPHEN MCHONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	11	DODGE RAM 250	3D7UT2CLXBG [redacted]	[redacted]	33195/33199	T505

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP10 DD			18:00 15OCT13			CASH	12OCT13

R.O. OPENED	READY	OPTIONS: STK:DA0014
12:42 11OCT13	15:59 12OCT13	ENG:ETJ 6.7L I6 Cummins Turbo Diesel Engine TRN:DG7 6-Spd Automatic 68RFE Transmissi (More...)

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES:CHECK TIE ROD END BROKE. CHECK AND REPORT.
CAUSE: BROKE
23 REPLACED BROKEN OUTER TIE ROD END.
5381 WS 0.00 (N/C)
1 68038054AD PACKAGE-OUTER END (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

SUBL MEINEKE I7638/P43477 PO#43477
WS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
TECH VERIFIED CONCERN. UPON INSPECTION FOUND OUTER LEFT SIDE OUTER TIE ROD END BROKEN. REPLACED LEFT SIDE OUTER TIE ROD END AND PERFORMED ALIGNMENT. ROAD TESTED OK
****

B 16 POINT VEHICLE INSPECTION
16P 16 POINT VEHICLE INSPECTION
5381 C 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
****

C $100 WARRANTY DEDUCTIBLE
DED $100 WARRANTY DEDUCTIBLE
5381 CDED 0.00 100.00 100.00
PARTS: 0.00 LABOR: 100.00 OTHER: 0.00 TOTAL LINE C: 100.00
****

D** CUSTOMER STATES:PERFORM TRANSFER CASE FLUID CHANGE SERVICE
TC PERFORMED TRANSFER CASE FLUID CHANGE SERVICE
898 C 0.50 87.95 87.95
2 68055894AA *FLUID-ATF+4 6.00 6.00 12.00
PARTS: 12.00 LABOR: 87.95 OTHER: 0.00 TOTAL LINE D: 99.95
****

LIMITED EXPRESS WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, ON ALL ORIGINAL EQUIPMENT MANUFACTURED PARTS ALL OTHERS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I HAVE EXPLAINED ALL WORK AS STATED ON THIS INVOICE TO MY CUSTOMER. THANK YOU FOR DOING BUSINESS WITH US.

Your Service Advisor: _____

Customer Signature: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - 81BC

CUSTOMER COPY

Jan 02 2014 2:35PM HP CHECKJET FAX p.1

CUSTOMER #: [redacted] Case# [redacted]

FAX# 877.768-5076

[redacted]

INVOICE

A Family Tradition Since 1917
Brown's
CHRYSLER ★ DODGE ★ JEEP ★ RAM
483 Route 112 · Patchogue, NY 11772
Phone: (631) 289-8500 · Fax: (631) 475-1478
www.browns112.com
NYS REPAIR SHOP R 152-0090

EAST PATCHOGUE, NY [redacted]

HOME: [redacted]

BUS: CELL:

SERVICE ADVISOR: 2938 STEPHEN MCHONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	11	DODGE RAM 250	3D7UT2CLXBG [redacted]	[redacted]	33195/33199	T505

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
29SEP10 DD			18:00 15OCT13			CASH	12OCT13

R.O. OPENED	READY	OPTIONS: STK:DA0014
12:42 11OCT13	15:59 12OCT13	ENG:ETJ 6.7L I6 Cummins Turbo Diesel Engine TRN:DG7 6-Spd Automatic 68RFE Transmissi (More...)

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES:CHECK TIE ROD END BROKE. CHECK AND REPORT.
CAUSE: BROKE
23 REPLACED BROKEN OUTER TIE ROD END.
5381 WS 0.00 (N/C)
1 68038054AD PACKAGE-OUTER END (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

SUBL MEINEKE I7638/P43477 PO#43477
WS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
TECH VERIFIED CONCERN. UPON INSPECTION FOUND OUTER LEFT SIDE OUTER TIE ROD END BROKEN. REPLACED LEFT SIDE OUTER TIE ROD END AND PERFORMED ALIGNMENT. ROAD TESTED OK
****

B 16 POINT VEHICLE INSPECTION
16P 16 POINT VEHICLE INSPECTION
5381 C 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
****

C $100 WARRANTY DEDUCTIBLE
DED $100 WARRANTY DEDUCTIBLE
5381 CDED 0.00 100.00 100.00
PARTS: 0.00 LABOR: 100.00 OTHER: 0.00 TOTAL LINE C: 100.00
****

D** CUSTOMER STATES:PERFORM TRANSFER CASE FLUID CHANGE SERVICE
TC PERFORMED TRANSFER CASE FLUID CHANGE SERVICE
898 C 0.50 87.95 87.95
2 68055894AA *FLUID-ATF+4 6.00 6.00 12.00
PARTS: 12.00 LABOR: 87.95 OTHER: 0.00 TOTAL LINE D: 99.95
****

LIMITED EXPRESS WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, ON ALL ORIGINAL EQUIPMENT MANUFACTURED PARTS ALL OTHERS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I HAVE EXPLAINED ALL WORK AS STATED ON THIS INVOICE TO MY CUSTOMER. THANK YOU FOR DOING BUSINESS WITH US.

Your Service Advisor: _____

Customer Signature: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - 81BC

CUSTOMER COPY

Jan 02 2014 2:35PM HP CHECKJET FAX p.1

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

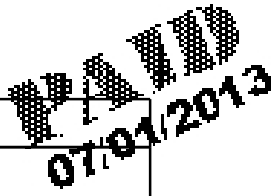


Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-29 19:11:18.391757
Files Not Recieved: 0

Invoice

OUTREACH AUTO DIESEL & TOWING
2659 ST RT 60
KILLBUCK OHIO 44637
330-276-0183

Date	Invoice #
7/1/2013	[redacted]



Bill To

[redacted]
shreve oh
[redacted]

vin#	odometer	make/ model	year
	130059	07 dodge 2500hd	

Quantity	Description	Rate	Amount
1	air filter	39.98	39.98
1	inner	45.58	45.58
1	outer lt	85.48	85.48
1	drag link	174.58	174.58
1	outer tie rod rt	44.60	44.60
4	labor	72.00	288.00
1	towing fee	50.00	50.00
	Sales Tax	6.50%	47.33

Total $775.55

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



23890468 → [redacted]

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
P.O. Box 317
Clawson, MI 48017

Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com

1-3

RECEIVED
JAN 0 6
SPECIAL INVESTIGATIONS

January 3, 2014

VIA CERTIFIED MAIL

Chrysler Group LLC
800 Chrysler Drive
Auburn Hills, MI 48326

Re: [redacted]
Vehicle: 2012 Dodge Ram 3500
VIN: 3C63DRGL0CG[redacted]

MO

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [redacted]") relating to the purchase of the above-mentioned vehicle the ("Vehicle"). Let this letter serve as notification that you immediately cease and desist all communications with our client without any exceptions. All future communications must be directed to our attention. If you fail to adhere to our demands we will be forced to petition the court for immediate injunctive relief and hold you liable for all attorney fees and costs.

Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs at least 2 times for numerous defects, including, but not limited to excessive tire wear, faulty axel, and defective bearings defects to the Subject Vehicle. The defects continue to exist and substantially impair the use and value and/or safety of the vehicle. Our client demands that you immediately take this final opportunity to repair and correct the continuing substantial defects to vehicle.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Missouri Lemon Law, revocation of acceptance, and common law breach of contract.

Please direct all future communication with to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

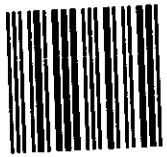
By: s/n Joshua Avigad
Joshua Avigad
Attorney for Plaintiff

Lemon Law Group Partners PLC
P.O. Box 317
Clawson, MI 48017





1000

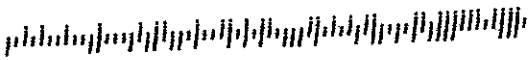


48321

U.S. POSTAGE
PAID
CLAWSON, MI
48017
JAN 03, 14
AMOUNT
$6.11
00030413-08

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

48321800404



AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/03/13

POSTED DATE : 12.27.13

VIN (FIRST 9 DIGITS) 3D3MU48CX

VIN (LAST 8 DIGITS) 4G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

December 27, 2013

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

Re: Safety Recall N62 / NHTSA 13V-528

Dear Recall Assistance:

This is my second request to you asking for reimbursement of $1,034.20 – the cost to eliminate "The Death Wobble" on my 2004 Dodge Ram 3500 diesel dually 4WD VIN 3D3MU48CX4G[redacted] with 75,000 miles on it. My first request was in February 2011, prior to the official recall. And you ignored my request. Now that the federal authorities are involved and there is an official recall, you are mandating that I resend the exact same information and receipts that I already sent to you in 2011.

When my truck had about 35,000 miles on it, I was shocked and horrified when the front end began to shake violently after hitting a small bump on the freeway at 60 MPH. It felt like both front tires blew out, so I pulled off to the shoulder of the freeway – a very dangerous position to be in. I was further surprised after taking it to the local Reno, Nevada Dodge service department, and the mechanic diagnosed nothing wrong with the truck. Additionally, the service manager and mechanic had never heard of such a problem and suggested replacing the tires. I'm a retired GM mechanic and knew full well that replacing tires wasn't going to solve the violent shaking.

During the next trip to the Reno Dodge service department, I again explained the violent shaking. This time the service manager had a different story. He was aware of the problem and suggested replacing the tie rods – at a cost to me of over $1,000.00. I argued that Dodge should cover the cost of replacing tie rods since it's an engineering/manufacturing defect. Dodge declined.

I began to review the Turbo Diesel Register (TDR) and researched this violent shaking. Not only is this symptom fully documented, but it has a name – The Death Wobble. And it has a solution; a very expensive solution. It includes replacing the tie rods with Dodge's new heavy duty tie rods that are more suitable for this heavy duty type truck, along with replacing the stabilizing bar and then realigning the front end.

At 75,000 miles, I replaced the tie rods, track bar, and realigned the front end, and the Death Wobble is now solved. My truck now has 100,000 miles on it, and the Death Wobble has not returned since replacing the tie rods and track bar. Enclosed are my receipts showing my purchase of these parts from the Reno Dodge dealer and the front end alignment that the Reno Dodge dealer did which is required after this type of repair.

I'm asking you again to reimburse me for my costs.

Sincerely,

[redacted] Reno, NV [redacted] daytime and evening

NO RETURNS WITHOUT ORIGINAL INVOICE. NO RETURNS AFTER (7) DAYS. NO RETURNS ON SPECIAL ORDER PARTS. NO RETURNS ON ELECTRICAL PARTS. SPECIAL PARTS MUST BE PREPAID IN FULL. 15% RESTOCKING CHARGE WILL BE MADE ON ALL RETURNS. RETURNED PARTS MUST BE IN ORIGINAL SEALED CONTAINER FREE OF DIRT, GREASE OR OIL. PACKAGE CANNOT BE WRITTEN ON OR DEFACED IN ANY WAY. NO REFUND ON PARTS HAVING EVIDENCE OF BEING INSTALLED.

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

RENO DODGE SALES, INC.
700 KIETZKE LANE · P.O. BOX 10840
RENO, NEVADA 89502
(775) 786-1211
PARTS DIRECT: (775) 333-1262
NATION WIDE TOLL FREE: 1-800-552-9929

Dodge
Dodge Trucks

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
24 JAN 11		24 JAN 11	24 JAN 11	[redacted]

SOLD TO
CASH RETAIL

ACCOUNT NO. 10X

SHIP TO
12:30

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	724		CASH	RENO, NV

ORD.	SHIP	B.O	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52106795AE	BAR	310.00	310.00	310.00

****
********THANKS FOR BUYING MOPAR*******
**********FROM THE BEST**********
**********IN THE WEST**********
*********DON WEIR'S RENO DODGE********

PARTS	310.00
SUBLET	
FREIGHT	0.00
SALES TAX	23.95
TOTAL	$333.95

Copyright 2000 ADP, Inc.

CUSTOMER COPY

DON WEIR RENO DODGE
700 KIETZKE LN
RENO, NV 89502
775-786-1211

Merchant ID: 4238492400940603
Term ID: PRTS

Sale

[redacted]

Entry Method: Swiped
Issuer: Online Batch#: 000001
01/24/11 13:38:58

Invoice: 00942678 Appr Code: 035190

Total: $ 959.25

Customer Copy

THANK YOU
FOR VISITING

NO RETURNS WITHOUT ORIGINAL INVOICE. NO RETURNS AFTER (7) DAYS. NO RETURNS ON SPECIAL ORDER PARTS. NO RETURNS ON ELECTRICAL PARTS. SPECIAL PARTS MUST BE PREPAID IN FULL. 15% RESTOCKING CHARGE WILL BE MADE ON ALL RETURNS. RETURNED PARTS MUST BE IN ORIGINAL SEALED CONTAINER FREE OF DIRT, GREASE OR OIL. PACKAGE CANNOT BE WRITTEN ON OR DEFACED IN ANY WAY. NO REFUND ON PARTS HAVING EVIDENCE OF BEING INSTALLED.

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

RENO DODGE SALES, INC.
700 KIETZKE LANE · P.O. BOX 10840
RENO, NEVADA 89502
(775) 786-1211
PARTS DIRECT: (775) 333-1262
NATION WIDE TOLL FREE: 1-800-552-9929

Dodge
Dodge Trucks

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
24 JAN 11		24 JAN 11	24 JAN 11	[redacted]

SOLD TO

ACCOUNT NO. 10X

CASH RETAIL

SHIP TO

12:25

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	724		CASH	RENO, NV

ORD.	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	68039930AA	ARM	76.20	76.20	76.20
1	1	0	52122370AB	DAMPER	149.00	149.00	149.00
1	1	0	52122362AF	STEERING	350.00	350.00	350.00
			Part number	52122362AF		replaces	5212236
3	3	0	6505623AA	NUT	2.10	1.75	5.25

****
*******THANKS FOR BUYING MOPAR*******
************FROM THE BEST***********
************IN THE WEST***********
********DON WEIR'S RENO DODGE********

PARTS	580.45
SUBLET	
FREIGHT	0.00
SALES TAX	44.85
TOTAL	$625.30

Copyright 2000 ADP, Inc.

CUSTOMER COPY

[redacted]
RENO, NV [redacted]
HOME [redacted] CONT:N/A CELL:
EMAIL [redacted] other

Invoice # [redacted]
Tag # [redacted]
Customer #: [redacted]
Service Advisor: *737 BEN OWINGS*

Dave Webb's **Reno Dodge**
700 Kietzke Lane P.O. Box 10840
Reno, Nevada 89502
(775) 786-1211

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SILVER	04	DODGE RAM 3500 4WD D	3D3MU48CX4G[redacted]	[redacted]	74610	74615

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK NO.	PAYMENT	INV. DATE	R.O. OPENED	READY
31JUL04			17:00 31JAN11		CARD	01FEB11	15:57 31JAN11	12:43 01FEB11

OPTIONS: STK:2407178 DLR:26054 ENG:ETH 6.7L HO Cummins Turbo Diesel TRN:DG8 4-Spd. Automatic 48RE

Preferred Customer

JOE JOHNSON

As our way of saying

THANK YOU,

Please use this coupon for

for your next recommended maintenance.

Expires: 02May2011

Vin #: 3D3MU48CX4G247858

Thank You!

		LIST	NET	TOTAL
A	**ALIGN FRONT END TO SPECIFICATIONS**			
	CAUSE: MAINT			
	FEA ALIGN FRONT END TO SPECIFICATIONS 16 CD 74.95 74.95			
	16 CD hrs.			74.95
	LABOR: 74.95 **PARTS:** 0.00 **OTHER:** 0.00 **TOTAL LINE A:**			$ 74.95
	74615 MAINT 1.20 PERFORMED ALIGNMENT RE TEST OK , NOTED UNEVEN TIRE WEAR			
B	**PERFORM FREE 23 POINT INSPECTION VALUED @ $24.95**			
	CAUSE: MAINT			
	23 N 16 ISG (N/C)			
	16 ISG hrs.			(N/C)
	LABOR: 0.00 **PARTS:** 0.00 **OTHER:** 0.00 **TOTAL LINE B:**			$ 0.00
	74615 MAINT PERFORMED INSPECT NO REPAIRS NES			
	EST: 74.95 31JAN11 15:57 SA: 737			
	CUST PD WITH VISA $74.95			

MOPAR

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM DODGE IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN, THANK YOU!

PARTS DESIGNATED WITH A "W" INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

Were the services performed on your vehicle explained to you satisfactorily?

Y____

N____

Initials____

Service Department Hours

Monday - Friday

7:30 AM to 5:30 PM

STATEMENT OF DISCLAIMER

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

NOTICE TO CONSUMER:

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle.

ORIGINAL [redacted]

AUTHORIZED REVISED ESTIMATE $_____

CUSTOMER SIGNATURE

APPOINTMENTS: (775) 333-1260

DISCLOSURE

TOTALS	
LABOR AMOUNT	74.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	74.95
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	74.95

Copyright 2000 ADP, Inc. XC1812.25SX3813.270_1

Customer Copy

THANK YOU!



Reno, NV [redacted]

RENO NV 894

27 DEC 2013 PM 3 L

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

JAN 3

BY

48321$8007

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



6601 Telluride Drive
Lincoln, NE 68521
402-477-3777
402-438-2655
www.performancejeepdodge.net

Performance C-J-D-R

Fax

To: Recall Department From: [redacted]

Fax: 877-768-5076 Pages: 2

Phone: Date:

Re: Reimbursment cc:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

CUSTOMER #: [redacted]

[redacted]

WILBER NE [redacted]
HOME [redacted]
BUS: CELL:

[redacted]

INVOICE

PAGE 1

PERFORMANCE
CHRYSLER JEEP DODGE OF LINCOLN
6601 TELLURIDE DRIVE
LINCOLN, NEBRASKA 68521
(402) 477-3777

SERVICE ADVISOR: 129 ANDY STAEHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	DODGE RAM 2500	3D7KS26C66[redacted]		91244/91244	T840

DEL DATE	PROD DATE	WARR EXP	PROMISED	P.O.NO.		PAYMENT	INV DATE
20APR06 DD			18:00 08AUG12			CASH	08AUG12

R.O OPENED	READY	OPTIONS: DLR:44373 ENG:5.9_Liter_Turbo_Diesel
09:42 08AUG12	17:34 08AUG12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES RIGHT FRONT OUTER TIE ROD END COMING APART, CHECK AND ADVISE			
1 INSPECTED AND REPLACED STEERING LINKAGE ASSEMBLY WITH UPDATE LINKAGE AND NEW PITMAN ARM AND STABILIZER			
134 CP		255.67	255.67
1 52122362AH STEERING-STEERING	378.00	378.00	378.00
1 68039930AA ARM-PITMAN	97.40	97.40	97.40
1 5154661AB *DAMPER-STEERING	169.83	169.83	169.83
3 6505623AA NUT-HEX LOCK	2.64	2.64	7.92
1 6502835 NUT-HEX FLANGE LOCK	0.88	0.88	0.88
PARTS: 654.03 LABOR: 255.67 OTHER: 0.00		TOTAL LINE A:	909.70
91244 FOUND RF TIE ROD END CAME APART. TRUCK NEEDS UPDATED STEERING KIT. REPLACED ALL COMPLETE STEERING COMPONENTS ALONG WITH PITMAN ARM. OK AT THIS TIME.			
**********			
B PERFORM "WORLD CLASS" INSPECTION			
90 PERFORM "WORLD CLASS" INSPECTION			(N/C)
134 INT			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
**********			
C** WHEEL ALIGNMENT / /			
ALIGN WHEEL ALIGNMENT			
134 CP		79.95	79.95
PARTS: 0.00 LABOR: 79.95 OTHER: 0.00		TOTAL LINE C:	79.95
91244 PERFORMED WHEEL ALIGNMENT			
**********			
SUBL TOWING INV #71034 PO#157148			
CP		150.00	150.00
ENVIRONMENTAL/SHOP FEE			30.00

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

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

15% will be deducted on all returned parts if shipped correctly. All parts returned for credit or exchange must be returned within 30 days with this invoice. Electrical and special order parts not returnable.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

PLEASE PAY FROM INVOICE, STATEMENT MAY NOT BE SENT.

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WILBER, NE [redacted]

HOME: [redacted]

BUS: CELL:

[redacted]

INVOICE

PAGE 2

PERFORMANCE
CHRYSLER JEEP DODGE OF LINCOLN
6601 TELLURIDE DRIVE
LINCOLN, NEBRASKA 68521
(402) 477-3777

SERVICE ADVISOR: 129 ANDY STAEHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	DODGE RAM 2500	3D7KS26C66G[redacted]		91244/91244	T840

DEL DATE	PROD DATE	WARR EXP	PROMISED	P/O NO	CUST PAY	PAYMENT	INV DATE
20APR06 DD			18:00 08AUG12			CASH	08AUG12

RO OPENED	RO READY
09:42 08AUG12	17:34 08AUG12

OPTIONS: DLR:44373 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

**FOR YOUR CONVENIENCE OUR EXPRESS LANE IS **
**NOW OPEN UNTIL 8PM MONDAY THROUGH THURSDAY*
****
*****WE RECYCLE ALL OF OUR USED OIL*********
****
MAKE SURE TO SET UP YOUR NEXT SERVICE APPT.
ON LINE AT: WWW.PERFORMANCESERVICE.NET

DODGE Jeep

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACE UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. "ALL PARTS SOLD OR USED ARE SUBJECT TO THE FEDERAL MAGNUSON MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION."

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

15% will be deducted on all returned parts if shipped correctly. All parts returned for credit or exchange must be returned within 30 days with this invoice. Electrical and special order parts not returnable.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	335.62
PARTS AMOUNT	654.03
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	150.00
MISC. CHARGES	30.00
TOTAL CHARGES	1169.65
LESS INSURANCE	0.00
SALES TAX	47.88
PLEASE PAY THIS AMOUNT	**1217.53**

PLEASE PAY FROM INVOICE, STATEMENT MAY NOT BE SENT.

CUSTOMER COPY

6601 Telluride Drive
Lincoln, NE 68521
402-477-3777
402-438-2655
www.performancejeepdodge.net

Performance C-J-D-R

Fax

To: Recall Department **From:** [redacted]

Fax: 877-768-5076 **Pages:** 2

Phone: **Date:**

Re: Reimbursment **cc:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

CUSTOMER #: [redacted]

[redacted]

WILBER, NE [redacted]
HOME [redacted]
BUS: CELL:

[redacted]

INVOICE

PAGE 1

PERFORMANCE
CHRYSLER JEEP DODGE OF LINCOLN
6601 TELLURIDE DRIVE
LINCOLN, NEBRASKA 68521
(402) 477-3777

SERVICE ADVISOR: 129 ANDY STAEHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	DODGE RAM 2500	3D7KS26C66[redacted]		91244/91244	T840

DEL DATE	PROD DATE	WARR EXP	PROMISED	P.O.NO.	A/R A/C	PAYMENT	INV DATE
20APR06 DD			18:00 08AUG12			CASH	08AUG12

R.O OPENED	READY	OPTIONS: DLR:44373 ENG:5.9_Liter_Turbo_Diesel
09:42 08AUG12	17:34 08AUG12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES RIGHT FRONT OUTER TIE ROD END COMING APART, CHECK AND ADVISE			
1 INSPECTED AND REPLACED STEERING LINKAGE ASSEMBLY WITH UPDATE LINKAGE AND NEW PITMAN ARM AND STABILIZER			
134 CP		255.67	255.67
1 52122362AH STEERING-STEERING	378.00	378.00	378.00
1 68039930AA ARM-PITMAN	97.40	97.40	97.40
1 5154661AB *DAMPER-STEERING	169.83	169.83	169.83
3 6505623AA NUT-HEX LOCK	2.64	2.64	7.92
1 6502835 NUT-HEX FLANGE LOCK	0.88	0.88	0.88
PARTS: 654.03 LABOR: 255.67 OTHER: 0.00		TOTAL LINE A:	909.70
91244 FOUND RF TIE ROD END CAME APART. TRUCK NEEDS UPDATED STEERING KIT. REPLACED ALL COMPLETE STEERING COMPONENTS ALONG WITH PITMAN ARM. OK AT THIS TIME.			
**********			
B PERFORM "WORLD CLASS" INSPECTION			
90 PERFORM "WORLD CLASS" INSPECTION			(N/C)
134 INT			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
**********			
C** WHEEL ALIGNMENT / /			
ALIGN WHEEL ALIGNMENT			
134 CP		79.95	79.95
PARTS: 0.00 LABOR: 79.95 OTHER: 0.00		TOTAL LINE C:	79.95
91244 PERFORMED WHEEL ALIGNMENT			
**********			
SUBL TOWING INV #71034 PO#157148			
CP		150.00	150.00
ENVIRONMENTAL/SHOP FEE			30.00

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

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

15% will be deducted on all returned parts if shipped correctly. All parts returned for credit or exchange must be returned within 30 days with this invoice. Electrical and special order parts not returnable.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

PLEASE PAY FROM INVOICE, STATEMENT MAY NOT BE SENT.

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WILBER, NE

HOME: [redacted]

BUS: CELL:

[redacted]

INVOICE

PAGE 2

PERFORMANCE
CHRYSLER JEEP DODGE OF LINCOLN
6601 TELLURIDE DRIVE
LINCOLN, NEBRASKA 68521
(402) 477-3777

SERVICE ADVISOR: 129 ANDY STAEHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	DODGE RAM 2500	3D7KS26C66G[redacted]		91244/91244	T840

DEL DATE	PROD DATE	WARR EXP	PROMISED	P/O NO	CUST PAY	PAYMENT	INV DATE
20APR06 DD			18:00 08AUG12			CASH	08AUG12

RO OPENED	RO READY
09:42 08AUG12	17:34 08AUG12

OPTIONS: DLR:44373 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

**FOR YOUR CONVENIENCE OUR EXPRESS LANE IS **
**NOW OPEN UNTIL 8PM MONDAY THROUGH THURSDAY*
****
*****WE RECYCLE ALL OF OUR USED OIL*********
****
MAKE SURE TO SET UP YOUR NEXT SERVICE APPT.
ON LINE AT: WWW.PERFORMANCESERVICE.NET

DODGE Jeep

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACE UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. "ALL PARTS SOLD OR USED ARE SUBJECT TO THE FEDERAL MAGNUSON MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION."

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

15% will be deducted on all returned parts if shipped correctly. All parts returned for credit or exchange must be returned within 30 days with this invoice. Electrical and special order parts not returnable.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	335.62
PARTS AMOUNT	654.03
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	150.00
MISC. CHARGES	30.00
TOTAL CHARGES	1169.65
LESS INSURANCE	0.00
SALES TAX	47.88
PLEASE PAY THIS AMOUNT	**1217.53**

PLEASE PAY FROM INVOICE, STATEMENT MAY NOT BE SENT.

CUSTOMER COPY

6601 Telluride Drive
Lincoln, NE 68521
402-477-3777
402-438-2655
www.performancejeepdodge.net

Performance C-J-D-R

Fax

To: Recall Department **From:** [redacted]

Fax: 877-768-5076 **Pages:** 2

Phone: **Date:**

Re: Reimbursment **cc:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

CUSTOMER #: [redacted]

[redacted]

WILBER, NE [redacted]
HOME [redacted]
BUS: CELL:

[redacted]

INVOICE

PAGE 1

PERFORMANCE
CHRYSLER JEEP DODGE OF LINCOLN
6601 TELLURIDE DRIVE
LINCOLN, NEBRASKA 68521
(402) 477-3777

SERVICE ADVISOR: 129 ANDY STAEHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	DODGE RAM 2500	3D7KS26C66[redacted]		91244/91244	T840

DEL DATE	PROD DATE	WARR EXP	PROMISED	P.O.NO.	A/R ACCT	PAYMENT	INV DATE
20APR06 DD			18:00 08AUG12			CASH	08AUG12

R.O OPENED	READY	OPTIONS: DLR:44373 ENG:5.9_Liter_Turbo_Diesel
09:42 08AUG12	17:34 08AUG12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES RIGHT FRONT OUTER TIE ROD END COMING APART, CHECK AND ADVISE			
1 INSPECTED AND REPLACED STEERING LINKAGE ASSEMBLY WITH UPDATE LINKAGE AND NEW PITMAN ARM AND STABILIZER			
134 CP		255.67	255.67
1 52122362AH STEERING-STEERING	378.00	378.00	378.00
1 68039930AA ARM-PITMAN	97.40	97.40	97.40
1 5154661AB *DAMPER-STEERING	169.83	169.83	169.83
3 6505623AA NUT-HEX LOCK	2.64	2.64	7.92
1 6502835 NUT-HEX FLANGE LOCK	0.88	0.88	0.88
PARTS: 654.03 LABOR: 255.67 OTHER: 0.00		TOTAL LINE A:	909.70
91244 FOUND RF TIE ROD END CAME APART. TRUCK NEEDS UPDATED STEERING KIT. REPLACED ALL COMPLETE STEERING COMPONENTS ALONG WITH PITMAN ARM. OK AT THIS TIME.			
**********			
B PERFORM "WORLD CLASS" INSPECTION			
90 PERFORM "WORLD CLASS" INSPECTION			(N/C)
134 INT			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
**********			
C** WHEEL ALIGNMENT / /			
ALIGN WHEEL ALIGNMENT			
134 CP		79.95	79.95
PARTS: 0.00 LABOR: 79.95 OTHER: 0.00		TOTAL LINE C:	79.95
91244 PERFORMED WHEEL ALIGNMENT			
**********			
SUBL TOWING INV #71034 PO#157148			
CP		150.00	150.00
ENVIRONMENTAL/SHOP FEE			30.00

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

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

15% will be deducted on all returned parts if shipped correctly. All parts returned for credit or exchange must be returned within 30 days with this invoice. Electrical and special order parts not returnable.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

PLEASE PAY FROM INVOICE, STATEMENT MAY NOT BE SENT.

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WILBER, NE [redacted]

HOME: [redacted]

BUS: CELL:

[redacted]

INVOICE

PAGE 2

PERFORMANCE
CHRYSLER JEEP DODGE OF LINCOLN
6601 TELLURIDE DRIVE
LINCOLN, NEBRASKA 68521
(402) 477-3777

SERVICE ADVISOR: 129 ANDY STAEHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	DODGE RAM 2500	3D7KS26C66G[redacted]		91244/91244	T840

DEL DATE	PROD DATE	WARR EXP	PROMISED	P/O NO	CUST PAY	PAYMENT	INV DATE
20APR06 DD			18:00 08AUG12			CASH	08AUG12

RO OPENED	RO READY
09:42 08AUG12	17:34 08AUG12

OPTIONS: DLR:44373 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

**FOR YOUR CONVENIENCE OUR EXPRESS LANE IS **
**NOW OPEN UNTIL 8PM MONDAY THROUGH THURSDAY*
****
*****WE RECYCLE ALL OF OUR USED OIL*********
****
MAKE SURE TO SET UP YOUR NEXT SERVICE APPT.
ON LINE AT: WWW.PERFORMANCESERVICE.NET

DODGE Jeep

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACE UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. "ALL PARTS SOLD OR USED ARE SUBJECT TO THE FEDERAL MAGNUSON MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION."

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

15% will be deducted on all returned parts if shipped correctly. All parts returned for credit or exchange must be returned within 30 days with this invoice. Electrical and special order parts not returnable.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	335.62
PARTS AMOUNT	654.03
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	150.00
MISC. CHARGES	30.00
TOTAL CHARGES	1169.65
LESS INSURANCE	0.00
SALES TAX	47.88
PLEASE PAY THIS AMOUNT	**1217.53**

PLEASE PAY FROM INVOICE, STATEMENT MAY NOT BE SENT.

CUSTOMER COPY

6601 Telluride Drive
Lincoln, NE 68521
402-477-3777
402-438-2655
www.performancejeepdodge.net

Performance C-J-D-R

Fax

To: Recall Department **From:** [redacted]

Fax: 877-768-5076 **Pages:** 2

Phone: **Date:**

Re: Reimbursment **cc:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

CUSTOMER #: [redacted]

[redacted]

WILBER, NE [redacted]
HOME [redacted]
BUS: CELL:

[redacted]

INVOICE

PAGE 1

PERFORMANCE
CHRYSLER JEEP DODGE OF LINCOLN
6601 TELLURIDE DRIVE
LINCOLN, NEBRASKA 68521
(402) 477-3777

SERVICE ADVISOR: 129 ANDY STAEHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	DODGE RAM 2500	3D7KS26C66[redacted]		91244/91244	T840

DEL DATE	PROD DATE	WARR EXP	PROMISED	P.O.NO.		PAYMENT	INV DATE
20APR06 DD			18:00 08AUG12			CASH	08AUG12

R.O OPENED	READY	OPTIONS: DLR:44373 ENG:5.9_Liter_Turbo_Diesel
09:42 08AUG12	17:34 08AUG12	

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A CUSTOMER STATES RIGHT FRONT OUTER TIE ROD END COMING APART, CHECK AND ADVISE				
1 INSPECTED AND REPLACED STEERING LINKAGE ASSEMBLY WITH UPDATE LINKAGE AND NEW PITMAN ARM AND STABILIZER				
134 CP			255.67	255.67
1 52122362AH STEERING-STEERING		378.00	378.00	378.00
1 68039930AA ARM-PITMAN		97.40	97.40	97.40
1 5154661AB *DAMPER-STEERING		169.83	169.83	169.83
3 6505623AA NUT-HEX LOCK		2.64	2.64	7.92
1 6502835 NUT-HEX FLANGE LOCK		0.88	0.88	0.88
PARTS: 654.03 LABOR: 255.67 OTHER: 0.00			TOTAL LINE A:	909.70
91244 FOUND RF TIE ROD END CAME APART. TRUCK NEEDS UPDATED STEERING KIT. REPLACED ALL COMPLETE STEERING COMPONENTS ALONG WITH PITMAN ARM. OK AT THIS TIME.				
**********				
B PERFORM "WORLD CLASS" INSPECTION				
90 PERFORM "WORLD CLASS" INSPECTION				(N/C)
134 INT				
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00			TOTAL LINE B:	0.00
**********				
C** WHEEL ALIGNMENT / /				
ALIGN WHEEL ALIGNMENT				
134 CP			79.95	79.95
PARTS: 0.00 LABOR: 79.95 OTHER: 0.00			TOTAL LINE C:	79.95
91244 PERFORMED WHEEL ALIGNMENT				
**********				
SUBL TOWING INV #71034 PO#157148				
CP			150.00	150.00
ENVIRONMENTAL/SHOP FEE				30.00

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

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

15% will be deducted on all returned parts if shipped correctly. All parts returned for credit or exchange must be returned within 30 days with this invoice. Electrical and special order parts not returnable.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

PLEASE PAY FROM INVOICE, STATEMENT MAY NOT BE SENT.

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WILBER, NE

HOME: [redacted]

BUS: CELL:

[redacted]

INVOICE

PAGE 2

PERFORMANCE
CHRYSLER JEEP DODGE OF LINCOLN
6601 TELLURIDE DRIVE
LINCOLN, NEBRASKA 68521
(402) 477-3777

SERVICE ADVISOR: 129 ANDY STAEHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	DODGE RAM 2500	3D7KS26C66G[redacted]		91244/91244	T840

DEL DATE	PROD DATE	WARR EXP	PROMISED	P/O NO	CUST PAY	PAYMENT	INV DATE
20APR06 DD			18:00 08AUG12			CASH	08AUG12

RO OPENED	RO READY
09:42 08AUG12	17:34 08AUG12

OPTIONS: DLR:44373 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

**FOR YOUR CONVENIENCE OUR EXPRESS LANE IS **
**NOW OPEN UNTIL 8PM MONDAY THROUGH THURSDAY*
****
*****WE RECYCLE ALL OF OUR USED OIL*********
****
MAKE SURE TO SET UP YOUR NEXT SERVICE APPT.
ON LINE AT: WWW.PERFORMANCESERVICE.NET

DODGE Jeep

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACE UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. "ALL PARTS SOLD OR USED ARE SUBJECT TO THE FEDERAL MAGNUSON MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION."

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

15% will be deducted on all returned parts if shipped correctly. All parts returned for credit or exchange must be returned within 30 days with this invoice. Electrical and special order parts not returnable.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	335.62
PARTS AMOUNT	654.03
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	150.00
MISC. CHARGES	30.00
TOTAL CHARGES	1169.65
LESS INSURANCE	0.00
SALES TAX	47.88
PLEASE PAY THIS AMOUNT	**1217.53**

PLEASE PAY FROM INVOICE, STATEMENT MAY NOT BE SENT.

CUSTOMER COPY

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



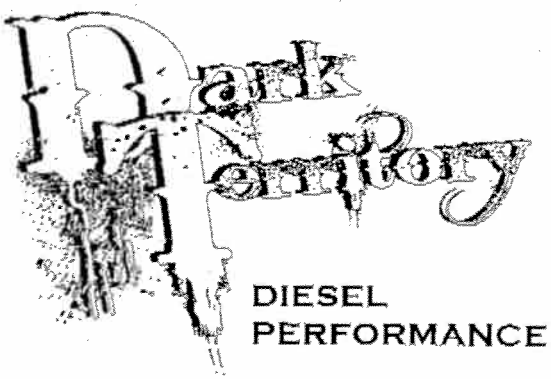
Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-13 15:10:41.336412
Files Not Recieved: 0

Attn: Kenzie

Case # [redacted]

[redacted]

Ram truck



Chris Hillison, owner
(307) 277-3885
4885 Oregon Trail • Casper, WY 82604
darkterritoryperformance@gmail.com

P.O./Cust. Ord # 01362 McQuay Phone [redacted] Date 10-15-13

Sold To: [redacted]

Address: [redacted]

Casper WY [redacted]

MAKE	MODEL	YEAR
Ram	2500 SLT	2011

NATURE OF SERVICE
Install of New wheels & T.P.'s
Take old Set In on Trade In

QUAN.	PART NO.	DESCRIPTION	PRICE	AMOUNT
4	Ar+3163	18x9 in forged Aluminum/Alloy Rim x each	540.00	2160.00
		OE+0 Offset		
4		Bridgestone Dueler 275 x 60	212.00	848.00
		Mount and Balance	12.00	48.00
				3,056.00
4	#1	Trade In of old Rims & Tires	125.00	-500.00
		Labor .5 hr		49.00

COMMENTS
Took [illegible] Rims with
New Tires
As per Quote
Labor 1.5 hr = 147.00 → 220.50
Steer Axle = 73.50

PARTS TOTAL	2556.00
LABOR TOTAL	49.00
TAX	130.45
TOTAL	2735.33

Thank You for Doing Business with Us!

Pay from this invoice. Payment due upon receipt unless prior arrangements have been made. A finance charge equal to an annual percentage rate of 21%, will be made on all accounts not paid within 30 days of invoice plus any and all attorney fees required for collections

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE: 01/08/14

POSTED DATE: 1-3-14

VIN (FIRST 9 DIGITS) 3D6WH48A1

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME: [redacted]

CAIR: 000 00000

NON-SCANABLE ITEMS: CIRCLE ONE

NO YES

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D6WH48A17[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

EDDIE'S SERVICE CENTER

306 West Main Street
MOREHEAD, KENTUCKY 40351
Phone (606) 784-7294
24 Hour Towing Service

Customer's Order No. _____ Date 12-23-13

Name [redacted]

Address 2007 Dodge Ram 3500 HD

SOLD BY	CASH	C. O. D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	

QUAN.	DESCRIPTION		PRICE	AMOUNT
	GALS.	GASOLINE / DIESEL		
	QTS.	OIL		
	GREASE			
	LUBRICATION			
	Tire Rod End Driver			150.00
	Labor			55.00
	Wrecker Service			95.00
		TAX		
CAR NO.	LICENSE NO.	MILEAGE	TOTAL $	300.00

0022144 Rec'd by

All claims and returned goods MUST be accompanied by this bill.

Thank You

SS-213-3
PRINTED IN U.S.A.

PRINTED WITH SOY INK

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

VIN (Last 8 Characters of Vehicle Identification Number)

7G[redacted]

Notification Code

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 _____

[redacted]

Morehead, ky

[redacted]

AQ13-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/14/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 3D7MX49A1

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N621 NHTSA 13V-528

This notice applies to your vehicle (VIN. 3D7MX49A17G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC
FIAT is a registered trademark

Pink's Automotive of PrairieDuChien Inc!
1701 E LaPointe St
Prairie Du Chien, WI. 53821
Phone - 608-326-7465 Fax - 608-326-0045

INVOICE [redacted]

CUSTOMER SATISFACTION IS #1

INVOICE

Work Completed Date : 01/15/2013 Print Date : 01/15/2013

[redacted]
Marquette, IA [redacted]
Cellula[redacted] -- ~~Home 563-873-3844~~
Cust ID : 2510

2007 Dodge - Pickup R3500
6.7L, In-Line6 (408CI)
Lic # : [redacted]
Unit # :
Vin # : 3D7MX49A17G[redacted]
Hat # : Ref # :

Odometer In : 98,637
Odometer Out :
when fell OFF

Part Description / Number	Qty	Sale	Extended
Steering Damper - Steering Stabilizer - Drive Type: 4WD - Cylinder Only , Recommended OE Replacement SS10323	1.00	54.14	54.14
Shop Supplies		2.71	2.71

Miles on truck now
117,400

Labor Description	Extended
Check Vibration Check front end, found steering shock a little worn. replace shock, test drove. Shake still there. Talked with customer he was going to order new parts for front end.	70.00
Front wheel alignment Road test vehicle. Check all suspension and steering parts for wear. Check tire pressure and condition. Check riding height. Check caster and camber angles and adjust as required. Check and set toe-in as required. Center steering wheel.	55.00
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	23.10
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	69.30
Hazardous Materials	2.71
**** Taxes <WI sales tax	**** 15.24>

Copyright (c) 2013 Mitchell Repair Information Company, LLC

When will your items arrive?

Not Yet Shipped: 1 item - delivery estimate: January 10, 2013 - January 15, 2013

Order Placed: January 4, 2013
Amazon.com order number: [redacted]
Order Total: **$348.00**

Shipment #1: Ordered from Avondale Automotive

Need to cancel an item?

Shipping estimate: January 7, 2013 - January 8, 2013
Delivery estimate: January 10, 2013 - January 15, 2013

For information about this order, please contact Avondale Automotive.
Learn more about Avondale Automotive's return and replacement policy.

Shipping Address: Change

[redacted]
PRAIRIE DU CHIEN, WI [redacted]
United States

Items Ordered	Price
1 of: **03-08 Dodge Ram 2500/3500 Steering Linkage Upgrade Fixes-Death Wobble Oem Mopar** Condition: New Sold by: Avondale Automotive (seller profile)	$304.05

Shipping Speed: Change
Standard

Shipping Preference:
Group my items into as few shipments as possible

Your seller feedback about this order

This open order is not yet eligible for feedback.

See all orders awaiting feedback

Payment Information

Payment Method: Change
[redacted]

Billing address Change

Need to print an invoice?

Item(s) Subtotal: $304.05
Shipping & Handling: $43.95

348.00

Pink's Automotive of PrairieDuChien Inc.
1701 E LaPointe St
Prairie Du Chien, WI. 53821
Phone - 608-326-7465 Fax - 608-326-0045

INVOICE
[redacted]

CUSTOMER SATISFACTION IS #1

INVOICE

Work Completed Date : 01/15/2013 Print Date : 01/15/2013

[redacted]
Marquette, IA [redacted]
Cellular [redacted]
Cust ID : 2510

2007 Dodge - Pickup R3500
6.7L, In-Line6 (408CI)
Lic # : [redacted] IA Odometer In : 98,637
Unit # : Odometer Out :
Vin # : 3D7MX49A 17G[redacted]
Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended

[Technicians : Bouzek, Tom]

Org. Estimate $ 0.00 Revisions $ 0.00 Current Estimate $ 0.00

Labor:	$220.11
Parts:	$56.85
Sublet:	$0.00
Sub:	$276.96
Tax:	$15.24
Total:	$292.20
Bal Due:	$292.20

[Payments -]

6030

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

☐ This vehicle received without face to face customer contact.

Shop Representative

Having authority to do so I hereby order the above products and services, parts and labor and grant permission to you and/or your employees to operate the vehicle described for the purpose of testing and/or inspection. I agree to pay cash when the work is completed or to pay on other terms satisfactory to you. Until paid in full, the amount owing on this work shall constitute a lien on the motor vehicle. If collection is made by suit or otherwise, I agree to pay storage and collection and reasonable attorney's fees.

Customer Sign _____
Date. _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAT THE ESTIAMTE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.
1. I request an estimate in writing before you begin repair
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
3. I do not want an estimate

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by ☐ Cash ☐ Check ☐ Credit ☐ Card Charge

Call when vehicle is ready ☐ Yes ☐ No

Copyright (c) 2013 Mitchell Repair Information Company, LLC

[redacted]

Check Number: [redacted]
Check Date: Feb 6, 2013

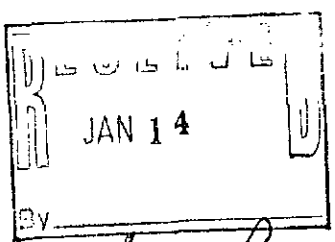
Check Amount: $292.20

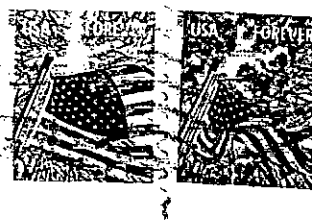
Item to be Paid - Description	Discount Taken	Amount Paid
325444		292.20

[redacted]

Marquette, PA

[redacted]





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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-27 19:17:43.757055
Files Not Recieved: 0

The stock components were deemed unsafe, at which time I purchased and installed the new steering linkage (per Chrysler's instructions, including an alignment) a few days before the recall was released. I am requesting a reimbursement as bad part(s) have been proven an issue. Thank you for your time.

Tom Whiteside Auto Sales, Inc.

Mount Sterling, OH 43143
(740) 869-2296

INVOICE	CONTROL		P.O.		DATE
[redacted]		D1		[redacted] MOUNT STERLING OH [redacted] ([redacted])	10/10/13
					S/R:

223.00	7	7WA	(1)	1	52122362AH	STEERING	279.00	279.00
1.35	6	5	(1)	3	6505623AA	NUT	1.69	5.07

Counterman 02

Freight:	.00
Parts:	284.07
State Tax:	19.89
Other Tax:	.00
Cash Total:	303.96

110588 View C/T Reprint

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-02 14:19:57.834068
Files Not Recieved: 0

The attached doc for case# [redacted] is 3 pages.

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-10 20:52:21.404741
Files Not Recieved: 0

CUSTOMER #:- [redacted]

[redacted]

INVOICE

WAXAHACHIE DODGE CHRYSLER JEEP

2405 North I-35 East, Waxahachie, TX 75167
972-938-1883
www.waxahachieautoplex.com

[redacted]

WAXAHACHIE, TX [redacted]

PAGE 1

HOME: [redacted]

BUS: CELL:

SERVICE ADVISOR: 237 BLAKE NESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE 2500	1D7KS28CX7J[redacted]		245674/245674	T4456

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29NOV06 DD			WAIT 05JUL13			CASH	05JUL13

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
09:04 05JUL13	14:53 05JUL13	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT THE FRONT END FEELS LOOSE,THEY JUST BOUGHT THE VEHICLE

50 MISC

249 BOSWELL,JERRY LIC#: [redacted]

CP 3.00 300.00 300.00

1 52122362AH STEERING-STEERING 372.00 372.00 372.00

1 68039930AA ARM-PITMAN 43.10 43.10 43.10

1 5154661AC *DAMPER-STEERING 123.00 123.00 123.00

3 6505623AA NUT-HEX LOCK 2.10 2.10 6.30

PARTS: 544.40 LABOR: 300.00 OTHER: 0.00 TOTAL LINE A: 844.40

245674 3.00 replace steering linkage assembly, steering damper & pitman arm

****

B MULTI-POINT VEHICLE INSPECTION

27P MULTI-POINT VEHICLE INSPECTION

249 BOSWELL,JERRY LIC#: 464758129

ISP 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C QUALITY CONTROL PERFORMED

QC QUALITY CONTROL PERFORMED

249 BOSWELL,JERRY LIC#: 464758129

ISP 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D** FOUR WHEEL ALIGNMENT

ALIGN4 FOUR WHEEL ALIGNMENT

249 BOSWELL,JERRY LIC#: 464758129

CPM 2.00 89.95 89.95

PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE D: 89.95

245674 2.00 complete alignment

****

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 19.15

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2006 ADP, Inc.

CUSTOMER COPY

Generated by CamScanner from intsig.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

WAXAHACHIE DODGE CHRYSLER JEEP
2405 North I-35 East, Waxahachie, TX 75167
972-938-1883
www.waxahachieautoplex.com

[redacted]
WAXAHACHIE, TX [redacted]
HOME: [redacted]0

BUS: CELL: SERVICE ADVISOR: 237 BLAKE NESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE 2500	1D7KS28CX7J[redacted]		245674/245674	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29NOV06 DD			WAIT 05JUL13			CASH	05JUL13

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
09:04 05JUL13	14:53 05JUL13	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

NEXT SERIVCE DATE _____ MILES _____

THANK YOU FOR YOUR BUSINESS - IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CALL JERAD MARTIN, SERVICE DIRECTOR. 972-825-4573

WE WANT YOU TO BE COMPLETELY SATISFIED!

DODGE CHRYSLER Jeep

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	389.95
PARTS AMOUNT	544.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.15
TOTAL CHARGES	953.50
LESS INSURANCE	0.00
SALES TAX	46.49
PLEASE PAY THIS AMOUNT	999.99

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

Generated by CamScanner from intsig.com

WAXAHACHIE DODGE
2405 N. INTERSTATE HIGHWAY 35 EA
WAXAHACHIE, TX 75167
(972) 938-1991

Sale

Merchant ID: 542929804147395

Term ID: LK224946

07/05/13 16:22:03

Batch#: 000126 Inv #: 000007

[redacted] Entry Method: S

Seq.#: 0007 Appr Code: 807765

Total: $ 999.99

APPROVED

Customer Copy

THANK YOU!

Generated by CamScanner from intsig.com

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-27 14:16:06.642511
Files Not Recieved: 0

YUMA AUTO AND TRANS SERVICE
841 20TH AVE
YUMA, AZ. 85364
Phone - 928-783-6111 Fax - 928-783-2818

INVOICE
9189

INVOICE

Print Date : 11/12/2013

[redacted]

2003 Dodge - Pickup R2500
5.9
Lic # : [redacted]
Unit # :
Vin # : **3D7KU28C73C**[redacted]
Hat # :

Odometer In : 106561

Cellular [redacted]
Cust ID : 2248
Ref # :

Part Description / Number	Qty	Sale	Extended
Upper ball joints			
B 500-1117	2.00	105.93	211.86
Lower ball joints			
B 505-1311	2.00	110.37	220.74
Steering kit			
F 52122362AH	1.00	372.00	372.00
Steering dampner			
F 5154661AC	1.00	123.00	123.00
Pitman arm			
F 68039930AA	1.00	43.10	43.10
Nut			
F 6505623AA	3.00	2.25	6.75
Air filter			
O CA9589	1.00	28.69	28.69
Delo 400 motor oil			
400	12.00	4.65	55.80
Oil filter			
7620	1.00	15.20	15.20
Shop Supplies		12.00	12.00

Labor Description	Hours	Extended
Alignment	N/A	89.95
Lube/oil/filter	0.26	25.00
Replace upper and lower ball joints	4.00	380.00
Replace steering linkage with up-grade kit	2.00	190.00
Hazardous Materials		3.00

[Technicians : Please Select, Technician; Vazquez, Jesus; Simala, Brett 2]

Org. Estimate **$1,850.06** Revisions **$0.00** Current Estimate **$ 1,850.06** Additional Cost Revised Estimate

Labor:	**598.00**
Parts:	**1,089.14**
Sublet:	**89.95**
	- - - - - - -
Sub:	**1,777.09**
Tax:	**72.97**
Total:	**1,850.06**
Bal Due:	**$1,850.06**

[Payments -]

ESTIMATES ARE ONLY ESTIMATES AND SUBJECT TO CHANGE

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

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

01.17.07 Copyright Mitchell 1 Invoic11



5232779
YUMA AUTOMOTIVE & TRAN
841 S 28TH AVE
YUMA, AZ 85364
928-783-6111

TERMINAL I.D.: 52327791

DEBIT
XXXXXXXXXXXX[redacted]
DB SALE
BATCH: 000720 INV: 5
DATE: NOV 12, 13 TIME: 17:33:54
AUTH NO: 199835
TRACE: 00321737

TOTAL $1850.06

TIMOTHY JOHNSON

X_____

I AUTHORIZE THE TRANSFER OF FUNDS
FOR THE AMOUNT OF THIS TRANSACTION

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/29/14

POSTED DATE : 1.29.14

VIN (FIRST 9 DIGITS) 3D7MS4829

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MS48C95G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

Dear Chrysler Customer Assistant: January 21, 2014

As a Loyal Customer regarding the Dodge/Chrysler Family, I am very impressed to see that Dodge continues to stand behind their product and that you have the customer's safety at forefront.

On April 20th My family and I hooked up our six horse gooseneck trailer to our 2005 Dodge 3500 Diesel, dually and left Madrid, Iowa headed to Cedar Rapids, Iowa for a Horse Show. As a family we row crop farm, have a hay business, and travel extensively in and out of Iowa traveling to rodeos and National Barrel Horse Association eventing. We rely quite heavily on our 2005 Dodge Truck to get our family to and from places safely. Upon, leaving the house early that morning we headed out on the highway – only a few short miles from home – when all of a sudden there was no steering connection to the front tires. The truck shook violently back and forth, I locked up the brakes at 55 miles an hour and slid the truck and trailer into the ditch and off the highway, we thank God that there was no one coming from the other direction that time of the morning due to the fact that we slid in and out of both lanes. When I finally assessed the damage to the truck, the left tire was unhooked from the ball joint and pointing one direction while the passenger side tire was pointing the opposite direction. I called a tow truck company and they had to bring a flatbed truck out to haul it to the closest repair shop – Murry Auto, Madrid, Iowa. When Jim Murry contacted me regarding the repairs to the front end he stated extensive damage to the steering Linkage system connecting both tires. The included receipts cover the costs incurred.

Thank You for your timely attention to this matter.

Sincerely:

[redacted] and Family

[redacted]

madrid IA [redacted]

INVOICE

MURRY AUTO

410 E 9ST MADRID IOWA 50156

515-360-6872

DATE: April 22, 2013

FOR:

BILL TO: Name

2005 dodge 3500 truck

Fax:

stock no 0411a

DESCRIPTION	T	AMOUNT
frt end has loose ball joints and all tie rod ends	T	
repalced upper ball ball joints	T	$242.00
repalced lower ball joints	T	$160.00
repalced left otter tie rod ends	T	$150.69
replaced right otter tie rod end	T	$150.98
replaced innner tie rod end at steering gear	T	$36.96
replaced inner tie rod at steering rod	T	$52.98
replaced adjuster sleeves	T	$50.00
	T	
	T	
	T	
	T	
	T	
	T	
	T	
labor @$68.00 pr hr 8.5hr	T	$375.00
	SUBTOTAL	$1,218.61
	TAX RATE	7.00%
	SALES TAX	$85.30
	OTHER	0.00
	TOTAL	**$1,303.91**

[redacted]

Madrid, IA [redacted]

[redacted]

DES MOINES IA 500

28 JAN 2014 PM 2 L

JAN 29

Chrysler Customer Assistance,
P.O. Box 21-8007, Auburn Hills, M
48321-8007
Attention: Reimbursement

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/14/14

POSTED DATE : 1/8/14

VIN (FIRST 9 DIGITS) 3D7KU26D6

VIN (LAST 8 DIGITS) 4G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

PERFORMANCE PLUS
1200 NE 56th St
Pleasant Hill, IA. 50327
Phone - 515-262-8558 Fax - 515-264-8037
www.performanceplusautomotivellc.com

INVOICE
7893

Invoice Date : 06/18/2010
Print Date : 01/08/2014

INVOICE FROM HISTORY

Work Completed Date : 06/18/2010

[redacted]
Des Moines, IA [redacted]
Cellular [redacted]
Cust ID : 3557

2004 Dodge - Pickup R2500 - 5.7L, V8 (345CI)
Lic # : [redacted] - IA
Odometer In : 69700
Unit # :
Vin # : 3D7KU26D64G[redacted]
Hat # :
Ref # :

Part Description / Number	Qty	Sale	Extended
DEXCOOL			
DEX	2.00	17.50	35.00
COOLING SYSTEM FLUSH KIT			
BG	1.00	17.50	17.50
TIE ROD END (INNER SECTOR)			
45A-0920	1.00	70.25	70.25
TIE ROD END (PASS OUTER)			
45A3081	1.00	148.85	148.85
CLEAR P/S FLUSH KIT			
6700KIT	1.00	40.50	40.50
Shop Supplies		14.72	14.72

Labor Description	Extended
TIE ROD &/OR ENDS - Remove & Replace - 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	51.00
TIE ROD &/OR ENDS - Remove & Replace - [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	25.50
COOLING SYSTEM - Flush/Replace	59.50
Power steering fluid flush	42.50
Road test for power steering operation. Inspect system for leaks. Flush power steering lines, pump, rack and pinion, and or gear box. Install new power steering fluid. Install power steering additive to revitalize seals and . Road test vehicle.	

Org. Estimate **$ 535.64** Revisions **$ 0.00** Current Estimate **$ 535.64**

Labor:	**178.50**
Parts:	**326.82**
Sublet:	**$0.00**
Sub:	**505.32**
Tax:	**30.32**
Total:	**535.64**
Bal Due:	**$0.00**

[Payments - Discover - $535.64]

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. Warranty on parts is one year or 12,000 miles whichever comes first. No warranty is intended or impleied on parts provide by customer .Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date_____ Time_____

Written By: Parker, Kirk - Technicians : Parker, Danny

Copyright (c) 2014 Mitchell Repair Information Company, LLC invhrs 11.18.10 JD

PERFORMANCE PLUS
1200 NE 56th St
Pleasant Hill, IA. 50327
Phone - 515-262-8558 Fax - 515-264-8037
www.performanceplusautomotivellc.com

INVOICE
11452
Org. Est. # 027359

Invoice Date : 10/14/2013
Print Date : 01/08/2014

INVOICE FROM HISTORY

Work Completed Date : 10/14/2013

[redacted]
Des Moines, IA [redacted]
Cellular [redacted]
Cust ID : 3557

2004 Dodge - Pickup R2500 - 5.7L, V8 (345CI)
Lic # : [redacted] - IA
Unit # :
Vin # : **3D7KU26D64G**[redacted]
Hat # :
Odometer In : 95295
Ref # :

Part Description / Number	Qty	Sale	Extended
BRANDED FRICTION / Front Brake Pads/Shoes MKD965FM	1.00	106.54	106.54
Global Brake Rotor / Front Brake Rotor PRT5456	2.00	102.99	205.98
B.JT LWR DOD (B) / Lower Ball Joint 45D2311	2.00	0.00	0.00
ALIGHMENT ALIG	1.00	79.95	79.95
Drag Link / Tie Rod DS1464	1.00	128.42	128.42
Hub Assembly / Front Bearing & Hub Assm 515061	1.00	0.00	0.00

Labor Description	Extended
DISC ROTOR - Remove & Replace - 4WD Front,8 Lug,Both - [Includes: Repack wheel bearings and replace pads if necessary. Includes: Replace pads if necessary. DOES NOT include refinishing.]	85.00
BALL JOINT - Remove & Replace - R2500,R3500,RWD Upper or Lower,Both Sides - [DOES NOT include alignment.]	297.50
TIE ROD &/OR ENDS - Remove & Replace - 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	25.50

Org. Estimate **$ 984.62** Revisions **$ 0.00** Current Estimate **$ 984.62**

Labor:	**408.00**
Parts:	**520.89**
Sublet:	**$0.00**
Sub:	**928.89**
Tax:	**0.00**
Total:	**928.89**
Bal Due:	**$-55.73**

[Payments - Visa - $984.62]

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. Warranty on parts is one year or 12,000 miles whichever comes first. No warranty is intended or impleied on parts provide by customer .Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date_____ Time_____

Copyright (c) 2014 Mitchell Repair Information Company, LLC invhrs 1118 10 JD

PERFORMANCE PLUS
1200 NE 56th St
Pleasant Hill, IA. 50327
Phone - 515-262-8558 Fax - 515-264-8037
www.performanceplusautomotivellc.com

INVOICE
6966
Org. Est. # 017525

Invoice Date : 05/22/2009
Print Date : 01/08/2014

INVOICE FROM HISTORY

Work Completed Date : 05/22/2009

[redacted]
Des Moines, IA [redacted]
Cellular [redacted]
Cust ID : 3557

2004 Dodge - Pickup R2500 - 5.7L, V8 (345CI)
Lic # : [redacted] - IA
Odometer In : 61049
Unit # :
Vin # : 3D7KU26D64[redacted]
Hat # :
Ref # :

Part Description / Number	Qty	Sale	Extended
ENGINE OIL			
5W30	7.00	0.00	0.00
SERP BELT			
25071013	1.00	60.64	60.64
BRAKE PADS FRONT			
MKD965	1.00	82.39	82.39
FRONT ROTORS			
PRT5456	2.00	114.86	229.72
BRAKE PADS REAR			
mkd702a	1.00	95.50	95.50
TIR ROD (DRIVER SIDE)			
ES3625	1.00	77.69	77.69
BALL JOIUNT LOWER			
45D2311	2.00	144.11	288.22
BALL JOIUNT UPPER			
K7467	2.00	128.00	256.00
HUB ASSEMBLY			
515061	1.00	295.95	295.95
JOOUNT FRONT AXLE			
45U0305	2.00	77.50	155.00
STAB SHOCK			
SS10323	1.00	47.00	47.00
Shop Supplies		71.14	71.14

Labor Description	Extended
ALIGMENT	79.95
Lube, oil, and filter	36.95
Lubricate and check chassis. Change oil and oil filter. Check air filter and breather filter. Check all fluid levels and tire pressures. Preform basic safety inspection. Change your engine oil every 3,000 miles to extend the life of your car.	
R&RT FRONT BRAKES	96.00
R&R REAR ROTORS	80.00
REPLACE ALT BELT	40.00
REPLACE TIR RODS	40.00
TURN ROTORS	48.00
REPLACE BALL JOUINTS	304.00
R&R JOUINTS	80.00
Discount	
$21.76 off parts	

Org. Estimate **$ 2,588.93** Revisions **$ 0.00** Current Estimate **$ 2,588.93**

Labor:	**724.95**
Parts:	**1,659.25**
Sublet:	**$79.95**
Discount:	**-21.76**
Sub:	**2,442.39**
Tax:	**146.54**
Total:	**2,588.93**
Bal Due:	**$0.00**

[Payments - Discover - $2,588.93]

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. Warranty on parts is one year or 12,000 miles whichever comes first. No warranty is intended or impleied on parts provide by customer .Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

Copyright (c) 2014 Mitchell Repair Information Company, LLC invhrs 1118 10 JD

INVOICE

Print Date : 10/14/2013

[redacted]
Des Moines, IA [redacted]
Cellular [redacted]
Cust ID : 3557

2004 Dodge - Pickup R2500 - 5.7L, V8 (345CI)
Lic # [redacted] - IA Odometer In : 95295
Unit # :
Vin # : 3D7KU26D64G[redacted]
Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
RANDED FRICTION / Front rake Pads/Shoes MKD965FM	1.00	106.54	106.54	DISC ROTOR - Remove & Replace - 4WD Front,8 Lug,Both - [Includes: Repack wheel bearings and replace pads if necessary. Includes: Replace pads if necessary. DOES NOT include refinishing.]	85.00
lobal Brake Rotor / Front Brake otor PRT5456	2.00	102.99	205.98	BALL JOINT - Remove & Replace - R2500,R3500,RWD Upper or Lower,Both Sides - [DOES NOT include alignment.]	297.50
.JT LWR DOD (B) / Lower Ball)int 45D2311	2.00	0.00	0.00	TIE ROD &/OR ENDS - Remove & Replace - 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	25.50
LIGHMENT ALIG	1.00	79.95	79.95		
rag Link / Tie Rod DS1464	1.00	128.42	128.42		
ub Assembly / Front Bearing & ub Assm 515061	1.00	0.00	0.00		

g. Estimate **$ 984.62** Revisions **$ 0.00** Current Estimate **$ 984.62**

Labor:	**408.00**
Parts:	**520.89**
Sublet:	**$0.00**
Sub:	**928.89**
Tax:	**55.73**
Total:	**984.62**
Bal Due:	**$0.00**

ayments - Visa - $984.62]

ıereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. Warranty on parts is ıe year or 12,000 miles whichever comes first. No warranty is intended or impleied on parts provide by customer .Warranty work has to be :rformed in our shop & cannot exceed the original cost of repair.

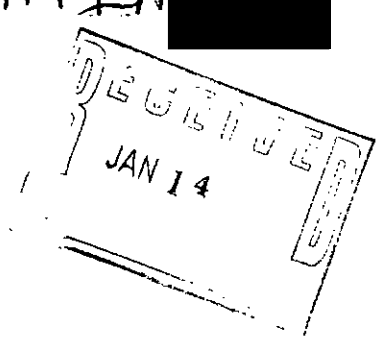
gnature _____ Date_____ Time_____

itten By. Parker, Danny - Technicians : Parker, Danny

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 1118.10 JD

[redacted]

DSM IA [redacted]





06 JAN 2014 PM 1 L

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

48321800707

ATTN: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-28 15:08:52.526383
Files Not Recieved: 0

I recently received a recall notice for my dodge 2500 for the left tie rod for trucks with the replaced linkage system. Imagine my disappointment and frustration when only a few weeks ago I already dealt with this. On December 7th I had the left front tie rod shear off, fortunately I was in a parking lot. At the local parts store I was told I needed the entire linkage they didn't sell just the tie rod so we called Dodge. The dealership said there was no recall and I would need a new linkage unit for about $1000.00 parts and labor. That was terrible service in my opinion. This is my work vehicle and I needed it fixed. After paying a towing fee of $100.00 to Ron Wells as seen above, I ordered my own part. Yes the entire linkage system again. It was replaced in 2005 prior to the first recall regarding this issue. I had it express shipped from Mopar to the tune of $319.61. I then spent about 2.5 hours fixing it myself. Your guys would probably get at least $72 an hour on labor though mine was unpaid on the cold Vermont winter ground. I am disappointed and frustrated with the customer service I have received from Dodge. This is our third vehicle from Dodge and I am not impressed. I lost time, work and money on this problem. I am in hopes that Chrysler will take care of this properly as it was not my doing. I am seeking reimbursement for my expenses as follows:

Part $319.61
Towing $100.00
Labor $189.00

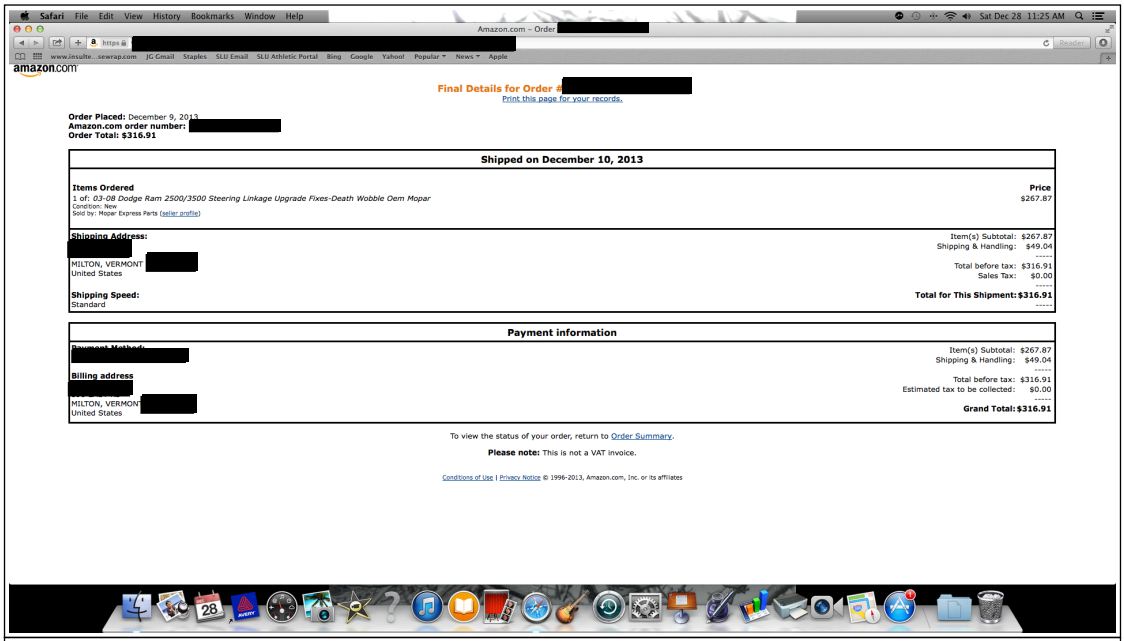
_____

Total $599.61

This doesn't even cover the fact that it was 2 weeks prior to Christmas. I hope that you will right your wrong properly.

Thank you in advance,

[redacted]



amazon.com

Final Details for Order # [redacted]

Print this page for your records.

Order Placed: December 9, 2013
Amazon.com order number: [redacted]
Order Total: $316.91

Shipped on December 10, 2013

Items Ordered	Price
1 of: *03-08 Dodge Ram 2500/3500 Steering Linkage Upgrade Fixes-Death Wobble Oem Mopar* Condition: New Sold by: Mopar Express Parts (seller profile)	$267.87

Shipping Address:
[redacted]
MILTON, VERMONT [redacted]
United States

Shipping Speed:
Standard

Item(s) Subtotal: $267.87
Shipping & Handling: $49.04
Total before tax: $316.91
Sales Tax: $0.00
Total for This Shipment: $316.91

Payment information

Payment Method:
[redacted]

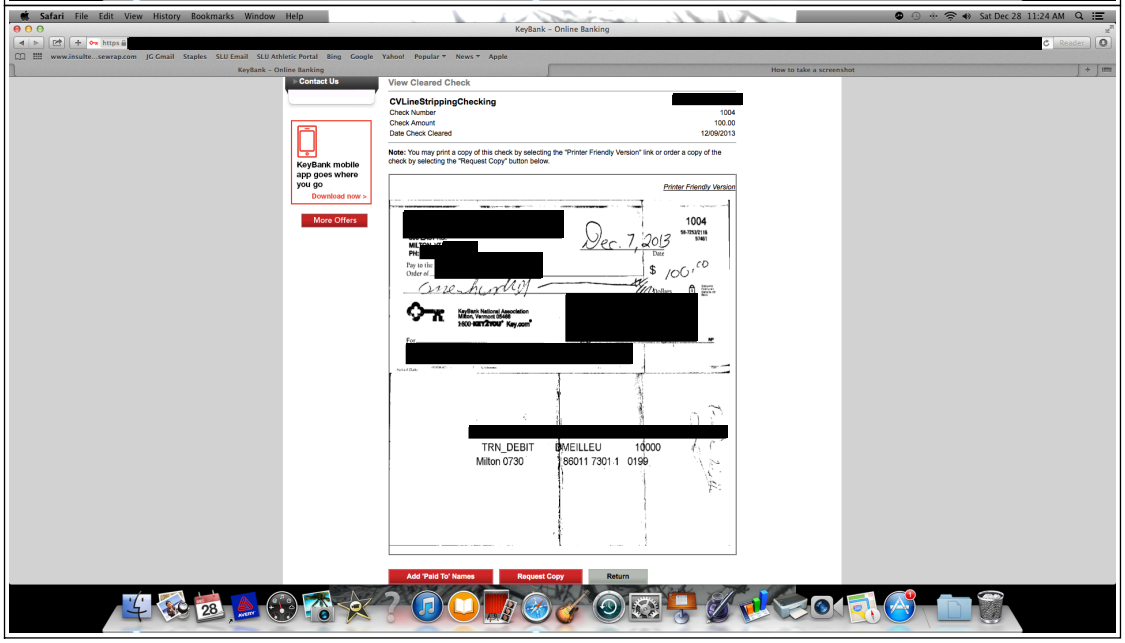
Billing address
[redacted]
MILTON, VERMONT [redacted]
United States

Item(s) Subtotal: $267.87
Shipping & Handling: $49.04
Total before tax: $316.91
Estimated tax to be collected: $0.00
Grand Total: $316.91

To view the status of your order, return to Order Summary.

Please note: This is not a VAT invoice.

Conditions of Use | Privacy Notice © 1996-2013, Amazon.com, Inc. or its affiliates



Contact Us

KeyBank mobile app goes where you go
Download now >

More Offers

View Cleared Check

CVLineStrippingChecking [redacted]

Check Number	1004
Check Amount	100.00
Date Check Cleared	12/09/2013

Note: You may print a copy of this check by selecting the "Printer Friendly Version" link or order a copy of the check by selecting the "Request Copy" button below.

Printer Friendly Version

Add 'Paid To' Names | Request Copy | Return

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-28 15:15:56.669084
Files Not Recieved: 0

I am sending additional documentation regarding this case as it would not accept all the files as one. Just one more thing to aggravate me and waste my time. I hope to hear from you soon any questions I can be reached at [redacted] Thank you [redacted]

OSS
GE CHRYSLER
[redacted] Shelburne Road P.O. Box 2122
South Burlington, VT 05407
Phone: 658-0120
GOSSCARS.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m.-Saturday

R/O Open Date	R/O Number
8/09/10	[redacted]
R/O Close Date	**Status**
8/12/10	Pre-Invoice
Mileage In	**Mileage Out**
45523	45524
Service Advisor / Tag #	
Wayne	

[redacted]
MILTON, VT [redacted]

Work Phone	Vehicle Identification Number
[redacted]	3D7KU26D44G[redacted]
	Delivery Date / **In-Service Date**
	4/23/05 / 4/23/05

Year	Make	Model	Body	Color	License Number
2004	DODGE	2500	P/U 26A 4X4	WHITE BRIG	A-82

2465890 CHRYSLER SRV CONT Exp: 70000 or 4/22/12 Ded: 0 Plan: MC770M

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - Customer Reports:		
BAD VIBRATION OVER TRACKS--SEE WAYNE FOR DETAILS		
Work performed by RB (17)		Serv Contr
Installed 52122362AE :STEERING: STEERING	Qty: 1	Serv Contr
Installed 52122370AB :DAMPER: STEERING	Qty: 1	Serv Contr
Installed 68039930AA :ARM: PITMAN	Qty: 1	Serv Contr
Installed 6505623AA :NUT: HEX LOCK	Qty: 4	Serv Contr
INSTALLED UPDATED FRONT END PACKAGE AND SET TOE IN		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto and if enforcement proceedings are necessary, the dealership shall be entitled to cost, interest and attorney fees."
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)845-1028

LABOR	.00
PARTS	.00
DEDUCTIBLE	100.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	100.00



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-31 08:10:26.278825
Files Not Recieved: 0

Just incase here is the invoice again

GOSS
GE CHRYSLER
[redacted] Shelburne Road P.O. Box 2122
South Burlington, VT 05407
Phone: 658-0120
GOSSCARS.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m.-Saturday

R/O Open Date	R/O Number
8/09/10	[redacted]
R/O Close Date	**Status**
8/12/10	Pre-Invoice
Mileage In	**Mileage Out**
45523	45524
Service Advisor / Tag #	
Wayne	

[redacted]
MILTON, VT [redacted]

Work Phone [redacted]

Vehicle Identification Number: 3D7KU26D44G[redacted]

Delivery Date	In-Service Date
4/23/05	4/23/05

Year	Make	Model	Body	Color	License Number
2004	DODGE	2500	P/U 26A 4X4	WHITE BRIG	A-82

2465890 CHRYSLER SRV CONT Exp: 70000 or 4/22/12 Ded: 0 Plan: MC770M

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - Customer Reports:		
BAD VIBRATION OVER TRACKS--SEE WAYNE FOR DETAILS		
Work performed by RB (17)		Serv Contr
Installed 52122362AE :STEERING: STEERING	Qty: 1	Serv Contr
Installed 52122370AB :DAMPER: STEERING	Qty: 1	Serv Contr
Installed 68039930AA :ARM: PITMAN	Qty: 1	Serv Contr
Installed 6505623AA :NUT: HEX LOCK	Qty: 4	Serv Contr
INSTALLED UPDATED FRONT END PACKAGE AND SET TOE IN		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto and if enforcement proceedings are necessary, the dealership shall be entitled to cost, interest and attorney fees."
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)845-1028

LABOR	.00
PARTS	.00
DEDUCTIBLE	100.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	100.00

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-08 21:58:42.514253
Files Not Recieved: 0

Jenna, Sorry for the delay I was waiting on the towing invoice. Both remaining documents are enclosed. I will be watching my mail for a reimbursement. Thank you for your help.

Tow Control No. _____
Tow Crane No. _____

DATE: 12/7/13
TIME: 3:00 pm

Tow Truck Service Receipt

Ron Wells Towing
LICENSEE NAME

TRADE NAME

Cobble Hill Rd Milton VT 05468
PRIMARY BUSINESS ADDRESS

(802) 893-2132
BUSINESS PRIMARY TELEPHONE NUMBER

Storage facility/repair location _____ Telephone # (___) _____

Name of Customer: [redacted]

Customer Address: [redacted] Telephone # [redacted] 363-9534

Tow Pick up Location: Biglots Parkinglot Pearl St. Essex Jct. VT
Street Location City and State

Tow Delivery Location: Costumer home Milton VT
Street Location City and State

Description of Disabled Vehicle

Color: White w/ graphic Make: Dodge Model Ram 2500 Year 2004 Tag No.: _____

State of Vehicle Registration: VT Vehicle towed to: 590 East Rd Milton VT 05468

Schedule of Towing Fees

Public Tow (whether accident or impound) $100
Public Storage Service Fee: $20
Private Tow

From Accident: Minimum: $_____ Maximum: $_____

Non-Accident: Minimum: $_____ Maximum: $_____

Total Towing Fees Due: $100.00

Daily Storage Fees: Minimum: $_____ *Maximum: $_____

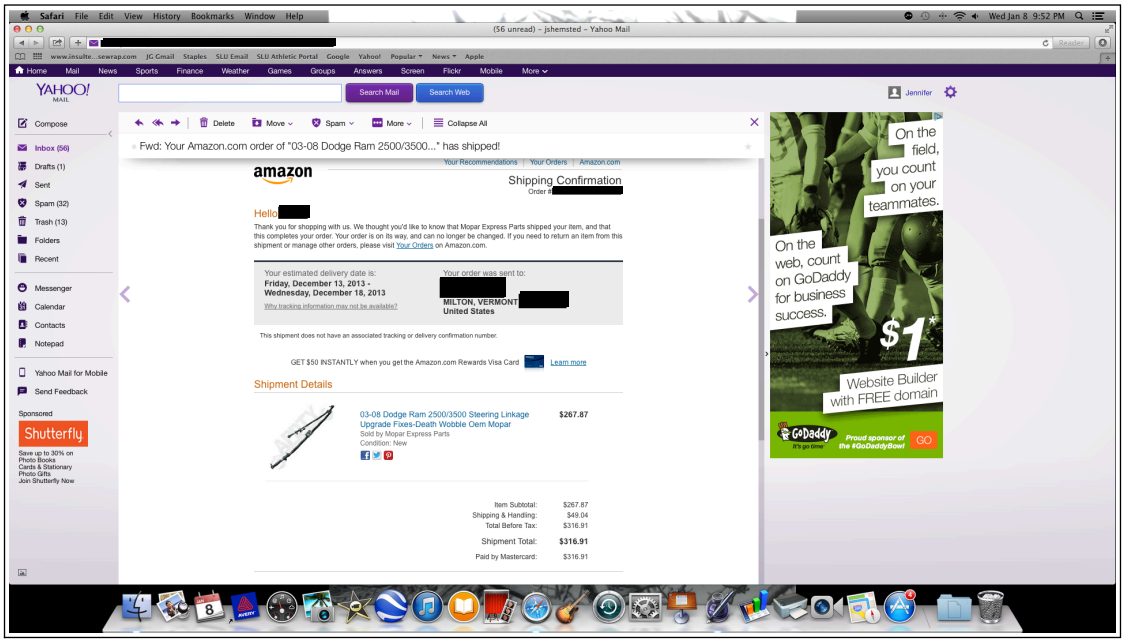
*(*Maximum rate per 24 hour period or part thereof, which period shall start when the vehicle enters the tow service storage lot to which the vehicle is towed.)*

OTHER CHARGES/DESCRIPTIONS: Broke Left front

Name of Tow Truck Operator: (Print) Ron Wells Signature Ron Wells

Signature (Disabled Vehicle Operator): [redacted]

NOTE: Licensee must retain a copy of the receipt for a period of three years.


Safari File Edit View History Bookmarks Window Help
Wed Jan 8 9:52 PM
(56 unread) - jshemsted - Yahoo Mail
YAHOO! MAIL
Search Mail
Search Web
Jennifer
Compose
Inbox (56)
Drafts (1)
Sent
Spam (32)
Trash (13)
Folders
Recent
Messenger
Calendar
Contacts
Notepad
Yahoo Mail for Mobile
Send Feedback
Sponsored
Shutterfly
Save up to 30% on Photo Books Cards & Stationary Photo Gifts Join Shutterfly Now
Delete
Move
Spam
More
Collapse All
Fwd: Your Amazon.com order of "03-08 Dodge Ram 2500/3500..." has shipped!
amazon
Shipping Confirmation
Hello
Thank you for shopping with us. We thought you'd like to know that Mopar Express Parts shipped your item, and that this completes your order. Your order is on its way, and can no longer be changed. If you need to return an item from this shipment or manage other orders, please visit Your Orders on Amazon.com.
Your estimated delivery date is:
Friday, December 13, 2013 - Wednesday, December 18, 2013
Why tracking information may not be available?
Your order was sent to:
MILTON, VERMONT
United States
This shipment does not have an associated tracking or delivery confirmation number.
GET $50 INSTANTLY when you get the Amazon.com Rewards Visa Card
Learn more
Shipment Details
03-08 Dodge Ram 2500/3500 Steering Linkage Upgrade Fixes-Death Wobble Oem Mopar
Sold by Mopar Express Parts
Condition: New
$267.87
Item Subtotal: $267.87
Shipping & Handling: $49.04
Total Before Tax: $316.91
Shipment Total: $316.91
Paid by Mastercard: $316.91
On the field, you count on your teammates.
On the web, count on GoDaddy for business success.
$1*
Website Builder with FREE domain
GoDaddy
Proud sponsor of the #GoDaddyBowl
GO

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D7KS29C9

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7KS29C96G**[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the *steering linkage replaced* with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

RDS
NS APPLY
ion Code
hicle (check one if
ok.
xported
ross is unknown.
t the new owner's
now owner's name
If it has changed):
☐ Dr.
☐ Business
MI

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.

RAM DODGE CHRYSLER Jeep SRT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

645910/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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 _____

SOURCE Automotive

16805 SE 130th Av.
Clackamas, OR 97015
503-654-9004
www.sourceautomotive.biz

Monday-Friday 7:30 a.m.- 5:30 p.m

[redacted]

Aurora, OR [redacted]

DATE 12-18-12	YEAR MAKE AND MODEL 06 Dodge
PHONE [redacted]	SERIAL NUMBER
CUSTOMER ORDER NO.	MOTOR NUMBER
PROMISED AM PM	LICENSE NUMBER
TERMS	ODOMETER

QTY	PART NO. AND DESCRIPTION	PRICE	AMOUNT
1	52122362AH 3rd Gen Tierod Kit		360 -
		TOTAL PARTS	

DESCRIPTION OR WORK	HOURS
Pd Cash	
TOTAL	

QTY	OUTSIDE REPAIRS	PRICE
	Thank You [redacted]	
	Bill	
	TOTAL	

	TOTAL LABOR
ESTIMATE	TOTAL PARTS
	QTS OF OIL
	OUTSIDE REPAIRS
	THANK YOU
	TOTAL

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for damage to cars for articles left in cars in case of fire, theft or any other cause beyond your control.

SIGNATURE

Due to bad Tie Rod ends on my stock ~~Front~~ Front end I had to get my truck aligned ~~to~~ before and after I installed Mopar tie Rod end kit. I was told I would be reimbursed if I show Reciepts. If you have any questions, please call Me, [redacted] at [redacted]

Thank you.

Tires LES SCHWAB

29175 SW Town Center
Wilsonville, OR 97070
503-682-8489

Store: 240
Invoice: 24000062581
Salesperson: ThomasM

Work Order 24000062533

Customer Information

Name: [redacted]
Address: [redacted]
City, State AURORA, OR [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2006 DODGE RAM 2500 PICKUP
Color: RED **VIN:** 3D7KS29C96G229069
Mileage: 73,426
License: CA04135

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	12857	ALIGNMENT CHECK	$56.25	$0.00	$56.25
1	12815	COMPLIMENTARY ALIGNMENT CHECK	($56.25)	$0.00	($56.25)
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: $0.00
Labor Subtotal: $56.25
Sales Tax: $0.00
Tire Tax: $0.00

Invoice **$56.25**

Payment Method: CUST CHG:Acc# [redacted] **$56.25**

THANK YOU FOR YOUR BUSINESS

[redacted]

Aurora OR, [redacted]

PORTLAND OR 970

02 JAN 2014 PM 5 L

RECEIVED
JAN - 8
By

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Chrysler Case #[redacted]
Attn: Jenna
FAX: (877) 768-5076

January 12, 2014

[redacted]
Mi-Wuk Vlg, CA[redacted]

Chrysler Customer Assistance Center
Attn: Jenna
P.O. BOX 21-8004
Auburn Hills, MI 48321

RE: CASE #[redacted]
VIN # 3D3KS28C75[redacted]
Reimbursement Request

Dear Jenna –

The following is a request for reimbursement for the recall notice:

Tie Rod	$174.56
Drag link	$ 49.14
Upper Ball joints	$291.50
Lower Ball joints	$315.22
Total	$830.42

I have been loyal to the Chrysler/Dodge products for over 15 years. The failure of the ball joints and steering arms are unacceptable for a vehicle that is marketed as a quality, heavy-duty truck, that should give you reliable service for many years.

None of these parts, should have shown the wear for a vehicle strictly highway driven. I have also had to replace the wheel-bearings on the left front at 50,0000 miles, and a u-joint at 60,0000 miles. I purchased this vehicle with a 7 year 70,000 mile drive train warranty, which was not honored, when these problems presented themselves.

I also own a 1999 Dodge 2500 diesel truck, that has over 190,000 miles on it, with no drive-train issues. I take pride in ownership of my vehicles, provide regular maintenance, to contribute to the reliability of many years of use of these vehicle. It disappoints me that the 2005 vehicle quality standards have been so poor.

Chrysler Case #[redacted]
Attn: Jenna
FAX: (877) 768-5076

In discussion with other Dodge owners, and service providers this has been a consistent problem with the later model Dodge truck products, along with tie-rods and ball joints. Again, I find it disappointing to find sub-par products in the drive-train of such heavy duty trucks, this now becomes a safety issue.

Enclosed please find the service bill, with itemized list of cost. Please send the reimbursement to the above mailing address.

With appreciation to your attention to this matter.

[redacted]

CASE #[redacted]

_1678

G & H SERVICE

18974-A Hess Ave.
SONORA, CA 95370
(209) 532-4221
#ARD00029088

QTY	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT	
2	K7460 Upper ball Joints	145 75	291 50
2	K7467 Lower ball Joints	157 61	315 22
1	ES3624 Drag link		49 14
1	DS1464 LH inner Tie rod		174 56
	TOTAL PARTS		$830 42

NAD

NHC

DATE 11-4-13 A.M. P.M. | DATE PROMISED A.M. P.M.

CUSTOMER'S ORDER NO. | ORDER WRITTEN BY Mike

NAME [redacted] | BUS. PHONE | EXT.

ADDRESS | HOME PH [redacted]

CITY | STATE | ZIP | LICENSE NO. | 112023

YEAR, MAKE AND MODEL 2005 Dodge 2500 4x4 | CALL WHEN READY ☒ YES ☐ NO | MECHANIC/TECHNICIAN Mike

SERIAL NO./V.I.N. | TERMS Net Cash

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT
4.5 hours Labor to replace Upper & Lower ball Joints, Drag link & LH inner Tie rod	382 50
Alignment	65 00

Estimated cost for teardown and reassembly, $ _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorized the services recommended.

SIGNATURE _____ **DATE** _____

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE | SAVE OLD PARTS ☐ YES ☐ NO

ESTIMATED COSTS

PARTS	LABOR	TOTAL
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE
DATE	TIME	CALLED BY / PHONE

REVISED ESTIMATE / ADDITIONAL WORK

PARTS	LABOR	TOTAL
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE
DATE	TIME	CALLED BY / PHONE

TOTAL LABOR	447 50
TOTAL PARTS	830 42
TOTAL SUBLET	
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
TAX	62 85
TOTAL	1340 77

Jan 17 14 09:27a
12095862228
p.3

Chrysler Case #[redacted]
Attn: Jenna
FAX: (877) 768-5076

January 12, 2014

[redacted]
Mi-Wuk Vlg, CA[redacted]

Chrysler Customer Assistance Center
Attn: Jenna
P.O. BOX 21-8004
Auburn Hills, MI 48321

RE: CASE #[redacted]
VIN # 3D3KS28C75[redacted]
Reimbursement Request

Dear Jenna –

The following is a request for reimbursement for the recall notice:

Tie Rod	$174.56
Drag link	$ 49.14
Upper Ball joints	$291.50
Lower Ball joints	$315.22
Total	$830.42

I have been loyal to the Chrysler/Dodge products for over 15 years. The failure of the ball joints and steering arms are unacceptable for a vehicle that is marketed as a quality, heavy-duty truck, that should give you reliable service for many years.

None of these parts, should have shown the wear for a vehicle strictly highway driven. I have also had to replace the wheel-bearings on the left front at 50,0000 miles, and a u-joint at 60,0000 miles. I purchased this vehicle with a 7 year 70,000 mile drive train warranty, which was not honored, when these problems presented themselves.

I also own a 1999 Dodge 2500 diesel truck, that has over 190,000 miles on it, with no drive-train issues. I take pride in ownership of my vehicles, provide regular maintenance, to contribute to the reliability of many years of use of these vehicle. It disappoints me that the 2005 vehicle quality standards have been so poor.

Chrysler Case #[redacted]
Attn: Jenna
FAX: (877) 768-5076

In discussion with other Dodge owners, and service providers this has been a consistent problem with the later model Dodge truck products, along with tie-rods and ball joints. Again, I find it disappointing to find sub-par products in the drive-train of such heavy duty trucks, this now becomes a safety issue.

Enclosed please find the service bill, with itemized list of cost. Please send the reimbursement to the above mailing address.

With appreciation to your attention to this matter.

[redacted]

[redacted] CASE #[redacted]

_1678

G & H SERVICE
18974-A Hess Ave.
SONORA, CA 95370
(209) 532-4221
#ARD00029088

QTY	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT
2	K7460 Upper ball Joints	145 75 291 50
2	K7467 Lower ball Joints	157 61 315 22
1	ES3624 Drag link	49 14
1	DS1464 LH inner Tie rod	174 56
	TOTAL PARTS	830 42

DATE 11-4-13 A.M. P.M. | DATE PROMISED A.M. P.M.
CUSTOMER'S ORDER NO. | ORDER WRITTEN BY Mike
NAME [redacted] | BUS. PHONE EXT.
ADDRESS | HOME PH [redacted]
CITY STATE ZIP | LICENSE NO. | MILEAGE 112023
YEAR, MAKE AND MODEL 2005 Dodge 2500 4x4 | CALL WHEN READY ☒ YES ☐ NO | MECHANIC/TECHNICIAN Mike
SERIAL NO./V.I.N. | TERMS Net Cash

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT
4.5 hours Labor to replace Upper & Lower ball Joints, Drag link & LH inner Tie rod	382 50
Alignment	65 00

Estimated cost for teardown and reassembly, $ _____
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorized the services recommended.
SIGNATURE _____ **DATE** _____

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE [redacted] SAVE OLD PARTS ☐ YES ☐ NO

ESTIMATED COSTS		
PARTS	LABOR	TOTAL
AUTHORIZED BY	☐ IN PERSON	☐ BY PHONE
DATE	TIME	CALLED BY / PHONE

REVISED ESTIMATE / ADDITIONAL WORK		
PARTS	LABOR	TOTAL
AUTHORIZED BY	☐ IN PERSON	☐ BY PHONE
DATE	TIME	CALLED BY / PHONE

TOTAL LABOR	447 50
TOTAL PARTS	830 42
TOTAL SUBLET	
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
TAX	62 28
TOTAL	1340 20

Jan 17 14 09:27a
12095862228
p.3

Chrysler Case #[redacted]
Attn: Jenna
FAX: (877) 768-5076

January 12, 2014

[redacted]
Mi-Wuk Vlg, CA[redacted]

Chrysler Customer Assistance Center
Attn: Jenna
P.O. BOX 21-8004
Auburn Hills, MI 48321

RE: CASE #[redacted]
VIN # 3D3KS28C75[redacted]
Reimbursement Request

Dear Jenna –

The following is a request for reimbursement for the recall notice:

Tie Rod	$174.56
Drag link	$ 49.14
Upper Ball joints	$291.50
Lower Ball joints	$315.22
Total	$830.42

I have been loyal to the Chrysler/Dodge products for over 15 years. The failure of the ball joints and steering arms are unacceptable for a vehicle that is marketed as a quality, heavy-duty truck, that should give you reliable service for many years.

None of these parts, should have shown the wear for a vehicle strictly highway driven. I have also had to replace the wheel-bearings on the left front at 50,0000 miles, and a u-joint at 60,0000 miles. I purchased this vehicle with a 7 year 70,000 mile drive train warranty, which was not honored, when these problems presented themselves.

I also own a 1999 Dodge 2500 diesel truck, that has over 190,000 miles on it, with no drive-train issues. I take pride in ownership of my vehicles, provide regular maintenance, to contribute to the reliability of many years of use of these vehicle. It disappoints me that the 2005 vehicle quality standards have been so poor.

Chrysler Case # [redacted]
Attn: Jenna
FAX: (877) 768-5076

In discussion with other Dodge owners, and service providers this has been a consistent problem with the later model Dodge truck products, along with tie-rods and ball joints. Again, I find it disappointing to find sub-par products in the drive-train of such heavy duty trucks, this now becomes a safety issue.

Enclosed please find the service bill, with itemized list of cost. Please send the reimbursement to the above mailing address.

With appreciation to your attention to this matter.

[redacted]

[redacted] CASE #[redacted]

_1678

G & H SERVICE
18974-A Hess Ave.
SONORA, CA 95370
(209) 532-4221
#ARD00029088

QTY	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT	
2	K7460 Upper ball Joints	145 75	291 50
2	K7467 Lower ball Joints	157 61	315 22
1	ES3624 Drag link		49 14
1	DS1464 LH inner Tie rod		174 56
	TOTAL PARTS		$830 42

DATE 11-4-13 A.M. P.M. | DATE PROMISED A.M. P.M.
CUSTOMER'S ORDER NO. | ORDER WRITTEN BY Mike
NAME [redacted] | BUS. PHONE EXT.
ADDRESS | HOME PH [redacted]
CITY STATE ZIP | LICENSE NO. | MILEAGE 112023
YEAR, MAKE AND MODEL 2005 Dodge 2500 4x4 | CALL WHEN READY ☒ YES ☐ NO | MECHANIC/TECHNICIAN Mike
SERIAL NO./V.I.N. | TERMS Net Cash

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT
4.5 hours Labor to replace Upper & Lower ball Joints, Drag link & LH inner Tie rod	382 50
Alignment	65 00

Estimated cost for teardown and reassembly, $ _____
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorized the services recommended.
SIGNATURE _____ DATE _____

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE [signature] SAVE OLD PARTS ☐ YES ☐ NO

ESTIMATED COSTS			
PARTS	LABOR	TOTAL	
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE	
DATE	TIME	CALLED BY	PHONE
REVISED ESTIMATE / ADDITIONAL WORK			
PARTS	LABOR	TOTAL	
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE	
DATE	TIME	CALLED BY	PHONE

TOTAL LABOR	447 50
TOTAL PARTS	830 42
TOTAL SUBLET	
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
TAX	62 28
TOTAL	1340 20

Jan 17 14 09:27a
12095862228
p.3

Chrysler Case #[redacted]
Attn: Jenna
FAX: (877) 768-5076

January 12, 2014

[redacted]
Mi-Wuk Vlg, CA[redacted]

Chrysler Customer Assistance Center
Attn: Jenna
P.O. BOX 21-8004
Auburn Hills, MI 48321

RE: CASE #[redacted]
VIN # 3D3KS28C75[redacted]
Reimbursement Request

Dear Jenna –

The following is a request for reimbursement for the recall notice:

Tie Rod	$174.56
Drag link	$ 49.14
Upper Ball joints	$291.50
Lower Ball joints	$315.22
Total	$830.42

I have been loyal to the Chrysler/Dodge products for over 15 years. The failure of the ball joints and steering arms are unacceptable for a vehicle that is marketed as a quality, heavy-duty truck, that should give you reliable service for many years.

None of these parts, should have shown the wear for a vehicle strictly highway driven. I have also had to replace the wheel-bearings on the left front at 50,0000 miles, and a u-joint at 60,0000 miles. I purchased this vehicle with a 7 year 70,000 mile drive train warranty, which was not honored, when these problems presented themselves.

I also own a 1999 Dodge 2500 diesel truck, that has over 190,000 miles on it, with no drive-train issues. I take pride in ownership of my vehicles, provide regular maintenance, to contribute to the reliability of many years of use of these vehicle. It disappoints me that the 2005 vehicle quality standards have been so poor.

Chrysler Case # [redacted]
Attn: Jenna
FAX: (877) 768-5076

In discussion with other Dodge owners, and service providers this has been a consistent problem with the later model Dodge truck products, along with tie-rods and ball joints. Again, I find it disappointing to find sub-par products in the drive-train of such heavy duty trucks, this now becomes a safety issue.

Enclosed please find the service bill, with itemized list of cost. Please send the reimbursement to the above mailing address.

With appreciation to your attention to this matter.

[redacted]

CASE #[redacted]

_1678

G & H SERVICE

18974-A Hess Ave.
SONORA, CA 95370
(209) 532-4221
#ARD00029088

[redacted]

QTY	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT	
2	K7460 Upper ball Joints	145 75	291 50
2	K7467 Lower ball Joints	157 61	315 22
1	ES3624 Drag link		49 14
1	DS1464 LH inner Tie rod		174 56
		TOTAL PARTS	$830 42

NAD

NHC

NAME [redacted]

ADDRESS

CITY STATE ZIP

YEAR, MAKE AND MODEL 2005 Dodge 2500 4x4

SERIAL NO./V.I.N.

DATE 11-4-13 A.M. P.M.

DATE PROMISED A.M. P.M.

CUSTOMER'S ORDER NO.

ORDER WRITTEN BY Mike

BUS. PHONE EXT.

HOME PH [redacted]

LICENSE NO.

MILEAGE 112023

CALL WHEN READY ☒ YES ☐ NO

MECHANIC/TECHNICIAN Mike

TERMS Net Cash

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT
4.5 hours Labor to replace Upper & Lower ball Joints, Drag link & LH inner Tie rod	382 50
Alignment Front End	65 00

Estimated cost for teardown and reassembly, $ _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorized the services recommended.

SIGNATURE _____ **DATE** _____

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE

SAVE OLD PARTS ☐ YES ☐ NO

ESTIMATED COSTS			
PARTS	LABOR	TOTAL	
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE	
DATE	TIME	CALLED BY	PHONE

REVISED ESTIMATE / ADDITIONAL WORK			
PARTS	LABOR	TOTAL	
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE	
DATE	TIME	CALLED BY	PHONE

TOTAL LABOR	447 50
TOTAL PARTS	830 42
TOTAL SUBLET	
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
TAX	62 85
TOTAL	1340 77

Jan 17 14 09:27a
12095862228
p.3

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-29 11:44:27.554506
Files Not Recieved: 0

Please, let me know if all the work was completed that needed replacing. This broke on me last month before the recall and I had to have my vehicle towed. Thank you. Please rush this if you can, it took all my savings to pay what I could on this and now I have no money at all. Thank you,

[redacted]

DYCKS OIL & AUTO
6697 MAIN ST
BONNERS FERRY, ID. 83805
Phone - 208-267-2400 Fax - 208-267-7589

17985
Org. Est. # 039165

INVOICE

Print Date : 11/07/2013

[redacted]
Moyie Springs, ID [redacted]

Cust ID : 4990

2007 Dodge - Pickup R2500
6.7L, In-Line6, VIN (A)
Lic # : [redacted]B
Unit # :
Vin # : 3D7KS28AG57G[redacted]
Hat # :

Odometer In : 97129

Ref # :

Part Description / Number	Qty	Sale	Extended
PITMAN ARM			
68039930	1.00	43.00	43.00
STEERING KIT			
52122362AN	1.00	372.00	372.00
CHEVRON DELO 400 15-40 MOTOR OIL			
761540	12.00	3.24	38.88
WIPER BLADE(ANC)			
91-24	2.00	10.95	21.90
OIL FILTER(WIX)			
57620	1.00	10.31	10.31
WASHER FLUID			
74804	0.25	3.00	0.75
STEERING SHOCK			
05154661AC	1.00	123.00	123.00
Shop Supplies		6.00	6.00

Labor Description	Extended
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. INSTALL UPDATED STEERING KIT	54.00
TOWING	85.00
FRONT BRAKES AROUND 15%.	
LUBE OIL & FILTER	18.00
PITMAN ARM - Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD	36.00
STEERING DAMPENER - Remove & Replace - R2500,R3500,4WD	30.00

[Technicians : DYCK, ZACH]

Org. Estimate $679.41 Revisions $0.00 Current Estimate $ 679.41 Additional Cost Revised Estimate

Labor:	138.00
Parts:	615.84
Sublet:	85.00
Sub:	838.84
Tax:	36.95
Total:	875.79
Bal Due:	$875.79

11-7-13
Pd. 500.00
Bal 375.79
CHARGE
Paid 100.
Balance 275.79

[Payments -]

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

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

01.17.07 Copyright Mitchell 1 Invoic2

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-02 17:50:03.389014
Files Not Recieved: 0

Hello, I have a 2006 Dodge Ram 2500 Diesel Truck. My left tie rod ball stud had fractured and left me stranded in a parking lot. I was then towed to a Dodge Dealer and paid a lot of money for the damages caused by the tie rod ball failure. Please see the attached.
Sincerely,
[redacted]

Customer Number: **5037234**

Invoice No: **165941**

INVOICE

JOHN LOPEZ
3584 SHAWNEE RD
SAN DIEGO, CA 92117
Home: **Cont:** 619-200-9622
Bus: **Cell:** 619-200-9622
Email: JPLCONSTRUCTION@SAN.RR.COM

RANCHO CHRYSLER · JEEP · DODGE
8010 Balboa Ave. · San Diego, CA 92111
Phone: (858) 560-7100
SALES · LEASE · SERVICE · PARTS
BODY SHOP

SERVICE ADVISOR: ***4766 AARON HOLLINS***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 2500	3D7KS28C16G230847		109401 / 109409	**T1779**

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB06			17:00 13SEP13		0.00	PC	13SEP13

R.O. OPENED	READY	OPTIONS: DLR:26743 ENG:5.9_Liter_Turbo_Diesel
12:40 06SEP13	07:08 13SEP13	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	TOW IN - THE FRONT LOWER BAR HAS BROKEN OFF ON THE LFT SIDE - CHECK AND ADVISE							
	23		N					
		4782	CC				930.00	930.00
	1	CBFAH362AB	PACKAGE-DRAG LINK INNER			39.25	39.25	39.25
	1	CBCZH461	ARM-PITMAN			15.50	15.50	15.50
	2	68214646AA	BALLJOINT-UPPER			120.00	120.00	240.00
	2	5086674AB	BALLJOINT-LOWER			125.00	125.00	250.00
	1	52122362AH	STEERING-STEERING			372.00	372.00	372.00
PARTS:	916.75	LABOR:	930.00	OTHER:	0.00	TOTAL LINE A:		1846.75
	109409 INSPECTED AND FOUND OUTER TIE ROD BROKEN REPLACED ALL TIE RODS AND DRAG LINK ASSEMBLY. FOUND UPPER AND LOWER BALL JOINTS WITH EXCESSIVE PLAY. REPLACED ALL UPPER AND LOWER BALL JOINTS.							
	**********							
B	MULTI-POINT VEHICLE INSPECTION, INSPECT LEVEL AND TEST CONDITION OF ALL FLUIDS, INSPECT TIRES, BELTS, HOSES, FILTERS, WIPER BLADES, EXTERIOR LAMPS, BATTERY, SUSPENSION, STEERING, CV BOOTS, U-JOINTS AND EXHAUST.							
	23P		MULTI-POINT VEHICLE INSPECTION, INSPECT LEVEL AND TEST CONDITION OF ALL FLUIDS, INSPECT TIRES, BELTS, HOSES, FILTERS, WIPER BLADES, EXTERIOR LAMPS, BATTERY, SUSPENSION, STEERING, CV BOOTS, U-JOINTS AND EXHAUST.				
		4782	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00
	109409 PERFORM INSPECTION COMPLETED							
	**********							
C	TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION							
	TSG		TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION					
		4782	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00
	109409 SET TIRE PRESSURE COMPLETED							
	**********							

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.

CUSTOMER COPY

BAR# RC-00232879 EPA# CAD-982491227
SMOG# ARD-00232879

Copyright 2013 ADP, Inc. - EMF SERVICE INVOICE - XSI8C - 9698066

FOR SERVICE APPOINTMENTS CALL (858) 300-8151

Service Department Hours

Monday to Friday
7:00am - 7:00pm
Saturday
7:00am - 6:00pm
Sunday
Closed

Thank You For Your Business!

WORKMANSHIP GUARANTEED 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.
RANCHO Chrysler Jeep Dodge

Any non-factory or used parts are warrantied for 90 Days or 4000 Miles, whichever occurs first.

*Warrants that (1) for period of 12 months after sale of new Chrysler, Jeep and Dodge replacement Parts and Accessories "over-the-counter", or (2) within 12 months or 12,000 miles, whichever first occurs, alter installation thereof by our dealership on a motor vehicle, it will repair or furnish a replacement part for any defective or malfunctioning part or accessory.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from negligence, alteration, accident or use for which the part or accessory was not designed or approved by Chrysler, Jeep, and Dodge, loss of time, inconvenience, loss of use of the vehicle or other consequential damages; or labor for removal from the vehicle and reinstallation of a part or accessory sold "over-the-counter".

Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy of the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS AND ACCESSORIES, AND OUR DEALER SHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.

EXPRESS WARRANTY(S) ARE PROVIDED BY THE MANUFACTURER. THE DEALER ITSELF DOES NOT WARRANTY. EACH MANUFACTURER HAS ITS OWN GUIDELINES.

MANUFACTURER WARRANTIES MAY VARY. ASK REPRESENTATIVE FOR DETAILS.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.

2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.

4. Due to the type of service requested some repairs must be sublet.

5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.

6. If the vehicle described herein is not called for within three (2) days after such notice is given, a storage charge of $30.00 per day will be made for each day thereafter.

7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

8. In addition to any and all other legal remedies available. I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public action after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

10. If you do net have a good faith dispute with the Said Dealer and fail to pay the Said Dealer the full amount of the check in cash, a service charge of an amount net to exceed twenty-five dollars ($25) for the first check passed on insufficient funds and an amount net to exceed thirty-five dollars ($35) for each subsequent check passed on insufficient funds, you could be sued and held responsible to pay the following:

    (1) The amount of the check
    (2) Damages of at least one hundred dollars ($100), or higher, three times the amount of the check up to one thousand five hundred dollars ($1,500).

THIS NOTICE APPLIES ONLY TO VEHICLES WHERE THE MANUFACTURER S WARRANTY IS STILL IN EFFECT

IMPORTANT INFORMATION PLEASE READ

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CALIFORNIA EMISSIONS REFEREE STATIONS INFORMATION

A. Customer may be sent to a Referee Station by the Bureau of Automotive Repair if:
   1. Motorist's vehicle failed the initial inspection when he/she thinks it shouldn't have.
   2. Motorist has a dispute with repair facility (e.g., cost/quality of repair work is in dispute).
   3. Motorist has had vehicle repaired resulting in no emission reduction or increase emissions, and which would exceed the cost limits if additional repairs are made, will be referred to a Referee Station for retesting.

B. Customer may go directly to a Referee Station if:
   1. It is obvious that no repairs can be done for less than the cost limit.
   2. It is to verify non-availability of emissions control components.

REFEREE APPOINTMENT CALL THE STATION NEAREST YOU. 1-800-622-7733

PROPOSITION 65 WARNING FOR PARTS & SERVICE

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Posted in accordance with Proposition 65 in Cal, Health & Safety Code §25249.5 et seq.)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

Customer Number: **5037234**

Invoice No: **165941**

INVOICE

JOHN LOPEZ
3584 SHAWNEE RD
SAN DIEGO, CA 92117
Home: **Cont:** 619-200-9622
Bus: **Cell:** 619-200-9622
Email: JPLCONSTRUCTION@SAN.RR.COM

RANCHO
CHRYSLER · JEEP · DODGE
8010 Balboa Ave. · San Diego, CA 92111
Phone: (858) 560-7100
SALES · LEASE · SERVICE · PARTS
BODY SHOP

SERVICE ADVISOR: ***4766 AARON HOLLINS***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 2500	3D7KS28C16G230847		109401 / 109409	**T1779**

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB06			17:00 13SEP13		0.00	PC	13SEP13

R.O. OPENED	READY	OPTIONS: DLR:26743 ENG:5.9_Liter_Turbo_Diesel
12:40 06SEP13	07:08 13SEP13	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
D** MOUNT AND BALANCE 4 TIRES			
MB4 MOUNT AND BALANCE 4 TIRES			
4782 CC		60.00	60.00
4 TBF0066659 BFG-A/T T/A	323.40	323.40	1293.60
8 WW1 WHL/WEIGHTS	2.75	2.75	22.00
4 NMPHAZ HAZARD TAX	1.75	1.75	7.00
4 NMPDISP DISPOSAL FEE	1.75	1.75	7.00
PARTS: 1329.60 LABOR: 60.00 OTHER: 0.00 TOTAL LINE D:			1389.60
109409 MOUNT AND BALANCE FOUR TIRES COMPLETED			
**********			
E** ALIGNMENT			
23 N			
4782 CC		89.95	89.95
PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE E:			89.95
109409 PERFORM ALIGNMENT COMPLETED. RESET STEERING ANGLES AND ROAD TESTED. FOUND SLIGHT DRIFT TO THE LEFT DUE TO CAMBER ON THE RIGHT BEING OUT OF SPECIFICATIONS. CAMBER IS NON ADJUSTABLE.			
**********			
F** LUBE, OIL AND FILTER CHANGE - FULL SYNTHETIC FOR THE HIGHEST LEVEL OF PROTECTION			
LOFS LUBE, OIL AND FILTER CHANGE - FULL SYNTHETIC FOR THE HIGHEST LEVEL OF PROTECTION			
4782 CC		13.95	13.95
12 68055893AA *OIL-15W40BULK(CJ-4)	3.90	3.90	46.80
12 NMPHO HAX OIL FEE	0.33	0.33	3.96
1 5083285AA FILTER-ENGINE OIL	17.20	17.20	17.20
PARTS: 67.96 LABOR: 13.95 OTHER: 0.00 TOTAL LINE F:			81.91
109409 PERFORM SERVICE COMPLETED. TORQUED OIL FILTER TO 3/4 TURN. TORQUED OIL DRAIN PLUG TO 22 FT-LBS.			
**********			
G** DETAIL FULL			
23 N			
4782 CC		0.00	0.00
SUBL FULL DETAIL INSIDE OUT - NO ENG PO#382935			

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.

BAR# RC-00232879 EPA# CAD-982491227
SMOG# ARD-00232879

Copyright 2013 ADP, Inc. - EMF SERVICE INVOICE - XSI8C - 9698066

CUSTOMER COPY

FOR SERVICE APPOINTMENTS CALL (858) 300-8151

Service Department Hours

Monday to Friday
7:00am - 7:00pm
Saturday
7:00am - 6:00pm
Sunday
Closed

Thank You For Your Business!

WORKMANSHIP GUARANTEED 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.
RANCHO Chrysler Jeep Dodge

Any non-factory or used parts are warrantied for 90 Days or 4000 Miles, whichever occurs first.

*Warrants that (1) for period of 12 months after sale of new Chrysler, Jeep and Dodge replacement Parts and Accessories "over-the-counter", or (2) within 12 months or 12,000 miles, whichever first occurs, alter installation thereof by our dealership on a motor vehicle, it will repair or furnish a replacement part for any defective or malfunctioning part or accessory.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from negligence, alteration, accident or use for which the part or accessory was not designed or approved by Chrysler, Jeep, and Dodge, loss of time, inconvenience, loss of use of the vehicle or other consequential damages; or labor for removal from the vehicle and reinstallation of a part or accessory sold "over-the-counter".

Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy of the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS AND ACCESSORIES, AND OUR DEALER SHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.

EXPRESS WARRANTY(S) ARE PROVIDED BY THE MANUFACTURER. THE DEALER ITSELF DOES NOT WARRANTY. EACH MANUFACTURER HAS ITS OWN GUIDELINES.

MANUFACTURER WARRANTIES MAY VARY. ASK REPRESENTATIVE FOR DETAILS.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.

2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.

4. Due to the type of service requested some repairs must be sublet.

5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.

6. If the vehicle described herein is not called for within three (2) days after such notice is given, a storage charge of $30.00 per day will be made for each day thereafter.

7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

8. In addition to any and all other legal remedies available. I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public action after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

10. If you do net have a good faith dispute with the Said Dealer and fail to pay the Said Dealer the full amount of the check in cash, a service charge of an amount net to exceed twenty-five dollars ($25) for the first check passed on insufficient funds and an amount net to exceed thirty-five dollars ($35) for each subsequent check passed on insufficient funds, you could be sued and held responsible to pay the following:

    (1) The amount of the check
    (2) Damages of at least one hundred dollars ($100), or higher, three times the amount of the check up to one thousand five hundred dollars ($1,500).

THIS NOTICE APPLIES ONLY TO VEHICLES WHERE THE MANUFACTURER S WARRANTY IS STILL IN EFFECT

IMPORTANT INFORMATION PLEASE READ

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CALIFORNIA EMISSIONS REFEREE STATIONS INFORMATION

A. Customer may be sent to a Referee Station by the Bureau of Automotive Repair if:
   1. Motorist's vehicle failed the initial inspection when he/she thinks it shouldn't have.
   2. Motorist has a dispute with repair facility (e.g., cost/quality of repair work is in dispute).
   3. Motorist has had vehicle repaired resulting in no emission reduction or increase emissions, and which would exceed the cost limits if additional repairs are made, will be referred to a Referee Station for retesting.

B. Customer may go directly to a Referee Station if:
   1. It is obvious that no repairs can be done for less than the cost limit.
   2. It is to verify non-availability of emissions control components.

REFEREE APPOINTMENT CALL THE STATION NEAREST YOU. 1-800-622-7733

PROPOSITION 65 WARNING FOR PARTS & SERVICE

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Posted in accordance with Proposition 65 in Cal, Health & Safety Code §25249.5 et seq.)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

Customer Number: **5037234**

Invoice No: **165941**

INVOICE

JOHN LOPEZ
3584 SHAWNEE RD
SAN DIEGO, CA 92117
Home: **Cont:** 619-200-9622
Bus: **Cell:** 619-200-9622
Email: JPLCONSTRUCTION@SAN.RR.COM

RANCHO
CHRYSLER · JEEP · DODGE
8010 Balboa Ave. · San Diego, CA 92111
Phone: (858) 560-7100
SALES · LEASE · SERVICE · PARTS
BODY SHOP

SERVICE ADVISOR: ***4766 AARON HOLLINS***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 2500	3D7KS28C16G230847		109401 / 109409	**T1779**

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB06			17:00 13SEP13		0.00	PC	13SEP13

R.O. OPENED	READY	OPTIONS: DLR:26743 ENG:5.9_Liter_Turbo_Diesel
12:40 06SEP13	07:08 13SEP13	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			CC			150.00	150.00
PARTS:	0.00	LABOR:	0.00	OTHER: 150.00	TOTAL LINE G:		150.00

****

H** REPLACE RIGHT REAR AXLE SEAL
23 N

	4782		CC			161.95	161.95
1	5086773AB	SEAL-WHEEL BEARING			39.00	39.00	39.00
PARTS:	39.00	LABOR:	161.95	OTHER: 0.00	TOTAL LINE H:		200.95

109409 REPLACE LEAKING RR AXLE SEAL COMPLETED

****

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 1255.85
PARTS AMOUNT	$ 2353.31
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 150.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 3759.16
LESS DISCOUNTS	$ 329.35
SALES TAX	$ 185.07
PLEASE PAY THIS AMOUNT	**$ 3614.88**

Notice to Consumer: Please read important information on back.

BAR# RC-00232879 EPA# CAD-982491227
SMOG# ARD-00232879

Copyright 2013 ADP, Inc. - EMF SERVICE INVOICE - XSI8C - 9698066

CUSTOMER COPY

FOR SERVICE APPOINTMENTS CALL (858) 300-8151

Lube, Oil & Filter

Rotate & Balance Tires

Inspection

$49.95

on your next visit.

Excludes tax and shop supplies where applicable. Not valid with any other coupons or offers. Valid only at Rancho Auto Group. Expires Dec 12 2013

Service Department Hours

Monday to Friday
7:00am - 7:00pm
Saturday
7:00am - 6:00pm
Sunday
Closed

Thank You For Your Business!

AC Performance Check

Check AC System Operation

▪

Adjust Drive Belts

$39.95

Excludes tax and shop supplies where applicable. Not valid with any other coupons or offers. Valid only at Rancho Auto Group. Expires Dec 12 2013

WORKMANSHIP GUARANTEED 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.
RANCHO Chrysler Jeep Dodge

Any non-factory or used parts are warrantied for 90 Days or 4000 Miles, whichever occurs first.

*Warrants that (1) for period of 12 months after sale of new Chrysler, Jeep and Dodge replacement Parts and Accessories "over-the-counter", or (2) within 12 months or 12,000 miles, whichever first occurs, alter installation thereof by our dealership on a motor vehicle, it will repair or furnish a replacement part for any defective or malfunctioning part or accessory.

This warranty covers only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from negligence, alteration, accident or use for which the part or accessory was not designed or approved by Chrysler, Jeep, and Dodge, loss of time, inconvenience, loss of use of the vehicle or other consequential damages; or labor for removal from the vehicle and reinstallation of a part or accessory sold "over-the-counter".

Repairs or replacements qualifying under this warranty will be performed by our dealership within a reasonable time following delivery of the malfunctioning part or accessory to our place of business.

Defective or malfunctioning parts or accessories must be delivered to our dealership's place of business during regular hours for warranty repair or replacement. Our dealership must be furnished with the purchaser's copy of the original sales slip on counter sales, or purchaser's copy of the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS AND ACCESSORIES, AND OUR DEALER SHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.

EXPRESS WARRANTY(S) ARE PROVIDED BY THE MANUFACTURER. THE DEALER ITSELF DOES NOT WARRANTY. EACH MANUFACTURER HAS ITS OWN GUIDELINES.

MANUFACTURER WARRANTIES MAY VARY. ASK REPRESENTATIVE FOR DETAILS.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.

2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.

4. Due to the type of service requested some repairs must be sublet.

5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.

6. If the vehicle described herein is not called for within three (2) days after such notice is given, a storage charge of $30.00 per day will be made for each day thereafter.

7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

8. In addition to any and all other legal remedies available. I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public action after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

10. If you do net have a good faith dispute with the Said Dealer and fail to pay the Said Dealer the full amount of the check in cash, a service charge of an amount net to exceed twenty-five dollars ($25) for the first check passed on insufficient funds and an amount net to exceed thirty-five dollars ($35) for each subsequent check passed on insufficient funds, you could be sued and held responsible to pay the following:

    (1) The amount of the check
    (2) Damages of at least one hundred dollars ($100), or higher, three times the amount of the check up to one thousand five hundred dollars ($1,500).

THIS NOTICE APPLIES ONLY TO VEHICLES WHERE THE MANUFACTURER S WARRANTY IS STILL IN EFFECT

IMPORTANT INFORMATION PLEASE READ

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CALIFORNIA EMISSIONS REFEREE STATIONS INFORMATION

A. Customer may be sent to a Referee Station by the Bureau of Automotive Repair if:
   1. Motorist's vehicle failed the initial inspection when he/she thinks it shouldn't have.
   2. Motorist has a dispute with repair facility (e.g., cost/quality of repair work is in dispute).
   3. Motorist has had vehicle repaired resulting in no emission reduction or increase emissions, and which would exceed the cost limits if additional repairs are made, will be referred to a Referee Station for retesting.

B. Customer may go directly to a Referee Station if:
   1. It is obvious that no repairs can be done for less than the cost limit.
   2. It is to verify non-availability of emissions control components.

REFEREE APPOINTMENT CALL THE STATION NEAREST YOU. 1-800-622-7733

PROPOSITION 65 WARNING FOR PARTS & SERVICE

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Posted in accordance with Proposition 65 in Cal, Health & Safety Code §25249.5 et seq.)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-03 10:05:22.781682
Files Not Recieved: 0

FAX

Attention:	**ER873**	**From:**	Sue Frost
Fax:	801-736-3929	**Pages:**	2
Phone:	800-763-8422 X6639	**Date:**	1.2.2014
Re:	Recall Reimbursement, Claim # ER873		

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

On Monday, December 30th, I spoke with a representative, Enrique, regarding the recall notice N62 / NHTSA 13V-528.

I have already had the necessary repairs completed by an independent repair facility, on 10/3/13. Attached please find my paid invoice to submit for reimbursement.

If you have any questions, you may reach me at:

[redacted]

Valley View Truck & Equipment LLC.

682 N. Stark Hwy
PO Box 216
Weare, NH 03281

Fax #	Date	Invoice #
603-529-3043	10/3/2013	2455
Phone #		
603-529-3040		

Bill To

[redacted]
Weare, NH
[redacted]

mileage.	veh. #

year	make.	model.	plate	vin	P.O. No.	Terms
2006	Dodge	2500 RAM	TINGLEY	3D7KS29C16G[redacted]		

Quantity	Description	Rate	Amount
	replaced all tie rod ends and steering stabilizer		
1	State Inspection under 10,000 lbs	40.00	40.00
2	shop labor	65.00	130.00
1	tie rod end	114.48	114.48
1	tie rod end	119.57	119.57
1	tie rod end	32.67	32.67
1	tie rod end	60.38	60.38
2	tie rod sleeve	45.63	91.26
1	stabilizer	59.49	59.49
1	shop supplies	5.00	5.00

Total	$652.85
Balance Due	$652.85
Customer Total Balance	$652.85
Paid Check # 5517	-$652.85
Job Total Balance	$0.00

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-06 11:51:20.022810
Files Not Recieved: 0

FAX

Attention:	**ER873**	**From:**	Sue Frost
Fax:	801-736-3929	**Pages:**	3
Phone:	800-763-8422 X6639	**Date:**	1.6.2014
Re:	Recall Reimbursement, Claim # ER873		

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

Attached please find a copy of my bank statement, with check #5517 made payable to Valley View Truck for $652.85, Invoice#[redacted]

If you have any questions, you may reach me at:

[redacted]

Bank

America's Most Convenient Bank®

STATEMENT OF ACCOUNT

[redacted]

Page: 3 of 8
Statement Period: Oct 06 2013-Nov 05 2013
Cust Ref #: [redacted]
Primary Account #: [redacted]

DAILY ACCOUNT ACTIVITY

Checks Paid (continued) *Indicates break in serial sequence or check processed electronically and listed under Electronic Payments

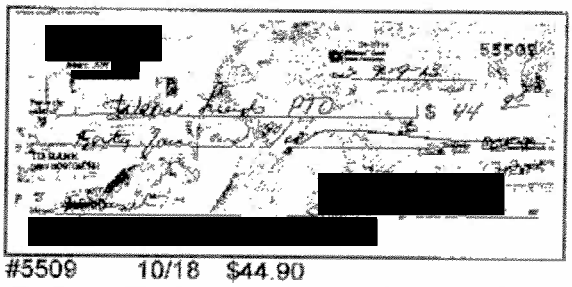
DATE	SERIAL NO.	AMOUNT	DATE	SERIAL NO.	AMOUNT
10/9	5517	652.85	10/18	5520	110.00
10/7	5518	65.00	10/28	5521	72.00
10/16	5519	100.00	11/1	5522	50.00
				Subtotal:	1,134.75

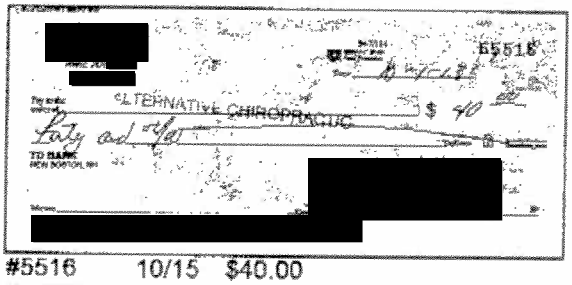
TD Bank
America's Most Convenient Bank®

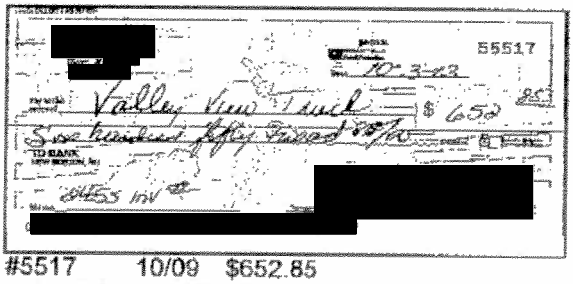
E STATEMENT OF ACCOUNT

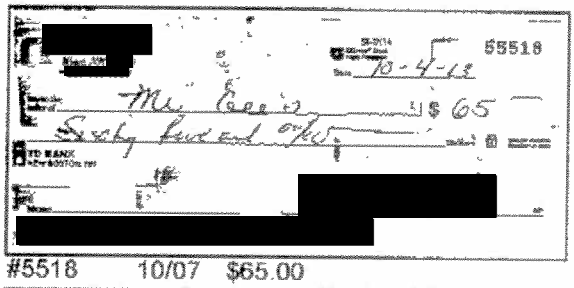
[redacted]

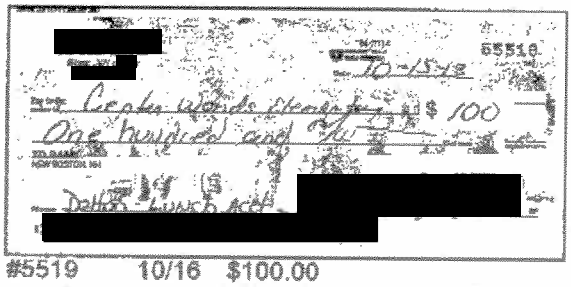
Page: 8 of 8
Statement Period: Oct 06 2013-Nov 05 2013
Cust Ref #: [redacted]
Primary Account #: [redacted]

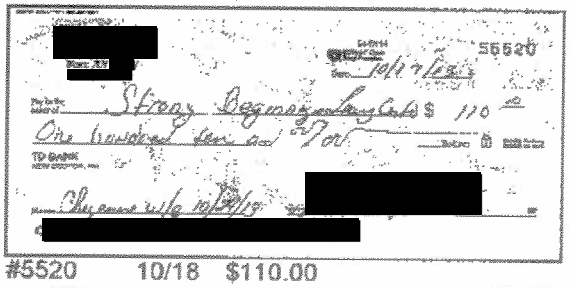

#5509 10/18 $44.90

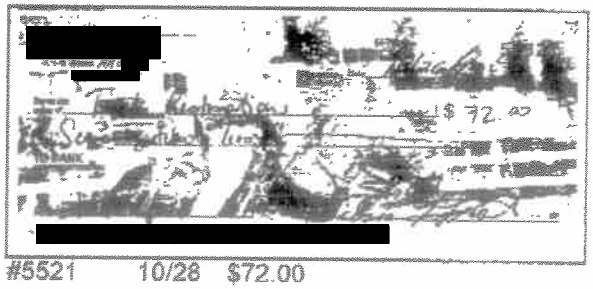

#5516 10/15 $40.00

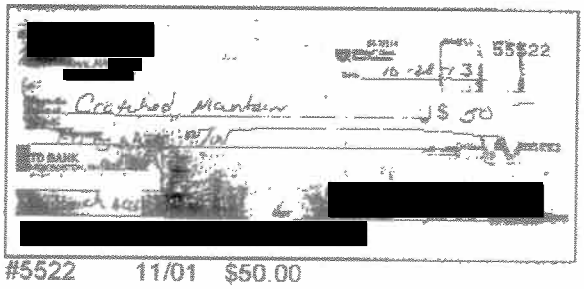

#5517 10/09 $652.85


#5518 10/07 $65.00


#5519 10/16 $100.00


#5520 10/18 $110.00


#5521 10/28 $72.00


#5522 11/01 $50.00

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 3D73J2CL5

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0 0000007

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: [redacted]

159703

INVOICE

Bakersfield Dodge, Inc.
d.b.a
HADDAD DODGE
3000 HARRIS ROAD
BAKERSFIELD, CA 93313
(661) 398-0264
www.haddaddodge.com

[redacted]
BAKERSFIELD, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 624 GREGETTE CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	10	DODGE RAM 2500	3D7UT2CL5AG[redacted]	[redacted]	74695/74698	T5460

DELI DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20AUG12 DD			17:00 24DEC12			CASH	03JAN13

R.O. OPENED	READY	OPTIONS: STK:D9819
09:44 24DEC12	15:10 03JAN13	ENG:ETJ 6.7L I6 Cummins Turbo Diesel Engine TRN:DG7 6-Spd Automatic 68RFE Transmission AXL:2

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUST STATES LEFT TIE ROD BROKE WHILE DRIVING , TOW IN CHECK AND ADVISE							
	CAUSE: INSPECTED FOUND LEFT OUTER TIE ROD END BROKEN. REC TO REPLACE AND RESET TOE							
	02DOZ	FRONT END						
		28362	CD			241.76	241.76	
	1	68038054AD	PACKAGE-OUTER END			104.74	104.74	104.74
	02DOZFEA	FRONT END ALIGN						
		28362	CD			69.95	69.95	
PARTS: 104.74 LABOR: 311.71 OTHER: 0.00 TOTAL LINE A: 416.45								
,,,,REPLACED LEFT OUTER TIE ROD END, ADJUSTED ANGLES TO WITH IN 3 ,,,,DEGREES. SET TOE AND ROAD TEST OK								
**********								
B	CUSTOMER STATES CHECK TIRE PRESSURE MEASUREMENTS TIRE PRESSURE ARE AT OR HAVE BINE ADJUSTED TO LF____ RF____ LR____ RR____ TP CUSTOMER STATES CHECK TIRE PRESSURE MEASUREMENTS TIRE PRESSURE ARE AT OR HAVE BINE ADJUSTED TO LF____ RF____ LR____ RR____							
		28362	ID					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
,,,,SET TIRE PRESSURE TO 60PSI R/F,60PSI L/F,70PSI R/F,70PSI L/F								
**********								
C	PERFORM MULTI-POINT INSPECTION, STATES OIL CHANGE CURRENT ELSEWHERE							
	CAUSE: MAINT							
	90	PERFORM MULTI-POINT INSPECTION						
		28362	ID					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00								
,,,,PERFORMED 16PT INSPECTION OK								
**********								

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

B.A.R. # ARD038916 E.P.A. # CAD982487415

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

CUSTOMER

Bakersfield Dodge, Inc.
d.b.a
HADDAD DODGE
3000 HARRIS ROAD
BAKERSFIELD, CA 93313
(661) 398-0264
www.haddaddodge.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

BAKERSFIELD, CA [redacted]

PAGE 2

HOME: [redacted] CONT: [redacted]

BUS: [redacted] CELL:

SERVICE ADVISOR: 624 GREGETTE CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	10	DODGE RAM 2500	3D7UT2CL5AG[redacted]	[redacted]	74695/74698	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
20AUG12 DD			17:00 24DEC12			CASH	03JAN13

R.O OPENED	READY	OPTIONS: STK:D9819
09:44 24DEC12	15:10 03JAN13	ENG:ETJ 6.7L I6 Cummins Turbo Diesel Engine
		TRN:DG7 6-Spd Automatic 68RFE Transmission AXL:2

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 120.75			24DEC12 09:44	SA: 624			

EST: 416.45 26DEC12 15:46 SA: 624

CONTACT: DAVE 706-1741

REPLACE LEFT OUTER TIE ROD END AND ALIGNMENT

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

SIGNATURE [redacted]

HADDAD
AUTO BODY
WE WORK ON ALL MAKES
FREE ESTIMATES
(661) 827-9732

PAID
JAN 03 2013

DESCRIPTION	TOTALS
LABOR AMOUNT	311.71
PARTS AMOUNT	104.74
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	416.45
LESS INSURANCE	0.00
SALES TAX	7.86
PLEASE PAY THIS AMOUNT	424.31

CLAIMER
...nstitutes all ...respect to ...items. The ...disclaims all ...xpress or ...y implied ...itability or ...r purpose. ...imes nor ...person to ...liability in ...ale of this

A.R. # ARD038916 E.P.A. # CAD982487415

Sale

[redacted]

Entry Method: Swiped
Appr Code: 055119
Batch#: 003001
Inv #: 000026
Approval Online
Trace: 00045744
01/03/13 16:27:08
Total: $ 424.31
Customer Copy

Merchant ID: 3800034584?5
Term ID: 001
Ref #: 026

HADDAD DODGE
3000 HARRIS RD
BAKERSFIELD, CA 93313
661 398 0264

Copyright 2000 ADP, Inc., SERVICE INVOICE #2 XSI2C

CUSTOMER

Service & Parts
STICK WITH THE SPECIALISTS

HADDAD DODGE
6613980264
3000 Harris Road
BAKERSFIELD, CA 93313

VEHICLE CHECKUP

Customer Name [redacted] AG

VIN Number

R.O. Number [redacted]

Mileage

Phone

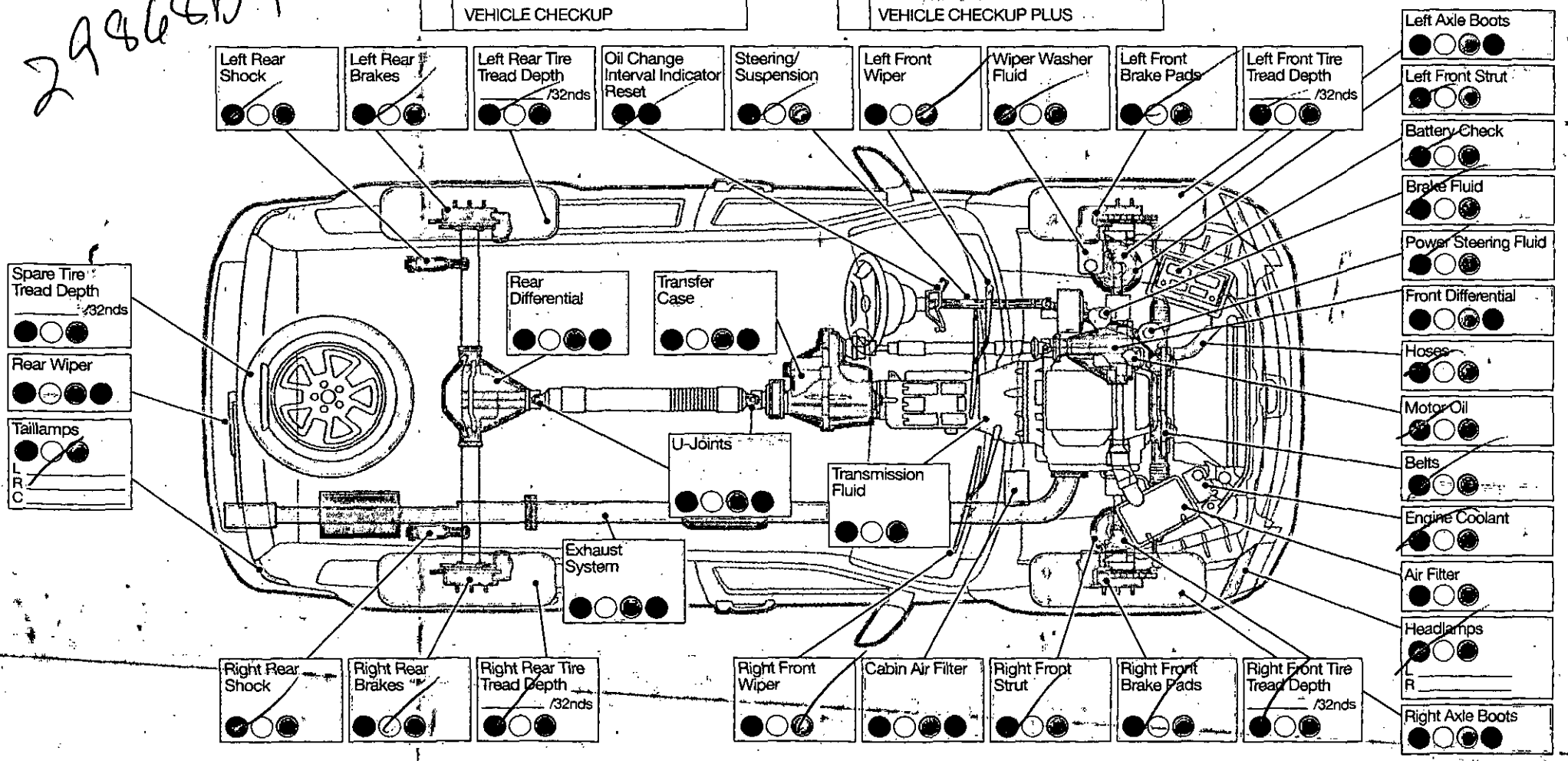
Date

Vehicle Year/Model

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

29468b1

☐ VEHICLE CHECKUP ☐ VEHICLE CHECKUP PLUS



Notes:

ORIGINAL – CUSTOMER COPY, CANARY – DEALER FILE, PINK – FOLLOW-UP FILE

© 2011, Chrysler Group LLC. All rights reserved. Chrysler, Jeep, Dodge and Ram are registered trademarks of Chrysler Group LLC.
Printed in U.S.A.

81-216-5004

[redacted]

Portland, TX [redacted]

CORPUS CHRISTI TX 784
RIO GRANDE DISTRICT
30 DEC 2013 PM 2 L

RECEIVED
JAN - 8
BY

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

48321 8007

ATTENTION: Reimbursemen

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Build the Best. ***Be the Best.***

FLATIRON

Flatiron Construction Corp.
2100 Goodyear Rd
Benicia, CA 94510
707-742-6000 MAIN
707-746-0849 FAX
www.flatironcorp.com

Fax Cover

A HOCHTIEF Company

To: CHRYSLER CUSTOMER SERVICE

Date: 12/30/13

Organization:

From: [redacted]

Fax: 877-768-5076

Fax: [redacted]

Phone:

Phon[redacted]

Pages: 6
(Including Cover)

Comments

CASE NO. [redacted]

Confidentiality Statement
The information contained in this message is intended only for the use of the individual or entity to which it is addressed, and may contain information that is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone or fax. Thank you.

FLATIRON

Project: 2007 DODGE RAM 2500 FRONT END WOBBLE

Date: 12/30/13

By:

Page: 1 of 1

Subject:

CASE No. [redacted]

NAME: [redacted]

ADDRESS (HOME): [redacted] ROSEVILLE, CA [redacted]

DAY & EVENING PHONE: [redacted]

VIN: 3D7KSZ9AZ7G[redacted]

MILEAGE VEHICLE CURRENT: 166,400

MILEAGE VEHICLE WHEN ISSUE STARTED: 101,000

DEALERSHIP PURCHASED: MAGNUSSEN'S DODGE, AUBURN CA

DEALERSHIP REPAIRED: MAGNUSSEN'S DODGE, AUBURN CA

DESCRIPTION OF ISSUE: VEHICLE HAS A SEVERE WOBBLE IN FRONT END AT FREEWAY SPEED WHEN HITTING BUMPS. DEALERSHIP RECOMENDED REPLACING COMPLETE STEERING & LINKAGE PARTS WITH NEW, HEAVIER DESIGN PARTS. THE ORIGINAL PARTS WERE NOT WORN OUT & REPLACEMENT OF ORIGINAL PARTS ARE NOT AVAILABLE. HAD VEHICLE REPAIRED WITH THE NEW DESIGN PARTS ON 12/27/13. RECEIVED A RECALL NOTICE (N62) ON 12/28/13.

REQUESTED ACTION: REIMBURSEMENT FOR THE COST TO REPLACE THE STEERING & LINKAGE WITH NEW DESIGN PARTS TO FIX THE EXTREEM WOBBLE CONDITION. REPAIR TOTAL - $1,074.77

[redacted]

CUSTOMER #: [redacted] CHRYSLER 800-992-1997

188533

INVOICE

PAGE 1

MACINTOSH
Dodge • Chrysler • Jeep
1901 GRASS VALLEY HWY
AUBURN, CA 95603
(530) 885-2900

[redacted]
ROSEVILLE, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL [redacted]

BAR # ARD 196983 EPA# CAL 000139802
SERVICE ADVISOR: 1028 BRIAN EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	07	DODGE DR2500 DIESEL	3D7KS29A27G[redacted]	[redacted]	166237/166248	T787

IN SERVICE DATE	PROD. DATE	WARR. EXP	CUSTOMER NOTIFIED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN08 DL			17:00 26DEC13			CASH	27DEC13

R.O. OPENED	READY	OPTIONS: STK:20568 DLR:44709 ENG:6.7_Liter
09:20 26DEC13	16:25 27DEC13	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES FRONT END WOBBLE AT FREEWAY SPEEDS WHEN HITTING BUMPS, VIOLENT FRONT END SHAKE, APPLICATION OF BRAKES IS THE ONLY WAY TO ARREST WOBBLE. CHECK AND ADVISE			
19 STEERING			
711 C		472.50	472.50
1 52122362AJ STEERING-STEERING	350.00	350.00	350.00
3 6505623AA NUT-HEX LOCK	4.05	4.05	12.15
1 6502835 NUT-HEX FLANGE LOCK	4.00	4.00	4.00
1 5154661AC *DAMPER-STEERING	142.40	142.40	142.40
1 68039930AA ARM-PITMAN	51.70	51.70	51.70
166248 711-DROVE VEHICLE BRIEFLY. DID NOT DUPLICATE CONDITION. FOUND MODERATE RIGHT HAND DRIFT AT ALL SPEEDS. INSPECTED VEHICLE AND FOUND PLAY IN THE TIE ROD ENDS. ALSO FOUND TIRE BOOTS TORN. RECOMMEND REPLACE STEERING LINKAGE, PERFORM ALIGNMENT SYSTEM CHECK AND CHECK FOR NO EXCESSIVE TIRE WEAR. FOUND FRONT TIRES ARE FEATHERED. THIS MAY BE A CONTRIBUTING FACTOR. RECOMMEND ROTATE AND BALANCE AFTER LINKAGE REPLACEMENT. REPLACED LINKAGE AND ROATED AND BALANCED TIRES. FOUND TIRES OUT OF BALANCE: RF 2.50 OZ, LF 3.75 OZ, RR 1.50 OZ AND LR 1.00 OZ. TIRE THAT IS NOW ON THE LEFT FRONT (AFTER ROTATION AND CROSS-ROTATION FOR REMAINING DRIFT) HAS A SPLIT IN THE TREAD. SET TIRE PRESSURES AND DROVE VEHICLE AGAIN. VEHICLE STILL EXHIBITS A RIGHT HAND DRIFT BUT COULD NOT DUPLICATE DEATH WOBBLE CONDITION. DROVE ON THE FREEWAY HITTING DIVIDER BUMPS AND UNEVEN SURFACES. NEVER WENT INTO WOBBLE SITUATION. OLD PARTS IN BED OF TRUCK PER CUSTOMER REQUEST.			
**********			
B CERTIFIED CHRYSLER MULTI-POINT INSPECTION			
VI CERTIFIED CHRYSLER MULTI-POINT INSPECTION			
711 C		0.00	0.00
166237 711-FRONT PINION SEAL IS LEAKING. REAR STARTING TO LEAK. FLUIDS CLEAN AND NO OTHER LEAKS FOUND.			
**********			
C INSPECT AND ADJUST TIRE PRESSURES IF NECESSARY: R/F L/F R/R L/R PSI INSPECT AND ADJUST TIRE PRESSURES IF			

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. _____ Initials

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, tarpaints, grease, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

CUSTOMER COPY

CUSTOMER #: [redacted]

188533

INVOICE

MAGNUSSEN
Dodge • Chrysler • Jeep
1901 GRASS VALLEY HWY
AUBURN, CA 95603
(530) 885-2900

[redacted]

ROSEVILLE CA [redacted]

PAGE 2

HOME: [redacted] CONT:N/A

BUS: CELL: [redacted]

BAR # ARD 196983 EPA# CAL 000139802

SERVICE ADVISOR: 1028 BRIAN EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	07	DODGE DR2500 DIESEL	3D7KS29A27G[redacted]	[redacted]	166237/166248	T787

IN SERVICE DATE	PROD. DATE	WARR. EXP.	CUSTOMER NOTIFIED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN08 DD			17:00 26DEC13			CASH	27DEC13

R.O. OPENED	READY	OPTIONS:
09:20 26DEC13	16:25 27DEC13	STK:20568 DLR:44709 ENG:6.7_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	NECESSARY: R/F____L/F____R/R____L/R____						
	711		C			0.00	0.00

166237 CHECKED TIRE PRESSURES.

****

D CUSTOMER REQUESTS RECALL N62

CAUSE: RECALL

19N62181 RECALL N62 INSPECTION ONLY

711 WC (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

166237 711-INSPECTED STEERING LINKAGE. NO RECALL ACTION NECESSARY.

****

THANK YOU FOR BEING OUR CUSTOMER.
YOU MAY BE RECEIVING A SURVEY FROM CHRYSLER.
IF FOR ANY REASON YOU CANNOT RATE US
" VERY SATISFIED " IN ALL AREAS
PLEASE CALL YOUR SERVICE ADVISOR OR
SERVICE MANAGER AT 530-885-2900

Dodge Quality Care

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____ Initials

☐ Customer declined tire pressure check/inflation service.

DESCRIPTION	TOTALS
LABOR AMOUNT	472.50
PARTS AMOUNT	560.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1032.75
ADJUSTMENTS	0.00
SALES TAX	42.02
PLEASE PAY THIS AMOUNT	1074.77

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

CUSTOMER COPY

TRANSCEND AUBURN DO
1501 GRASS VLY HWY
AUBURN, CA. 95603
530-885-2900

Merchant ID: 8013258721
Term ID: 000215000801325872100З

Sale

[redacted] Entry Method: Swiped

Total: $ 1,074.77

12/27/13 16:46:29
Inv #: 000036 Appr Code: 520191
Apprvd: Online

Customer Copy

THANK YOU!

[redacted]

[redacted]

Name: [redacted]
Title: Schadenfreude
Status: Not Here
Join Date: May 2006
Member's Gallery
Posts: 3,346

Insufficient Caster.

Component Wear/Slop.

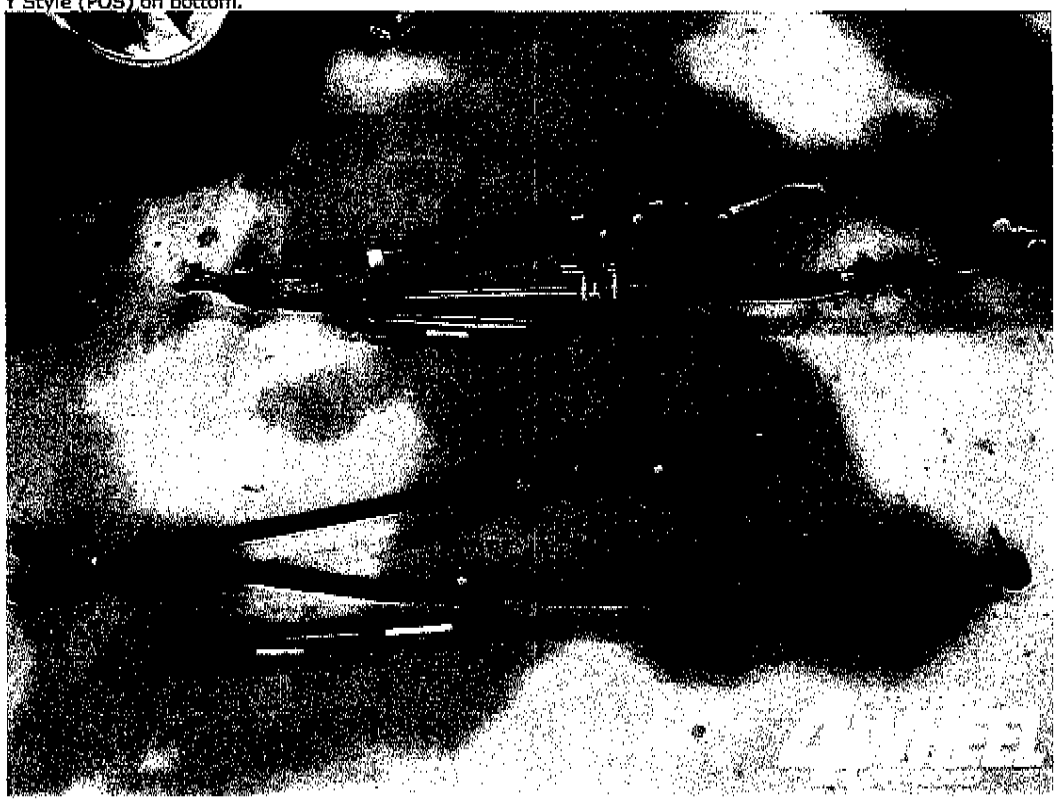
The latter could be anything in front of the doors.

Crank your caster up, and replace what's worn. Steering dampers may reduce or mask the symptoms, but I don't believe they are the true solution for trucks with stock suspension.

A true knuckle to knuckle tie rod setup, or "T" style linkage (much like crossover configuration) eliminates variations in toe as the suspension cycles. The factory setup (Haltenberger or "Y" Configuration) does not. Add in component wear and larger wheel/tires and once toe geometry is upset, it cant immediately correct. Harmonic thwapping ensues.

Part of the book I threw at mine to make sure it didn't happen again include the new configuration setup pictured below, an upper balljoint, and some new shocks. Trackbar checked fine. The reason I went so in depth with mine is that the only time I experienced DW was passing triple digits with my foot on the mat.

T Style on top.
Y Style (POS) on bottom.



DC part numbers:
PITMAN ARM PN 68039930AA
T-LINKAGE PN 52122370AB
FASTNERS PN 6502697
Two PN 6505623AA

If you order those parts under the above numbers as opposed to picking individually from a parts diagram, it'll save you a couple hundred bucks.

I did this last summer, but retracing my steps I came up with an article on it last month on 4w&OR that captured it nicely.
Dodge Ram 2500 4x4 Steering Upgrade - 4-Wheel & Off-Road Magazine

---

COMPETITIONDIESEL.COM

03 2500

Thanks to
Engineered Diesel

Build the Best. ***Be the Best.***

FLATIRON

Flatiron Construction Corp.
2100 Goodyear Rd
Benicia, CA 94510
707-742-6000 MAIN
707-746-0849 FAX
www.flatironcorp.com

Fax Cover

A HOCHTIEF Company

To: CHRYSLER CUSTOMER SERVICE

Date: 12/30/13

Organization:

From: [redacted]

Fax: 877-768-5076

Fax: [redacted]

Phone:

Phon[redacted]

Pages: 6
(Including Cover)

Comments

CASE NO. [redacted]

Confidentiality Statement
The information contained in this message is intended only for the use of the individual or entity to which it is addressed, and may contain information that is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone or fax. Thank you.

FLATIRON

Project: 2007 DODGE RAM 2500 FRONT END WOBBLE

Date: 12/30/13

By:

Page: 1 of 1

Subject:

CASE No. [redacted]

NAME: [redacted]

ADDRESS (HOME): [redacted] ROSEVILLE, CA [redacted]

DAY & EVENING PHONE: [redacted]

VIN: 3D7KSZ9AZ7G[redacted]

MILEAGE VEHICLE CURRENT: 166,400

MILEAGE VEHICLE WHEN ISSUE STARTED: 101,000

DEALERSHIP PURCHASED: MAGNUSSEN'S DODGE, AUBURN CA

DEALERSHIP REPAIRED: MAGNUSSEN'S DODGE, AUBURN CA

DESCRIPTION OF ISSUE: VEHICLE HAS A SEVERE WOBBLE IN FRONT END AT FREEWAY SPEED WHEN HITTING BUMPS. DEALERSHIP RECOMENDED REPLACING COMPLETE STEERING & LINKAGE PARTS WITH NEW, HEAVIER DESIGN PARTS. THE ORIGINAL PARTS WERE NOT WORN OUT & REPLACEMENT OF ORIGINAL PARTS ARE NOT AVAILABLE. HAD VEHICLE REPAIRED WITH THE NEW DESIGN PARTS ON 12/27/13. RECEIVED A RECALL NOTICE (N62) ON 12/28/13.

REQUESTED ACTION: REIMBURSEMENT FOR THE COST TO REPLACE THE STEERING & LINKAGE WITH NEW DESIGN PARTS TO FIX THE EXTREEM WOBBLE CONDITION. REPAIR TOTAL - $1,074.77

[redacted]

CUSTOMER #: [redacted] CHRYSLER 800-992-1997

188533

INVOICE

PAGE 1

MACINTOSH
Dodge • Chrysler • Jeep
1901 GRASS VALLEY HWY
AUBURN, CA 95603
(530) 885-2900

[redacted]
ROSEVILLE, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL [redacted]

BAR # ARD 196983 EPA# CAL 000139802
SERVICE ADVISOR: 1028 BRIAN EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	07	DODGE DR2500 DIESEL	3D7KS29A27G[redacted]	[redacted]	166237/166248	T787

IN SERVICE DATE	PROD. DATE	WARR. EXP	CUSTOMER NOTIFIED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN08 DL			17:00 26DEC13			CASH	27DEC13

R.O. OPENED	READY	OPTIONS: STK:20568 DLR:44709 ENG:6.7_Liter
09:20 26DEC13	16:25 27DEC13	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES FRONT END WOBBLE AT FREEWAY SPEEDS WHEN HITTING BUMPS, VIOLENT FRONT END SHAKE, APPLICATION OF BRAKES IS THE ONLY WAY TO ARREST WOBBLE. CHECK AND ADVISE			
19 STEERING			
711 C		472.50	472.50
1 52122362AJ STEERING-STEERING	350.00	350.00	350.00
3 6505623AA NUT-HEX LOCK	4.05	4.05	12.15
1 6502835 NUT-HEX FLANGE LOCK	4.00	4.00	4.00
1 5154661AC *DAMPER-STEERING	142.40	142.40	142.40
1 68039930AA ARM-PITMAN	51.70	51.70	51.70
166248 711-DROVE VEHICLE BRIEFLY. DID NOT DUPLICATE CONDITION. FOUND MODERATE RIGHT HAND DRIFT AT ALL SPEEDS. INSPECTED VEHICLE AND FOUND PLAY IN THE TIE ROD ENDS. ALSO FOUND TIRE BOOTS TORN. RECOMMEND REPLACE STEERING LINKAGE, PERFORM ALIGNMENT, ROTATE AND BALANCE TIRES. NO EXCESSIVE OR IRREGULAR WEAR PATTERNS ARE PRESENTED. DOES NOT SEEM A CONTRIBUTING FACTOR. RECOMMEND ROTATE AND BALANCE, NEW LINKAGE REPLACEMENT. REPLACED LINKAGE AND ROATED AND BALANCED TIRES. FOUND TIRES OUT OF BALANCE: RF 2.50 OZ, LF 3.75 OZ, RR 1.50 OZ AND LR 1.00 OZ. TIRE THAT IS NOW ON THE LEFT FRONT (AFTER ROTATION AND CROSS-ROTATION FOR REMAINING DRIFT) HAS A SPLIT IN THE TREAD. SET TIRE PRESSURES AND DROVE VEHICLE AGAIN. VEHICLE STILL EXHIBITS A RIGHT HAND DRIFT BUT COULD NOT DUPLICATE DEATH WOBBLE CONDITION. DROVE ON THE FREEWAY HITTING DIVIDER BUMPS AND UNEVEN SURFACES. NEVER WENT INTO WOBBLE SITUATION. OLD PARTS IN BED OF TRUCK PER CUSTOMER REQUEST.			
**********			
B CERTIFIED CHRYSLER MULTI-POINT INSPECTION			
VI CERTIFIED CHRYSLER MULTI-POINT INSPECTION			
711 C		0.00	0.00
166237 711-FRONT PINION SEAL IS LEAKING. REAR STARTING TO LEAK. FLUIDS CLEAN AND NO OTHER LEAKS FOUND.			
**********			
C INSPECT AND ADJUST TIRE PRESSURES IF NECESSARY:			
R/F L/F R/R L/R			
PSI INSPECT AND ADJUST TIRE PRESSURES IF			

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. _____ Initials

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, tarpaints, grease, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

CUSTOMER COPY

CUSTOMER #: [redacted]

188533

INVOICE

MAGNUSSEN
Dodge • Chrysler • Jeep
1901 GRASS VALLEY HWY
AUBURN, CA 95603
(530) 885-2900

[redacted]
ROSEVILLE CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL: [redacted]

PAGE 2

BAR # ARD 196983 EPA# CAL 000139802
SERVICE ADVISOR: 1028 BRIAN EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	07	DODGE DR2500 DIESEL	3D7KS29A27G[redacted]	[redacted]	166237/166248	T787

IN SERVICE DATE	PROD. DATE	WARR. EXP.	CUSTOMER NOTIFIED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN08 DD			17:00 26DEC13			CASH	27DEC13

R.O. OPENED	READY	OPTIONS:
09:20 26DEC13	16:25 27DEC13	STK:20568 DLR:44709 ENG:6.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
NECESSARY: R/F____L/F____R/R____L/R____			
711 C		0.00	0.00
166237 CHECKED TIRE PRESSURES.			
**********			
D CUSTOMER REQUESTS RECALL N62			
CAUSE: RECALL			
19N62181 RECALL N62 INSPECTION ONLY			
711 WC			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
166237 711-INSPECTED STEERING LINKAGE. NO RECALL ACTION NECESSARY.			
**********			

THANK YOU FOR BEING OUR CUSTOMER.
YOU MAY BE RECEIVING A SURVEY FROM CHRYSLER.
IF FOR ANY REASON YOU CANNOT RATE US
" VERY SATISFIED " IN ALL AREAS
PLEASE CALL YOUR SERVICE ADVISOR OR
SERVICE MANAGER AT 530-885-2900

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

DESCRIPTION	TOTALS
LABOR AMOUNT	472.50
PARTS AMOUNT	560.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1032.75
ADJUSTMENTS	0.00
SALES TAX	42.02
PLEASE PAY THIS AMOUNT	1074.77

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

CUSTOMER COPY

TRANSGEMS AUBURN DO
1501 GRASS VLY HWY
AUBURN, CA. 95603
530-885-2900

Merchant ID: 8013258721
Term ID: 000215000801325872l003

Sale

[redacted] Entry Method: Swiped

Total: $ 1,074.77

12/27/13 16:46:29
Inv #: 000036 Appr Code: 520191
Apprvd: Online

Customer Copy

THANK YOU!

[redacted]

Insufficient Caster.

Component Wear/Slop.

The latter could be anything in front of the doors.

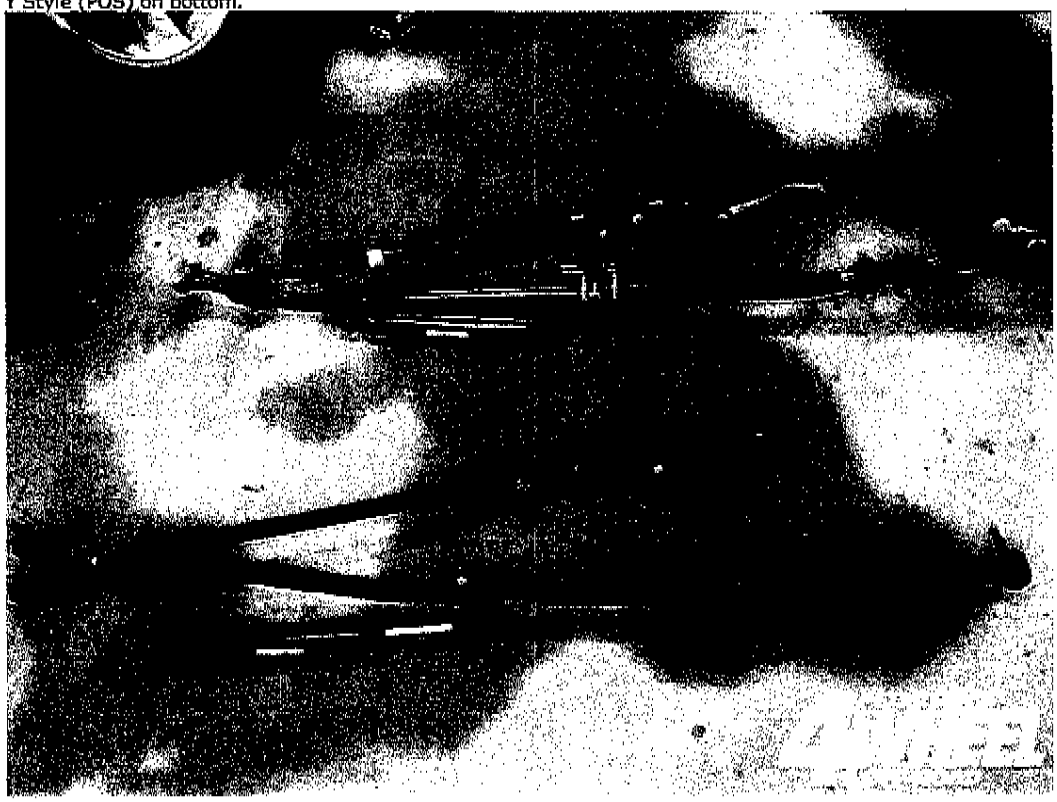
Crank your caster up, and replace what's worn. Steering dampers may reduce or mask the symptoms, but I don't believe they are the true solution for trucks with stock suspension.

A true knuckle to knuckle tie rod setup, or "T" style linkage (much like crossover configuration) eliminates variations in toe as the suspension cycles. The factory setup (Haltenberger or "Y" Configuration) does not. Add in component wear and larger wheel/tires and once toe geometry is upset, it cant immediately correct. Harmonic thwapping ensues.

[redacted]
Name: [redacted]
Title: Schadenfreude
Status: Not Here
Join Date: May 2006
Member's Gallery
Posts: 3,346

Part of the book I threw at mine to make sure it didn't happen again include the new configuration setup pictured below, an upper balljoint, and some new shocks. Trackbar checked fine. The reason I went so in depth with mine is that the only time I experienced DW was passing triple digits with my foot on the mat.

T Style on top.
Y Style (POS) on bottom.



DC part numbers:
PITMAN ARM PN 68039930AA
T-LINKAGE PN 52122370AB
FASTNERS PN 6502697
Two PN 6505623AA

If you order those parts under the above numbers as opposed to picking individually from a parts diagram, it'll save you a couple hundred bucks.

I did this last summer, but retracing my steps I came up with an article on it last month on 4w&OR that captured it nicely.
Dodge Ram 2500 4x4 Steering Upgrade - 4-Wheel & Off-Road Magazine

---

COMPETITIONDIESEL.COM

03 2500

Thanks to
Engineered Diesel

Build the Best. ***Be the Best.***

FLATIRON

Flatiron Construction Corp.
2100 Goodyear Rd
Benicia, CA 94510
707-742-6000 MAIN
707-746-0849 FAX
www.flatironcorp.com

Fax Cover

A HOCHTIEF Company

To: CHRYSLER CUSTOMER SERVICE

Date: 12/30/13

Organization:

From [redacted]

Fax: 877-768-5076

Fax: [redacted]

Phone:

Phon [redacted]

Pages: 6
(Including Cover)

Comments

CASE NO. [redacted]

Confidentiality Statement
The information contained in this message is intended only for the use of the individual or entity to which it is addressed, and may contain information that is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone or fax. Thank you.

FLATIRON

Project: 2007 DODGE RAM 2500 FRONT END WOBBLE

Date: 12/30/13

By:

Page: 1 of 1

Subject:

CASE No. [redacted]

NAME: [redacted]

ADDRESS (HOME): [redacted] ROSEVILLE, CA [redacted]

DAY & EVENING PHONE: [redacted]

VIN: 3D7KSZ9AZ7G[redacted]

MILEAGE VEHICLE CURRENT: 166,400

MILEAGE VEHICLE WHEN ISSUE STARTED: 101,000

DEALERSHIP PURCHASED: MAGNUSSEN'S DODGE, AUBURN CA

DEALERSHIP REPAIRED: MAGNUSSEN'S DODGE, AUBURN CA

DESCRIPTION OF ISSUE: VEHICLE HAS A SEVERE WOBBLE IN FRONT END AT FREEWAY SPEED WHEN HITTING BUMPS. DEALERSHIP RECOMENDED REPLACING COMPLETE STEERING & LINKAGE PARTS WITH NEW, HEAVIER DESIGN PARTS. THE ORIGINAL PARTS WERE NOT WORN OUT & REPLACEMENT OF ORIGINAL PARTS ARE NOT AVAILABLE. HAD VEHICLE REPAIRED WITH THE NEW DESIGN PARTS ON 12/27/13. RECEIVED A RECALL NOTICE (N62) ON 12/28/13.

REQUESTED ACTION: REIMBURSEMENT FOR THE COST TO REPLACE THE STEERING & LINKAGE WITH NEW DESIGN PARTS TO FIX THE EXTREEM WOBBLE CONDITION. REPAIR TOTAL - $1,074.77

[redacted]

CUSTOMER #: [redacted] CHRYSLER 800-992-1997

188533

INVOICE

MACINTOSH
Dodge • Chrysler • Jeep
1901 GRASS VALLEY HWY
AUBURN, CA 95603
(530) 885-2900

[redacted]
ROSEVILLE, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL [redacted]

PAGE 1

BAR # ARD 196983 EPA# CAL 000139802
SERVICE ADVISOR: 1028 BRIAN EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	07	DODGE DR2500 DIESEL	3D7KS29A27G[redacted]	[redacted]	166237/166248	T787

IN SERVICE DATE	PROD. DATE	WARR. EXP	CUSTOMER NOTIFIED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN08 DL			17:00 26DEC13			CASH	27DEC13

R.O. OPENED	READY	OPTIONS:
09:20 26DEC13	16:25 27DEC13	STK:20568 DLR:44709 ENG:6.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES FRONT END WOBBLE AT FREEWAY SPEEDS WHEN HITTING BUMPS, VIOLENT FRONT END SHAKE, APPLICATION OF BRAKES IS THE ONLY WAY TO ARREST WOBBLE. CHECK AND ADVISE			
19 STEERING			
711 C		472.50	472.50
1 52122362AJ STEERING-STEERING	350.00	350.00	350.00
3 6505623AA NUT-HEX LOCK	4.05	4.05	12.15
1 6502835 NUT-HEX FLANGE LOCK	4.00	4.00	4.00
1 5154661AC *DAMPER-STEERING	142.40	142.40	142.40
1 68039930AA ARM-PITMAN	51.70	51.70	51.70
166248 711-DROVE VEHICLE BRIEFLY. DID NOT DUPLICATE CONDITION. FOUND MODERATE RIGHT HAND DRIFT AT ALL SPEEDS. INSPECTED VEHICLE AND FOUND PLAY IN THE TIE ROD ENDS. ALSO FOUND TIRE BOOTS TORN. RECOMMEND REPLACE STEERING LINKAGE, PERFORM ALIGNMENT, ROTATE AND BALANCE TIRES. NO EXCESSIVE OR IRREGULAR TIRE WEAR. TIRES ARE FEATHERED. THIS MAY BE A CONTRIBUTING FACTOR. RECOMMEND ROTATE AND BALANCE AND LINKAGE REPLACEMENT. REPLACED LINKAGE AND ROATED AND BALANCED TIRES. FOUND TIRES OUT OF BALANCE: RF 2.50 OZ, LF 3.75 OZ, RR 1.50 OZ AND LR 1.00 OZ. TIRE THAT IS NOW ON THE LEFT FRONT (AFTER ROTATION AND CROSS-ROTATION FOR REMAINING DRIFT) HAS A SPLIT IN THE TREAD. SET TIRE PRESSURES AND DROVE VEHICLE AGAIN. VEHICLE STILL EXHIBITS A RIGHT HAND DRIFT BUT COULD NOT DUPLICATE DEATH WOBBLE CONDITION. DROVE ON THE FREEWAY HITTING DIVIDER BUMPS AND UNEVEN SURFACES. NEVER WENT INTO WOBBLE SITUATION. OLD PARTS IN BED OF TRUCK PER CUSTOMER REQUEST.			
**********			
B CERTIFIED CHRYSLER MULTI-POINT INSPECTION			
VI CERTIFIED CHRYSLER MULTI-POINT INSPECTION			
711 C		0.00	0.00
166237 711-FRONT PINION SEAL IS LEAKING. REAR STARTING TO LEAK. FLUIDS CLEAN AND NO OTHER LEAKS FOUND.			
**********			
C INSPECT AND ADJUST TIRE PRESSURES IF NECESSARY:			
R/F L/F R/R L/R			
PSI INSPECT AND ADJUST TIRE PRESSURES IF			

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. _____ Initials

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, terpenes, grease, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

CUSTOMER COPY

CUSTOMER #: [redacted]

188533

INVOICE

MAGNUSSEN
Dodge • Chrysler • Jeep
1901 GRASS VALLEY HWY
AUBURN, CA 95603
(530) 885-2900

[redacted]

ROSEV[redacted] CA [redacted]

PAGE 2

HOME: [redacted] CONT:N/A

BUS: CELL: [redacted]

BAR # ARD 196983 EPA# CAL 000139802

SERVICE ADVISOR: 1028 BRIAN EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	07	DODGE DR2500 DIESEL	3D7KS29A27G[redacted]	[redacted]	166237/166248	T787

IN SERVICE DATE	PROD. DATE	WARR. EXP.	CUSTOMER NOTIFIED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN08 DD			17:00 26DEC13			CASH	27DEC13

R.O. OPENED	READY	OPTIONS:
09:20 26DEC13	16:25 27DEC13	STK:20568 DLR:44709 ENG:6.7_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	NECESSARY: R/F____L/F____R/R____L/R____						
	711		C			0.00	0.00

166237 CHECKED TIRE PRESSURES.

****

D CUSTOMER REQUESTS RECALL N62

CAUSE: RECALL

19N62181 RECALL N62 INSPECTION ONLY

711 WC (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

166237 711-INSPECTED STEERING LINKAGE. NO RECALL ACTION NECESSARY.

****

THANK YOU FOR BEING OUR CUSTOMER.
YOU MAY BE RECEIVING A SURVEY FROM CHRYSLER.
IF FOR ANY REASON YOU CANNOT RATE US
" VERY SATISFIED " IN ALL AREAS
PLEASE CALL YOUR SERVICE ADVISOR OR
SERVICE MANAGER AT 530-885-2900

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____ Initials

☐ Customer declined tire pressure check/inflation service.

DESCRIPTION	TOTALS
LABOR AMOUNT	472.50
PARTS AMOUNT	560.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1032.75
ADJUSTMENTS	0.00
SALES TAX	42.02
PLEASE PAY THIS AMOUNT	1074.77

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

CUSTOMER COPY

TRANSZEMS AUBURN DO
1501 GRASS VLY HWY
AUBURN, CA. 95603
530-885-2900

Merchant ID: 8013258721
Term ID: 000215000801325872100З

Sale

[redacted] Entry Method: Swiped

Total: $ 1,074.77

12/27/13 16:46:29
Inv #: 000036 Appr Code: 520191
Apprvd: Online

Customer Copy

THANK YOU!

[redacted]

[redacted]

Name: [redacted]
Title: Schadenfreude
Status: Not Here
Join Date: May 2006
Member's Gallery
Posts: 3,346

Insufficient Caster.

Component Wear/Slop.

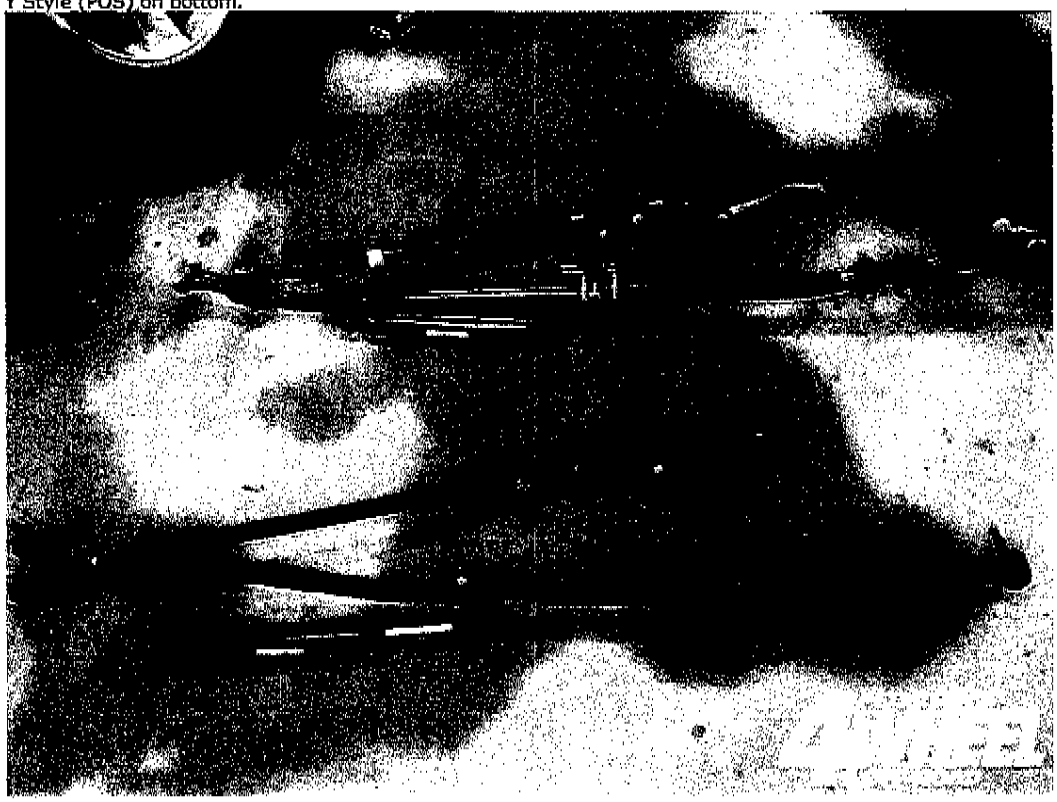
The latter could be anything in front of the doors.

Crank your caster up, and replace what's worn. Steering dampers may reduce or mask the symptoms, but I don't believe they are the true solution for trucks with stock suspension.

A true knuckle to knuckle tie rod setup, or "T" style linkage (much like crossover configuration) eliminates variations in toe as the suspension cycles. The factory setup (Haltenberger or "Y" Configuration) does not. Add in component wear and larger wheel/tires and once toe geometry is upset, it cant immediately correct. Harmonic thwapping ensues.

Part of the book I threw at mine to make sure it didn't happen again include the new configuration setup pictured below, an upper balljoint, and some new shocks. Trackbar checked fine. The reason I went so in depth with mine is that the only time I experienced DW was passing triple digits with my foot on the mat.

T Style on top.
Y Style (POS) on bottom.



DC part numbers:
PITMAN ARM PN 68039930AA
T-LINKAGE PN 52122370AB
FASTNERS PN 6502697
Two PN 6505623AA

If you order those parts under the above numbers as opposed to picking individually from a parts diagram, it'll save you a couple hundred bucks.

I did this last summer, but retracing my steps I came up with an article on it last month on 4w&OR that captured it nicely.
Dodge Ram 2500 4x4 Steering Upgrade - 4-Wheel & Off-Road Magazine

---

COMPETITIONDIESEL.COM

03 2500

Thanks to
Engineered Diesel

Build the Best. ***Be the Best.***

FLATIRON

Flatiron Construction Corp.
2100 Goodyear Rd
Benicia, CA 94510
707-742-6000 MAIN
707-746-0849 FAX
www.flatironcorp.com

Fax Cover

A HOCHTIEF Company

To: CHRYSLER CUSTOMER SERVICE

Date: 12/30/13

Organization:

From: [redacted]

Fax: 877-768-5076

Fax: [redacted]

Phone:

Phon[redacted]

Pages: 6
(Including Cover)

Comments

CASE NO. [redacted]

Confidentiality Statement
The information contained in this message is intended only for the use of the individual or entity to which it is addressed, and may contain information that is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone or fax. Thank you.

FLATIRON

Project: 2007 DODGE RAM 2500 FRONT END WOBBLE

Date: 12/30/13

By:

Page: 1 of 1

Subject:

CASE No. [redacted]

NAME: [redacted]

ADDRESS (HOME): [redacted] ROSEVILLE, CA [redacted]

DAY & EVENING PHONE: [redacted]

VIN: 3D7KSZ9AZ7G[redacted]

MILEAGE VEHICLE CURRENT: 166,400

MILEAGE VEHICLE WHEN ISSUE STARTED: 101,000

DEALERSHIP PURCHASED: MAGNUSSEN'S DODGE, AUBURN CA

DEALERSHIP REPAIRED: MAGNUSSEN'S DODGE, AUBURN CA

DESCRIPTION OF ISSUE: VEHICLE HAS A SEVERE WOBBLE IN FRONT END AT FREEWAY SPEED WHEN HITTING BUMPS. DEALERSHIP RECOMENDED REPLACING COMPLETE STEERING & LINKAGE PARTS WITH NEW, HEAVIER DESIGN PARTS. THE ORIGINAL PARTS WERE NOT WORN OUT & REPLACEMENT OF ORIGINAL PARTS ARE NOT AVAILABLE. HAD VEHICLE REPAIRED WITH THE NEW DESIGN PARTS ON 12/27/13. RECEIVED A RECALL NOTICE (N62) ON 12/28/13.

REQUESTED ACTION: REIMBURSEMENT FOR THE COST TO REPLACE THE STEERING & LINKAGE WITH NEW DESIGN PARTS TO FIX THE EXTREEM WOBBLE CONDITION. REPAIR TOTAL - $1,074.77

[redacted]

CUSTOMER #: [redacted] CHRYSLER 800-992-1997

188533

INVOICE

PAGE 1

MACINTOSH
Dodge • Chrysler • Jeep
1901 GRASS VALLEY HWY
AUBURN, CA 95603
(530) 885-2900

[redacted]
ROSEVILLE, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL [redacted]

BAR # ARD 196983 EPA# CAL 000139802
SERVICE ADVISOR: 1028 BRIAN EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	07	DODGE DR2500 DIESEL	3D7KS29A27G[redacted]	[redacted]	166237/166248	T787

IN SERVICE DATE	PROD. DATE	WARR. EXP	CUSTOMER NOTIFIED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN08 DL			17:00 26DEC13			CASH	27DEC13

R.O. OPENED	READY	OPTIONS: STK:20568 DLR:44709 ENG:6.7_Liter
09:20 26DEC13	16:25 27DEC13	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES FRONT END WOBBLE AT FREEWAY SPEEDS WHEN HITTING BUMPS, VIOLENT FRONT END SHAKE, APPLICATION OF BRAKES IS THE ONLY WAY TO ARREST WOBBLE. CHECK AND ADVISE			
19 STEERING			
711 C		472.50	472.50
1 52122362AJ STEERING-STEERING	350.00	350.00	350.00
3 6505623AA NUT-HEX LOCK	4.05	4.05	12.15
1 6502835 NUT-HEX FLANGE LOCK	4.00	4.00	4.00
1 5154661AC *DAMPER-STEERING	142.40	142.40	142.40
1 68039930AA ARM-PITMAN	51.70	51.70	51.70
166248 711-DROVE VEHICLE BRIEFLY. DID NOT DUPLICATE CONDITION. FOUND MODERATE RIGHT HAND DRIFT AT ALL SPEEDS. INSPECTED VEHICLE AND FOUND PLAY IN THE TIE ROD ENDS. ALSO FOUND TIRE BOOTS TORN. RECOMMEND REPLACE STEERING LINKAGE, RACK AND PINION, STEERING DAMPER, ALIGNMENT AND TIRES. NO EXCESSIVE OR IMPROPER TIRE WEAR. TIRES ARE FEATHERED. THIS MAY BE A CONTRIBUTING FACTOR. RECOMMEND ROTATE AND BALANCE AND LINKAGE REPLACEMENT. REPLACED LINKAGE AND ROATED AND BALANCED TIRES. FOUND TIRES OUT OF BALANCE: RF 2.50 OZ, LF 3.75 OZ, RR 1.50 OZ AND LR 1.00 OZ. TIRE THAT IS NOW ON THE LEFT FRONT (AFTER ROTATION AND CROSS-ROTATION FOR REMAINING DRIFT) HAS A SPLIT IN THE TREAD. SET TIRE PRESSURES AND DROVE VEHICLE AGAIN. VEHICLE STILL EXHIBITS A RIGHT HAND DRIFT BUT COULD NOT DUPLICATE DEATH WOBBLE CONDITION. DROVE ON THE FREEWAY HITTING DIVIDER BUMPS AND UNEVEN SURFACES. NEVER WENT INTO WOBBLE SITUATION. OLD PARTS IN BED OF TRUCK PER CUSTOMER REQUEST.			
**********			
B CERTIFIED CHRYSLER MULTI-POINT INSPECTION			
VI CERTIFIED CHRYSLER MULTI-POINT INSPECTION			
711 C		0.00	0.00
166237 711-FRONT PINION SEAL IS LEAKING. REAR STARTING TO LEAK. FLUIDS CLEAN AND NO OTHER LEAKS FOUND.			
**********			
C INSPECT AND ADJUST TIRE PRESSURES IF NECESSARY: R/F L/F R/R L/R PSI INSPECT AND ADJUST TIRE PRESSURES IF			

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. _____ Initials

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, terpenes, grease, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

CUSTOMER COPY

CUSTOMER #: [redacted]

188533

INVOICE

MAGNUSSEN
Dodge • Chrysler • Jeep
1901 GRASS VALLEY HWY
AUBURN, CA 95603
(530) 885-2900

[redacted]
ROSEVILLE CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL: [redacted]

PAGE 2

BAR # ARD 196983 EPA# CAL 000139802
SERVICE ADVISOR: 1028 BRIAN EVANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	07	DODGE DR2500 DIESEL	3D7KS29A27G[redacted]	[redacted]	166237/166248	T787

IN SERVICE DATE	PROD. DATE	WARR. EXP.	CUSTOMER NOTIFIED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN08 DD			17:00 26DEC13			CASH	27DEC13

R.O. OPENED	READY	OPTIONS:
09:20 26DEC13	16:25 27DEC13	STK:20568 DLR:44709 ENG:6.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
NECESSARY: R/F____L/F____R/R____L/R____			
711 C		0.00	0.00
166237 CHECKED TIRE PRESSURES.			
**********			
D CUSTOMER REQUESTS RECALL N62			
CAUSE: RECALL			
19N62181 RECALL N62 INSPECTION ONLY			
711 WC			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
166237 711-INSPECTED STEERING LINKAGE. NO RECALL ACTION NECESSARY.			
**********			

THANK YOU FOR BEING OUR CUSTOMER.
YOU MAY BE RECEIVING A SURVEY FROM CHRYSLER.
IF FOR ANY REASON YOU CANNOT RATE US
" VERY SATISFIED " IN ALL AREAS
PLEASE CALL YOUR SERVICE ADVISOR OR
SERVICE MANAGER AT 530-885-2900

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. _____ Initials

DESCRIPTION	TOTALS
LABOR AMOUNT	472.50
PARTS AMOUNT	560.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1032.75
ADJUSTMENTS	0.00
SALES TAX	42.02
PLEASE PAY THIS AMOUNT	1074.77

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

CUSTOMER COPY

TRANSBEMS AUBURN DO
1501 GRASS VLY HWY
AUBURN, CA. 95603
530-885-2900

Merchant ID: 8013258721
Term ID: 000215000801325872l003

Sale

[redacted] Entry Method: Swiped

Total: $ 1,074.77

12/27/13 16:46:29
Inv #: 000036 Appr Code: 520191
Apprvd: Online

Customer Copy

THANK YOU!

[redacted]

Insufficient Caster.

Component Wear/Slop.

The latter could be anything in front of the doors.

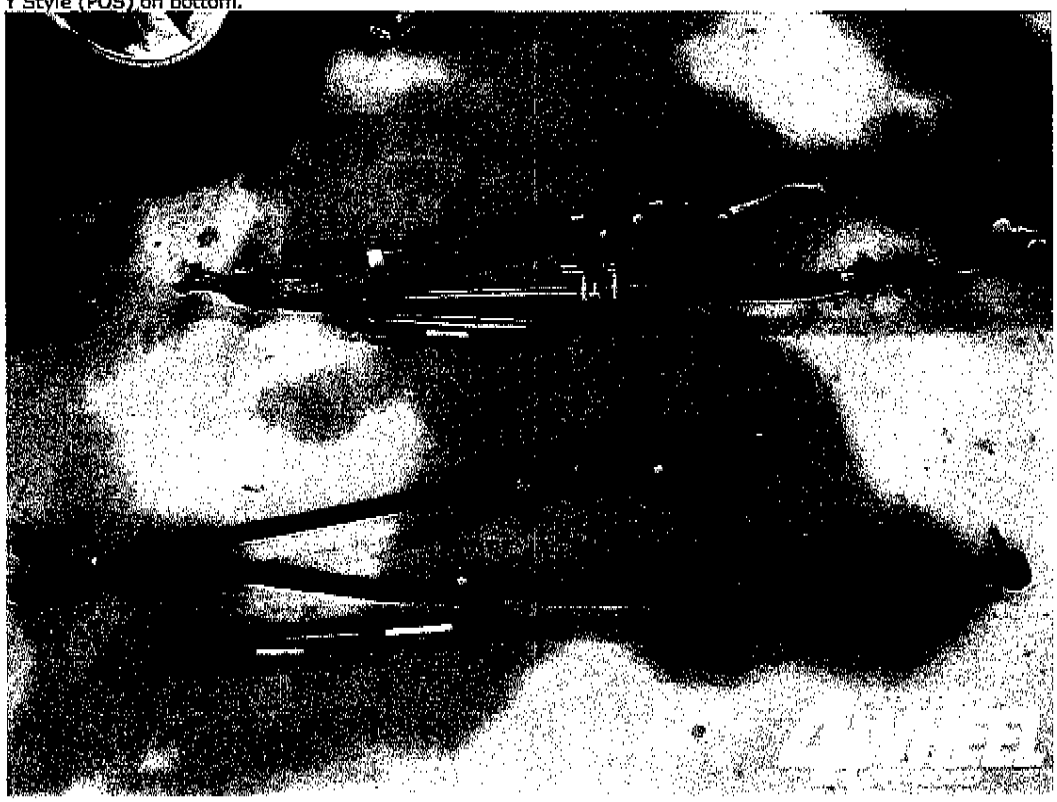
Crank your caster up, and replace what's worn. Steering dampers may reduce or mask the symptoms, but I don't believe they are the true solution for trucks with stock suspension.

A true knuckle to knuckle tie rod setup, or "T" style linkage (much like crossover configuration) eliminates variations in toe as the suspension cycles. The factory setup (Haltenberger or "Y" Configuration) does not. Add in component wear and larger wheel/tires and once toe geometry is upset, it cant immediately correct. Harmonic thwapping ensues.

[redacted]
Name: [redacted]
Title: Schadenfreude
Status: Not Here
Join Date: May 2006
Member's Gallery
Posts: 3,346

Part of the book I threw at mine to make sure it didn't happen again include the new configuration setup pictured below, an upper balljoint, and some new shocks. Trackbar checked fine. The reason I went so in depth with mine is that the only time I experienced DW was passing triple digits with my foot on the mat.

T Style on top.
Y Style (POS) on bottom.



DC part numbers:
PITMAN ARM PN 68039930AA
T-LINKAGE PN 52122370AB
FASTNERS PN 6502697
Two PN 6505623AA

If you order those parts under the above numbers as opposed to picking individually from a parts diagram, it'll save you a couple hundred bucks.

I did this last summer, but retracing my steps I came up with an article on it last month on 4w&OR that captured it nicely.
Dodge Ram 2500 4x4 Steering Upgrade - 4-Wheel & Off-Road Magazine

---

COMPETITIONDIESEL.COM

03 2500

Thanks to
Engineered Diesel

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 1D3HB58D8

VIN (LAST 8 DIGITS) 7J[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

BALES Auto Mall JEFFERSONVILLE

630 BROADWAY
JEFFERSONVILLE, IN 47130
Phone: (812) 282-4356
Fax (812) 283-6766
bales@balesmotors.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m.
Saturday (Express Lube Only)

R/O Open Date	R/O Number
10/04/10	[redacted]
R/O Close Date	**Status**
10/08/10	Final
Mileage In	**Mileage Out**
44100	44101
Service Advisor / Tag #	
SONNY SUTTON/7456*W*	

[redacted]
JEFFERSONVILLE, IN [redacted]

Work Phone	Vehicle Identification Number	
[redacted]	1D3KS28D87J[redacted]	
	Delivery Date	**In-Service Date**

Year	Make	Model	Body	Color	License Number
2007	DODGE	RAM 2500	4WD QUAD CAB		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - C260: C260		
C/STATES TEST DRIVE FOR SHAKE IN FRONT END AT 70-78 MPH TEST DRIVE WITH CUSTOMER HE WILL DRIVE		
Work performed by ERIC VANMETER (930)		489.50
Installed 68001734AB :LINK KIT: STABILIZER BAR 680	2@71.90	143.80
Installed 52122331AB :LINE: POWER STEERING PRES521	1@117.60	117.60
Installed RANRS98511 :STAB KIT	1@231.27	231.27
1.5 REPL SWAY BAR LINKS		
2.0 INSTALL DUAL STEERING STABILZER KIT		
2.0 REPL POWER STEERING LINE FROM PUMP TO GEAR BOX		
Sub Total: 982.17		
#2 - WCI: WORLD CLASS INSPECTION		
Sub Total: .00		
Sub Total: .00		

Nok # I PAid 2 times 1st Time 1038.06
Freedom dodge fixed 2nd Time 2000.00
$3038.06

This Company did Not Fix Problem took to 2nd dealership Freedom dodge, Lexington the fixed Problem $2000.00 See Attached Copy

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss of damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

PARTS AND LABOR WARRANTED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	489.50
PARTS	492.67
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	20.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	35.89
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1038.06
Cash →	1038.06

(C) 2003 ARCONA, Inc. - Dealership Application Group (800)845-1026

CUSTOMER #: 34686

441632

INVOICE

FREEDOM LEXINGTON
Dodge Chrysler Jeep
1560 NEW CIRCLE RD.
LEXINGTON, KY 40509-1022
(859) 268-3000
Dealer Code: 41-26498
41-43869

[redacted]
JEFFERSONVILLE, IN [redacted]

PAGE 1

HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 128 RICKY PERKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	DODGE RAM2500	1D3KS28D87J[redacted]		44171/44191	T289R

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21OCT10 DD			WAIT 21OCT10			CASH	22OCT10

DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS:
08:17 21OCT10	16:19 21OCT10	DLR:43869 ENG:5.7_Liter_SMPI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S WHEN DRIVING AND HITS A BUMP, THE WHOLE FRONT END SHAKES BAD,ADVISE			
19 STEERING/SUSPENSION REPAIRS/COMPONENT REPLACEMENT			
10 OSBORNE,ROBERT J LIC#: 2048			
CP		404.04	404.04
3 6505623AA NUT	1.75	1.31	3.93
1 52122362AF STEERING	350.00	262.50	262.50
1 68039930AA ARM	76.20	57.13	57.13
1 52122370AB DAMPER	149.00	111.38	111.38
2 5179955AA HUB	419.00	313.75	627.50
2 5086672AB BALLJOINT	138.00	102.94	205.88
2 5086674AB BALLJOINT	108.00	80.75	161.50
1 6502835 NUT-HEX FLANGE LOCK	0.50	0.38	0.38
44171 BALL JOINTS, STEERING LINKAGE, DAMPER, PITMAN ARM 6.00 TEST DROVE WITH CUSTOMER. FELT COMPLAINT, OVER BUMPS HAD VERY BAD WOBBLE IN STEERING. CK'D & REPLACED UPPER & LOWER BALL JOINTS, REVISED HEAVY DUTY STEERING LINKAGE, DAMPER & PITMAN ARM			
**********			
B** THRUST ALIGNMENT			
TALIGN THRUST ANGLE ALIGNMENT			
10 OSBORNE,ROBERT J LIC#: 2048			
CP		79.95	79.95
44191 T-ALIGN 1.50 ALIGNED VEH TO SPECS			
**********			
THANK YOU - HAVE A NICE DAY !			
PLEASE SEND IN YOUR CHRYSLER SURVEY - THANKS!			

OCT 22 2010

BY

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

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

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	483.99
PARTS AMOUNT	1430.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1914.19
LESS INSURANCE	0.00
SALES TAX	85.81
PLEASE PAY THIS AMOUNT	2000.00

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

VIN (Last 8 Characters of Vehicle Identification Number) 7J[redacted]

Notification Code 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: Bought Around 9/18/10 miles <14,000 mi

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. ☐ [redacted] ☐ Business

First Name [redacted] MI 70,000

Last Name [redacted]

Street Address [redacted]

City Jeffersonville

State Indiana Zip Cod[redacted]

Email Address [redacted]

[redacted]

Jeffersonville, Indi[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Perfection Tire And Auto Repair

PERFECTION TIRE OF LEWISTON, LLC
553 THAIN ROAD
LEWISTON, ID 83501
208-746-4954

INVOICE 18-151745
S-08/14/13 E-08/14/13
S-14:07 E-14:10

* * * I N V O I C E * * *

Sold: [redacted]
LEWISTON, ID [redacted]
H-[redacted]

Veh: 06 DODGE PU
Lic: [redacted]
Mil: /71119
Emp: 19/0
PO#:

Slsm	Mech	Part #	QTY	Description	Price	F.E.T.	Total
19	50	ZLAALT	1.00	ALIGN THRUST ALIGNMENT LT TRUCK	69.95	0.00	69.95
19	50	ZPAM	1.00	PART RT OUTER TIE ROD	127.00	0.00	127.00
19	50	ZPAM	1.00	PART RT INNER TIE ROD	62.21	0.00	62.21
19	50	ZPAM	1.00	PART LF INNET TIE ROD	179.10	0.00	179.10
19	50	ZLAM	1.00	LABOR SERVICE LABOR	150.00	0.00	150.00
19	50	HC59197	4.00	LT265/70R17 HERCULES ALL TRAC-A/T -10	212.20	0.00	848.80
19	50	ZSVPKG	4.00	SERVICE PKG MOUNT/BAL/VALVE	0.00	0.00	0.00
19	50	ZADJUSTMENTS-TIRES	-4.00	ADJ ADJUSTMENTS-TIRES	212.20	0.00	-848.80

Cooper TIRES

Failure to check lugnut torque on custom wheels within 50 miles after wheel installation may result in wheel damage or loss of wheel.
All parts New Unless Otherwise Noted.
All Repairs (Parts & Labor) Limited Warranty: 90 Days or 4000 Miles Whichever Comes First Unless Otherwise Noted.
If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge (including reassembling) will be made.
BECAUSE OF THE EXTENT OF THE TEARDOWN AND INSPECTION, THE VEHICLE MAY NOT PERFORM AS WELL AS BEFORE.

I HEREBY AUTHORIZE the above repair work to be done along with necessary materials. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs thereto. You will not be held responsible for the loss or damage to vehicle or articles left in the vehicle in case of fire, theft, accident, or any other cause beyond your control or any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

RETAIL CREDIT AGREEMENT:

I UNDERSTAND that all charges are due within 30 days from the billing date. If payment in full is not made by then, I hereby agree to pay simple interest at the rate of 1 3/4% per month, 21% per annum (minimum finance charge $1.00), on the declining unpaid balance until paid in full. Collection fees will be added in the event of non-payment.

PURCHASER HEREBY GRANTS Seller a purchase money security interest in all goods and services purchased from Seller under this agreement to secure my performance of this agreement. The purchase money security interest will continue in the specific goods purchased only until such time as the agreed purchase price has been paid. Purchaser agrees to execute any documents necessary to perfect the security interests and consents to and authorizes Seller to file any financing statements that Seller deems appropriate and reasonably necessary to perfect the security interests provided hereby.

[redacted]

Signature _____ CUSTOMER SIGNATURE

PARTS 1217.11 LABOR 219.95 Subtotal 588.26

Cash $0.00 Check $0.00 Credit Card $612.20 Charge $0.00 Sales Tax @ 6.500% 23.94

Total 612.20

NO. 2 N. 9602 DIVISION SPOKANE, WA 99218 (509) 465-0110
NO. 3 E. 10721 SPRAGUE SPOKANE, WA 99206 (509) 924-4244
NO. 5 W. 1021 N.W. BLVD SPOKANE, WA 99205 (509) 326-1207
NO. 6 W. 1403 LEWIS PASCO, WA 99301 (509) 547-8891
NO. 7 1914 COLUMBIA CENTER BLVD. KENNEWICK, WA 99336 (509) 735-8330
NO. 8 1113 LEE BLVD. RICHLAND, WA 99352 (509) 946-4111
NO. 9 W. 311 WALNUT NEWPORT, WA 99156 (509) 447-3933
NO. 12 123 3RD STREET KAMIAH, ID 83536 (208) 935-2998
NO. 13 E. 604 - 2ND AVE. SPOKANE, WA 99202 (509) 747-1162
NO. 18 553 THAIN RD. LEWISTON, ID 83501 (208) 746-4954
NO. 21 478927 N. HWY 95 NORTH PONDERAY, ID 83852 (208) 265-8473
NO. 23 330 MAIN OROFINO, ID 83544 (208) 476-0709
NO. 32 2525 S. UNION KENNEWICK, WA 99338 (509) 737-1818
NO. 36 W. 302 SELTICE POSTFALLS, ID 83854 (208) 773-2178
NO. 37 975 E. BROADWAY AVE. MOSES LAKE, WA 98837 (509) 765-7373
NO. 38 6459 W. COMMERCIAL PARK AVE. RATHDRUM, ID 83858 (208) 687-2949
NO. 39 1400 W. MAIN MIDDLETON, ID 83644 (208) 585-9888
NO. 45 N. 4825 GOVT WAY COEUR D'ALENE, ID 83815 (208) 667-8491

PERFECTION TIRE #18
553 THAIN ROAD
LEWISTON ID 83501

DATE: 08/14/13
MERCHANT ID:

TIME: 14:11
JA16809199001

CREDIT CARD
VISA SALE

[redacted]

CARD#	**/**
EXPIRATION DATE	757012
SEQ:	014557
APPROVAL CODE:	SWIPED
ENTRY METHOD:	

PRODUCT	QTY	PRICE	AMOUNT
GEN AUTO MERCH			612.20

TOTAL AMOUNT: $612.20

APPROVED 014557

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

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

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

Notification Code 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]

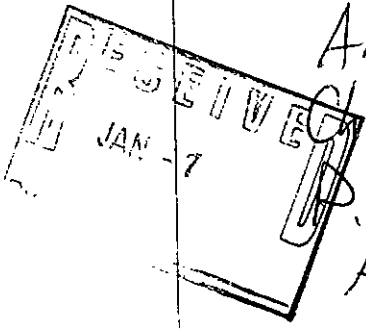
City Lewiston

State ID Zip Code [redacted]

Email Address [redacted]

[redacted]

LC [redacted]
Lewiston, ID



Atte
CITY
P.O.
Au

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/15/14

POSTED DATE : 1/8/14

VIN (FIRST 9 DIGITS) 3D7KU26DD

VIN (LAST 8 DIGITS) 3G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER Jeep DODGE RAM

POULIN

www.autocountry.com

401 North Main Street
Rochester NH 03866
(603) 332-2010

[redacted]
BARRINGTON NH [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KU26D03G[redacted]	75810	09/30/09	45810 B EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
03	DODGE	RAM 2500 S		00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	603- -		00/00/00	279 3279SD	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	00/00/00		75810	09/29/09	00/00/00

WARRANTY CUSTOMERS MAY BE GETTING A SURVEY IN THE MAIL FROM THE MANUFACTURER, WE HOPE FOR COMPLETE SATISFACTION. IF YOU FIND YOU ARE NOT COMPLETLEY SATISFIED PLEASE CALL.

SERVICE DEPARTMENT HOURS
WEEKDAY HOURS MON-FRI 7:30-5:30 TECH ON DUTY 8-4:30
SATURDAY HOURS 8-12

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER REQUEST TO PERFORM H-46 RECALL PERFORMED RECALL AND NO FURTHER ACTION IS REQUIRED 19H46182		A08 6979		W	
				Line Total.....		

TOTAL-CUSTOMER NoCharge

Vehicle was inspected by Poulin Auto Country on 9/30/09 Found to be ok
Vehicle was Repair By Hewes tire Co on 10/9/13
Connection was fractured (Both steering Shafts Replaced.

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

Hervey's Tire Company

Service Invoice [redacted]

Name	[redacted]	Company		Created	10/04/13	Year	2003
Address		Address 2		Time	2:00 PM	Make	Dodge
	Barrington, NH [redacted]			Invoiced	10/09/13	Model	Ram 2500
				Advisor	STEVE	Lic.#	GOLFN
Home	[redacted]	Driver		Division	AR	Fleet#	
Work		V.I.N. #	3D7KU26D03G[redacted]	PO#		Color	
Fax		Engine	4x4	Checked By	AH	Miles In	109,173
				Page#	1 of 1	Miles Out	109,173

Job Description

Replace upper and lower steering shafts — **Line Total** **1020.00**

Part Number	Description	QTY
5139182AA	shaft - intermediate	1
55351456AF	shaft - steering column	1



Hervey's Tire Company

"We don't want all the business -- just yours!"

Established 1912

Hervey's Tire Company, Inc.

Steve Hervey and Al Hervey, owners

www.herveystire.com

22 Union Street
Rochester NH 03867
(603)332-5420

"We don't want all the business.....just yours!"

22 Union Street | Rochester, NH 03867
Phone:: 603-332-5420 | Fax: 603-335-4358

Schedule your next appointment online!
Also check for current promotions and more
www.herveystire.com

PD BY CK 9277 ON 10/9/13

Invoice Total	
Subtotal	$1,020.00
Tax	$0.00
Total	**$1,020.00**

[redacted]

54-153/114

9277

PH [redacted]

BARRINGTON, NH [redacted]

DATE 10/9/13

PAY TO THE ORDER OF Harvey's Tire Company $ 1,020.00

one thousand and twenty DOLLARS

Citizens Bank

MEMO Dodge Ram 2003

[redacted]

CITIZENS 5282/05/239/441
RIVERSIDE RI 10112013
⑆011500120⑆ [redacted]

PAY TO THE ORDER OF
CITIZENS BANK
011401533
FOR DEPOSIT ONLY

HARVEY'S TIRE COMPANY, INC.
331281936O

Posting Date	2013 Oct 11
Posting Seq No	22623135
DIN No	
Account Number	[redacted]
Check Number	9277
Amount	$1,020.00

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

VIN (Last 8 Characters of Vehicle Identification Number) [3G[redacted]]

Notification Code [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] M

Last Name [redacted]

Street Address [redacted]

BARRINGTON,

City BARRINGTON

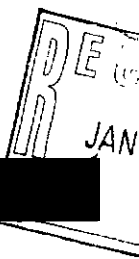
State N.H. Zip Code [redacted]

Email Address [redacted]

[redacted]

[redacted]

Barrington, N.H. [redacted]



Chrysler
P.O Box 2
Auburn H

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-31 11:10:40.563277
Files Not Recieved: 0

The parts (08 Steering Upgrade) were purchased after an independent shop recommended that the left tie rod be replaced. If you have any questions please feel free to contact me at [redacted]

Wholesalemopar.com

2335 U.S. 98 North • Lakeland, FL 33805
Telephone 1-800-428-0517

FIVE STAR
MV #08848

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
285248	EXPORT	PHONE	2	CRED CD	DENNIS	11/12/13	123621 CHW

618-910-4263

BILL TO
[redacted]
EARTH CITY, MO [redacted]

SHIP TO

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	6502473 BOLT HEX 17014001	110E	4.35	3.15	3.15
1	0	6502835 NUT HEX F 17015030	517C	1.70	1.21	1.21
1	0	5154661-AC DAMPER ST 19030006	530A	123.00	89.12	89.12
1	0	68039930-AA ARM PITMA 19027002	536C	43.10	31.28	31.28
1	0	52122362-AJ STEERING 19027003	SP-ORD	350.00	254.10	254.10

NOTICE:
NO REFUNDS, RETURNS OR EXCHANGES ON ELECTRICAL OR SPECIAL ORDERED ITEM. NO REFUNDS WITHOUT THIS INVOICE NOR AFTER 30 DAYS. RETURNS SUBJECT O 15% HANDLING CHARGE.

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume any liability in connection with the sale of this item/items.

X _____

SUBTOTAL	378.86
TAX	0.00
FREIGHT	90.00
PAY THIS AMOUNT	**468.86**

CUSTOMER COPY

10:05:18 PAGE 1 OF 1
NET517

FORM ERA-LZR-C (1/95) Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055

PARTS INVOICE

WHOLESALEMOPAR.COM
2335 US HWY 98
LAKELAND, FL 33805
863-687-2501

COPY
11/12/2013 13:00:40
Sale:

Transaction # 1.20
Card Typ[redacted]
Acc: [redacted]
Entry: Manual
Total: 468.86

Auth.Code: 012410
Response: AP012410
AVS Resp.:
Neither address, nor ZIP matches.
CVV2 Resp.:
CVV2 matches with system data.

CUSTOMER COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Hopefully, Re-imBURSEment will Be Made to myself.

Enclosed, please find all invoices pertaining to ABove DeTails.

CARE # [redacted]

ABove vehicle will Be taken to Dealer for Re-call.

Thank You,

[redacted]

FAX [redacted]

SANDS CHRYSLER JEEP DODGE
501 N. West End Blvd.
Quakertown, PA 18951

SANDS CHRYSLER Jeep DODGE QUAKERTOWN

SERVICE (215) 536-0946
(215) 538-0911
www.sandsautogroup.com

54446LOG

[redacted]
CONSHOHOCKEN PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KS28D55G[redacted]	85580	07/20/10	54446

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	DODGE	RAM 2500 Q	FLAMEREDCL	[redacted]

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		- -	- -	D5288	00/00/00	273	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	11/21/05	5	85580	07/19/10	11/21/05	5.7L V8 SMPI HEMI GA

PA STATE SAFETY INSPECTION CARS AND LT TRUCKS PASS OR FAI L $25.95 + $2.00 FOR; DUAL REAR WHEEL TRUCKS BOTH LT AND MED DUTY TYPES PASS OR FAIL $42.95 + $2.00 FOR STICKER

LABOR RATES ARE BASED ON VARIABLE RATE MENU PRICING
MAINTENANCE $36.50 TO $89.95
MECHANICAL $46.50 TO $115.00; DIESEL TRUCKS $95.00

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *						

Com CUSTOMER HAS LOANER VEHICLE WHILE THEIR VEHICLE IS IN FOR SERVICE
RENTAL AGREEMENT #
VEHICLE #
Cor SERVICE CONTRACT #
LOANER E99

Line Total.....

Labor	179.90
Sales Tax	10.79
TOTAL-CASH	190.69

$200.00 Cash
96.69 M Disc
7-20-10 SBR

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

SANDS CHRYSLER JEEP DODGE
501 N. West End Blvd.
Quakertown, PA 18951

SANDS CHRYSLER Jeep QUAKERTOWN

SERVICE (215) 536-0946
(215) 538-0911
www.sandsautogroup.com

54446LOG

[redacted]
CONSHOHOCKEN PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KS28D55[redacted]	85580	07/20/10	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	DODGE	RAM 2500 Q	FLAMEREDCL	[redacted]

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		- -	- -	D5288	00/00/00	273	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	11/21/05	5	85580	07/19/10	11/21/05	5.7L V8 SMPI HEMI GA

PA STATE SAFETY INSPECTION CARS AND LT TRUCKS PASS OR FAIL $25.95 + $2.00 FOR; DUAL REAR WHEEL TRUCKS BOTH LT AND MED DUTY TYPES PASS OR FAIL $42.95 + $2.00 FOR STICKER

LABOR RATES ARE BASED ON VARIABLE RATE MENU PRICING
MAINTENANCE $36.50 TO $89.95
MECHANICAL $46.50 TO $115.00; DIESEL TRUCKS $95.00

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A *						
Com	PERFORM 23-POINT VEHICLE CHECK UP & ADVISE CUSTOMER TO MAINTENANCE OR REPAIRS REQUIRED					
Cor	PERFORMED 23 POINT INSPECTION SEE SUPPLIED COPY					
	23I		E19			
				Line Total.....		
B *						
Com	CUSTOMER STATES:VEHICLE WONDERS AND WOBBLES AFTER GOING OVER POTHOLES OR BUMPS AT 60MPH. THE SERVICE MANAGER HAS DRIVEN THE VEHICLE BEFORE.					
Cau	STEERING LINKAGE JOINT LOOSE. NEEDS TO BE REPLACED ALONG WITH STEERING DAMPNER AND PITMAN ARM. QUOTES ($842.01)					
Cor	CUSTOMER DECLINED TECHNICIAN RECOMENDATIONS					
	DIAG1		E19	1.00	C	89.95
				Line Total.....		89.95
C *						
Com	Customer states PERFORM 4 WHEEL ALIGNMENT					
	ALIGN4		E19	1.80	C	89.95
				Line Total.....		89.95

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

AM-TECH AUTOMOTIVE SERVICE
945 East Main Street
Norristown, PA. 19401
Phone - 610-277-1363

INVOICE
[redacted]
Org. Est. # 017031

1-305-919-9727
JASON EUNST

INVOICE Print Date : 07/05/2011

[redacted]
Conshohocken, PA [redacted]
Cellula[redacted]
Cust ID : - 2901 Ref #:

2005 Dodge - Pickup R2500
5.7L, V8, VIN (D)
Lic # : [redacted] Odometer In : 97579
Unit # :
Vin # : 3D7KS28D55G[redacted]
Hat # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
LEFT FRONT HUB BEARING	1.00	325.99	325.99	WHEEL HUB - Remove & Replace - 4WD - Front,One Side - [Serviced as Wheel Hub Assembly.]	103.87
				CHECK FOR NOISE IN L/FRONT WHEEL ROAD TEST VEHICLE. DID HEAR NOISE. REMOVE LEFT FRONT WHEEL, FRONT AXLE WOULD NOT TURN. NEEDS NEW HUB BEARING ASSEMBLY	39.95

[Technicians : PAT,]

Org. Estimate $498.00 Revisions $0.00 Current Estimate $ 498.00 Additional Cost Revised Estimate

Labor:	143.82
Parts:	325.99
Sublet:	0.00
Sub:	469.81
Tax:	28.19
Total:	498.00
Bal Due:	$0.00

[Payments [redacted]]

YOUR SATISFACTION IS OUR ONLY CONCERN

Transmission overhaul Warranties are listed above & customer must return for a 2 week checkup. ALL WARRANTY REPAIRS OF ANY KIND MUST BE DONE, WITHOUT EXCEPTION, AT THIS LOCATION. Customer must bring original bill when returning for the two week checkup in order for the Limited Warranty to be validated.

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

Written By: PAT.

01.17.07 Copyright Mitchell 1 Invoice

AM-TECH AUTOMOTIVE SERVICE
945 East Main Street
Norristown, PA. 19401
Phone - 610-277-1363

INVOICE
[redacted]
Org. Est. # 015996

INVOICE

Print Date : 03/31/2011

[redacted]
Conshohocken, PA [redacted]
Cellular [redacted]
Cust ID : 2901

Ref # :

2005 Dodge - Pickup R2500
5.7L, V8, VIN (D)
Lic # : [redacted]
Unit # :
Vin # : 3D7KS28D55G[redacted]
Hat # :

Odometer In : 94406

Part Description	Qty	Sale	Extended
UNIVERSAL JOINT	1.00	62.50	62.50
FRONT DRIVE SHAFT UNIVERSAL JOINTS	2.00	43.98	87.96

Labor Description	Extended
CHECK FOR SQUEAL COMING FROM LEFT FRONT TIRE NEEDS NEW AXLE JOINT	39.95
AXLE SHAFT ASSEMBLY (COMPLETE) - Remove & Replace - R2500,R3500 - One Side	127.84
(Combination) UNIVERSAL JOINT - Remove & Replace - R2500,R3500 - Each	N/C
PROPELLER SHAFT - Removal & Installation - One Piece Driveline,To Front Axle CLAIM #437571 ATTN. CREDIT 303-456-1039 REF #502791	55.93
(Combination) UNIVERSAL JOINT - Remove & Replace - Each	79.90

Org. Estimate $481.33 | Revisions $0.00 | Current Estimate $ 481.33 | Additional Cost | Revised Estimate

Labor:	**303.62**
Parts:	**150.46**
Sublet:	**0.00**
Sub:	**454.08**
Tax:	**27.25**
Total:	**481.33**
Bal Due:	**$481.33**

[Payments -]

YOUR SATISFACTION IS OUR ONLY CONCERN

Transmission overhaul Warranties are listed above & customer must return for a 2 week checkup. ALL WARRANTY REPAIRS OF ANY KIND MUST BE DONE, WITHOUT EXCEPTION, AT THIS LOCATION. Customer must bring original bill when returning for the two week checkup in order for the Limited Warranty to be validated.

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

01.17.07 Copyright Mitchell 1 Invoic1a

Written By: PAT.

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR DARIUS C BRITTINGH 48904	TAG NO.	INVOICE DATE 05/16/07	INVOICE NO. [redacted]	
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 30,454	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	E.T.E. NO.	P.O. NO.	R.O. DATE 05/16/07		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 30454	

LABOR & PARTS

J# 1 23DOZ22 INTERIOR HOURS: 0.20 TECH(S):46054 WARRANTY

INSTALL S.O.P ASHTRAY--WILL NOT OPEN--55--
REPLACE CENTER DASH ASHTRAY--RECHECK--OPEN & CLOSES AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	YC45XDV-AA	ASHTRAY INSTRUM 230			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 01DOZZ33001 33,000 MILE V6 & V8 HOURS: TECH(S):46054 14.95

PERFORM 33,000 MILE SERVICE
REQUIRED MAINTENANCE
CHANGE ENGINE OIL, FILTER & LUBE
INSPECT THE FOLLOWING
CV JOINTS, BALL JOINTS AND SEALS, BRAKE HOSES, EXHAUST SYSTE AND TIRE WEAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	5281090-BA	FILTER ENGINE O 905	6.25	5.25	5.25
JOB # 2	7	68026603-AA	OIL 5W20 1081090	2.50	2.25	15.75
				JOB # 2 TOTAL PARTS		21.00
				JOB # 2 TOTAL LABOR & PARTS		35.95

J# 3 23DOZ BODY HOURS: 0.40 TECH(S):46054 WARRANTY

CUST. STATES OUTSIDE WEATHER STRIPS FRT. DOORS--BOTH--COMING APART
FOUND BODY WEATHER STRIP ABOVE DOORS ON LEFT & RIGHT SIDE
REPLACED BOTH UPPER WEATHERSTRIPS--

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	55277190-AB	SEAL BODY SIDE 2304			WARRANTY
JOB # 3	1	55277191-AB	SEAL BODY SIDE 2304			WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 19DOZ STEERING HOURS: TECH(S):46054 0.00

CUST. STATES NOISE WHEN TURNING--CREAK NOISE--
COULD NOT DUPLICATE CUST. CONCERN AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	301	Ecological Fee			1.00
			TOTAL - MISC		1.00

For Records TR -STATE BUSINESS FORMS (888) 579-3636 AF 012905-001

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 01:34pm

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
46677	DARIUS C BRITTINGH 48904		05/16/07	DOCS192354

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	92.95	[redacted]	30,454	RED/	
PHILADELPHIA, PA [redacted]	YEAR/MAKE/MODEL: 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO.: 3 D 7 K S 2 8 D 5 5 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE: 05/16/07	

PH	BUSINESS PHONE	COMMENTS	MO: 30454
[redacted]			

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $40.00 (+TAX)

COMMENTS----------
WAIT

TECHNICIAN CERTIFICATION----------
46054 RONALD C MARTIN 26 023 878

TOTALS----------

**********	TOTAL LABOR....	14.95
** CASH [ ] CHECK [ ] CHARGE [ ] **	TOTAL PARTS....	21.00
**	TOTAL SUBLET...	0.00
** VISA [ ] MASTERCARD [ ] DISCOVER [ ] **	TOTAL G.O.G....	0.00
**********	TOTAL MISC CHG.	1.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	2.22
	TOTAL INVOICE $	**39.17**

IF YOU ARE HAPPY WITH OUR SERVICE, PLEASE TELL A FRIEND.
GOD BLESS AMERICA!!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

For Re-order call SWATE BUSINESS FORMS (888)578-3635 AF 012805-001

CUSTOMER COPY

[END OF INVOICE] 01:34pm

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR DARIUS C BRITTINGH 48904	TAG NO.	INVOICE DATE 11/26/08	INVOICE NO. DOCS207029
[redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 62,269	COLOR RED/	STOCK NO.
PHILADELPHIA, PA [redacted]	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. NO.	R.O. DATE 11/26/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 62269

LABOR & PARTS

J# 1 02DOZ SUSPENSION HOURS: TECH(S): 52985 0.00

CHECK BALL JOINTS--CUST. STATES HAD TIRES PUT ON --WAS TOLD
BALL JOINTS TOO MUCH PLAY
NO PROBLEMS FOUND AT THIS TIME --SEE ATTACHED SHEET

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 22DOZ WHEELS HOURS: TECH(S): 52985 0.00

CUST. STATES LUG NUTS L/F WHEEL IS STRIPPED
ORDERED LUG NUT FOR L/F --MISSING--N/C TO CUST.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 14DOZ FUEL HOURS: TECH(S): 52985 0.00

CUST. STATES VEHILCE STALLS & GETS BAD GAS MILEAGE
COULD NOT VERIFY STALLING CONDITION AT THIS TIME--

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

DROP OFF

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

********** CASH [ ] CHECK [ ] CHARGE [ ] **
** **
** VISA [ ] MASTERCARD [ ] DISCOVER [ ] **
****

IF YOU ARE HAPPY WITH OUR SERVICE, PLEASE TELL A FRIEND.
GOD BLESS AMERICA!!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

For Re-order TRI-STATE BUSINESS FORMS (888) 575-3636 AF 012505-001

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR COREY R LINCOLN 54573	TAG NO.	INVOICE DATE 11/06/08	INVOICE NO. DOCS206526	
[redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 61,461	COLOR RED/	STOCK NO.
PHILADELPHIA, PA [redacted]	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O. NO.		R.O. DATE 11/06/08	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 61461

TOTALS

***

Hopefully, Re-imBURSEment will Be Made to myself.

Enclosed, please find all invoices pertaining to ABove DeTails.

CARE # [redacted]

ABove vehicle will Be taken to Dealer for Re-call.

Thank You,

[redacted]

FAX [redacted]

SANDS CHRYSLER JEEP DODGE
501 N. West End Blvd.
Quakertown, PA 18951

SANDS CHRYSLER Jeep DODGE QUAKERTOWN

SERVICE (215) 536-0946
(215) 538-0911
www.sandsautogroup.com

54446LOG

[redacted]
CONSHOHOCKEN PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KS28D55G[redacted]	85580	07/20/10	54446

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	DODGE	RAM 2500 Q	FLAMEREDCL	[redacted]

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		- -	- -	D5288	00/00/00	273	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	11/21/05	5	85580	07/19/10	11/21/05	5.7L V8 SMPI HEMI GA

PA STATE SAFETY INSPECTION CARS AND LT TRUCKS PASS OR FAI L $25.95 + $2.00 FOR; DUAL REAR WHEEL TRUCKS BOTH LT AND MED DUTY TYPES PASS OR FAIL $42.95 + $2.00 FOR STICKER

LABOR RATES ARE BASED ON VARIABLE RATE MENU PRICING
MAINTENANCE $36.50 TO $89.95
MECHANICAL $46.50 TO $115.00; DIESEL TRUCKS $95.00

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *						
Com	CUSTOMER HAS LOANER VEHICLE WHILE THEIR VEHICLE IS IN FOR SERVICE					
	RENTAL AGREEMENT #					
	VEHICLE #					
Cor	SERVICE CONTRACT #					
	LOANER	E99				

Line Total.....

Labor	179.90
Sales Tax	10.79
TOTAL-CASH	190.69

$200.00 Cash
96.69 M Disc
7-20-10 SBR

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

SANDS CHRYSLER JEEP DODGE
501 N. West End Blvd.
Quakertown, PA 18951

SANDS CHRYSLER Jeep QUAKERTOWN

SERVICE (215) 536-0946
(215) 538-0911
www.sandsautogroup.com

54446LOG

[redacted]
CONSHOHOCKEN PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KS28D55[redacted]	85580	07/20/10	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	DODGE	RAM 2500 Q	FLAMEREDCL	[redacted]

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		- -	- -	D5288	00/00/00	273	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	11/21/05	5	85580	07/19/10	11/21/05	5.7L V8 SMPI HEMI GA

PA STATE SAFETY INSPECTION CARS AND LT TRUCKS PASS OR FAIL $25.95 + $2.00 FOR; DUAL REAR WHEEL TRUCKS BOTH LT AND MED DUTY TYPES PASS OR FAIL $42.95 + $2.00 FOR STICKER

LABOR RATES ARE BASED ON VARIABLE RATE MENU PRICING
MAINTENANCE $36.50 TO $89.95
MECHANICAL $46.50 TO $115.00; DIESEL TRUCKS $95.00

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A *						
Com	PERFORM 23-POINT VEHICLE CHECK UP & ADVISE CUSTOMER TO MAINTENANCE OR REPAIRS REQUIRED					
Cor	PERFORMED 23 POINT INSPECTION SEE SUPPLIED COPY					
	23I		E19			
				Line Total.....		
B *						
Com	CUSTOMER STATES:VEHICLE WONDERS AND WOBBLES AFTER GOING OVER POTHOLES OR BUMPS AT 60MPH. THE SERVICE MANAGER HAS DRIVEN THE VEHICLE BEFORE.					
Cau	STEERING LINKAGE JOINT LOOSE. NEEDS TO BE REPLACED ALONG WITH STEERING DAMPNER AND PITMAN ARM. QUOTES ($842.01)					
Cor	CUSTOMER DECLINED TECHNICIAN RECOMENDATIONS					
	DIAG1		E19	1.00	C	89.95
				Line Total.....		89.95
C *						
Com	Customer states PERFORM 4 WHEEL ALIGNMENT					
	ALIGN4		E19	1.80	C	89.95
				Line Total.....		89.95

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

AM-TECH AUTOMOTIVE SERVICE
945 East Main Street
Norristown, PA. 19401
Phone - 610-277-1363

INVOICE
[redacted]
Org. Est. # 017031

1-305-919-9727
JASON EUNST

INVOICE Print Date : 07/05/2011

[redacted]
Conshohocken, PA [redacted]
Cellular [redacted]
Cust ID : - 2901 Ref # :

2005 Dodge - Pickup R2500
5.7L, V8, VIN (D)
Lic # : [redacted] Odometer In : 97579
Unit # :
Vin # : 3D7KS28D55G[redacted]
Hat # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
LEFT FRONT HUB BEARING	1.00	325.99	325.99	WHEEL HUB - Remove & Replace - 4WD - Front,One Side - [Serviced as Wheel Hub Assembly.]	103.87
				CHECK FOR NOISE IN L/FRONT WHEEL ROAD TEST VEHICLE. DID HEAR NOISE. REMOVE LEFT FRONT WHEEL, FRONT AXLE WOULD NOT TURN. NEEDS NEW HUB BEARING ASSEMBLY	39.95

[Technicians : PAT,]

Org. Estimate $498.00 Revisions $0.00 Current Estimate $ 498.00 Additional Cost Revised Estimate

Labor:	143.82
Parts:	325.99
Sublet:	0.00
Sub:	469.81
Tax:	28.19
Total:	498.00
Bal Due:	$0.00

[Payments [redacted]]

YOUR SATISFACTION IS OUR ONLY CONCERN

Transmission overhaul Warranties are listed above & customer must return for a 2 week checkup. ALL WARRANTY REPAIRS OF ANY KIND MUST BE DONE, WITHOUT EXCEPTION, AT THIS LOCATION. Customer must bring original bill when returning for the two week checkup in order for the Limited Warranty to be validated.

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

Written By: PAT.

01.17.07 Copyright Mitchell 1 Invoice

AM-TECH AUTOMOTIVE SERVICE
945 East Main Street
Norristown, PA. 19401
Phone - 610-277-1363

INVOICE
[redacted]
Org. Est. # 015996

INVOICE

Print Date : 03/31/2011

[redacted]
Conshohocken, PA [redacted]
Cellular [redacted]
Cust ID : 2901

Ref # :

2005 Dodge - Pickup R2500
5.7L, V8, VIN (D)
Lic # : [redacted]
Unit # :
Vin # : 3D7KS28D55G[redacted]
Hat # :

Odometer In : 94406

Part Description	Qty	Sale	Extended
UNIVERSAL JOINT	1.00	62.50	62.50
FRONT DRIVE SHAFT UNIVERSAL JOINTS	2.00	43.98	87.96

Labor Description	Extended
CHECK FOR SQUEAL COMING FROM LEFT FRONT TIRE NEEDS NEW AXLE JOINT	39.95
AXLE SHAFT ASSEMBLY (COMPLETE) - Remove & Replace - R2500,R3500 - One Side	127.84
(Combination) UNIVERSAL JOINT - Remove & Replace - R2500,R3500 - Each	N/C
PROPELLER SHAFT - Removal & Installation - One Piece Driveline,To Front Axle CLAIM #437571 ATTN. CREDIT 303-456-1039 REF #502791	55.93
(Combination) UNIVERSAL JOINT - Remove & Replace - Each	79.90

Org. Estimate $481.33 | Revisions $0.00 | Current Estimate $ 481.33 | Additional Cost | Revised Estimate

Labor:	**303.62**
Parts:	**150.46**
Sublet:	**0.00**
Sub:	**454.08**
Tax:	**27.25**
Total:	**481.33**
Bal Due:	**$481.33**

[Payments -]

YOUR SATISFACTION IS OUR ONLY CONCERN

Transmission overhaul Warranties are listed above & customer must return for a 2 week checkup. ALL WARRANTY REPAIRS OF ANY KIND MUST BE DONE, WITHOUT EXCEPTION, AT THIS LOCATION. Customer must bring original bill when returning for the two week checkup in order for the Limited Warranty to be validated.

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

01.17.07 Copyright Mitchell 1 Invoic1a

Written By: PAT.

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR DARIUS C BRITTINGH 48904	TAG NO.		INVOICE DATE 05/16/07	INVOICE NO. [redacted]
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 30,454	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	E.T.E. NO.	P.O. NO.		R.O. DATE 05/16/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 30454

LABOR & PARTS

J# 1 23DOZ22 INTERIOR HOURS: 0.20 TECH(S):46054 WARRANTY

INSTALL S.O.P ASHTRAY--WILL NOT OPEN--55--
REPLACE CENTER DASH ASHTRAY--RECHECK--OPEN & CLOSES AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	YC45XDV-AA	ASHTRAY INSTRUM 230			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 01DOZZ33001 33,000 MILE V6 & V8 HOURS: TECH(S):46054 14.95

PERFORM 33,000 MILE SERVICE
REQUIRED MAINTENANCE
CHANGE ENGINE OIL, FILTER & LUBE
INSPECT THE FOLLOWING
CV JOINTS, BALL JOINTS AND SEALS, BRAKE HOSES, EXHAUST SYSTE
AND TIRE WEAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	5281090-BA	FILTER ENGINE O 905	6.25	5.25	5.25
JOB # 2	7	68026603-AA	OIL 5W20 1081090	2.50	2.25	15.75
				JOB # 2 TOTAL PARTS		21.00
				JOB # 2 TOTAL LABOR & PARTS		35.95

J# 3 23DOZ BODY HOURS: 0.40 TECH(S):46054 WARRANTY

CUST. STATES OUTSIDE WEATHER STRIPS FRT. DOORS--BOTH--COMING APART
FOUND BODY WEATHER STRIP ABOVE DOORS ON LEFT & RIGHT SIDE
REPLACED BOTH UPPER WEATHERSTRIPS--

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	55277190-AB	SEAL BODY SIDE 2304			WARRANTY
JOB # 3	1	55277191-AB	SEAL BODY SIDE 2304			WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 19DOZ STEERING HOURS: TECH(S):46054 0.00

CUST. STATES NOISE WHEN TURNING--CREAK NOISE--
COULD NOT DUPLICATE CUST. CONCERN AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	301	Ecological Fee			1.00
			TOTAL - MISC		1.00

For Records TR-STATE BUSINESS FORMS (888) 579-3636 AF 012905-001

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 01:34pm

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
46677	DARIUS C BRITTINGH 48904		05/16/07	DOCS192354

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	92.95	[redacted]	30,454	RED/	
PHILADELPHIA, PA [redacted]	YEAR/MAKE/MODEL: 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO.: 3 D 7 K S 2 8 D 5 5 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE: 05/16/07	

	BUSINESS PHONE	COMMENTS	
[redacted]			MO: 30454

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $40.00 (+TAX)

COMMENTS----------

WAIT

TECHNICIAN CERTIFICATION----------

46054 RONALD C MARTIN 26 023 878

TOTALS----------

***

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR DARIUS C BRITTINGH 48904	TAG NO.	INVOICE DATE 11/26/08	INVOICE NO. DOCS207029	
[redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 62,269	COLOR RED/	STOCK NO.
PHILADELPHIA, PA [redacted]	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	P.I.L. NO.	R.O. NO.	R.O. DATE 11/26/08		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 62269

LABOR & PARTS

J# 1 02DOZ SUSPENSION HOURS: TECH(S): 52985 0.00

CHECK BALL JOINTS--CUST. STATES HAD TIRES PUT ON --WAS TOLD
BALL JOINTS TOO MUCH PLAY
NO PROBLEMS FOUND AT THIS TIME --SEE ATTACHED SHEET

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 22DOZ WHEELS HOURS: TECH(S): 52985 0.00

CUST. STATES LUG NUTS L/F WHEEL IS STRIPPED
ORDERED LUG NUT FOR L/F --MISSING--N/C TO CUST.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 14DOZ FUEL HOURS: TECH(S): 52985 0.00

CUST. STATES VEHILCE STALLS & GETS BAD GAS MILEAGE
COULD NOT VERIFY STALLING CONDITION AT THIS TIME--

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

DROP OFF

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

** CASH [ ] CHECK [ ] CHARGE [ ] **
** VISA [ ] MASTERCARD [ ] DISCOVER [ ] **

IF YOU ARE HAPPY WITH OUR SERVICE, PLEASE TELL A FRIEND.
GOD BLESS AMERICA!!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

For Reorder TR-SAKTE BUSINESS FORMS (888) 576-3636 AF 012505-001

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR COREY R LINCOLN 54573	TAG NO.	INVOICE DATE 11/06/08	INVOICE NO. DOCS206526	
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 61,461	COLOR RED/	STOCK NO.
	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O. NO.		R.O. DATE 11/06/08	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 61461

TOTALS

***

SANDS CHRYSLER JEEP DODGE
501 N. West End Blvd.
Quakertown, PA 18951

SANDS CHRYSLER Jeep DODGE QUAKERTOWN

SERVICE (215) 536-0946
(215) 538-0911
www.sandsautogroup.com

54446LOG

[redacted]
CONSHOHOCKEN PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KS28D55G[redacted]	85580	07/20/10	54446

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	DODGE	RAM 2500 Q	FLAMEREDCL	[redacted]

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		- -	- -	D5288	00/00/00	273	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	11/21/05	5	85580	07/19/10	11/21/05	5.7L V8 SMPI HEMI GA

PA STATE SAFETY INSPECTION CARS AND LT TRUCKS PASS OR FAI L $25.95 + $2.00 FOR; DUAL REAR WHEEL TRUCKS BOTH LT AND MED DUTY TYPES PASS OR FAIL $42.95 + $2.00 FOR STICKER

LABOR RATES ARE BASED ON VARIABLE RATE MENU PRICING
MAINTENANCE $36.50 TO $89.95
MECHANICAL $46.50 TO $115.00; DIESEL TRUCKS $95.00

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *						

Com CUSTOMER HAS LOANER VEHICLE WHILE THEIR VEHICLE IS IN FOR SERVICE
RENTAL AGREEMENT #
VEHICLE #
Cor SERVICE CONTRACT #
LOANER E99

Line Total.....

Labor	179.90
Sales Tax	10.79
TOTAL-CASH	190.69

$200.00 Cash
96.69 M Disc
7-20-10 SBR

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

SANDS CHRYSLER JEEP DODGE
501 N. West End Blvd.
Quakertown, PA 18951

SANDS CHRYSLER Jeep QUAKERTOWN

SERVICE (215) 536-0946
(215) 538-0911
www.sandsautogroup.com

54446LOG

[redacted]
CONSHOHOCKEN PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KS28D55[redacted]	85580	07/20/10	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	DODGE	RAM 2500 Q	FLAMEREDCL	[redacted]

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		- -	- -	D5288	00/00/00	273	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	11/21/05	5	85580	07/19/10	11/21/05	5.7L V8 SMPI HEMI GA

PA STATE SAFETY INSPECTION CARS AND LT TRUCKS PASS OR FAI L $25.95 + $2.00 FOR; DUAL REAR WHEEL TRUCKS BOTH LT AND MED DUTY TYPES PASS OR FAIL $42.95 + $2.00 FOR STICKER

LABOR RATES ARE BASED ON VARIABLE RATE MENU PRICING
MAINTENANCE $36.50 TO $89.95
MECHANICAL $46.50 TO $115.00; DIESEL TRUCKS $95.00

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A *						
Com	PERFORM 23-POINT VEHICLE CHECK UP & ADVISE CUSTOMER TO MAINTENANC E OR REPAIRS REQUIRED					
Cor	PERFORMED 23 POINT INSPECTION SEE SUPPLIED COPY					
	23I		E19			
				Line Total.....		
B *						
Com	CUSTOMER STATES:VEHICLE WONDERS AND WOBBLES AFTER GOING OVER POTHOLES OR BUMPS AT 60MPH. THE SERVICE MANAGER HAS DRIVEN THE VEHICLE BEFORE.					
Cau	STEERING LINKAGE JOINT LOOSE. NEEDS TO BE REPLACED ALONG WITH STEERING DAMPNER AND PITMAN ARM. QUOTES ($842.01)					
Cor	CUSTOMER DECLINED TECHNICIAN RECOMENDATIONS					
	DIAG1		E19	1.00	C	89.95
				Line Total.....		89.95
C *						
Com	Customer states PERFORM 4 WHEEL ALIGNMENT					
	ALIGN4		E19	1.80	C	89.95
				Line Total.....		89.95

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

AM-TECH AUTOMOTIVE SERVICE
945 East Main Street
Norristown, PA. 19401
Phone - 610-277-1363

INVOICE
[redacted]
Org. Est. # 017031

1-305-919-9727
JASON EUNST

INVOICE Print Date : 07/05/2011

[redacted]
Conshohocken, PA [redacted]
Cellular [redacted]
Cust ID : - 2901 Ref # :

2005 Dodge - Pickup R2500
5.7L, V8, VIN (D)
Lic # : [redacted] Odometer In : 97579
Unit # :
Vin # : 3D7KS28D55G[redacted]
Hat # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
LEFT FRONT HUB BEARING	1.00	325.99	325.99	WHEEL HUB - Remove & Replace - 4WD - Front,One Side - [Serviced as Wheel Hub Assembly.]	103.87
				CHECK FOR NOISE IN L/FRONT WHEEL ROAD TEST VEHICLE. DID HEAR NOISE. REMOVE LEFT FRONT WHEEL, FRONT AXLE WOULD NOT TURN. NEEDS NEW HUB BEARING ASSEMBLY	39.95

[Technicians : PAT,]

Org. Estimate $498.00 Revisions $0.00 Current Estimate $ 498.00 Additional Cost Revised Estimate

Labor:	143.82
Parts:	325.99
Sublet:	0.00
Sub:	469.81
Tax:	28.19
Total:	498.00
Bal Due:	$0.00

[Payments [redacted]]

YOUR SATISFACTION IS OUR ONLY CONCERN

Transmission overhaul Warranties are listed above & customer must return for a 2 week checkup. ALL WARRANTY REPAIRS OF ANY KIND MUST BE DONE, WITHOUT EXCEPTION, AT THIS LOCATION. Customer must bring original bill when returning for the two week checkup in order for the Limited Warranty to be validated.

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

Written By: PAT.

01.17.07 Copyright Mitchell 1 Invoice

AM-TECH AUTOMOTIVE SERVICE
945 East Main Street
Norristown, PA. 19401
Phone - 610-277-1363

INVOICE
[redacted]
Org. Est. # 015996

INVOICE

Print Date : 03/31/2011

[redacted]
Conshohocken, PA [redacted]
Cellular [redacted]
Cust ID : 2901

Ref # :

2005 Dodge - Pickup R2500
5.7L, V8, VIN (D)
Lic # : [redacted]
Unit # :
Vin # : 3D7KS28D55G[redacted]
Hat # :

Odometer In : 94406

Part Description	Qty	Sale	Extended
UNIVERSAL JOINT	1.00	62.50	62.50
FRONT DRIVE SHAFT UNIVERSAL JOINTS	2.00	43.98	87.96

Labor Description	Extended
CHECK FOR SQUEAL COMING FROM LEFT FRONT TIRE NEEDS NEW AXLE JOINT	39.95
AXLE SHAFT ASSEMBLY (COMPLETE) - Remove & Replace - R2500,R3500 - One Side	127.84
(Combination) UNIVERSAL JOINT - Remove & Replace - R2500,R3500 - Each	N/C
PROPELLER SHAFT - Removal & Installation - One Piece Driveline,To Front Axle CLAIM #437571 ATTN. CREDIT 303-456-1039 REF #502791	55.93
(Combination) UNIVERSAL JOINT - Remove & Replace - Each	79.90

Org. Estimate $481.33 | Revisions $0.00 | Current Estimate $ 481.33 | Additional Cost | Revised Estimate

Labor:	303.62
Parts:	150.46
Sublet:	0.00
Sub:	454.08
Tax:	27.25
Total:	481.33
Bal Due:	$481.33

[Payments -]

YOUR SATISFACTION IS OUR ONLY CONCERN

Transmission overhaul Warranties are listed above & customer must return for a 2 week checkup. ALL WARRANTY REPAIRS OF ANY KIND MUST BE DONE, WITHOUT EXCEPTION, AT THIS LOCATION. Customer must bring original bill when returning for the two week checkup in order for the Limited Warranty to be validated.

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

01.17.07 Copyright Mitchell 1 Invoic1a

Written By: PAT.

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
46677	DARIUS C BRITTINGH 48904		05/16/07	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	92.95	[redacted]	30,454	RED/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
PHILADELPHIA, PA [redacted]	05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		

	VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
	3 D 7 K S 2 8 D 5 5 G [redacted]		

	R.O. NO.	P.O. NO.	R.O. DATE
			05/16/07

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 30454

LABOR & PARTS

J# 1 23DOZ22 INTERIOR HOURS: 0.20 TECH(S):46054 WARRANTY

INSTALL S.O.P ASHTRAY--WILL NOT OPEN--55--
REPLACE CENTER DASH ASHTRAY--RECHECK--OPEN & CLOSES AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	YC45XDV-AA	ASHTRAY INSTRUM 230			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 01DOZZ33001 33,000 MILE V6 & V8 HOURS: TECH(S):46054 14.95

PERFORM 33,000 MILE SERVICE
REQUIRED MAINTENANCE
CHANGE ENGINE OIL, FILTER & LUBE
INSPECT THE FOLLOWING
CV JOINTS, BALL JOINTS AND SEALS, BRAKE HOSES, EXHAUST SYSTE
AND TIRE WEAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	5281090-BA	FILTER ENGINE O 905	6.25	5.25	5.25
JOB # 2	7	68026603-AA	OIL 5W20 1081090	2.50	2.25	15.75
				JOB # 2 TOTAL PARTS		21.00
				JOB # 2 TOTAL LABOR & PARTS		35.95

J# 3 23DOZ BODY HOURS: 0.40 TECH(S):46054 WARRANTY

CUST. STATES OUTSIDE WEATHER STRIPS FRT. DOORS--BOTH--COMING APART
FOUND BODY WEATHER STRIP ABOVE DOORS ON LEFT & RIGHT SIDE
REPLACED BOTH UPPER WEATHERSTRIPS--

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	55277190-AB	SEAL BODY SIDE 2304			WARRANTY
JOB # 3	1	55277191-AB	SEAL BODY SIDE 2304			WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 19DOZ STEERING HOURS: TECH(S):46054 0.00

CUST. STATES NOISE WHEN TURNING--CREAK NOISE--
COULD NOT DUPLICATE CUST. CONCERN AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	301	Ecological Fee		1.00
			TOTAL - MISC	1.00

For Records TR-STATE BUSINESS FORMS (888) 579-3636 AF 012905-001

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 01:34pm

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
46677	DARIUS C BRITTINGH 48904		05/16/07	DOCS192354

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	92.95	[redacted]	30,454	RED/	
PHILADELPHIA, PA [redacted]	YEAR/MAKE/MODEL: 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO.: 3 D 7 K S 2 8 D 5 5 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE: 05/16/07	
RP: [redacted]	BUSINESS PHONE	COMMENTS			MO: 30454

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $40.00 (+TAX)

COMMENTS----------
WAIT

TECHNICIAN CERTIFICATION----------
46054 RONALD C MARTIN 26 023 878

TOTALS----------

**********	TOTAL LABOR....	14.95
** CASH [ ] CHECK [ ] CHARGE [ ] **	TOTAL PARTS....	21.00
**	TOTAL SUBLET...	0.00
** VISA [ ] MASTERCARD [ ] DISCOVER [ ] **	TOTAL G.O.G....	0.00
**********	TOTAL MISC CHG.	1.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	2.22
	TOTAL INVOICE $	**39.17**

IF YOU ARE HAPPY WITH OUR SERVICE, PLEASE TELL A FRIEND.
GOD BLESS AMERICA!!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

For Re-order TRI-STATE BUSINESS FORMS (888)578-3635 AF 012805-001

CUSTOMER COPY

[END OF INVOICE] 01:34pm

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR DARIUS C BRITTINGH 48904	TAG NO.	INVOICE DATE 11/26/08	INVOICE NO. DOCS207029	
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 62,269	COLOR RED/	STOCK NO.
	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	P.O.L. NO.	R.O. [redacted]	R.O. DATE 11/26/08		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 62269

LABOR & PARTS

J# 1 02DOZ SUSPENSION HOURS: TECH(S): 52985 0.00

CHECK BALL JOINTS--CUST. STATES HAD TIRES PUT ON --WAS TOLD
BALL JOINTS TOO MUCH PLAY
NO PROBLEMS FOUND AT THIS TIME --SEE ATTACHED SHEET

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 22DOZ WHEELS HOURS: TECH(S): 52985 0.00

CUST. STATES LUG NUTS L/F WHEEL IS STRIPPED
ORDERED LUG NUT FOR L/F --MISSING--N/C TO CUST.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 14DOZ FUEL HOURS: TECH(S): 52985 0.00

CUST. STATES VEHILCE STALLS & GETS BAD GAS MILEAGE
COULD NOT VERIFY STALLING CONDITION AT THIS TIME--

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

DROP OFF

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

** CASH [ ] CHECK [ ] CHARGE [ ] **
** VISA [ ] MASTERCARD [ ] DISCOVER [ ] **

IF YOU ARE HAPPY WITH OUR SERVICE, PLEASE TELL A FRIEND.
GOD BLESS AMERICA!!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

For Reorder TRI-STATE BUSINESS FORMS (888) 576-3636 AF 012505-001

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO: 46677	ADVISOR: COREY R LINCOLN 54573	TAG NO:	INVOICE DATE: 11/06/08	INVOICE NO: DOCS206526
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE: 92.95	LICENSE NO: [redacted]	MILEAGE: 61,461	COLOR: RED/
	YEAR/MAKE/MODEL: 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		DELIVERY DATE:	DELIVERY MILES:
	VEHICLE ID. NO: 3 D 7 K S 2 8 D 5 5 G [redacted]		SELLING DEALER NO:	PRODUCTION DATE:
	R.O. NO:	P.O. NO:	R.O. DATE: 11/06/08	REPRINT# 1
RESIDENCE PHONE: [redacted]	BUSINESS PHONE:	COMMENTS:		MO: 61461

TOTALS

***

1-6-2014

DEAR SIR,

I am the owner of a Dodge Ram 2500 with front end problems since 2007, with 30,464 Miles on vehicle. Vehicle taken to MURRay Dodge and stated nothing was wRong w vehicle.

On 11-26-2008, Vehicle taken To MURRay Dodge for front end problems and not fixed.

On 8-5-2010, front end parts were Replaced at owners Expense. Parts purchased at Bergey's Dodge and installed by Perkiomen Performance. Estimate given by Sands BROS Dodge $842.01. Both HUBS, U joints were Replaced 3-31-2011. and 7-05-2011.

Hopefully, Re-imBURSEment will Be Made to myself.

Enclosed, please find all invoices pertaining to ABove DeTails.

CARE # [redacted]

ABove vehicle will Be taken to Dealer for Re-call.

Thank You,

[redacted]

FAX [redacted]

SANDS CHRYSLER JEEP DODGE
501 N. West End Blvd.
Quakertown, PA 18951

SANDS CHRYSLER Jeep DODGE QUAKERTOWN

SERVICE (215) 536-0946
(215) 538-0911
www.sandsautogroup.com

54446LOG

[redacted]
CONSHOHOCKEN PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KS28D55G[redacted]	85580	07/20/10	54446

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	DODGE	RAM 2500 Q	FLAMEREDCL	[redacted]

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		- -	- -	D5288	00/00/00	273	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	11/21/05	5	85580	07/19/10	11/21/05	5.7L V8 SMPI HEMI GA

PA STATE SAFETY INSPECTION CARS AND LT TRUCKS PASS OR FAI L $25.95 + $2.00 FOR; DUAL REAR WHEEL TRUCKS BOTH LT AND MED DUTY TYPES PASS OR FAIL $42.95 + $2.00 FOR STICKER

LABOR RATES ARE BASED ON VARIABLE RATE MENU PRICING
MAINTENANCE $36.50 TO $89.95
MECHANICAL $46.50 TO $115.00; DIESEL TRUCKS $95.00

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D *						

Com CUSTOMER HAS LOANER VEHICLE WHILE THEIR VEHICLE IS IN FOR SERVICE
RENTAL AGREEMENT #
VEHICLE #
Cor SERVICE CONTRACT #
LOANER E99

Line Total.....

Labor	179.90
Sales Tax	10.79
TOTAL-CASH	190.69

$200.00 Cash
96.69 M Disc
7-20-10 SBR

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

SANDS CHRYSLER JEEP DODGE
501 N. West End Blvd.
Quakertown, PA 18951

SANDS CHRYSLER Jeep QUAKERTOWN

SERVICE (215) 536-0946
(215) 538-0911
www.sandsautogroup.com

54446LOG

[redacted]
CONSHOHOCKEN PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KS28D55[redacted]	85580	07/20/10	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	DODGE	RAM 2500 Q	FLAMEREDCL	[redacted]

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		- -	- -	D5288	00/00/00	273	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	11/21/05	5	85580	07/19/10	11/21/05	5.7L V8 SMPI HEMI GA

PA STATE SAFETY INSPECTION CARS AND LT TRUCKS PASS OR FAIL $25.95 + $2.00 FOR; DUAL REAR WHEEL TRUCKS BOTH LT AND MED DUTY TYPES PASS OR FAIL $42.95 + $2.00 FOR STICKER

LABOR RATES ARE BASED ON VARIABLE RATE MENU PRICING
MAINTENANCE $36.50 TO $89.95
MECHANICAL $46.50 TO $115.00; DIESEL TRUCKS $95.00

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A *						
Com	PERFORM 23-POINT VEHICLE CHECK UP & ADVISE CUSTOMER TO MAINTENANCE OR REPAIRS REQUIRED					
Cor	PERFORMED 23 POINT INSPECTION SEE SUPPLIED COPY					
	23I		E19			
				Line Total.....		
B *						
Com	CUSTOMER STATES:VEHICLE WONDERS AND WOBBLES AFTER GOING OVER POTHOLES OR BUMPS AT 60MPH. THE SERVICE MANAGER HAS DRIVEN THE VEHICLE BEFORE.					
Cau	STEERING LINKAGE JOINT LOOSE. NEEDS TO BE REPLACED ALONG WITH STEERING DAMPNER AND PITMAN ARM. QUOTES ($842.01)					
Cor	CUSTOMER DECLINED TECHNICIAN RECOMENDATIONS					
	DIAG1		E19	1.00	C	89.95
				Line Total.....		89.95
C *						
Com	Customer states PERFORM 4 WHEEL ALIGNMENT					
	ALIGN4		E19	1.80	C	89.95
				Line Total.....		89.95

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

AM-TECH AUTOMOTIVE SERVICE
945 East Main Street
Norristown, PA. 19401
Phone - 610-277-1363

INVOICE
[redacted]
Org. Est. # 017031

1-305-919-9727
JASON EUNST

INVOICE Print Date : 07/05/2011

[redacted]
Conshohocken, PA [redacted]
Cellular [redacted]
Cust ID : - 2901 Ref # :

2005 Dodge - Pickup R2500
5.7L, V8, VIN (D)
Lic # : [redacted] Odometer In : 97579
Unit # :
Vin # : 3D7KS28D55G[redacted]
Hat # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
LEFT FRONT HUB BEARING	1.00	325.99	325.99	WHEEL HUB - Remove & Replace - 4WD - Front,One Side - [Serviced as Wheel Hub Assembly.]	103.87
				CHECK FOR NOISE IN L/FRONT WHEEL ROAD TEST VEHICLE. DID HEAR NOISE. REMOVE LEFT FRONT WHEEL, FRONT AXLE WOULD NOT TURN. NEEDS NEW HUB BEARING ASSEMBLY	39.95

[Technicians : PAT,]

Org. Estimate $498.00 Revisions $0.00 Current Estimate $ 498.00 Additional Cost Revised Estimate

Labor:	143.82
Parts:	325.99
Sublet:	0.00
Sub:	469.81
Tax:	28.19
Total:	498.00
Bal Due:	$0.00

[Payments [redacted]]

YOUR SATISFACTION IS OUR ONLY CONCERN

Transmission overhaul Warranties are listed above & customer must return for a 2 week checkup. ALL WARRANTY REPAIRS OF ANY KIND MUST BE DONE, WITHOUT EXCEPTION, AT THIS LOCATION. Customer must bring original bill when returning for the two week checkup in order for the Limited Warranty to be validated.

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

Written By: PAT.

01.17.07 Copyright Mitchell 1 Invoice

AM-TECH AUTOMOTIVE SERVICE
945 East Main Street
Norristown, PA. 19401
Phone - 610-277-1363

INVOICE
[redacted]
Org. Est. # 015996

INVOICE

Print Date : 03/31/2011

[redacted]
Conshohocken, PA [redacted]
Cellular [redacted]
Cust ID : 2901

Ref # :

2005 Dodge - Pickup R2500
5.7L, V8, VIN (D)
Lic # : [redacted]
Unit # :
Vin # : **3D7KS28D55G**[redacted]
Hat # :

Odometer In : 94406

Part Description	Qty	Sale	Extended
UNIVERSAL JOINT	1.00	62.50	62.50
FRONT DRIVE SHAFT UNIVERSAL JOINTS	2.00	43.98	87.96

Labor Description	Extended
CHECK FOR SQUEAL COMING FROM LEFT FRONT TIRE NEEDS NEW AXLE JOINT	39.95
AXLE SHAFT ASSEMBLY (COMPLETE) - Remove & Replace - R2500,R3500 - One Side	127.84
(Combination) UNIVERSAL JOINT - Remove & Replace - R2500,R3500 - Each	N/C
PROPELLER SHAFT - Removal & Installation - One Piece Driveline,To Front Axle CLAIM #437571 ATTN. CREDIT 303-456-1039 REF #502791	55.93
(Combination) UNIVERSAL JOINT - Remove & Replace - Each	79.90

Org. Estimate **$481.33** Revisions **$0.00** Current Estimate **$ 481.33** Additional Cost Revised Estimate

Labor:	**303.62**
Parts:	**150.46**
Sublet:	**0.00**
Sub:	**454.08**
Tax:	**27.25**
Total:	**481.33**
Bal Due:	**$481.33**

[Payments -]

YOUR SATISFACTION IS OUR ONLY CONCERN

Transmission overhaul Warranties are listed above & customer must return for a 2 week checkup. ALL WARRANTY REPAIRS OF ANY KIND MUST BE DONE, WITHOUT EXCEPTION, AT THIS LOCATION. Customer must bring original bill when returning for the two week checkup in order for the Limited Warranty to be validated.

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

01.17.07 Copyright Mitchell 1 Invoic1a

Written By: PAT.

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR DARIUS C BRITTINGH 48904	TAG NO.		INVOICE DATE 05/16/07	INVOICE NO. [redacted]
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 30,454	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	E.T.E. NO.	P.O. NO.		R.O. DATE 05/16/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 30454

LABOR & PARTS

J# 1 23DOZ22 INTERIOR HOURS: 0.20 TECH(S):46054 WARRANTY

INSTALL S.O.P ASHTRAY--WILL NOT OPEN--55--
REPLACE CENTER DASH ASHTRAY--RECHECK--OPEN & CLOSES AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	YC45XDV-AA	ASHTRAY INSTRUM 230			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 01DOZZ33001 33,000 MILE V6 & V8 HOURS: TECH(S):46054 14.95

PERFORM 33,000 MILE SERVICE
REQUIRED MAINTENANCE
CHANGE ENGINE OIL, FILTER & LUBE
INSPECT THE FOLLOWING
CV JOINTS, BALL JOINTS AND SEALS, BRAKE HOSES, EXHAUST SYSTE AND TIRE WEAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	5281090-BA	FILTER ENGINE O 905	6.25	5.25	5.25
JOB # 2	7	68026603-AA	OIL 5W20 1081090	2.50	2.25	15.75
				JOB # 2 TOTAL PARTS		21.00
				JOB # 2 TOTAL LABOR & PARTS		35.95

J# 3 23DOZ BODY HOURS: 0.40 TECH(S):46054 WARRANTY

CUST. STATES OUTSIDE WEATHER STRIPS FRT. DOORS--BOTH--COMING APART
FOUND BODY WEATHER STRIP ABOVE DOORS ON LEFT & RIGHT SIDE
REPLACED BOTH UPPER WEATHERSTRIPS--

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	55277190-AB	SEAL BODY SIDE 2304			WARRANTY
JOB # 3	1	55277191-AB	SEAL BODY SIDE 2304			WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 19DOZ STEERING HOURS: TECH(S):46054 0.00

CUST. STATES NOISE WHEN TURNING--CREAK NOISE--
COULD NOT DUPLICATE CUST. CONCERN AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	301	Ecological Fee			1.00
			TOTAL - MISC		1.00

For Records TR-STATE BUSINESS FORMS (888) 579-3636 AF 012905-001

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 01:34pm

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR DARIUS C BRITTINGH 48904	TAG NO.	INVOICE DATE 05/16/07	INVOICE NO. DOCS192354	
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 30,454	COLOR RED/	STOCK NO.
	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 05/16/07		
PH [redacted]	BUSINESS PHONE	COMMENTS		MO: 30454	

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $40.00 (+TAX)

COMMENTS----------
WAIT

TECHNICIAN CERTIFICATION----------
46054 RONALD C MARTIN 26 023 878

TOTALS----------

**********	TOTAL LABOR....	14.95
** CASH [ ] CHECK [ ] CHARGE [ ] **	TOTAL PARTS....	21.00
**	TOTAL SUBLET...	0.00
** VISA [ ] MASTERCARD [ ] DISCOVER [ ] **	TOTAL G.O.G....	0.00
**********	TOTAL MISC CHG.	1.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	2.22
	TOTAL INVOICE $	**39.17**

IF YOU ARE HAPPY WITH OUR SERVICE, PLEASE TELL A FRIEND.
GOD BLESS AMERICA!!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

For Re-order call SWATE BUSINESS FORMS (888)579-3635 AF 012805-001

CUSTOMER COPY

[END OF INVOICE] 01:34pm

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR DARIUS C BRITTINGH 48904	TAG NO.	INVOICE DATE 11/26/08	INVOICE NO. DOCS207029	
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 62,269	COLOR RED/	STOCK NO.
	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	P.O.L. NO.	R.O. NO.	R.O. DATE 11/26/08		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 62269

LABOR & PARTS

J# 1 02DOZ SUSPENSION HOURS: TECH(S): 52985 0.00

CHECK BALL JOINTS--CUST. STATES HAD TIRES PUT ON --WAS TOLD
BALL JOINTS TOO MUCH PLAY
NO PROBLEMS FOUND AT THIS TIME --SEE ATTACHED SHEET

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 22DOZ WHEELS HOURS: TECH(S): 52985 0.00

CUST. STATES LUG NUTS L/F WHEEL IS STRIPPED
ORDERED LUG NUT FOR L/F --MISSING--N/C TO CUST.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 14DOZ FUEL HOURS: TECH(S): 52985 0.00

CUST. STATES VEHILCE STALLS & GETS BAD GAS MILEAGE
COULD NOT VERIFY STALLING CONDITION AT THIS TIME--

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

DROP OFF

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

********** CASH [ ] CHECK [ ] CHARGE [ ] **
** **
** VISA [ ] MASTERCARD [ ] DISCOVER [ ] **
****

IF YOU ARE HAPPY WITH OUR SERVICE, PLEASE TELL A FRIEND.
GOD BLESS AMERICA!!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

For Re-order TRI-STATE BUSINESS FORMS (888) 572-3636 AF 012505-001

MURRAY DODGE KIA

1402 RIDGE PIKE
CONSHOHOCKEN,PA 19428
(610) 279-3020
1-800-287-2288

CUSTOMER NO. 46677	ADVISOR COREY R LINCOLN 54573	TAG NO.	INVOICE DATE 11/06/08	INVOICE NO. DOCS206526	
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE 92.95	LICENSE NO. [redacted]	MILEAGE 61,461	COLOR RED/	STOCK NO.
	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR Q			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3 D 7 K S 2 8 D 5 5 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.O. TYPE	R.O. NO.		R.O. DATE 11/06/08	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 61461

TOTALS

***

1-6-2014

DEAR SIR,

I am the owner of a Dodge Ram 2500 with front end problems since 2007, with 30,464 Miles on vehicle. Vehicle taken to MURRay Dodge and stated nothing was wRong w vehicle.

On 11-26-2008, Vehicle taken To MURRay Dodge for front end problems and not fixed.

On 8-5-2010, front end parts were Replaced at owners Expense. Parts purchased at Bergey's Dodge and installed by Perkiomen Performance. Estimate given by Sands BROS Dodge $842.01. Both HUBS, U joints were Replaced 3-31-2011. and 7-05-2011.

Hopefully, Re-imBURSEment will Be Made to myself.

Enclosed, please find all invoices pertaining to ABove DeTails.

CARE # [redacted]

ABove vehicle will Be taken to Dealer for Re-call.

Thank You,

[redacted]

FAX [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/14/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 3D7KS28D4

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

JOHNSON'S TIRE SERVICE

Tire, Brake & Alignment Specialists

ALASKA'S TIRE SOURCE

Always A Better Value ... GUARANTEED

J[illegible]nson's Tire Service
3330 Denali Street
Anchorage, [illegible]

ACCOUNT NO.		INVOICE DATE	INVOICE NO.
[illegible]	Cash	09/26/11	572716

PAGE:

TELEPHONE: [illegible] [redacted]

VEH.► [illegible] LIC NO.► [redacted] MIL.► [illegible]

3:[illegible] pm

SOLD TO [redacted] Tok AK [redacted] SHIP TO

CONTROL NO.	ORDER DATE	CUST. ORDER NO.	SLS	TERMS	DATE SHIPPED	SHIPPED VIA	SLS ORDER
562226	09/26/11		350	[redacted]	09/26/11	INSTALLED	

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	QUANTITY B/O	QUANTITY SHIPPED	F.E.T.	PRICE		EXTENSION
STUF	STATE TIRE USER FEE	4	0	4		2.50		10.00
SEF	[illegible]	1	0	1		20.00		20.00
444772	LT265/70R17E LATITUDA	3	0	3	[illegible]	319.00		957.00
444773	[illegible]	1	0	1	[illegible]	0.00		0.00
880	JTS STANDARD TIRE INST[illegible]ON	4	0	4		15.50		62.00
	*[illegible]AGE [illegible] WHEEL BALANCE							
	[illegible]							
102	ALIGNMENT LABOR	1	0	1		79.75		79.75
161	[illegible] PARTS	8	0	8		68.00		336.00
	*FRONT BRAKE ROTORS							
411	FRONT END PARTS	1	0	1		180.00		180.00
	*INNER TIE ROD END							
411	FRONT END PARTS	1	0	1		64.00		64.00
	*[illegible] ROD END AT [illegible]							
	--- CONTINUED ON PAGE [illegible] ---							

"We Care"

Thank You Very Much!

INVOICE TOTAL

JTS IS NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLES.
I HEREBY AUTHORIZE THE ABOVE REPAIR TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE FOR THE PURPOSES OF TESTING, INSPECTION, OR DELIVERY AT MY RISK. AN EXPRESS MECHANICS LIEN IS ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. IT IS ALSO UNDERSTOOD THAT YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. NOT RESPONSIBLE FOR GOODS LEFT OVER 7 DAYS.

CUSTOMER SIGNATURE

RETAIN TIRES	
DISCARD TIRES	
RETAIN PARTS	
DISCARD PARTS	

WARRANTY OR SERVICE CONSIDERATION MUST BE RETURNED TO THE ORIGINAL STORE OR THE NEAREST JOHNSON'S TIRE SERVICE LOCATION IN ALASKA. CUSTOMER MUST PRESENT ORIGINAL INVOICE AND WARRANTY FORM. WARRANTY AND SERVICE CONSIDERATION APPLIES ONLY TO THE ORIGINAL PURCHASER. NO RETURN ON GOODS WITHOUT PRIOR APPROVAL.
Merchandise and services invoiced above received in good condition. **IMPORTANT WARNING:** Retorque lug nuts after first 25 miles, then check every 25 miles for first 100 miles, then check every 100 miles for the first 1000 miles. **Not reponsible for damages if mag, or custom wheel comes off due to loose lug nuts.**

CUSTOMER SIGNATURE

JOHNSON'S TIRE SERVICE

TIRE & AUTO SERVICE CENTERS

Visit our Website at: www.jtsalaska.com

3330 Denali Street	2839 Minnesota Drive	16400 Brooks Loop	751 E Palmer/Wasilla Hwy	44371 Sterling Hwy
Anchorage, AK 99503	Anchorage, AK 99503	Eagle River, AK 99577	Wasilla, AK 99654	Soldotna, AK 99669
907-561-1414	907-279-6500	907-694-5055	907-373-2040	907-260-2600

JOHNSON'S TIRE SERVICE

Tire, Brake & Alignment Specialists

ALASKA'S TIRE SOURCE

Always A Better Value ... GUARANTEED

Johnson's Tire Service
3330 Denali Street
Anchorage Alaska 99503

ACCOUNT NO.		INVOICE DATE	INVOICE NO.
99	Cash	09/26/11	572716

PAGE

TELEPHONE: [redacted]

VEH.► [redacted] LIC NO.► [redacted] MIL.► 707

SOLD TO [redacted] TOK AK [redacted]

SHIP TO

CONTROL NO.	ORDER DATE	CUST. ORDER NO.	SLS	TERMS	DATE SHIPPED	SHIPPED VIA	SLS ORDER
562226	09/26/11		350	[redacted]	09/26/11	INSTALLED	

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	B/O	SHIPPED	F.E.T.	PRICE		EXTENSION
161	BRAKE PARTS FRONT BRAKE PADS	1	0	1		110.00		110.00
411	FRONT END PARTS POWER STEERING PUMP HOSE	1	0	1		156.80		156.80
162	BRAKE LABOR	1	0	1		117.60		117.60
412	FRONT END LABOR	1	0	1		49.00		49.00
[illegible]	[illegible]					[illegible]		[illegible]
FSW	[illegible] PICKUP SERVICE PLUS IV WAR	1	1	1		2.00		2.00

NON-TAX: 2191.15 Sub-total 2191.15

"We Care"

Thank You Very Much!

INVOICE TOTAL	2191.15

JTS IS NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLES.
I HEREBY AUTHORIZE THE ABOVE REPAIR TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE FOR THE PURPOSES OF TESTING, INSPECTION, OR DELIVERY AT MY RISK. AN EXPRESS MECHANICS LIEN IS ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. IT IS ALSO UNDERSTOOD THAT YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. NOT RESPONSIBLE FOR GOODS LEFT OVER 7 DAYS.

CUSTOMER SIGNATURE

RETAIN TIRES	
DISCARD TIRES	
RETAIN PARTS	
DISCARD PARTS	

WARRANTY OR SERVICE CONSIDERATION MUST BE RETURNED TO THE ORIGINAL STORE OR THE NEAREST JOHNSON'S TIRE SERVICE LOCATION IN ALASKA. CUSTOMER MUST PRESENT ORIGINAL INVOICE AND WARRANTY FORM. WARRANTY AND SERVICE CONSIDERATION APPLIES ONLY TO THE ORIGINAL PURCHASER. NO RETURN ON GOODS WITHOUT PRIOR APPROVAL.
Merchandise and services invoiced above received in good condition. **IMPORTANT WARNING:** Retorque lug nuts after first 25 miles, then check every 25 miles for first 100 miles, then check every 100 miles for the first 1000 miles. **Not reponsible for damages if mag, or custom wheel comes off due to loose lug nuts.**

[signature]
CUSTOMER SIGNATURE

JOHNSON'S TIRE SERVICE

TIRE & AUTO SERVICE CENTERS

Visit our Website at: www.jtsalaska.com

3330 Denali Street	2839 Minnesota Drive	16400 Brooks Loop	751 E Palmer/Wasilla Hwy	44371 Sterling Hwy
Anchorage, AK 99503	Anchorage, AK 99503	Eagle River, AK 99577	Wasilla, AK 99654	Soldotna, AK 99669
907-561-1414	907-279-6500	907-694-5055	907-373-2040	907-260-2600

JOHNSONS TIRE AND AUTO CENTER
3330 DENALI ST
Anchorage, AK. 99503
Phone - 907-561-1414

ESTIMATE #
013130

ESTIMATE FOR SERVICES

Estimate Date : 09/26/2011

[redacted]

2005 Dodge - Pickup R2500
Lic # : [redacted]
Unit # :
VIN # :
Odometer In: 96707

~~Eagle River, AK 9957~~ [redacted]
Home 907 ~~240 4699~~
Cust Id: 11,129 Cell

Part Description / Number	Qty	Sale	Extended
FRONT PADS			
MKD965	1.00	110.00	110.00
FRONT ROTORS			
F780143R	2.00	168.00	336.00
TIE ROD AT PITMAN			
123	1.00	64.00	64.00
INNER TIE ROD			
410-1080	1.00	180.00	180.00
POWER STEERING PRESSURE HOSE			
DEALER	1.00	156.80	156.80

Labor Description	Hours	Extended
REMOVE AND REPLACE FRONT PADS WITH ROTORS	1.20	117.60
FRONT BRAKE PADS ON LEFT FRONT IS @ 3MM.ROTORS ARE NEAR MINIMUN MACHINING SPEC RECOMMEND ROTORS.. REAR BRAKES @ 20 -25 % WORN..OK @ THIS TIME.. TIE ROD END AT PITMAN ARM AND THE LEFT INNER TIE ROD END FAILED THE DRY PARK TEST REC REPLACEMENT PRIOR TO ALIGNMENT. POWER STEERING PRESSURE HOSE ALSO LEAKING REC REPLACEMENT.		
POWER STEERING HOSE - Remove & Replace - Pressure,Each	0.60	58.80
REMOVE AND REPLACE TIE ROD END AT PITMAN ARM	0.50	49.00
REMOVE AND REPLACE LF INNER TIE ROD END	0.60	~~59.00~~
Hazardous Materials		25.00

D I +

Parts : $ 846.80 Labor : $ 309.40 $ 0.00 Total : $ 1,156.20

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.

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

Name
Address
Telephone
Vehicle (VIN)
License
Technician
Mileage
Time Printed 9/26/11 4:03 PM

Dodge Truck, SUV & Rear Wheel Drive Van : Ram 1500/2500/3500 Pickup 4X4 (1994-) : 2500 : 2003-05 : Quad Cab, Long Bed (160.5" Wheelbase)

Front : Left

Actual	Before	Specified Range
0.0°	0.0°	-0.3° 0.8°
4.7°	4.7°	4.0° 5.5°
0.09°	0.63°*	0.05° 0.15°

Camber	
Caster	
Toe	
SAI	
Included Angle	
Turning Angle Diff.	

Front : Right

Actual	Before	Specified Range
0.4°	0.3°	-0.3° 0.8°
5.0°	5.0°	4.0° 5.5°
0.10°	0.68°*	0.05° 0.15°

Front

	Actual	Before	Specified Range
Cross Camber	-0.3°	-0.3°	-0.5° 0.5°
Cross Caster	-0.3°	-0.3°	-0.5° 0.5°
Cross SAI			
Total Toe	0.19°	1.31°*	0.10° 0.30°
Cross Turn Diff.			

Rear : Left

Actual	Before	Specified Range
0.0°	0.0°	
-0.04°	-0.04°	

Camber	
Toe	

Rear : Right

Actual	Before	Specified Range
-0.1°	-0.1°	
0.07°	0.06°	

Rear

	Actual	Before	Specified Range
Cross Camber	0.1°	0.1°	
Total Toe	0.03°	0.02°	
Thrust Angle	-0.05°	-0.05°	-0.20° 0.20°

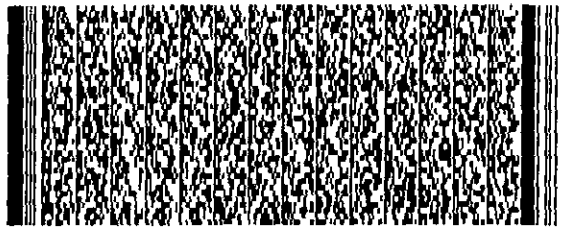
* This value is not within specification. Tire wear, handling and safety problems may result.

STATE OF ALASKA —— **VEHICLE REGISTRATION** —— **DIVISION OF MOTOR VEHICLES**

EXPIRES LAST DAY OF:	LICENSE NO.	TAB NO.	CLASS	DATE	VEHICLE IDENTIFICATION NO.
APR 2015	[redacted]	[redacted]	45	04/18/2013	3D7KS28D45[redacted]

VEHICLE DESCRIPTION

MAKE	DODG
MODEL	R25
YEAR	2005
BODY	PK
COLOR	BLU
WEIGHT	6051
UNIT	



FEES

REGISTRATION	0.00
TITLE	0.00
LIEN	0.00
MVRT	0.00
INSPECTION	0.00
TP/MISC	0.00
TOTAL	0.00

OWNER/REGISTRANT
[redacted] TRUST OR

MAILING ADDRESS
[redacted]
TOK AK [redacted]

LIENHOLDER:

RESIDENCE ADDRESS
[redacted]
TOK AK [redacted]

585 7475 04 18 2013 1529

836 Rev. 10/2010

SENIOR CITIZEN
www.Alaska.gov

Phone # Home [redacted]
Cell

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #265
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

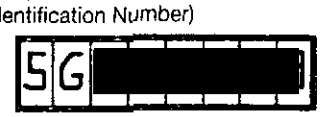
NHTSA
www.nhtsa.gov

[redacted]
704806
TOK, AK [redacted]

704806/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number)



Notification Code



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 _____



ATTN: Rein Bunseme

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-30 13:53:34.151010
Files Not Recieved: 0

Case #: [redacted]
Better Engineering Services
2004 Dodge Ram recall
2 attachments enclosed

Dulles Auto Clinic
106-J Oakgrove Rd.
Sterling, VA. 20166
Phone - 703-481-6300 Fax - 703-481-3226
Quality Service at Affordable Prices

INVOICE
69604

INVOICE

Print Date : 03/18/2013

Better Engineering Services
[redacted]
Herndon, VA [redacted]
Office [redacted] ---- Cellular [redacted] Ext Tom
Cust ID : 3907 Ref # :

2004 Dodge - Pickup R2500
5.9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # :
Vin # : **3D7KU28CX4G**[redacted]
Hat # :
Odometer In : 191495

Part Description / Number	Qty	Sale	Extended
Upper Ball Joint 260-1580	2.00	157.56	315.12
Lower Ball Joint 260-1579	2.00	172.91	345.82
Front Axle U-Joint 464	2.00	113.98	227.96
Sway Bar Link Kit 265-1706	2.00	107.52	215.04
Pitman Arm 68039930AA	1.00	80.06	80.06
Steering Damper 5154661AC	1.00	98.53	98.53
Nuts 6505623AA	2.00	4.80	9.60
Upgraded Steering Linkage Kit 52122362AH	1.00	396.51	396.51
Shop Supplies		49.95	49.95

Labor Description	Extended
4 Wheel Alignment Road Test Vehicle, Check All Steering & Suspension Componants, Check Camber, Caster, & Adjust Toe In.	89.95
Replace Upper And Lower Ball Joints On Both Sides	413.92
Replace Front Axle U-Joints On Both Sides	310.44
Replace Sway Bar Links	62.09
Replace Stering Linkage With Updated Setup From Dodge	258.70
Hazardous Materials	39.73

DULLES AUTO CLINIC
106 OAKGROVE RD STE
STERLING, VA 20166

BATCH: 763
S-A-L-E-S D-R-A-F-T
75810763
820001752990

REF: 7930
CD TYPE: VISA
TR TYPE: PURCHASE
INV: 69604
DATE: MAR 18, 13 15:10:49

[redacted]
TOTAL $3000.35
EXP: **/**

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDMEMBER'S AGREEMENT WITH THE ISSUER

THANKS FOR USING VISA

CUSTOMER COPY

[Technicians : Amerine

Org. Estimate $3,000.

ed Estimate

Labor:	1,174.83
Parts:	1,738.59
Sublet:	0.00
Sub:	2,913.42
Tax:	86.93
Total:	3,000.35
Bal Due:	$0.00

[Payments [redacted]

Ask About Our Tire Prices

I hereby authorize the above repair work to be done along with the necessary materials 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 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. 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..... Date..... Time.....

Written By: Troutman, Gene

01.17.07 Copyright Mitchell 1 Invoic1

Better
Engineering
Services

December 30, 2013

Chrysler Customer Assistance Center Case Manager
Safety Recall N62/NHTSA 13V-528
2004 Dodge Ram 2500
Case: 24369273

My name is [redacted] and I am the Business Owner for Better Engineering Services, LLC, which owns the 2004 Dodge Ram 2500 truck that is involved in a safety recall. I spoke to a telephone agent for Chrysler named Lee today who provided me with this case information, [redacted]

I had repairs performed for this problem earlier this year by our local mechanic. Enclosed is the receipt for all services performed related to this recall. I would request that Chrysler reimburse me or Better Engineering Services for the expenses related for all materials and the front end alignment. Any consideration that might be reimbursed for labor would be greatly appreciated as well.

Please send reimbursement to:
[redacted]
[redacted]01
Herndon, Va[redacted]

I can be reached on my cell phone[redacted] or at the office M-F [redacted]

Respectfully,

[redacted]

Better Engineering Services, LLC
2214 Rock Hill Road suite 001, Herndon, VA 20170
Office 703-742-6971, fax 703-471-5347

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-02 14:51:15.537512
Files Not Recieved: 0

First attchment is the tow I had to use after the tie rod broke which shows it was an accident but I did not hit anyone, the truck just blocked an intersection until tow truck got there. I am not asking for rebursement on tow since insurance covered that under my plan but everything else came out of my pocket.
Second attachment is for the repairs on the truck.
Any questions please call me at [redacted] Thank you very much, [redacted]

Claim Details

Norfolk Claims Office

2009 DODGE RAM2500 CRCAB 4X4 QUAD CAB — Mechanical failure without collision — 10/23/2013

- Claim Communication Center

- **Claim Overview & To Do List** (Currently Active)

- Coverage Summary
- Things To Know

Claim Overview

Below is the status of your claim. If there is someone else involved in this loss and you are determined to be responsible, you will not see their details here.

Status of Claim	Report Only
USAA Number	[redacted]
Loss Date	10/23/2013
Type of Claim	Automobile: Mechanical failure without collision
Insured Vehicle	2009 DODGE RAM2500 CRCAB 4X4 QUAD CAB

	VIN: 3D7KS28L09G[redacted]
Location of Loss	Virginia Beach, VA

To Do List

Currently there are no pending tasks.

View All Claims

Estimate

Jason's Big truck and Auto
1344 Taylor Farm Road
Virginia Beach, VA 23453
757-717-3160
Fax 757-362-0026

DATE	ESTIMATE #
10/24/2013	1146

BILL TO	TRUCK INFO
[redacted]	2009 Dodge Ram 2500
	3D7KS28L09G[redacted]
	96,875 Miles

Parts	Labor	QTY	RATE	AMOUNT
	Remove and replace left front outer tie rod, LF tire and wheel.	0.75	100.00	75.00
				0.00
Tire	LT26570R17 BFG Rugged Trail E load Range	1.0	262.71	262.71
Wheel	OEM	1.0	661.00	661.00
Outer Tie Rod End	Left	1.0	104.00	104.00
Spin Balance		1.0	10.00	10.00
Hazardous Material		1.0	10.00	10.00
Shop supplies		1.0	33.68	33.68

This is an estimate and invoice may have additional charges out of our control. 2009 Dodge Ram 2500 3D7KS28L09G[redacted] 96,875 Miles	Subtotal	1,156.39
	6% Tax	61.66
	Total	**1,218.05**

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 3D7LU38C6

VIN (LAST 8 DIGITS) 4G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

TomsCountry.com
PO Box 1210 • 81143 N Hwy 395
Hermiston, OR 97838
(541) 567-5555 or (800) 368-6164

CHRYSLER Jeep
DODGE RAM

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
[redacted]	ERIC 40590	004	11/15/13	[redacted]

LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO
	[redacted]	162,371	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/RAM/RAM 3500		

VEHICLE I D NO	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 L U 3 8 C 6 4 G [redacted]		

F T E NO	P O NO	R O DATE
		11/14/13

HERMISTON, OR [redacted]

[redacted] — [redacted]

COMMENTS: MO: 162379

JOB# 1 CHARGES

LABOR

J# 1 02CHZ99P — QCM INSPECTION — TECH(S):40589 — 963.00

QCM INSPECTION - CUSTOMER WAS TOLD BALL JOINTS ARE LOOSE
WEAR
REPLACED UPPER AND LOWER BALL JOINTS, INNER DIFFERENTIAL
SEALS, AXLE U-JOINTS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	2		68214646-AA	BALLJOINT UPPER	43.84	87.68
	1		82300234	SEALER RTV	14.58	14.58
	2		5086665-AE	JOINT KIT NONE	98.28	196.56
	2		5086674-AB	BALLJOINT LOWER	105.00	210.00
	2		5086686-AA	SEAL AXLE DRIVE	24.86	49.72
					TOTAL - PARTS	558.54

JOB# 1 TOTALS

LABOR	963.00
PARTS	558.54
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	1521.54

JOB# 2 CHARGES

LABOR

J# 2 11CHZ04 — FLUID LEAK ENGINE — TECH(S):40589 — 234.00

ADDED OP - REPLACE ENGINE FRONT CRANK SEAL DUE TO LEAKING
LEAKING DUE TO AGE/WEAR
REPLACED FRONT CRANK SHAFT SEAL

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		68027026-AA	SEAL CRANKSHAFT	36.62	36.62
					TOTAL - PARTS	36.62

JOB# 2 TOTALS

LABOR	234.00
PARTS	36.62
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL	270.62

JOB# 3 CHARGES

LABOR

J# 3+47CHZ11 — UNIVERSAL JOINT — TECH(S):40589 — 143.01

ADDED OP - REPLACE REAR DRIVESHAFT CARRIER BEARING
RUBBER ISOLATOR TORN
REPLACED CARRIER BEARING

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		5093379-AD	BEARING DRIVE SH	125.25	125.25
					TOTAL - PARTS	125.25

QUALITY CARE FOR QUALITY CARS™

We have made a commitment to quality customer service. We pledge to do our best to ensure your satisfaction with your vehicle, from pre-delivery through warranty and retail service. If you should experience difficulty with your vehicle, please let us know. We'll correct it to the best of our ability.

Behind this pledge is the dedication and commitment of the professional team of people working in this dealership. Whether you're dealing with our sales, parts or service department, you'll be taken care of.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

P & A CODE: 08578

TERMS CASH: UNLESS ARRANGEMENTS MADE

LABOR RATE BASED ON
PER FLAT RATE HOUR

It is understood that this Company assumes no responsibility for Loss or Damage by Theft or Fire to vehicles placed with them for Storage, Sale or Repair, or Damage to vehicle when Called for or Delivered, or while Road Testing. "The below bill for labor and material is approved, and an express mechanic's lien is granted on said vehicle to secure the payment thereof, and in the event of default, I agree to pay in addition thereto a reasonable attorney's fee; permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same." THE INFORMATION CONTAINED ON THE ESTIMATE, WORKSHEET AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

X _____

The Reynolds and Reynolds Company ERAINTINVE CC716555 O (10/13)

TomsCountry.com
PO Box 1210 • 81143 N Hwy 395
Hermiston, OR 97838
(541) 567-5555 or (800) 368-6164

CHRYSLER Jeep DODGE RAM

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
[redacted]	ERIC 40590	004	11/15/13	[redacted]
[redacted]	LABOR RATE / LICENSE NO [redacted]	MILEAGE 162,371	COLOR /	STOCK NO.
HERMISTON, OR [redacted]	YEAR / MAKE / MODEL 04/RAM/RAM 3500		DELIVERY DATE	DELIVERY MILES
	VEHICLE I D NO 3 D 7 L U 3 8 C 6 4 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F T E NO	P O NO	R O. DATE 11/14/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 162379

JOB# 3 TOTALS

LABOR	143.01
PARTS	125.25
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL	268.26

JOB# 4 CHARGES

LABOR

J# 4+45CHZ05 2 WHEEL ALIGNMENT TECH(S):40589 0.00

CUSTOMER REQUESTS 2 WHEEL ALIGNMENT
SUBLET ALIGNMENT TO TD FORD

SUBLET PO#	VEND INV#	INV.DATE	DESCRIPTION	
60000012	157401	11/15/13	ALIGNMENT	79.95
			TOTAL - SUBLET	79.95

JOB# 4 TOTALS

SUBLET	79.95
JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL	79.95

JOB# 5 CHARGES

LABOR

J# 5+45CHZZ1 STEERING CONCERN TECH(S):40589 95.00

ADDED OP - REPLACE TIE RODS, PITNAM ARM, AND STEERING DAMPER
WITH UPDATED ASSY
AGED
REPLACED TIE RODS, PITNAM ARM, AND STEERING DAMPER WITH
UPDATED KIT

PARTS QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
3		68218654-AA	LUBRICANT AXLE	33.37	100.11
1		6505623-AA	NUT HEX LOCK	2.25	2.25
1		52122362-AJ	STEERING STEERIN	350.00	350.00
1		5154661-AC	DAMPER STEERING	123.00	123.00
1		68039930-AA	ARM PITMAN	43.10	43.10
			TOTAL - PARTS		618.46

JOB# 5 TOTALS

LABOR	95.00
PARTS	618.46
JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL	713.46

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A	A3 DISPOSAL/HAZARD		15.00
JOB # A	A1 SHOP SUPPLIES/HAZ WASTE DISPOSAL		35.00
		TOTAL - MISC	50.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $3000.00 (+TAX) ON 11/15/13 AT 09:38am
BY ED LARGE COMMENTS IN PERSON

QUALITY CARE FOR QUALITY CARS

We have made a commitment to quality customer service. We pledge to do our best to ensure your satisfaction with your vehicle, from pre-delivery through warranty and retail service. If you should experience difficulty with your vehicle, please let us know. We'll correct it to the best of our ability.

Behind this pledge is the dedication and commitment of the professional team of people working in this dealership. Whether you're dealing with our sales, parts or service department, you'll be taken care of.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

P & A CODE: 08578

TERMS CASH: UNLESS ARRANGEMENTS MADE

LABOR RATE BASED ON
PER FLAT RATE HOUR

It is understood that this Company assumes no responsibility for Loss or Damage by Theft or Fire to vehicles placed with them for Storage, Sale or Repair, or Damage to vehicle when Called for or Delivered, or while Road Testing. "The below bill for labor and material is approved, and an express mechanic's lien is granted on said vehicle to secure the payment thereof, and in the event of default, I agree to pay in addition thereto a reasonable attorney's fee; permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same." THE INFORMATION CONTAINED ON THE ESTIMATE, WORKSHEET AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

X _____

The Reynolds and Reynolds Company ERAMTINVE CC716555 Q (10/13)

TomsCountry.com
PO Box 1210 • 81143 N Hwy 395
Hermiston, OR 97838
(541) 567-5555 or (800) 368-6164

CHRYSLER Jeep DODGE RAM

CUSTOMER NO	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO
[redacted]	ERIC	40590	004	11/15/13	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		[redacted]	162,371	/	
HERMISTON, OR [redacted]	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	04/RAM/RAM 3500				
[redacted]	VEHICLE I.D. NO.			SELLING DEALER NO	PRODUCTION DATE
	3 D 7 L U 3 8 C 6 4 G [redacted]				
	F.T.E. NO	P.O NO		R.O. DATE	
				11/14/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			
					MO: 162379

TOTALS

IF YOU ARE HAPPY TELL YOUR FRIENDS
IF YOU'RE NOT SATISFIED PLEASE CONTACT OUR SERVICE DIRECTOR
MIKE MARCHESE (541) 567-3291 / (800) 345-3068

TOTAL LABOR....	1435.01
TOTAL PARTS....	1338.87
TOTAL SUBLET...	79.95
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	50.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**2903.83**

CUSTOMER SIGNATURE

QUALITY CARE FOR QUALITY CARS

We have made a commitment to quality customer service. We pledge to do our best to ensure your satisfaction with your vehicle, from pre-delivery through warranty and retail service. If you should experience difficulty with your vehicle, please let us know. We'll correct it to the best of our ability.

Behind this pledge is the dedication and commitment of the professional team of people working in this dealership. Whether you're dealing with our sales, parts or service department, you'll be taken care of.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

P & A CODE: 08578

TERMS CASH: UNLESS ARRANGEMENTS MADE

LABOR RATE BASED ON
PER FLAT RATE HOUR

It is understood that this Company assumes no responsibility for Loss or Damage by Theft or Fire to vehicles placed with them for Storage, Sale or Repair, or Damage to vehicle when Called for or Delivered, or while Road Testing. The below bill for labor and material is approved, and an express mechanic's lien is granted on said vehicle to secure the payment thereof, and in the event of default, I agree to pay in addition thereto a reasonable attorney's fee; permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same. THE INFORMATION CONTAINED ON THE ESTIMATE, WORKSHEET AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

X _____

The Reynolds and Reynolds Company ERAINTDRIVE CC716555 O (10/13)

I Request Reimbursement for those parts labor + Alligment
Thank you-
Al Jr

TOM DENCHEL FORD COU
5551 S HIGHWAY 395
HERMISTON, OR. 97838
541-567-3291

Merchant ID: 8015735114
Term ID: 00173480080015735114000

Sale

xxxxxxxxxxxx[redacted]

[redacted]

Entry Method: Swiped

Total: $ 2,903.83

11/16/13 12:38:52
Inv #: 688049 Appr Code: 035885
Apprvd: Online

Customer Copy

THANK YOU!

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. With Bad Parts, Dealership will Re-Order

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

Street Addr

City Hermiston

State Or Zip Code [redacted]

Email Address [redacted]



[redacted]
Hermiston, OR [redacted]

RECEI
JAN - 8
By

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



081646#63094/N62

[redacted] Case #

Fax Number 817 7685076

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

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

6J[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

Street Add

City Archbald

State PA Zip Code [redacted]

Email Address [redacted]

M and M Auto Service

332 Main St.
Forest City, PA 18421

Phone # 570-785-4444 mandmauto18421@aol.com

Date	Invoice #
9/13/2013	[redacted]

Bill To

[redacted]
ARCHBALD, PA [redacted]
[redacted]

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
1	TS-7884-M FRONT DISC BRAKE SERVICE	69.95	69.95
3	75-122 15-40 OIL	15.95	47.85
1	27620 OIL FILTER	5.95	5.95
1	19027003 RIGHT OUTER TIE ROD END	156.32	156.32
1	68033804 LEFT OUTER TIE ROD END	92.36	92.36
1	68034233 ADJUSTING SLEEVE	75.62	75.62
1	P464 UNIVERSAL JOINT	45.62	45.62
1.5	Labor	45.00	67.50
	Tax	6.00%	33.67

CASE # [redacted]

[redacted]

VIN

6J [redacted]

N-62 L-16

2006 DODGE 2500HD
MILEAGE 100000

Total $594.84

12/31/2013 7:59 AM FAX 15708761692 YOUR PHYSICIAN SOLUTIONS 0001/0001

081646#63094/N62

[redacted] Case #

Fax Number 817 7985076

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

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

6J[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

Street Add

City Archbald

State PA Zip Code [redacted]

Email Address [redacted]

M and M Auto Service

332 Main St.
Forest City, PA 18421

Phone # 570-785-4444 mandmauto18421@aol.com

Date	Invoice #
9/13/2013	[redacted]

Bill To

[redacted]
ARCHBALD, PA [redacted]
[redacted]

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
1	TS-7884-M FRONT DISC BRAKE SERVICE	69.95	69.95
3	75-122 15-40 OIL	15.95	47.85
1	27620 OIL FILTER	5.95	5.95
1	19027003 RIGHT OUTER TIE ROD END	156.32	156.32
1	68033804 LEFT OUTER TIE ROD END	92.36	92.36
1	68034233 ADJUSTING SLEEVE	75.62	75.62
1	P464 UNIVERSAL JOINT	45.62	45.62
1.5	Labor	45.00	67.50
	Tax	6.00%	33.67

CASE # [redacted]

[redacted]

VIN

6J [redacted]

N-62 L-16

2006 DODGE 2500HD
MILEAGE 100000

Total $594.84

12/31/2013 7:59 AM FAX 15708761692 YOUR PHYSICIAN SOLUTIONS 0001/0001

081646#63094/N62

[redacted] Case #

Fax Number 877 7085076

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

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

6J[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

Street Add

City Archbald

State PA Zip Code [redacted]

Email Address [redacted]

M and M Auto Service

332 Main St.
Forest City, PA 18421

Phone # 570-785-4444 mandmauto18421@aol.com

Date	Invoice #
9/13/2013	[redacted]

Bill To

[redacted]
ARCHBALD, PA [redacted]
[redacted]

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
1	TS-7884-M FRONT DISC BRAKE SERVICE	69.95	69.95
3	75-122 15-40 OIL	15.95	47.85
1	27620 OIL FILTER	5.95	5.95
1	19027003 RIGHT OUTER TIE ROD END	156.32	156.32
1	68033804 LEFT OUTER TIE ROD END	92.36	92.36
1	68034233 ADJUSTING SLEEVE	75.62	75.62
1	P464 UNIVERSAL JOINT	45.62	45.62
1.5	Labor	45.00	67.50
	Tax	6.00%	33.67

CASE # [redacted]

[redacted]

VIN

6J [redacted]

N-62 L-16

2006 DODGE 2500HD
MILEAGE 100000

Total $594.84

12/31/2013 7:59 AM FAX 15708761692 YOUR PHYSICIAN SOLUTIONS 0001/0001

081646#63094/N62

[redacted] Case #

Fax Number 817 7985076

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

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

6J[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

Street Add

City Archbald

State PA Zip Code [redacted]

Email Address [redacted]

M and M Auto Service

332 Main St.
Forest City, PA 18421

Phone # 570-785-4444 mandmauto18421@aol.com

Date	Invoice #
9/13/2013	[redacted]

Bill To

[redacted]
ARCHBALD, PA [redacted]
[redacted]

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
1	TS-7884-M FRONT DISC BRAKE SERVICE	69.95	69.95
3	75-122 15-40 OIL	15.95	47.85
1	27620 OIL FILTER	5.95	5.95
1	19027003 RIGHT OUTER TIE ROD END	156.32	156.32
1	68033804 LEFT OUTER TIE ROD END	92.36	92.36
1	68034233 ADJUSTING SLEEVE	75.62	75.62
1	P464 UNIVERSAL JOINT	45.62	45.62
1.5	Labor	45.00	67.50
	Tax	6.00%	33.67

CASE # [redacted]

[redacted]

VIN [redacted]

N-62 L-16

2006 DODGE 2500HD
MILEAGE 100000

Total $594.84

12/31/2013 7:59 AM FAX 15708761692 YOUR PHYSICIAN SOLUTIONS 0001/0001

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



A Fax from Barbara Poggis

TEGELER and ASSOCIATES

Date: January 6, 2014

Attention: Case #[redacted]

Company: Chrysler

Fax Number: 877-768-5076

Regarding: Safety Recall

☐ Urgent

☐ For Review

☐ Please Comment

☒ Information You Requested

Pages including cover 4

Thank you!

[redacted]

Tegeler & Associates
1510 W Main St
Riverton, WY 82501
Phone: 307-856-0001 Fax: 307-856-0300
Email: bpoggis@tegelerinsurance.com

Confidentiality Notice: *The information contained in this fax and attached document(s) may contain confidential information that is intended only for the addressee(s). If you are not the intended recipient, you are hereby advised that any disclosure, copying, distribution of the taking of any action in reliance upon the information is prohibited. If you have received this fax in error, please immediately notify the sender and destroy it.m your system.*

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

SAFETY RECALL N49/HNTSA 13-529
ATTN: CASE #[redacted]

We have already experienced this condition and have paid to have it repaired. The following is the information requested on this repair:

Address: [redacted], Riverton, Wyoming [redacted]

Vehicle Owner's Name: [redacted] Phone Day/Evening [redacted]

Vehicle VIN #: 3D7UT2CL9AG[redacted]

Current Mileage: 82,133

Repair Vehicle Mileage: 60,122

Purchased From: Fremont Motors, Rawlins, Wyoming

Serviced At: Buggy Bath Tire and Auto, Riverton, Wyoming (see attached receipt)

Date of Purchase: 05/2012

Date of Service: 03/07/2013

Description of Concern: Front end shaking

Requested Action: Reimbursement for Repairs

Repair Order and Proof of Payment : See Attached

If you should have any questions or require additional information, please call at the above number anytime.

Thank you for your attention and concern in this matter.

[redacted]

Attachments

Buggy Bath Tire & Auto
490 E. Pershing
Riverton, WY. 82501
Phone - 307-463-0511 Fax - 307-463-0512
We Work Hard for You!

INVOICE
[redacted]
Org. Est. # 000469

INVOICE FROM HISTORY

Invoice Date : 03/07/2013
Work Completed Date : 03/07/2013 Print Date : 12/30/2013

[redacted]
Riverton, WY [redacted]
Home [redacted]
Cust ID : 363

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : -[redacted]
Unit # :
Vin # : 3D7UT2CL9AG[redacted]
Hat # :
Odometer In : 60122
Odometer Out : 60122
Ref # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	130.00	260.00
BALL JOINT			
RK7467	2.00	110.72	221.44
UNIVERSAL JOINT FRONT AXLE			
479	2.00	99.99	199.98

Labor Description	Extended
Install Ball Joints/U-Joints	232.23
Install Ball Joints/U-Joints	
Lube, Oil, Filter	85.00
Lube, Oil, Filter	

Org. Estimate **$ 1,038.60** Revisions **$ 0.00** Current Estimate **$ 1,038.60**

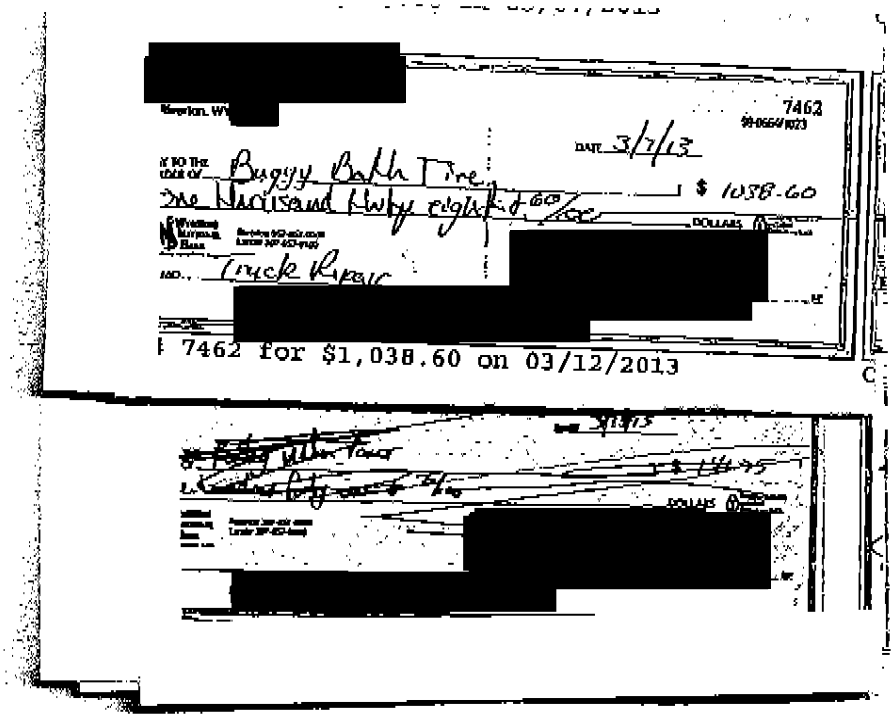
Labor:	**317.23**
Parts:	**681.42**
Sublet:	**$0.00**
Sub:	**998.65**
Tax:	**39.95**
Total:	**1,038.60**
Bal Due:	**$0.00**

[Payments - Check - $1,038.60]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is provided by manufacturer. I hereby release Buggy Bath Tire and Auto from any damage, theft, vandalism, or any other unforseen circumstances beyond their control. I am also aware that Wheels need to be retorqued after 15 and 50 miles, and checked periodically.

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011JD


7462
DATE 3/7/13
Buggy Bath Tire
$ 1038.60
Truck Repair
7462 for $1,038.60 on 03/12/2013

1/9/2014

Fax From: [redacted]

Attn: Debbie ext. 4718492

Case # [redacted]

fax # 877-768-5076

Regarding: Safety Recall

Information requested.

Pls. let me know you received this.

Thank you!

[redacted]

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

SAFETY RECALL N49/HNTSA 13-529
ATTN: CASE #[redacted]

We have already experienced this condition and have paid to have it repaired. The following is the information requested on this repair:

Address:[redacted] Riverton, Wyoming[redacted]

Vehicle Owner's Name[redacted] Phone Day/Evening[redacted]

Vehicle VIN #: 3D7UT2CL9A[redacted]

Current Mileage: 82,133

Repair Vehicle Mileage: 60,122

Purchased From: Fremont Motors, Rawlins, Wyoming

Serviced At: Buggy Bath Tire and Auto, Riverton, Wyoming (see attached receipt)

Date of Purchase: 05/2012

Date of Service: 03/07/2013

Description of Concern: Front end shaking

Requested Action: Reimbursement for Repairs

Repair Order and Proof of Payment : See Attached

If you should have any questions or require additional information, please call at the above number anytime.

Thank you for your attention and concern in this matter.

[redacted]

Attachments

Buggy Bath Tire & Auto
490 E. Pershing
Riverton, WY. 82501
Phone - 307-463-0511 Fax - 307-463-0512
We Work Hard for You!

INVOICE
[redacted]
Org. Est. # 000469

INVOICE FROM HISTORY

Invoice Date : 03/07/2013
Work Completed Date : 03/07/2013 Print Date : 12/30/2013

[redacted]
Riverton, WY [redacted]
Home [redacted]
Cust ID : 363

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : - [redacted]
Unit # :
Vin # : 3D7UT2CL9AG[redacted]
Hat # :

Odometer In : 60122
Odometer Out : 60122
Ref # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	130.00	260.00
BALL JOINT			
RK7467	2.00	110.72	221.44
UNIVERSAL JOINT FRONT AXLE			
479	2.00	99.99	199.98

Labor Description	Extended
Install Ball Joints/U-Joints	232.23
Install Ball Joints/U-Joints	
Lube, Oil, Filter	85.00
Lube, Oil, Filter	

Org. Estimate $ 1,038.60 Revisions $ 0.00 Current Estimate $ 1,038.60

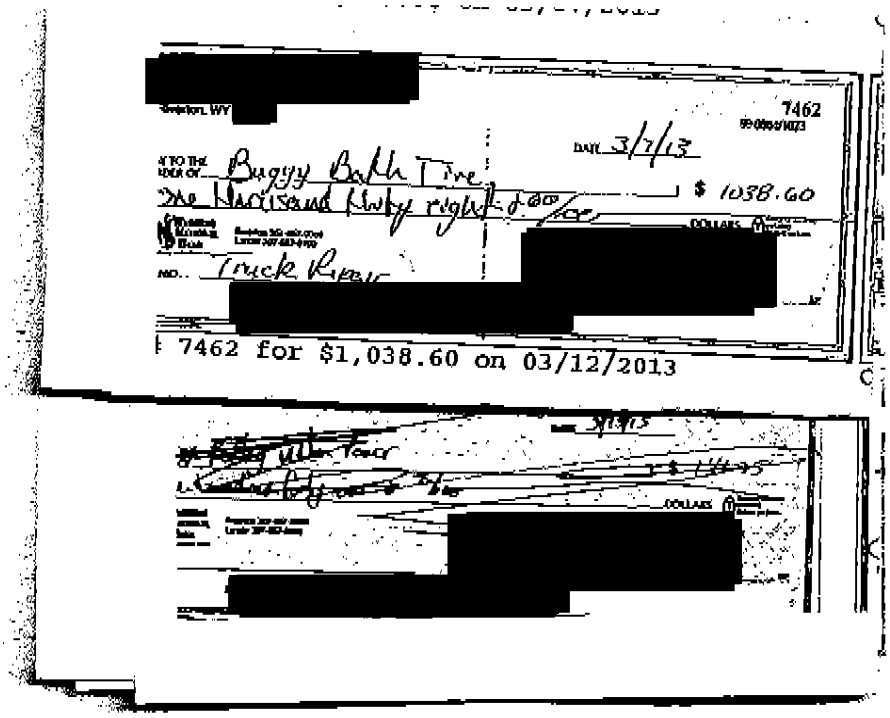
Labor:	317.23
Parts:	681.42
Sublet:	$0.00
Sub:	998.65
Tax:	39.95
Total:	1,038.60
Bal Due:	$0.00

[Payments - Check - $1,038.60]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is provided by manufacturer. I hereby release Buggy Bath Tire and Auto from any damage, theft, vandalism, or any other unforeseen circumstances beyond their control. I am also aware that Wheels need to be retorqued after 15 and 50 miles, and checked periodically.

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011.JD


7462
DATE 3/7/13
Buggy Bath Tire
$ 1038.60
Truck Repair
7462 for $1,038.60 on 03/12/2013

A Fax from Barbara Poggis

TEGELER and ASSOCIATES

Date: January 6, 2014

Attention: Case #[redacted]

Company: Chrysler

Fax Number: 877-768-5076

Regarding: Safety Recall

☐ Urgent

☐ For Review

☐ Please Comment

☒ Information You Requested

Pages including cover 4

Thank you!

[redacted]

Tegeler & Associates
1510 W Main St
Riverton, WY 82501
Phone: 307-856-0001 Fax: 307-856-0300
Email: bpoggis@tegelerinsurance.com

Confidentiality Notice: *The information contained in this fax and attached document(s) may contain confidential information that is intended only for the addressee(s). If you are not the intended recipient, you are hereby advised that any disclosure, copying, distribution of the taking of any action in reliance upon the information is prohibited. If you have received this fax in error, please immediately notify the sender and destroy it.m your system.*

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

SAFETY RECALL N49/HNTSA 13-529
ATTN: CASE #[redacted]

We have already experienced this condition and have paid to have it repaired. The following is the information requested on this repair:

Address: [redacted] Riverton, Wyoming [redacted]

Vehicle Owner's Name: [redacted] Phone Day/Evening [redacted]

Vehicle VIN #: 3D7UT2CL9AG[redacted]

Current Mileage: 82,133

Repair Vehicle Mileage: 60,122

Purchased From: Fremont Motors, Rawlins, Wyoming

Serviced At: Buggy Bath Tire and Auto, Riverton, Wyoming (see attached receipt)

Date of Purchase: 05/2012

Date of Service: 03/07/2013

Description of Concern: Front end shaking

Requested Action: Reimbursement for Repairs

Repair Order and Proof of Payment : See Attached

If you should have any questions or require additional information, please call at the above number anytime.

Thank you for your attention and concern in this matter.

[redacted]

Attachments

Buggy Bath Tire & Auto
490 E. Pershing
Riverton, WY. 82501
Phone - 307-463-0511 Fax - 307-463-0512
We Work Hard for You!

INVOICE
[redacted]
Org. Est. # 000469

INVOICE FROM HISTORY

Invoice Date : 03/07/2013
Work Completed Date : 03/07/2013 Print Date : 12/30/2013

[redacted]
Riverton, WY [redacted]
Home [redacted]
Cust ID : 363

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : -[redacted]
Unit # :
Vin # : 3D7UT2CL9AG[redacted]
Hat # :

Odometer In : 60122
Odometer Out : 60122
Ref # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	130.00	260.00
BALL JOINT			
RK7467	2.00	110.72	221.44
UNIVERSAL JOINT FRONT AXLE			
479	2.00	99.99	199.98

Labor Description	Extended
Install Ball Joints/U-Joints	232.23
Install Ball Joints/U-Joints	
Lube, Oil, Filter	85.00
Lube, Oil, Filter	

Org. Estimate $ 1,038.60 Revisions $ 0.00 Current Estimate $ 1,038.60

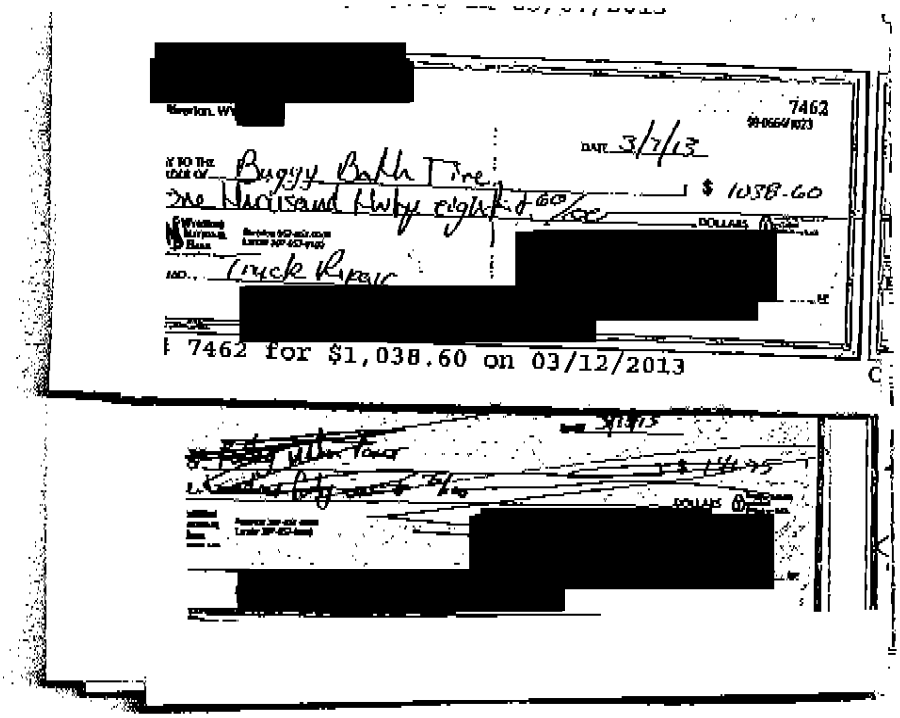
Labor:	317.23
Parts:	681.42
Sublet:	$0.00
Sub:	998.65
Tax:	39.95
Total:	1,038.60
Bal Due:	$0.00

[Payments - Check - $1,038.60]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is provided by manufacturer. I hereby release Buggy Bath Tire and Auto from any damage, theft, vandalism, or any other unforseen circumstances beyond their control. I am also aware that Wheels need to be retorqued after 15 and 50 miles, and checked periodically.

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011JD


7462
DATE 3/7/13
Buggy Bath Tire
$ 1038.60
Truck Repair
7462 for $1,038.60 on 03/12/2013

1/9/2014

Fax From:

[redacted]

Attn: Debbie ext. 4718492

Case #[redacted]

fax #877-768-5076

Regarding: Safety Recall

Information requested.

Pls. let me know you received this.

Thank you!

[redacted]

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

SAFETY RECALL N49/HNTSA 13-529
ATTN: CASE #[redacted]

We have already experienced this condition and have paid to have it repaired. The following is the information requested on this repair:

Address:[redacted] Riverton, Wyoming[redacted]

Vehicle Owner's Name[redacted] Phone Day/Evening[redacted]

Vehicle VIN #: 3D7UT2CL9AG[redacted]

Current Mileage: 82,133

Repair Vehicle Mileage: 60,122

Purchased From: Fremont Motors, Rawlins, Wyoming

Serviced At: Buggy Bath Tire and Auto, Riverton, Wyoming (see attached receipt)

Date of Purchase: 05/2012

Date of Service: 03/07/2013

Description of Concern: Front end shaking

Requested Action: Reimbursement for Repairs

Repair Order and Proof of Payment : See Attached

If you should have any questions or require additional information, please call at the above number anytime.

Thank you for your attention and concern in this matter.

[redacted]

Attachments

Buggy Bath Tire & Auto
490 E. Pershing
Riverton, WY. 82501
Phone - 307-463-0511 Fax - 307-463-0512
We Work Hard for You!

INVOICE
[redacted]
Org. Est. # 000469

INVOICE FROM HISTORY

Invoice Date : 03/07/2013
Work Completed Date : 03/07/2013 Print Date : 12/30/2013

[redacted]
Riverton, WY [redacted]
Home [redacted]
Cust ID : 363

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : - [redacted]
Unit # :
Vin # : 3D7UT2CL9AG[redacted]
Hat # :
Odometer In : 60122
Odometer Out : 60122
Ref # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	130.00	260.00
BALL JOINT			
RK7467	2.00	110.72	221.44
UNIVERSAL JOINT FRONT AXLE			
479	2.00	99.99	199.98

Labor Description	Extended
Install Ball Joints/U-Joints	232.23
Install Ball Joints/U-Joints	
Lube, Oil, Filter	85.00
Lube, Oil, Filter	

Org. Estimate $ 1,038.60 Revisions $ 0.00 Current Estimate $ 1,038.60

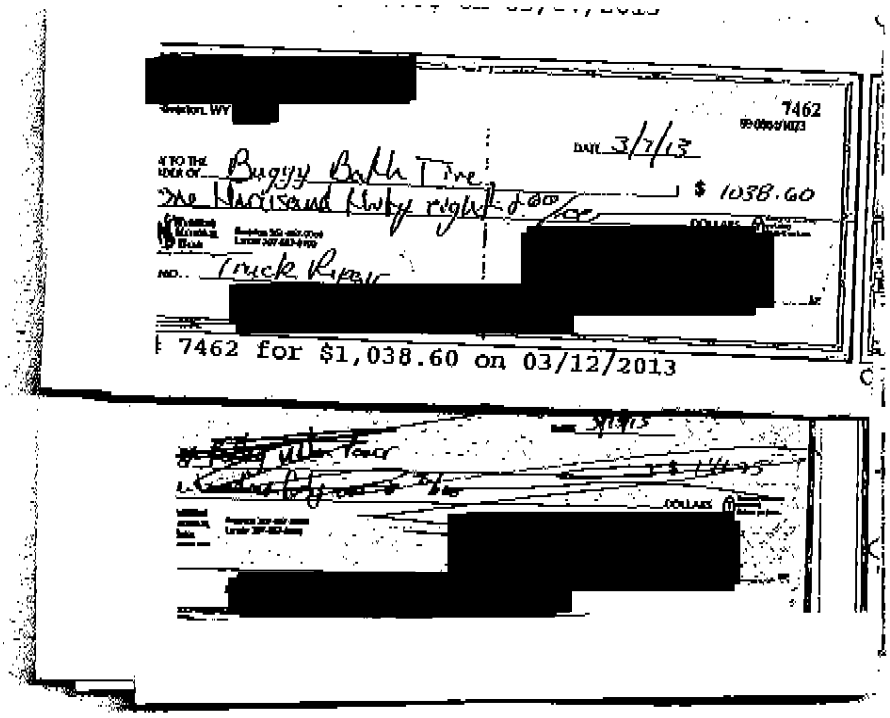
Labor:	317.23
Parts:	681.42
Sublet:	$0.00
Sub:	998.65
Tax:	39.95
Total:	1,038.60
Bal Due:	$0.00

[Payments - Check - $1,038.60]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is provided by manufacturer. I hereby release Buggy Bath Tire and Auto from any damage, theft, vandalism, or any other unforeseen circumstances beyond their control. I am also aware that Wheels need to be retorqued after 15 and 50 miles, and checked periodically.

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011.JD


7462
DATE 3/7/13
Buggy Bath Tire
$ 1038.60
Truck Repair
7462 for $1,038.60 on 03/12/2013

A Fax from Barbara Poggis

TEGELER and ASSOCIATES

Date: January 6, 2014

Attention: Case #[redacted]

Company: Chrysler

Fax Number: 877-768-5076

Regarding: Safety Recall

☐ Urgent

☐ For Review

☐ Please Comment

☒ Information You Requested

Pages including cover 4

Thank you!

[redacted]

Tegeler & Associates
1510 W Main St
Riverton, WY 82501
Phone: 307-856-0001 Fax: 307-856-0300
Email: bpoggis@tegelerinsurance.com

Confidentiality Notice: *The information contained in this fax and attached document(s) may contain confidential information that is intended only for the addressee(s). If you are not the intended recipient, you are hereby advised that any disclosure, copying, distribution of the taking of any action in reliance upon the information is prohibited. If you have received this fax in error, please immediately notify the sender and destroy it.m your system.*

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

SAFETY RECALL N49/HNTSA 13-529
ATTN: CASE #[redacted]

We have already experienced this condition and have paid to have it repaired. The following is the information requested on this repair:

Address: [redacted] Riverton, Wyoming [redacted]

Vehicle Owner's Name: [redacted] Phone Day/Evening [redacted]

Vehicle VIN #: 3D7UT2CL9AG[redacted]

Current Mileage: 82,133

Repair Vehicle Mileage: 60,122

Purchased From: Fremont Motors, Rawlins, Wyoming

Serviced At: Buggy Bath Tire and Auto, Riverton, Wyoming (see attached receipt)

Date of Purchase: 05/2012

Date of Service: 03/07/2013

Description of Concern: Front end shaking

Requested Action: Reimbursement for Repairs

Repair Order and Proof of Payment : See Attached

If you should have any questions or require additional information, please call at the above number anytime.

Thank you for your attention and concern in this matter.

[redacted]

Attachments

Buggy Bath Tire & Auto
490 E. Pershing
Riverton, WY. 82501
Phone - 307-463-0511 Fax - 307-463-0512
We Work Hard for You!

INVOICE
[redacted]
Org. Est. # 000469

INVOICE FROM HISTORY

Invoice Date : 03/07/2013
Work Completed Date : 03/07/2013 Print Date : 12/30/2013

[redacted]
Riverton, WY [redacted]
Home [redacted]
Cust ID : 363

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : -[redacted]
Unit # :
Vin # : 3D7UT2CL9AG[redacted]
Hat # :

Odometer In : 60122
Odometer Out : 60122
Ref # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	130.00	260.00
BALL JOINT			
RK7467	2.00	110.72	221.44
UNIVERSAL JOINT FRONT AXLE			
479	2.00	99.99	199.98

Labor Description	Extended
Install Ball Joints/U-Joints	232.23
Install Ball Joints/U-Joints	
Lube, Oil, Filter	85.00
Lube, Oil, Filter	

Org. Estimate $ 1,038.60 Revisions $ 0.00 Current Estimate $ 1,038.60

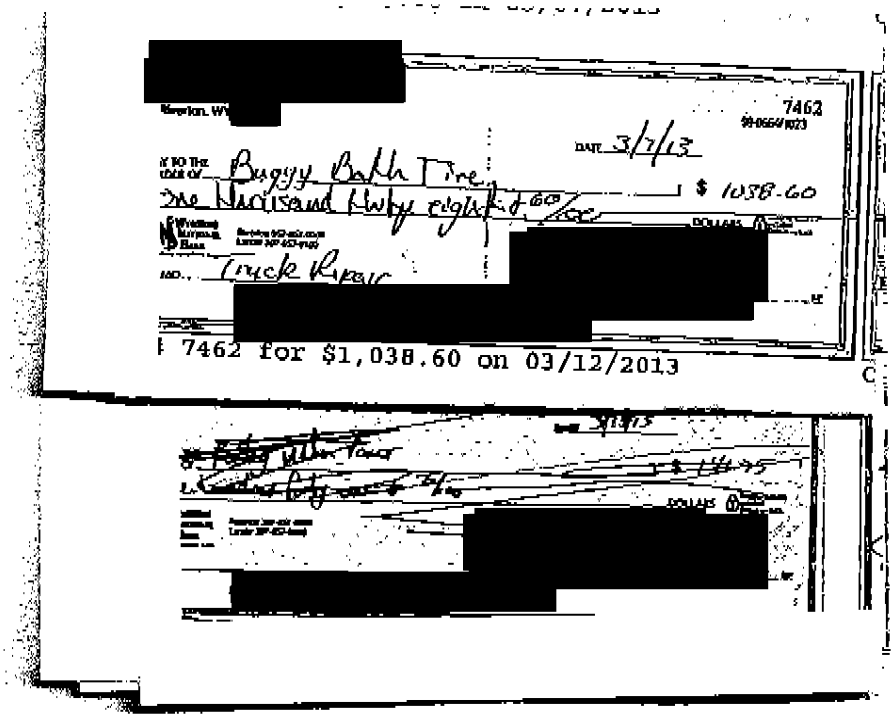
Labor:	317.23
Parts:	681.42
Sublet:	$0.00
Sub:	998.65
Tax:	39.95
Total:	1,038.60
Bal Due:	$0.00

[Payments - Check - $1,038.60]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is provided by manufacturer. I hereby release Buggy Bath Tire and Auto from any damage, theft, vandalism, or any other unforseen circumstances beyond their control. I am also aware that Wheels need to be retorqued after 15 and 50 miles, and checked periodically.

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011JD


7462
DATE 3/7/13
Buggy Bath Tire
$ 1038.60
Truck Repair
7462 for $1,038.60 on 03/12/2013

1/9/2014

Fax From: [redacted]

Attn: Debbie ext. 4718492

Case # [redacted]

fax # 877-768-5076

Regarding: Safety Recall

Information requested.

Pls. let me know you received this.

Thank you!

[redacted]

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

SAFETY RECALL N49/HNTSA 13-529
ATTN: CASE #[redacted]

We have already experienced this condition and have paid to have it repaired. The following is the information requested on this repair:

Address:[redacted] Riverton, Wyoming[redacted]

Vehicle Owner's Name[redacted] Phone Day/Evening[redacted]

Vehicle VIN #: 3D7UT2CL9AG[redacted]

Current Mileage: 82,133

Repair Vehicle Mileage: 60,122

Purchased From: Fremont Motors, Rawlins, Wyoming

Serviced At: Buggy Bath Tire and Auto, Riverton, Wyoming (see attached receipt)

Date of Purchase: 05/2012

Date of Service: 03/07/2013

Description of Concern: Front end shaking

Requested Action: Reimbursement for Repairs

Repair Order and Proof of Payment : See Attached

If you should have any questions or require additional information, please call at the above number anytime.

Thank you for your attention and concern in this matter.

[redacted]

Attachments

Buggy Bath Tire & Auto
490 E. Pershing
Riverton, WY. 82501
Phone - 307-463-0511 Fax - 307-463-0512
We Work Hard for You!

INVOICE
[redacted]
Org. Est. # 000469

INVOICE FROM HISTORY

Invoice Date : 03/07/2013
Work Completed Date : 03/07/2013 Print Date : 12/30/2013

[redacted]
Riverton, WY [redacted]
Home [redacted]
Cust ID : 363

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : - [redacted]
Unit # :
Vin # : 3D7UT2CL9AG[redacted]
Hat # :
Odometer In : 60122
Odometer Out : 60122
Ref # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	130.00	260.00
BALL JOINT			
RK7467	2.00	110.72	221.44
UNIVERSAL JOINT FRONT AXLE			
479	2.00	99.99	199.98

Labor Description	Extended
Install Ball Joints/U-Joints	232.23
Install Ball Joints/U-Joints	
Lube, Oil, Filter	85.00
Lube, Oil, Filter	

Org. Estimate $ 1,038.60 Revisions $ 0.00 Current Estimate $ 1,038.60

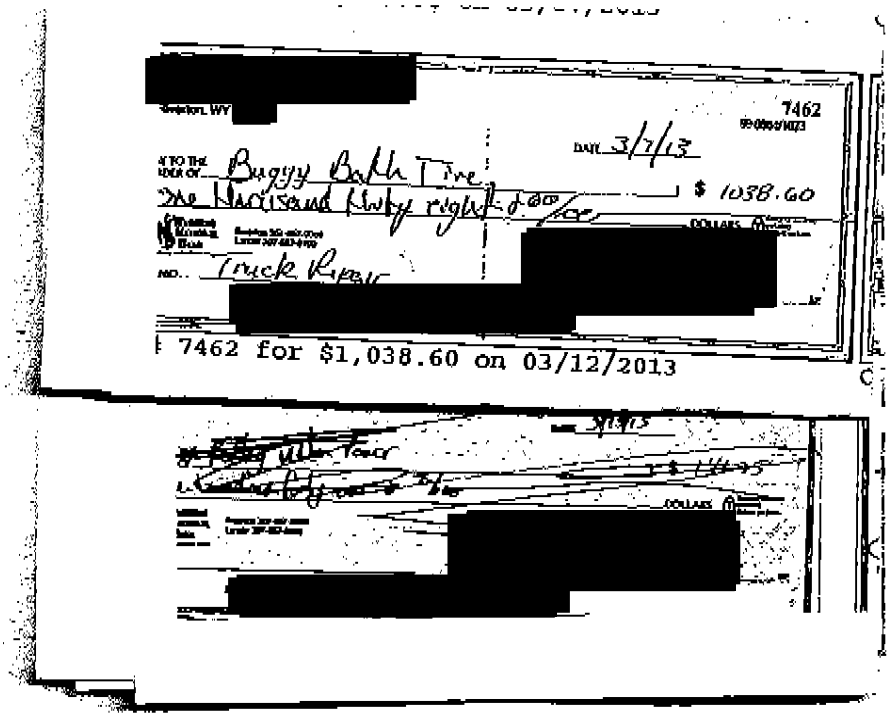
Labor:	317.23
Parts:	681.42
Sublet:	$0.00
Sub:	998.65
Tax:	39.95
Total:	1,038.60
Bal Due:	$0.00

[Payments - Check - $1,038.60]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is provided by manufacturer. I hereby release Buggy Bath Tire and Auto from any damage, theft, vandalism, or any other unforeseen circumstances beyond their control. I am also aware that Wheels need to be retorqued after 15 and 50 miles, and checked periodically.

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011.JD


7462
DATE 3/7/13
Buggy Bath Tire
$ 1038.60
Truck Repair
7462 for $1,038.60 on 03/12/2013

A Fax from Barbara Poggis

TEGELER and ASSOCIATES

Date: January 6, 2014

Attention: Case #[redacted]

Company: Chrysler

Fax Number: 877-768-5076

Regarding: Safety Recall

☐ Urgent

☐ For Review

☐ Please Comment

☒ Information You Requested

Pages including cover 4

Thank you!

[redacted]

Tegeler & Associates
1510 W Main St
Riverton, WY 82501
Phone: 307-856-0001 Fax: 307-856-0300
Email: bpoggis@tegelerinsurance.com

Confidentiality Notice: *The information contained in this fax and attached document(s) may contain confidential information that is intended only for the addressee(s). If you are not the intended recipient, you are hereby advised that any disclosure, copying, distribution of the taking of any action in reliance upon the information is prohibited. If you have received this fax in error, please immediately notify the sender and destroy it.m your system.*

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

SAFETY RECALL N49/HNTSA 13-529
ATTN: CASE #[redacted]

We have already experienced this condition and have paid to have it repaired. The following is the information requested on this repair:

Address: [redacted], Riverton, Wyoming [redacted]

Vehicle Owner's Name: [redacted] Phone Day/Evening [redacted]

Vehicle VIN #: 3D7UT2CL9AG[redacted]

Current Mileage: 82,133

Repair Vehicle Mileage: 60,122

Purchased From: Fremont Motors, Rawlins, Wyoming

Serviced At: Buggy Bath Tire and Auto, Riverton, Wyoming (see attached receipt)

Date of Purchase: 05/2012

Date of Service: 03/07/2013

Description of Concern: Front end shaking

Requested Action: Reimbursement for Repairs

Repair Order and Proof of Payment : See Attached

If you should have any questions or require additional information, please call at the above number anytime.

Thank you for your attention and concern in this matter.

[redacted]

Attachments

Buggy Bath Tire & Auto
490 E. Pershing
Riverton, WY. 82501
Phone - 307-463-0511 Fax - 307-463-0512
We Work Hard for You!

INVOICE
[redacted]
Org. Est. # 000469

INVOICE FROM HISTORY

Invoice Date : 03/07/2013
Work Completed Date : 03/07/2013 Print Date : 12/30/2013

[redacted]
Riverton, WY [redacted]
Home [redacted]
Cust ID : 363

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : -[redacted]
Unit # :
Vin # : 3D7UT2CL9AG[redacted]
Hat # :
Odometer In : 60122
Odometer Out : 60122
Ref # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT 500-1117	2.00	130.00	260.00
BALL JOINT RK7467	2.00	110.72	221.44
UNIVERSAL JOINT FRONT AXLE 479	2.00	99.99	199.98

Labor Description	Extended
Install Ball Joints/U-Joints Install Ball Joints/U-Joints	232.23
Lube, Oil, Filter Lube, Oil, Filter	85.00

Org. Estimate $ 1,038.60 Revisions $ 0.00 Current Estimate $ 1,038.60

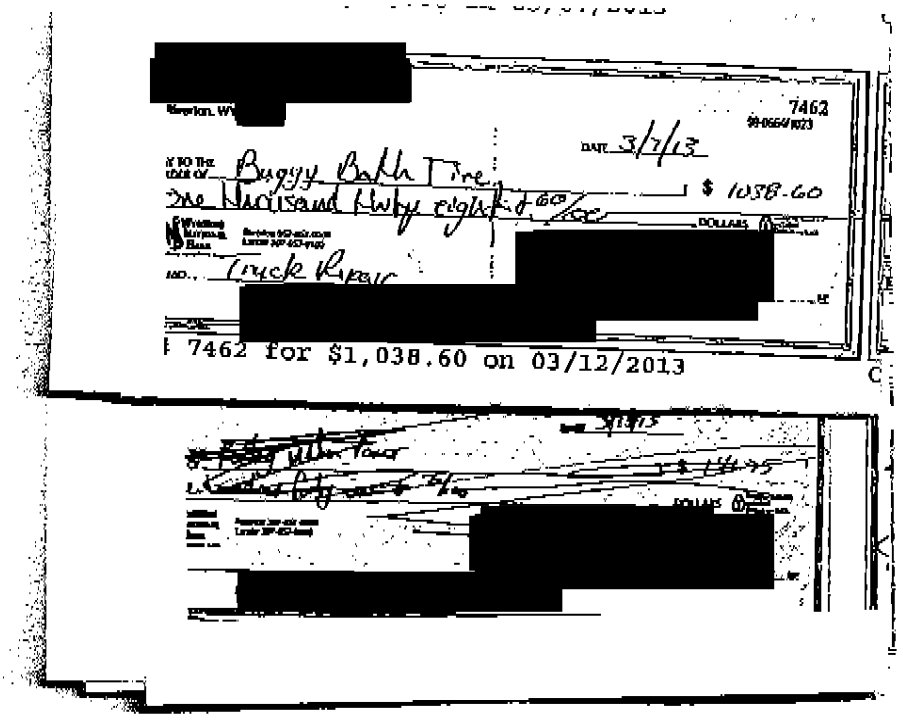
Labor:	317.23
Parts:	681.42
Sublet:	$0.00
Sub:	998.65
Tax:	39.95
Total:	1,038.60
Bal Due:	$0.00

[Payments - Check - $1,038.60]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is provided by manufacturer. I hereby release Buggy Bath Tire and Auto from any damage, theft, vandalism, or any other unforseen circumstances beyond their control. I am also aware that Wheels need to be retorqued after 15 and 50 miles, and checked periodically.

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011JD


7462
DATE 3/7/13
Buggy Bath Tire
$ 1038.60
Truck Repair
7462 for $1,038.60 on 03/12/2013

1/9/2014

Fax From:

[redacted]

Attn: Debbie ext. 4718492

Case #[redacted]

fax #877-768-5076

Regarding: Safety Recall

Information requested.

Pls. let me know you

received this.

Thank you!

[redacted]

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

SAFETY RECALL N49/HNTSA 13-529
ATTN: CASE #[redacted]

We have already experienced this condition and have paid to have it repaired. The following is the information requested on this repair:

Address:[redacted] Riverton, Wyoming[redacted]

Vehicle Owner's Name[redacted] Phone Day/Evening[redacted]

Vehicle VIN #: 3D7UT2CL9AG[redacted]

Current Mileage: 82,133

Repair Vehicle Mileage: 60,122

Purchased From: Fremont Motors, Rawlins, Wyoming

Serviced At: Buggy Bath Tire and Auto, Riverton, Wyoming (see attached receipt)

Date of Purchase: 05/2012

Date of Service: 03/07/2013

Description of Concern: Front end shaking

Requested Action: Reimbursement for Repairs

Repair Order and Proof of Payment : See Attached

If you should have any questions or require additional information, please call at the above number anytime.

Thank you for your attention and concern in this matter.

[redacted]

Attachments

Buggy Bath Tire & Auto
490 E. Pershing
Riverton, WY. 82501
Phone - 307-463-0511 Fax - 307-463-0512
We Work Hard for You!

INVOICE
[redacted]
Org. Est. # 000469

INVOICE FROM HISTORY

Invoice Date : 03/07/2013
Work Completed Date : 03/07/2013 Print Date : 12/30/2013

[redacted]
Riverton, WY [redacted]
Home [redacted]
Cust ID : 363

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : - [redacted]
Unit # :
Vin # : 3D7UT2CL9AG[redacted]
Hat # :
Odometer In : 60122
Odometer Out : 60122
Ref # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT			
500-1117	2.00	130.00	260.00
BALL JOINT			
RK7467	2.00	110.72	221.44
UNIVERSAL JOINT FRONT AXLE			
479	2.00	99.99	199.98

Labor Description	Extended
Install Ball Joints/U-Joints	232.23
Install Ball Joints/U-Joints	
Lube, Oil, Filter	85.00
Lube, Oil, Filter	

Org. Estimate $ 1,038.60 Revisions $ 0.00 Current Estimate $ 1,038.60

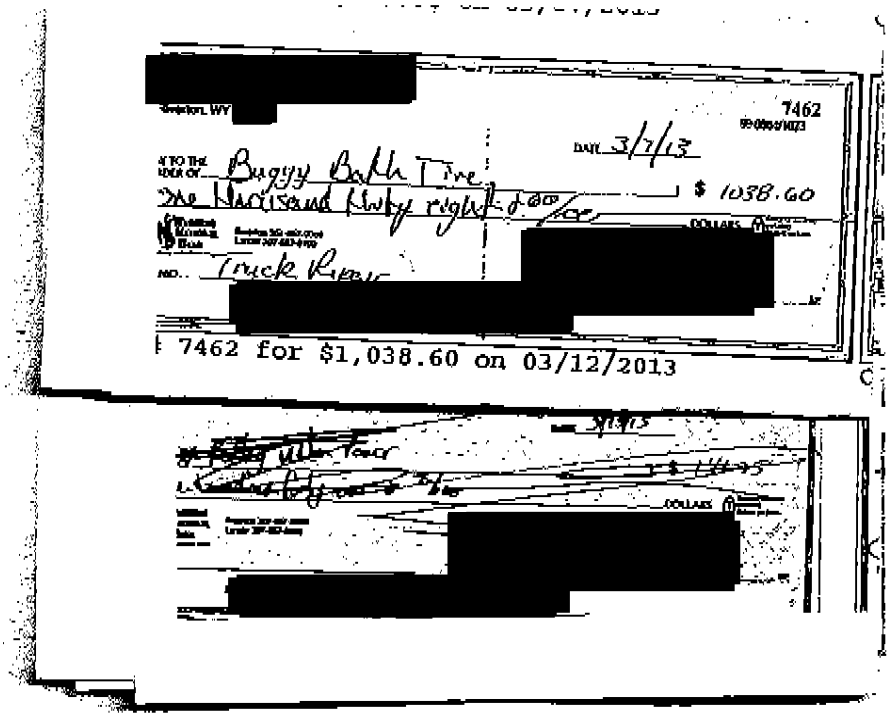
Labor:	317.23
Parts:	681.42
Sublet:	$0.00
Sub:	998.65
Tax:	39.95
Total:	1,038.60
Bal Due:	$0.00

[Payments - Check - $1,038.60]

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is provided by manufacturer. I hereby release Buggy Bath Tire and Auto from any damage, theft, vandalism, or any other unforeseen circumstances beyond their control. I am also aware that Wheels need to be retorqued after 15 and 50 miles, and checked periodically.

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011.JD


7462
DATE 3/7/13
Buggy Bath Tire
$ 1038.60
Truck Repair
7462 for $1,038.60 on 03/12/2013

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Order status updated

CASE #[redacted]

From: orders <orders@moparsupercenter.com>
To: [redacted]
Subject: Order status updated
Date: Wed, Apr 4, 2012 4:11 pm

[redacted]

Order Notes From MSC: **Shipped Via UPS Ground 04/04/12 Thank You for your Order.**
Tracking Number: [redacted]
Order Status: **completed**

Customer's Order Numbe[redacted] **Date:** 04 April 2012 06:45

Ship To:	**Bill To:**
[redacted] Aurora, Illinois [redacted] USA	[redacted] Aurora, Illinois [redacted] USA

SKU	Item	Qty	Each	Total
ALL PARTS INCLUDED	DODGE RAM 03 To 2010 2500 & 3500 Steering Upgrade Kit PN PK362AF | Available Items: COMPLETE KIT |	1	$355.17	$355.17
			Subtotal:	$355.17
			Discounts:	$0.00
			Sales Tax:	$0.00
			Shipping:	$60.00
			Grand Total:	**415.17**

Additional Billing Information
Credit Card Type: [redacted]
Credit Card Number:
Name on Credit Card: [redacted]
Expiration Date: 02/2013

Phone [redacted]
E-mail:

[redacted]

12/27/2013

Order status updated

CASE #[redacted]

From: orders <orders@moparsupercenter.com>
To: [redacted]
Subject: Order status updated
Date: Wed, Apr 4, 2012 4:11 pm

[redacted]

Order Notes From MSC: **Shipped Via UPS Ground 04/04/12 Thank You for your Order.**
Tracking Number: [redacted]
Order Status: **completed**

Customer's Order Numbe[redacted] **Date:** 04 April 2012 06:45

Ship To:	**Bill To:**
[redacted] Aurora, Illinois [redacted] USA	[redacted] Aurora, Illinois [redacted] USA

SKU	Item	Qty	Each	Total
ALL PARTS INCLUDED	DODGE RAM 03 To 2010 2500 & 3500 Steering Upgrade Kit PN PK362AF | Available Items: COMPLETE KIT |	1	$355.17	$355.17
			Subtotal:	$355.17
			Discounts:	$0.00
			Sales Tax:	$0.00
			Shipping:	$60.00
			Grand Total:	**415.17**

Additional Billing Information
Credit Card Type: [redacted]
Credit Card Number:
Name on Credit Card: [redacted]
Expiration Date: 02/2013

Phone [redacted]
E-mail [redacted]

Order status updated

CASE #[redacted]

From: orders <orders@moparsupercenter.com>
To: [redacted]
Subject: Order status updated
Date: Wed, Apr 4, 2012 4:11 pm

[redacted]

Order Notes From MSC: **Shipped Via UPS Ground 04/04/12 Thank You for your Order.**
Tracking Number: [redacted]
Order Status: **completed**

Customer's Order Numbe[redacted] **Date:** 04 April 2012 06:45

Ship To:	**Bill To:**
[redacted] Aurora, Illinois [redacted] USA	[redacted] Aurora, Illinois [redacted] USA

SKU	Item	Qty	Each	Total
ALL PARTS INCLUDED	DODGE RAM 03 To 2010 2500 & 3500 Steering Upgrade Kit PN PK362AF | Available Items: COMPLETE KIT |	1	$355.17	$355.17
			Subtotal:	$355.17
			Discounts:	$0.00
			Sales Tax:	$0.00
			Shipping:	$60.00
			Grand Total:	**415.17**

Additional Billing Information
Credit Card Type: [redacted]
Credit Card Number:
Name on Credit Card: [redacted]
Expiration Date: 02/2013

Phone [redacted]
E-mail:

[redacted]

12/27/2013

Order status updated

CASE #[redacted]

From: orders <orders@moparsupercenter.com>
To: [redacted]
Subject: Order status updated
Date: Wed, Apr 4, 2012 4:11 pm

[redacted]

Order Notes From MSC: **Shipped Via UPS Ground 04/04/12 Thank You for your Order.**
Tracking Number: [redacted]
Order Status: **completed**

Customer's Order Numbe[redacted] **Date:** 04 April 2012 06:45

Ship To:	**Bill To:**
[redacted] Aurora, Illinois [redacted] USA	[redacted] Aurora, Illinois [redacted] USA

SKU	Item	Qty	Each	Total
ALL PARTS INCLUDED	DODGE RAM 03 To 2010 2500 & 3500 Steering Upgrade Kit PN PK362AF | Available Items: COMPLETE KIT |	1	$355.17	$355.17
			Subtotal:	$355.17
			Discounts:	$0.00
			Sales Tax:	$0.00
			Shipping:	$60.00
			Grand Total:	**415.17**

Additional Billing Information
Credit Card Type: [redacted]
Credit Card Number:
Name on Credit Card: [redacted]
Expiration Date: 02/2013

Phone [redacted]
E-mail:

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D7KU28DX

VIN (LAST 8 DIGITS) 4G [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Advance Auto Parts Professional

Service is our best part.®

Store 6069 2956 South 108th Street West Allis, WI 53227 Phone: (414) 327-2937
Questions or feedback? Contact the Commercial Customer Support Team
at 1-877-280-5965 or email us at service@advanceautoparts.com

WEAREVER GOLD BUNDLES ARE BACK FOR 2012
Purchase 1 set of Wearever Gold brake Pads and 2 Wearever Rotors for $79.99 - it's the same great coverage you've come to expect from Advance Auto Parts Professional, for the brake jobs you do every day.

[redacted]
Milwaukee, WI [redacted]
Phone: [redacted]
Account ID: [redacted]

P.O. #:
Date: 4/28/12
Register: 8
Store/Unit#:
Internet Order #:

Invoice/Trans: [redacted]
Time: 2:10:06PM
Delivery: No
Salesperson: Gary

Product Line	Part #	Description	SKU	Warranty	Qty	List	Cost	Extended
Moog	K7467	BALL JOINTS MOOG	20516802	LIMITED LIFETIME REPLACEMENT	2	141.03	76.73	153.46
Moog	K7460	BALL JOINT 1 EA MOOG	21880559	LIMITED LIFETIME REPLACEMENT	2	130.18	70.59	141.18
Moog	K80885	SWAY BAR LINK KIT 1 EA M	21880460	LIMITED LIFETIME REPLACEMENT	2	92.38	46.93	93.86
Monroe	SC2964	STABILIZER STEERING MON	18570204	LIMITED LIFETIME REPLACEMENT	1	66.48	37.98	37.98
Moog	DS1464	TIE RODS / ENDS MOOG	20515065	LIMITED LIFETIME REPLACEMENT	1	156.53	85.08	85.08
Moog	DS1463	TIE RODS / ENDS MOOG	20515006	LIMITED LIFETIME REPLACEMENT	1	158.08	85.78	85.78
Moog	ES3626S	TIE ROD COMPONENTS MO	20515658	LIMITED LIFETIME REPLACEMENT	2	68.23	32.26	64.52
Moog	ES3625	TIE RODS / ENDS MOOG	20515646	LIMITED LIFETIME REPLACEMENT	1	89.08	45.24	45.24
Moog	464	U JOINT 1 EA MOOG	10086935	LIMITED LIFETIME REPLACEMENT	2	87.48	47.48	94.96
	648617	BALL JOINT KIT 23 EA PWR	9150043	LIMITED LIFETIME REPLACEMENT	1	231.99	159.99	159.99
Moog	ES3624	TIE RODS / ENDS MOOG	20515635	LIMITED LIFETIME REPLACEMENT	1	48.98	23.09	23.09

Payment [redacted]XXXXXXXXXXXX9302[redacted] -1,040.31

SUBTOTAL		985.14
T1 Tax @	5.6000%	55.17
TOTAL INVOICE		**1,040.31**
PAYMENT		Visa
CHANGE		0.00

[redacted]

Customer's signature below certifies that the tax free purchase items qualify for resale or other permitted tax or fee exemption. Customer will pay all taxes and government fees on taxable purchases, including interest and penalties if applicable. All cores need to be in the original box and in rebuildable condition to receive full core credit. Invoice required as proof of purchase for all returns.

THANK YOU FOR YOUR BUSINESS!

Customer Copy

OVER

OWNER

[redacted]

Home [redacted]

MILWAUKEE WI [redacted]

2004 DODGE RAM 2500 3D7KU28DX4G[redacted]

[redacted]
Milwaukee, WI [redacted]

MILWAUKEE WI 532
02 JAN 2014 PM 8 L
JA 3

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

attn: N62

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-02 23:08:27.859027
Files Not Recieved: 0

2004 Dodge 2500 Diesel mileage is 77716
steering linkage replacement parts purchased.
contact : [redacted]
phone : [redacted]
E-mail: [redacted]

Larry H. Miller

Chrysler Jeep Dodge Ram RIVERDALE

1481 W. Riverdale Road, Riverdale, UT 84405-4063
Parts Direct (801) 398-2860 · Fax (801) 398-2808
Main (801) 398-2800
www.lhmchryslerriverdale.com

419062

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
RESTOCKING CHARGE MAY APPLY.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
11 DEC 13		11 DEC 13	11 DEC 13	[redacted]

SOLD TO
ACCT NO. [redacted]
WOODRUFF

SHIP TO
TAX NO.
CASH WHOLESALE

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
09:34	275		CASH	RIVERDALE, UT

QUANTITY ORD	QUANTITY SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52122362AJ	STEERING-S PNL2	350.00	262.50	262.50
			Part number 52122362AJ		replaces	52122362AH	

LHM CHRYSLER JEEP DO
5212 SOUTH FREEWAY PARK DRIVE
RIVERDALE, UT. 84405
801-563-4100
Merchant ID: 8016395777
Term ID: 001060000080163957770001
Phone Order
[redacted]
Entry Method: Manual
$ 262.50
09:36:43
Appr Code: 035679
12/11/13
Inv #: 000002
Approvd: Online
AVS Code:
CVV2 Code: MATCH M
Customer Copy
THANK YOU!

CHRYSLER
Jeep
Mopar PARTS
DODGE
RAM

Date Paid: _____
Cash ___ Check ___ Credit Card
****
Thank you for your business
++++++++++++++++++++++++++++++++++++

CUSTOMER'S SIGNATURE
X

PARTS	262.50
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$262.50

x1pi1.100_1

CUSTOMER COPY

WOODRUFF AUTO SERVICE INC.
3896 N HWY 89
Ogden, UT. 84404
Phone - 801-782-6294 Fax - 801-782-5021

INVOICE
[redacted]

INVOICE

Print Date : 12/16/2013

[redacted]
Willard, UT [redacted]
Cell Phone [redacted] Ext ***** ---- Home [redacted]
Cust ID : 3805 Ref # :

2004 Dodge - Pickup R2500
5.9L, In-Line6, VIN (C), AUTO, DISC/DISC
Lic # : 620VFZ Odometer In :
Unit # : SILVER Odometer Out : 77584
Vin # : 3D7KU28C04G[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
				THRUST ANGLE ALIGNMENT	69.99

WOODRUFF AUTO SERVICE
3896 N HWY 89
OGDEN, UT 84414
(801) 782-6294

TERMINAL ID.: 002
MERCHANT #: 120000102702

[redacted]
XXXXXXXXXXXX[redacted] EXP:XX/XX KEY ENTERED
SALE
BATCH: 000231 INV: 000003
Dec 16, 13 17:03
RRN: 000003003754 AUTH: 025840

TOTAL $74.78

CUSTOMER COPY

[Technicians : KEYES, ROGE

Org. Estimate $74.78 Revisions $0.00 Current Estimate $ 74.78 Additional Cost Revised Estimate

Labor:	69.99
Parts:	0.00
Sublet:	0.00
Sub:	69.99
Tax:	4.79
Total:	74.78
Bal Due:	$0.00

[Payments - Visa - $74.78]

Thank you for being a valued Woodruff Auto Service customer. You have authorized the above repair work to be done along with the necessary materials. Charged accounts are NET 30 Woodruff Auto reserves the right to charge 1½ % interest on past due accounts. Past due accounts will be subject to all fees required for legal collection should it become necessary. WOODRUFF AUTO IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE. **Find us on Facebook! www.woodruffautoservice.com**

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

01.17.07 Copyright Mitchell 1 Invoic1

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/07/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS28C9

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRISTY'S AUTO REPAIR INC.
1021 W. McMurtry Rd
Stillwater, OK. 74075
Phone - 405-624-0506 Fax - 405-624-5041

INVOICE
[redacted]
Org. Est. # 016378

INVOICE

[redacted]

Print Date : 12/27/2013

2006 Dodge - Pickup R2500 - 5.9L, In-Line6 (360CI)
Lic # : -
Unit # :
Vin # : 3D7KS28C26G[redacted]
Hat # :

Odometer In : 112264
Odometer Out : 112272

Office [redacted]
Cust ID : 2247

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended

Org. Estimate $ 1,167.83 | Revisions $ 0.00 | Current Estimate $ 1,167.83

Labor:	469.24
Parts:	663.35
Sublet:	$0.00
Sub:	1,132.59
Tax:	35.24
Total:	1,167.83
Bal Due:	$1,167.83

Paid #1334
12-27-13

Payments -

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

Signature _____ Date _____ Time _____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18 2011 JD

December 30, 2013

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

RE: Recall H46 and N62 on 2006 Dodge - VIN 3D7KS28C26G[redacted]

Dear Sirs:

I experienced the conditions reported in the recall notices referenced above and paid to have these conditions repaired. The repairs were made At Christy's Auto Repair, Inc. Per your instructions I am enclosing the original invoice and requesting reimbursement for these expenses.

Also enclosed are remittance portions of both recall notification letters. These indicate the *last 8* characters of the VIN. I have also included the full VIN number above for your convenience.

Please send the reimbursement check to:

[redacted]
Stillwater, OK [redacted]

If you need additional information, please email me at [redacted]

[redacted]

[redacted] Stillwater, OK [redacted]

CHRISTY'S AUTO REPAIR INC.
1021 W. McMurtry Rd
Stillwater, OK. 74075
Phone - 405-624-0506 Fax - 405-624-5041

INVOICE
[redacted]
Org. Est. # 016378

INVOICE

Print Date : 12/27/2013

[redacted]

2006 Dodge - Pickup R2500 - 5.9L, In-Line6 (360CI)
Lic # : -
Unit # :
Vin # : 3D7KS28C26G[redacted]
Hat # :
Odometer In : 112264
Odometer Out : 112272
Ref # :

Office [redacted]
Cust ID : 2247

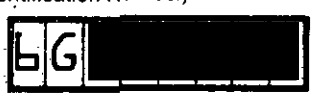
Part Description / Number	Qty	Sale	Extended
Automatic Transmission Filter Kit FK317	1.00	14.99	14.99
Oil Filter 57620	1.00	9.99	9.99
Fuel Filter 33585XE	1.00	26.09	26.09
Outer Tie Rod End DS1463	1.00	99.33	99.33
Upper Ball Joint K7460	1.00	75.59	75.59
Lower Ball Joint K7467	1.00	89.45	89.45
Front Ceramic Pads C965	1.00	42.95	42.95
Front Disc Brake Rotor 780143RGS	2.00	56.25	112.50
Air Filter 49946	1.00	28.95	28.95
SYNTHETIC GEAR OIL SS7590S	7.00	11.99	83.93
AUTO. TRANS. FLUID ATF+4	7.00	4.99	34.93
ROTELLA 15W40 ENGINE OIL R15W40	12.00	2.89	34.68
Shop Supplies		9.97	9.97

Labor Description	Extended
Change Oil, Filter and Lube. Replace Air and Fuel Filters.	40.00
Change Transmission Fluid and Filter	80.00
Change Gear Oil in Both Differentials and Transfer Case	80.00
BALL JOINT - Remove & Replace - R2500,R3500,4WD Upper & Lower,One Side - [Includes: R&I Steering Knuckle.] Replace Front Disc Brake Pads and Both Brake Rotors.	160.00
TIE ROD &/OR ENDS - Remove & Replace - R2500,R3500,4WD One - [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.	72.00
Mount 2 Tires and Balance Tires	32.00
Environmental Charge	5.24

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 JD

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

VIN (Last 8 Characters of Vehicle Identification Number)



Notification Code



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 _____

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

VIN (Last 8 Characters of Vehicle Identification Number)



Notification Code



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 _____

From: [redacted]

Stillwater, OK [redacted]

[redacted]

ATTN: Reimbursement

Ready Post.

Document Mailer

4832

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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 _____

282910/#63094/N62

Customer Number [redacted] Invoice N[redacted]

INVOICE

Deery Brothers
Chrysler, Dodge, Jeep, Ram
629 South Riverside Drive
Iowa City, IA 52246
(319) 887-9000 · FAX (319) 337-6646
www.DeeryBrothersIowaCity.com

FUSION TECH
[redacted]
ROSEVILLE, IL [redacted]
Home: **Bus**[redacted] **Cell:**[redacted]
Email:

SERVICE ADVISOR: ***71 BRADLEY DAHLSTROM***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	DODGE RAM 1500	3D7KS19D67G[redacted]	[redacted]	134665 / 134665	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP07	16MAY07		16:30 23AUG12			CASH	27AUG12

R.O. OPENED	READY	OPTIONS: DLR:44468 ENG:5.7_Liter_SMPI
11:32 23AUG12	12:10 27AUG12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES THE RIGHT FRONT TIE ROD END BROKE. CHECK AND ADVISE						
	C62			REPLACE BROKEN TIE ROD AND STEERING DAMPNER			
		97	CP			137.88	137.88
	1	68039930AA		ARM-PITMAN	95.74	95.74	95.74
	3	6505623AA		NUT-HEX LOCK	4.00	4.00	12.00
	1	5154661AB		*DAMPER-STEERING	168.30	168.30	168.30
	1	52122362AG		STEERING-STEERING	380.10	380.10	380.10
	SUBL	SPENLER		ALIGNMENT INVOICE 154732 PO#43084			
			CP			65.00	65.00

134665 checked front steering parts, there is a revised steering package that replaces all steering components with new design. replaced pitman arm, steering dampener and all steering links and adjusters.

****

R.O.#: [redacted]

VIN.#: 3D7KS19D67G[redacted]

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

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

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 137.88
PARTS AMOUNT	$ 656.14
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 65.00
MISC. CHARGES	$ 13.79
TOTAL CHARGES	$ 872.81
LESS INSURANCE	$ 0.00
SALES TAX	$ 61.10
PLEASE PAY THIS AMOUNT	**$ 933.91**

Customer Copy

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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 _____

282910/#63094/N62

Customer Numbe[redacted] Invoice N[redacted]

INVOICE

FUSION TECH
[redacted]
ROSEVILLE, IL[redacted]
Home: Bus[redacted] Cell:[redacted]
Email:

Deery Brothers
Chrysler, Dodge, Jeep, Ram
629 South Riverside Drive
Iowa City, IA 52246
(319) 887-9000 · FAX (319) 337-6646
www.DeeryBrothersIowaCity.com

SERVICE ADVISOR: *71 BRADLEY DAHLSTROM*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	DODGE RAM 1500	3D7KS19D67G[redacted]	[redacted]	134665 / 134665	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP07	16MAY07		16:30 23AUG12			CASH	27AUG12

R.O. OPENED	READY	OPTIONS: DLR:44468 ENG:5.7_Liter_SMPI
11:32 23AUG12	12:10 27AUG12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES THE RIGHT FRONT TIE ROD END BROKE. CHECK AND ADVISE						
	C62			REPLACE BROKEN TIE ROD AND STEERING DAMPNER			
		97	CP			137.88	137.88
	1	68039930AA		ARM-PITMAN	95.74	95.74	95.74
	3	6505623AA		NUT-HEX LOCK	4.00	4.00	12.00
	1	5154661AB		*DAMPER-STEERING	168.30	168.30	168.30
	1	52122362AG		STEERING-STEERING	380.10	380.10	380.10
	SUBL	SPENLER		ALIGNMENT INVOICE 154732 PO#43084			
			CP			65.00	65.00

134665 checked front steering parts, there is a revised steering package that replaces all steering components with new design. replaced pitman arm, steering dampener and all steering links and adjusters.

****

R.O.#: [redacted]

VIN.#: 3D7KS19D67G[redacted]

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

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

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 137.88
PARTS AMOUNT	$ 656.14
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 65.00
MISC. CHARGES	$ 13.79
TOTAL CHARGES	$ 872.81
LESS INSURANCE	$ 0.00
SALES TAX	$ 61.10
PLEASE PAY THIS AMOUNT	**$ 933.91**

Customer Copy

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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 _____

282910/#63094/N62

Customer Numbe[redacted] Invoice N[redacted]

INVOICE

Deery Brothers
Chrysler, Dodge, Jeep, Ram
629 South Riverside Drive
Iowa City, IA 52246
(319) 887-9000 · FAX (319) 337-6646
www.DeeryBrothersIowaCity.com

FUSION TECH
[redacted]
ROSEVILLE, IL[redacted]
Home: **Bus**[redacted] **Cell:**[redacted]
Email:

SERVICE ADVISOR: ***71 BRADLEY DAHLSTROM***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	DODGE RAM 1500	3D7KS19D67G[redacted]	[redacted]	134665 / 134665	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP07	16MAY07		16:30 23AUG12			CASH	27AUG12

R.O. OPENED	READY	OPTIONS: DLR:44468 ENG:5.7_Liter_SMPI
11:32 23AUG12	12:10 27AUG12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES THE RIGHT FRONT TIE ROD END BROKE. CHECK AND ADVISE						
	C62			REPLACE BROKEN TIE ROD AND STEERING DAMPNER			
		97	CP			137.88	137.88
	1	68039930AA		ARM-PITMAN	95.74	95.74	95.74
	3	6505623AA		NUT-HEX LOCK	4.00	4.00	12.00
	1	5154661AB		*DAMPER-STEERING	168.30	168.30	168.30
	1	52122362AG		STEERING-STEERING	380.10	380.10	380.10
	SUBL	SPENLER		ALIGNMENT INVOICE 154732 PO#43084			
			CP			65.00	65.00

134665 checked front steering parts, there is a revised steering package that replaces all steering components with new design. replaced pitman arm, steering dampener and all steering links and adjusters.

****

R.O.#: [redacted]

VIN.#: 3D7KS19D67G[redacted]

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

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

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 137.88
PARTS AMOUNT	$ 656.14
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 65.00
MISC. CHARGES	$ 13.79
TOTAL CHARGES	$ 872.81
LESS INSURANCE	$ 0.00
SALES TAX	$ 61.10
PLEASE PAY THIS AMOUNT	**$ 933.91**

Customer Copy

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

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

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code 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 _____

282910/#63094/N62

Customer Number [redacted] Invoice N [redacted]

INVOICE

Deery Brothers
Chrysler, Dodge, Jeep, Ram
629 South Riverside Drive
Iowa City, IA 52246
(319) 887-9000 · FAX (319) 337-6646
www.DeeryBrothersIowaCity.com

FUSION TECH
[redacted]
ROSEVILLE, IL [redacted]
Home: **Bus** [redacted] **Cell** [redacted]
Email:

SERVICE ADVISOR: ***71 BRADLEY DAHLSTROM***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	DODGE RAM 1500	3D7KS19D67G [redacted]	[redacted]	134665 / 134665	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP07	16MAY07		16:30 23AUG12			CASH	27AUG12

R.O. OPENED	READY	OPTIONS: DLR:44468 ENG:5.7_Liter_SMPI
11:32 23AUG12	12:10 27AUG12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES THE RIGHT FRONT TIE ROD END BROKE. CHECK AND ADVISE						
	C62			REPLACE BROKEN TIE ROD AND STEERING DAMPNER			
		97	CP			137.88	137.88
	1	68039930AA		ARM-PITMAN	95.74	95.74	95.74
	3	6505623AA		NUT-HEX LOCK	4.00	4.00	12.00
	1	5154661AB		*DAMPER-STEERING	168.30	168.30	168.30
	1	52122362AG		STEERING-STEERING	380.10	380.10	380.10
	SUBL	SPENLER		ALIGNMENT INVOICE 154732 PO#43084			
			CP			65.00	65.00

134665 checked front steering parts, there is a revised steering package that replaces all steering components with new design. replaced pitman arm, steering dampener and all steering links and adjusters.

****

R.O.#: [redacted]

VIN.#: 3D7KS19D67G [redacted]

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

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

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 137.88
PARTS AMOUNT	$ 656.14
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 65.00
MISC. CHARGES	$ 13.79
TOTAL CHARGES	$ 872.81
LESS INSURANCE	$ 0.00
SALES TAX	$ 61.10
PLEASE PAY THIS AMOUNT	**$ 933.91**

Customer Copy

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D7MX48CX

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX48CX6G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

PURCELL TIRE & RUBBER COMPANY

SEND PAYMENTS ONLY TO: PURCELL TIRE CO. P.O. BOX 503649 ST. LOUIS, MO 63150-3649

PURCELL TIRE COMPANY
5308 U.S. HIGHWAY 61

JACKSON, MO
63755
573/243-5751

INVOICE #: [redacted]

PAGE: 1
TIME STARTED: 08:42:13
TIME CLOSED: 16:40:59

NONSIG #: 000176266 ACCT#: 711111
CUSTOMER: [redacted]

711111

WHITEWATER MO

HOME: [redacted] 0 VEHICLE: 2006 DODGE 3500
SALESMAN: 00703 LICENSE: [redacted] MO MILEAGE: 98307
VIN: 3D7MX48CX6G[redacted]
INVOICE DATE: 06/27/13 TERMS: NET 10TH

PRODUCT	MECHANIC	QUANTITY	PRICE	F.E.T.	EXTENSION
DIESEL OIL CHANGE 077217D		1	54.95		54.95
OIL FILTER DISPOSAL 046269		1	3.00		3.00
UPPER BALL JOINT AZ 047200	783	2	73.99		147.98
LOWER BALL JOINT AZ 047200	783	2	73.99		147.98
TIE ROD AZ 047200	783	1	46.00		46.00
LABOR ON OUTER TIE ROD 047100	783	1	82.50		82.50
STEERING DAMPER AZ 047200	783	1	60.00		60.00
LABOR ON STEERING DAMPER 047100	783	1	30.00		30.00
FRONT END ALIGN 047100	783	1	59.95		59.95
OIL FILTER 047200	783	1	19.95		19.95
DIESEL OIL PER QT. 077208		2	5.75		11.50
LABOR ON ALL BALL JIONTS 047100	783	1	210.00		210.00
SHOP MATERIALS 093200			29.95		29.95

MERCHANDISE:	521.31
LABOR:	382.45
SALES TAX:	27.24
INVOICE TOTAL:	931.00
CASH	931.00

bk check #2950

CALL US FOR YOUR COMPLETE FLEET SERVICE NEEDS AND COMMERCIAL TRUCK AND TRAILER

2

SERVICE CHARGES: 1 1/2% PER MONTH (18% ANNUAL RATE) ON ALL PAST DUE AMOUNTS.

PURCELL TIRE & RUBBER COMPANY

SEND PAYMENTS ONLY TO: PURCELL TIRE CO.
P.O. BOX 503649
ST. LOUIS, MO 63150-3649

PURCELL TIRE COMPANY

INVOICE #: [redacted]

CUSTOMER: [redacted]

PRODUCT	MECHANIC	QUANTITY	PRICE	F.E.T.	EXTENSION

ALIGNMENTS. 24 HOUR ROAD SIDE SERVICE AVAILABLE. 573-243-5751

[redacted]

Customer Signature : [redacted]

Printed Name: X

SERVICE CHARGES: 1 1/2% PER MONTH (18% ANNUAL RATE) ON ALL PAST DUE AMOUNTS

[redacted]

Whitewater MO [redacted]

From: [redacted]

DATE 12/30/13

[redacted]

VIN 3D7MX48CX6G[redacted]

DEAR Chrysler

I am a long time Chrysler owner:
past: 2500 Ram Truck
past: Pacifica
Current: Journey (2013)
Current 3500 Ram Truck VIN# Above (2006)
(miles 98,307)

Your Safety Recall Problem
Could have caused me and my family and horses serious Injury.
We travel with my Son on the Highschool Rodeo Circut.
My left tie Rod Broke!
I WAS Lucky/Blessed this happend In my hometown just before traveling 8 hours to A Rodeo And no one was hurt.

Please do the right thing and reinburse me the material & Labor on the attached Invoice.
$814.36

Thanks Loyal Chrysler owner
[redacted]

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

'IN (Last 8 Characters of Vehicle dentification Number) Notification Code



his service was previously performed on my vehicle *(check one if pplicable)*:

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

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

☐ scrapped ☐ stolen ☐ exported

his 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: _____

pdated name and address *(type or print the new owner's name nd 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

rst Name _____ MI _____

st Name _____

eet Address _____

_____

_____

_____ Zip Code _____

Address _____



Whitewater, MO

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-31 15:23:34.001697
Files Not Recieved: 0

case#[redacted]

Melissa,

Please find attached the invoice from the dealership which made the repairs. When the tie rod broke 3/6/2011 it also caused damage to the wheel and tire. You can see on page 1 I paid $500 check [redacted] on 4/12/2011. I also paid $884.06 check #[redacted] for the balance on the repairs.

[redacted]

#[redacted] State Farm

CUSTOMER #: [redacted]

[redacted]

COLUMBUS MT [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

DICK HUVAERE'S RICHMOND
Chrysler/Dodge/Jeep
A Division of Huvaere Automotive Group

PHONE (586) 727-7577 FAX (586) 727-1024
67567 SOUTH MAIN STREET, P.O. BOX 310
RICHMOND, MICHIGAN 48062-1399
www.huvaere.com / E-Mail: hsales@huvaere.com
STATE REG# F 114253

INVOICE

PAGE 1

SERVICE ADVISOR: 56 GERARD SEBASTIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 3500	3D7LX38C86G[redacted]		96143/96155	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR06 DD			17:00 18APR11		0.00	CASH	21APR11

R.O. OPENED	READY	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	ENGINE: 6.7L_Liter_Turbo_Diesel
07:05 18APR11	16:01 21APR11		

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUST/STS LT FRT TIE ROD BROKE & DAMAGED TIRE ADVISE NEEDS							
	FSUS ALL FRONT SUSPENSION PROBLEMS							
	4266 JONES,RALPH LIC#: M114671							
			C				276.00	276.00
	1 52122362AF STEERING					350.00	350.00	350.00
	1 68039930AA ARM					76.20	76.20	76.20
	1 52122370AB DAMPER					149.00	149.00	149.00
	3 6505623AA NUT					1.75	1.75	5.25
	1 05556 TIRE					169.41	169.41	169.41
	1 52110366AC WHEEL					365.00	365.00	365.00
PARTS:	1114.86	LABOR:	276.00	OTHER:	0.00	TOTAL LINE A:		1390.86
	96143 REPLACE PITMAN ARM,STEERING DAMPER,BOTH TIE RODS,CENTER LINK,DRAG LINK,3.0 HR							
	**********							
B	VEH TOWED IN BY FRT SERVICE DOOR							
	INFO INFORMATION LINE							
	1531		I					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00
	**********							
C	QUALITY ASSURANCE CHECK							
	QC QUALITY ASSURANCE CHECK							
	3734		I					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00
	96155 Q C COMPLETE							
	**********							
D	VEHICLE INSPECTION: GAS							
	VISG VEHICLE INSPECTION: GAS							
	4266 JONES,RALPH LIC#: M114671							
			I					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:		0.00
	**********							
E	ALTERNATE TRANSPORTATION. OFFERED A MINIMUM OF TWO ALTERNATE TRANSPORTATION OPTIONS TO CUSTOMER, SUCH AS SHUTTLE SERVICE, RENTAL, PICK-UP AND DELIVERY OR OTHER MEANS.							

PAID
APR 28 2011
9985 500.00
CHECK CHARGE
CASH 0.00

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DICK HUVAERE'S RICHMOND CHRYSLER/DODGE/JEEP 67567 SOUTH MAIN ST. P.O. BOX 310 RICHMOND, MICHIGAN 48062-1399
PHONE (586) 727-7577 OR FAX (586) 727-1024

THANK YOU FOR YOUR BUSINESS

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSOC

CUSTOMER COPY

mopar CHRYSLER MOTORS GENUINE PARTS

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

DICK HUVAERE'S RICHMOND
Chrysler/Dodge/Jeep
A Division of Huvaere Automotive Group
PHONE (586) 727-7577 FAX (586) 727-1024
67567 SOUTH MAIN STREET, P.O. BOX 310
RICHMOND, MICHIGAN 48062-1399
www.huvaere.com / E-Mail: healee@huvaere.com
STATE REG# F 114263

COLUMBUS, MI [redacted]
HOME: [redacted] CONT [redacted]
BUS: CELL [redacted]

SERVICE ADVISOR: 56 GERARD SEBASTIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 3500	3D7LX38C86G[redacted]		96143/96155	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR06 DD			17:00 18APR11		0.00	CASH	21APR11

R.O. OPENED	READY	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	ENGINE: 5.9 Liter Turbo Diesel
07:05 18APR11	16:01 21APR11		

LINE	OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
	ATO ALTERNATE TRANSPORTATION. OFFERED A MINIMUM OF TWO ALTERNATE TRANSPORTATION OPTIONS TO CUSTOMER, SUCH AS SHUTTLE SERVICE, RENTAL, PICK-UP AND DELIVERY OR OTHER MEANS.										
		1531	I								(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:					0.00
	**********										
F	VEH DIRTY ON ENTRY & LT FRT TIRE FLAT										
	VA VEHICLE ASSESSMENT										
		4266	JONES,RALPH LIC#: M114671								
			I								(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:					0.00
	**********										
G**	FRONT END ALIGNMENT: FWD										
	FEAR FRONT END ALIGNMENT: RWD										
		4266	JONES,RALPH LIC#: M114671								
			C							59.95	59.95
PARTS:	0.00	LABOR:	59.95	OTHER:	0.00	TOTAL LINE G:					59.95
	96143 ALIGN FRONT END REAR WHEEL DRIVE 1.5 HRS										
	**********										
H**	MOUNT & BALANCE TIRE										
	LIGHT ALL LIGHT REPAIR PROBLEMS										
		4266	JONES,RALPH LIC#: M114671								
			C							25.00	25.00
PARTS:	0.00	LABOR:	25.00	OTHER:	0.00	TOTAL LINE H:					25.00
	96143 LT FRONT TIRE,.4 HR										
	**********										
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER											36.10

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	360.95
PARTS AMOUNT	1114.86
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	36.10
TOTAL CHARGES	1511.91
LESS INSURANCE	0.00
SALES TAX	69.06
PLEASE PAY THIS AMOUNT	1580.97

THANK YOU FOR YOUR BUSINESS

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS/2C

CUSTOMER COPY

Mopar GENUINE PARTS

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/10/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 1D7K038D5

VIN (LAST 8 DIGITS) 4J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 8000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

December 29th 2013

To Whom It May Concern,

Enclosed is the original invoice for repairs made to my 2004 Dodge Ram 2500 Crew Cab 4x4 that were done to address a loss of control of the right front wheel while at highway speeds. These repairs were made and the condition has subsequently no longer occurred. I am requesting reimbursement for the cost of the repairs that addresses components of the front end stabilization system. Multiple repairs were made at this time, but not all were related to the front end. I am submitting this information per the recall notice I received and a follow up call I made to Chrysler today. I have included the reference number for this letter and invoice, as well as the vehicle VIN number. Please note that the vehicle is in two names, as I purchased the vehicle 10 years ago and my father (William L. Davis) co-signed with me. I am the owner and primary driver of the vehicle in question and did pay for the repairs. You may address any questions or concerns to the contact information below.

Thanks,

[redacted]

Case Reference Number: [redacted]

Vehicle VIN Number: ID7KU28D54[redacted]

TOTAL EXPENSES FOR FRONT END REPAIR = $896.92

MIES AUTO REPAIR LLC
27400 W 21ST N
Garden Plain, KS. 67050
Phone - 316-640-0987 Fax - 316-531-2517
Repaired quickly and correctly the first time.

INVOICE
[redacted]
Org. Est. # 013726
Master ASE Certified

Invoice Date : 10/09/2013

INVOICE FROM HISTORY

Work Completed Date : 10/09/2013
Print Date : 12/30/2013

[redacted]
Wichita, KS [redacted]
Cell [redacted]
Cust ID : [redacted]

2004 Dodge - Pickup R2500 - 5.7L, V8 (345CI)
Lic # : [redacted] - KS
Odometer In : 168356
Unit # :
Vin # : 1D7KU28D54[redacted]
Hat # :
Ref # :

Part Description / Number	Qty	Sale	Extended
Thermal Fan Clutch REVERSE ROTATION - SEVERE DUTY - w/AUTO TRANS 2900	1.00	79.29	79.29
LONG LIFE ANTI-FREEZE GOLD COOLANT	0.50	13.00	6.50
Rear Severe Duty Semi Metallic Premium Pad PREFERRED - POSI-QUIET EXTENDED WEAR w/SHIMS & HARDWARE 106.07021	1.00	62.41	62.41
Drag Link AT PITMAN ARM - PROFESSIONAL GRADE - RIGHT INNER - 6.54 LENGTH 401-1920	1.00	38.38	38.38
Stabilizer Cylinder CYLINDER ONLY - RECOMMENDED OE REPLACEMENT SS10323	1.00	45.21	45.21
Upper Ball Joint PROFESSIONAL GRADE - FRONT - BY DESIGN THE STUD DOES NOT ARTICULATE, IT ONLY SPINS. UP & DOWN MOVEMENT IS NORMAL 500-1117	2.00	88.59	177.18
Lower Ball Joint PROFESSIONAL GRADE - FRONT 505-1311	2.00	97.26	194.52
Shop Supplies		18.13	18.13

Labor Description	Extended
Overheats when sitting at idle. Fan clutch free wheels, needs a fan clutch.	0.00
Remove & Replace Fan Clutch	84.50
Inspect brakes.	0.00
Remove & Replace Brake Shoes &/Or Pads w/Full-Floating Rear Axle, Rear Axle Includes: Repack wheel bearings on drum type brakes & on full floating rear axles. Clean, lube &/or replace brake hardware as necessary. Adjust brakes where applicable. DOES NOT i	97.50
Inspect front end, customer has experianced death wobble after hitting pothole at highway speed. Tie-rod end at pitman arm loose, all ball joints have play, and stabilizer shock has poor rebound.	0.00
Remove & Replace Tie Rod &/Or Ends - One at Pitman Arm	58.50
Remove & Replace Steering Dampener	32.50
Remove & Replace F Ball Joint - Upper & Lower, Both Sides	292.50
Inv #14449 Set Toe	40.00

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 JD

MIES AUTO REPAIR LLC
27400 W 21ST N
Garden Plain, KS. 67050
Phone - 316-640-0987 Fax - 316-531-2517
Repaired quickly and correctly the first time.

INVOICE
[redacted]
Org. Est. # 013726
Master ASE Certified

Invoice Date : 10/09/2013

INVOICE FROM HISTORY

Work Completed Date : 10/09/2013 Print Date : 12/30/2013

[redacted]
Wichita, KS [redacted]
Cell [redacted]
Cust ID : 1569

2004 Dodge - Pickup R2500 - 5.7L, V8 (345CI)
Lic # : 740 EVE - KS Odometer In : 168356
Unit # :
Vin # : 1D7KU28D54[redacted]
Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended

Org. Estimate $ 1,307.79 Revisions $ 0.00 Current Estimate $ 1,307.79

Labor:	565.50
Parts:	621.62
Sublet:	$40.00
Sub:	1,227.12
Tax:	87.74
Total:	1,314.86
Bal Due:	$0.00

[Payments - Elec - Credit Card - $1,314.86]

THANK YOU for your business, and come again.

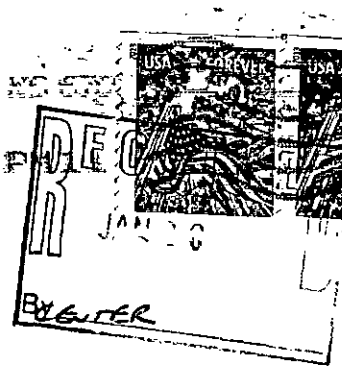
I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor coincides with part manufactures warranty. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature [redacted] Date_____ Time_____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.16.2011 JD

[redacted]
Wichita, KS [redacted]

02 JAN 2014



CHRYSLER RECALL ASSISTANCE
P.O. BOX 21 - 8007
AUBURN HILLS, MICHIGAN
48321 - 8004

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



From: [redacted]
To: customerassistre@chrysler.com
Date: Mon Dec 30 16:50:54 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recall N62

Comments:

Legt tie rod issue. "This could cause a loss of directional control and/or crash without warning"
Dealer says no parts available until April. I am
expected to drive this vehicle that long without repair?? Chrysler is inviting law suits I would think.

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Tue Dec 31 03:35:18 EST 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
We are very sorry to learn of the problem you have encountered and have documented your concern.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.
We were unable to locate the dealership information provided in your email.
Please provide the address of the dealership you are dealing with.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Recall N62
Comments:
Legt tie rod issue. "This could cause a loss of directional control and/or crash without warning" Dealer says no parts available until April. I am expected to drive this vehicle that long without repair?? Chrysler is inviting law suits I would think.

VIN:
5G[redacted]
Mileage:
37000
Servicing Dealer:

5 Star

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Raymond

State:

WA

Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Don's Car Care & Tire Center LLC

228 S. Bullard Street
Opelousas, LA 70570

Invoice

Date	Invoice #
6/1/2013	[redacted]

PAID
06/01/2013

Bill To

[redacted]
Opelousas, La[redacted]

P.O. No.	Terms	Project

Item	Description	Est Amt	Prior Amt	Prior %	Qty	Rate	Curr %	Total %	Amount
Steering ...	Steering Stabilizer	90.65				90.65	100.00%	100.00%	90.65T
Inner Ti...	Inner Tie Rod Left	191.99				191.99	100.00%	100.00%	191.99T
Inner Ti...	Inner Tie Rod Right	54.99				54.99	100.00%	100.00%	54.99T
Outer Ti...	Outer Tie Rod Left	99.99				99.99	100.00%	100.00%	99.99T
Outer Ti...	Outer Tie Rod Right	189.99				189.99	100.00%	100.00%	189.99T
Adjustin...	Adjusting Sleeve	21.82			2	10.91	100.00%	100.00%	21.82T
Labor	Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
Labor	Center Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
ALINN...	FRONT END ALIGNMENT	69.95				69.95	100.00%	100.00%	69.95T
	MILEAGE: 139156								
	VIN#3D7MX48A37G[redacted]								

Thank you for your business.

Subtotal	$888.38
Sales Tax (9.75%)	$86.62
Total	$975.00
Payments/Credits	$-975.00
Balance Due	$0.00

Reference #
[redacted]

[redacted]

Opelousas, La

[redacted]

[redacted]

VIN# 3D7MX48A37G[redacted]

This is a copy of the receipt for the repairs we also had to pay for a wrecker truck to pick the truck up it cost $400.00 for the service, but we do not have the receipt and the wrecker service went out of business.

RECEIVED DATE:

01/23/14

POSTED DATE : 1/17/14

VIN (FIRST 9 DIGITS) 3D7MX48A3

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHARLES R. MINYARD
ATTORNEY AT LAW
MEDIATOR / ARBITRATOR

CHASE TOWER
600 JEFFERSON STREET, SUITE 501
P. O. BOX 3642
LAFAYETTE, LA 70502

TELEPHONE (337) 266-2300 crminyard@aol.com FAX (337) 266-2163

January 15, 2014

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

Re: Safety Recall – Left Tie Rod
N62/NHTSA 13V-528
VIN 3D7MX48A37G[redacted]

Dear Sir:

Undersigned represents Mr.[redacted] in connection with the Chrysler Safety Recall Notice referenced above.

Mr.[redacted] vehicle was towed by a wrecker truck for $400.00. The invoice has been misplaced and the wrecker service is no longer in business. Enclosed is a copy of the repair bill to Don's Car Care & Tire Center, LLC for $975.00 for repairs to his vehicle.

Please reimburse Mr[redacted] for these expenses.

Should you have any questions, please do not hesitate to call undersigned.

Yours,

Charles R. Minyard

CRM/mpm
Enclosure

Don's Car Care & Tire Center LLC

228 S. Bullard Street
Opelousas, LA 70570

Invoice

Date	Invoice #
6/1/2013	[redacted]

PAID
06/01/2013

Bill To

[redacted]
Opelousas, La [redacted]

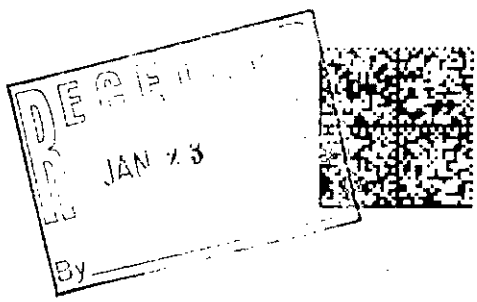
P.O. No.	Terms	Project

Item	Description	Est Amt	Prior Amt	Prior %	Qty	Rate	Curr %	Total %	Amount
Steering ...	Steering Stabilizer	90.65				90.65	100.00%	100.00%	90.65T
Inner Ti...	Inner Tie Rod Left	191.99				191.99	100.00%	100.00%	191.99T
Inner Ti...	Inner Tie Rod Right	54.99				54.99	100.00%	100.00%	54.99T
Outer Ti...	Outer Tie Rod Left	99.99				99.99	100.00%	100.00%	99.99T
Outer Ti...	Outer Tie Rod Right	189.99				189.99	100.00%	100.00%	189.99T
Adjustin...	Adjusting Sleeve	21.82			2	10.91	100.00%	100.00%	21.82T
Labor	Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
Labor	Center Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
ALINN...	FRONT END ALIGNMENT	69.95				69.95	100.00%	100.00%	69.95T
	MILEAGE: 139156								
	VIN#3D7MX48A37C[redacted]								

Thank you for your business.

Subtotal	$888.38
Sales Tax (9.75%)	$86.62
Total	$975.00
Payments/Credits	$-975.00
Balance Due	$0.00

CHARLES R. MINYARD
ATTORNEY AT LAW
P O BOX 3642
LAFAYETTE LA 70502



CHRYSLER CUSTOMER ASSISTANCE
ATTN REIMBURSEMENT
P O BOX 21-8007
AUBURN HILLSL MI 48321-8007

48321+8007

Don's Car Care & Tire Center LLC

228 S. Bullard Street
Opelousas, LA 70570

Invoice

Date	Invoice #
6/1/2013	[redacted]

PAID
06/01/2013

Bill To

[redacted]
Opelousas, La[redacted]

P.O. No.	Terms	Project

Item	Description	Est Amt	Prior Amt	Prior %	Qty	Rate	Curr %	Total %	Amount
Steering ...	Steering Stabilizer	90.65				90.65	100.00%	100.00%	90.65T
Inner Ti...	Inner Tie Rod Left	191.99				191.99	100.00%	100.00%	191.99T
Inner Ti...	Inner Tie Rod Right	54.99				54.99	100.00%	100.00%	54.99T
Outer Ti...	Outer Tie Rod Left	99.99				99.99	100.00%	100.00%	99.99T
Outer Ti...	Outer Tie Rod Right	189.99				189.99	100.00%	100.00%	189.99T
Adjustin...	Adjusting Sleeve	21.82			2	10.91	100.00%	100.00%	21.82T
Labor	Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
Labor	Center Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
ALINN...	FRONT END ALIGNMENT	69.95				69.95	100.00%	100.00%	69.95T
	MILEAGE: 139156 VIN#3D7MX48A37G[redacted]								

Thank you for your business.

Subtotal	$888.38
Sales Tax (9.75%)	$86.62
Total	$975.00
Payments/Credits	$-975.00
Balance Due	$0.00

Reference #
[redacted]

[redacted]

Opelousas, La

[redacted]

[redacted]

VIN# 3D7MX48A37G[redacted]

This is a copy of the receipt for the repairs we also had to pay for a wrecker truck to pick the truck up it cost $400.00 for the service, but we do not have the receipt and the wrecker service went out of business.

Don's Car Care & Tire Center LLC

228 S. Bullard Street
Opelousas, LA 70570

Invoice

Date	Invoice #
6/1/2013	[redacted]

PAID
06/01/2013

Bill To

[redacted]
Opelousas, La[redacted]

P.O. No.	Terms	Project

Item	Description	Est Amt	Prior Amt	Prior %	Qty	Rate	Curr %	Total %	Amount
Steering ...	Steering Stabilizer	90.65				90.65	100.00%	100.00%	90.65T
Inner Ti...	Inner Tie Rod Left	191.99				191.99	100.00%	100.00%	191.99T
Inner Ti...	Inner Tie Rod Right	54.99				54.99	100.00%	100.00%	54.99T
Outer Ti...	Outer Tie Rod Left	99.99				99.99	100.00%	100.00%	99.99T
Outer Ti...	Outer Tie Rod Right	189.99				189.99	100.00%	100.00%	189.99T
Adjustin...	Adjusting Sleeve	21.82			2	10.91	100.00%	100.00%	21.82T
Labor	Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
Labor	Center Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
ALINN...	FRONT END ALIGNMENT	69.95				69.95	100.00%	100.00%	69.95T
	MILEAGE: 139156 VIN#3D7MX48A37G[redacted]								

Thank you for your business.

Subtotal	$888.38
Sales Tax (9.75%)	$86.62
Total	$975.00
Payments/Credits	$-975.00
Balance Due	$0.00

Reference #
[redacted]

[redacted]

Opelousas, La

[redacted]

[redacted]

VIN# 3D7MX48A37G[redacted]

This is a copy of the receipt for the repairs we also had to pay for a wrecker truck to pick the truck up it cost $400.00 for the service, but we do not have the receipt and the wrecker service went out of business.

Don's Car Care & Tire Center LLC

228 S. Bullard Street
Opelousas, LA 70570

Invoice

Date	Invoice #
6/1/2013	[redacted]

PAID
06/01/2013

Bill To

[redacted]
Opelousas, La[redacted]

P.O. No.	Terms	Project

Item	Description	Est Amt	Prior Amt	Prior %	Qty	Rate	Curr %	Total %	Amount
Steering ...	Steering Stabilizer	90.65				90.65	100.00%	100.00%	90.65T
Inner Ti...	Inner Tie Rod Left	191.99				191.99	100.00%	100.00%	191.99T
Inner Ti...	Inner Tie Rod Right	54.99				54.99	100.00%	100.00%	54.99T
Outer Ti...	Outer Tie Rod Left	99.99				99.99	100.00%	100.00%	99.99T
Outer Ti...	Outer Tie Rod Right	189.99				189.99	100.00%	100.00%	189.99T
Adjustin...	Adjusting Sleeve	21.82			2	10.91	100.00%	100.00%	21.82T
Labor	Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
Labor	Center Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
ALINN...	FRONT END ALIGNMENT	69.95				69.95	100.00%	100.00%	69.95T
	MILEAGE: 139156								
	VIN#3D7MX48A37G[redacted]								

Thank you for your business.

Subtotal	$888.38
Sales Tax (9.75%)	$86.62
Total	$975.00
Payments/Credits	$-975.00
Balance Due	$0.00

Reference #

[redacted]

[redacted]

Opelousas, La

[redacted]

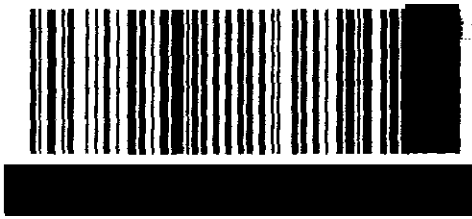
[redacted]

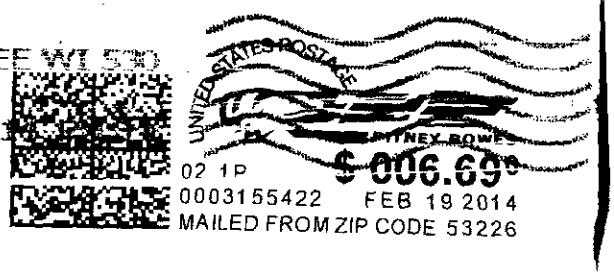
VIN# 3D7MX48A37G[redacted]

This is a copy of the receipt for the repairs we also had to pay for a wrecker truck to pick the truck up it cost $400.00 for the service, but we do not have the receipt and the wrecker service went out of business.

Aiken & Scoptur, S.C.
Attorneys At Law
2600 North Mayfair Road
Suite 1030
Milwaukee, Wisconsin 53226

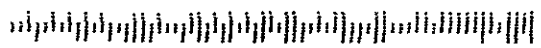
CERTIFIED MAIL™





Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

48321800404



CHARLES R. MINYARD
ATTORNEY AT LAW
MEDIATOR / ARBITRATOR

CHASE TOWER
600 JEFFERSON STREET, SUITE 501
P. O. BOX 3642
LAFAYETTE, LA 70502

TELEPHONE (337) 266-2300
crminyard@aol.com
FAX (337) 266-2163

RECEIVED 2-14
FEB 2 5
SPECIAL INVESTIGATIONS

February 13, 2014

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

CERTIFIED MAIL
RETURN RECEIPT REQUESTED
NO. [redacted]

Re: Safety Recall – Left Tie Rod
N62/NHTSA 13V-528
VIN 3D7MX48A37G[redacted]

Dear Sir:

Please see my letter to you of January 15, 2014, a copy of which is enclosed. Please call to discuss same.

Yours,

Charles R. Minyard

CRM/mpm
Enclosure

RECEIVED
FEB 2 5
SPECIAL INVESTIGATIONS

CHARLES R. MINYARD
ATTORNEY AT LAW
MEDIATOR / ARBITRATOR

CHASE TOWER
600 JEFFERSON STREET, SUITE 501
P. O. BOX 3642
LAFAYETTE, LA 70502

TELEPHONE (337) 266-2300 crminyard@aol.com FAX (337) 266-2163

January 15, 2014

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

Re: Safety Recall – Left Tie Rod
N62/NHTSA 13V-528
VIN 3D7MX48A37G[redacted]

Dear Sir:

Undersigned represents Mr. [redacted] in connection with the Chrysler Safety Recall Notice referenced above.

Mr. [redacted] vehicle was towed by a wrecker truck for $400.00. The invoice has been misplaced and the wrecker service is no longer in business. Enclosed is a copy of the repair bill to Don's Car Care & Tire Center, LLC for $975.00 for repairs to his vehicle.

Please reimburse Mr. [redacted] for these expenses.

Should you have any questions, please do not hesitate to call undersigned.

Yours,

Charles R. Minyard

CRM/mpm
Enclosure

Don's Car Care & Tire Center LLC

228 S. Bullard Street
Opelousas, LA 70570

Invoice

Date	Invoice #
6/1/2013	[redacted]

PAID
06/01/2013

Bill To

[redacted]
Opelousas, La[redacted]

P.O. No.	Terms	Project

Item	Description	Est Amt	Prior Amt	Prior %	Qty	Rate	Curr %	Total %	Amount
Steering ...	Steering Stabilizer	90.65				90.65	100.00%	100.00%	90.65T
Inner Ti...	Inner Tie Rod Left	191.99				191.99	100.00%	100.00%	191.99T
Inner Ti...	Inner Tie Rod Right	54.99				54.99	100.00%	100.00%	54.99T
Outer Ti...	Outer Tie Rod Left	99.99				99.99	100.00%	100.00%	99.99T
Outer Ti...	Outer Tie Rod Right	189.99				189.99	100.00%	100.00%	189.99T
Adjustin...	Adjusting Sleeve	21.82			2	10.91	100.00%	100.00%	21.82T
Labor	Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
Labor	Center Drag Link Labor	84.50				84.50	100.00%	100.00%	84.50T
ALINN...	FRONT END ALIGNMENT	69.95				69.95	100.00%	100.00%	69.95T
	MILEAGE: 139156								
	VIN#3D7MX48A37G[redacted]								

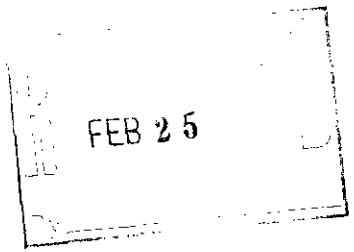
Thank you for your business.

Subtotal	$888.38
Sales Tax (9.75%)	$86.62
Total	$975.00
Payments/Credits	$-975.00
Balance Due	$0.00

CHARLES R. MINYARD
ATTORNEY AT LAW
P. O. BOX 3642
LAFAYETTE, LA 70502

CERTIFIED MAIL™





CHRYSLER CUSTOMER ASSISTANCE
ATTN REIMBURSEMENT
P O BOX 21-8007
AUBURN HILLS MI 48321-8007

48321800707

CHRYSLER

February 27, 2014

Mr. Charles R. Minyard
Chase Tower
600 Jefferson Street, Suite 501
P.O. Box 3642
Lafayette, LA 70502

RE: [redacted]
Recall N62
CAIR# 2[redacted]

Dear Mr. Minyard:

Thank you for your letter dated February 13, 2014.

Naturally, we were sorry to learn of the problem Mr [redacted] experienced with his 2007 Dodge Ram, especially due to the inconvenience and expense.

Chrysler Group LLC has decided that a defect which relates to some 2003 through 2008 Model year Dodge Ram 1500/2500/3500 series trucks that had the steering linkage replaced with Mopar service parts, Recall N62 / Left Outer Tie Rod Assembly. The parts placed on the vehicle at manufacture were/are not recalled. These parts would have been replaced, either under warranty, or at the customer's expense, previously, using Mopar replacement parts. These are the parts being recalled.

So if the customer has had them replaced as stated above, he will need to send in that paid repair bill so we can review the repairs performed on June 1, 2013. If he has not had them replaced at one time using Mopar service parts, the June 1, 2013 bill is not reimbursable.

Thank you for writing.

Sincerely,

M. Gentry
Special Investigations
586-274-8160

MG/ss

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



CHRYSLER

January 3, 2014

[redacted]
York, PA [redacted]

Reference # [redacted]

Dear [redacted]

We are delighted to learn of your satisfaction with your 2004 Dodge Ram! Thank you for sharing your experience.

It's quite a milestone to watch your odometer roll over 250,000 miles and to share our appreciation we have enclosed a 200,000 mile license plate bracket for your vehicle. Chrysler Group LLC wants to honor you and your vehicle for this achievement and wish you many more safe and pleasurable driving miles.

Congratulations!

Sincerely,

Susan
Senior Staff

Enclosure

Phone 800.992.1997
Chrysler Group LLC · CIMS 484-04-04 P.O. Box 21-8004 Auburn Hills, MI USA 48321

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2013-12-30 18:42:51.832491
Files Not Recieved: 0

I have been a life long fan of Dodge. I have only ever owned Dodge vehicles. I currently own 2. What my wife and I went through the day this happened was very scary. We were in the right lane of a 4 lane highway when we lost all steering and were thrown over the left lane, into the grass median and into the left lane of oncoming traffic. Luckily we didn't hit anyone and nobody got hurt. This is the vehicle that I use to travel back and forth to work so it needed to be repaired. The event happened on October 5th and we had no money to get it fixed. Our garage was very nice and helpful to work with us so we could make payments to get everything fixed. We eventually got it back the day before Thanksgiving. The problem is, this whole thing cost us money we didn't have and now we can't make our house payment. We would truly appreciate a refund, as this was all beyond our control. Thank you so much for taking care of us all these years!

KARS
KOMPLETE AUTOMOBILE REPAIR-RECONDITIONING SERVICES

KARS
1985 Carlisle Rd.
York,PA 17408
(717)764-7770

Customer ID: [redacted]
Name:
Address:
Address 2:
City,State,Zip Code: YORK, PA, [redacted]
Home Phone: [redacted]
Work Phone: () -
Other Phone: () -
Tax Exempt #:

Year: 04
Make: DODGE
Model: RAM 2500
Lic No: YCY5532
VIN: 3D3KU28D64G[redacted]
Color: BLUE
Engine: V8-345ci 5.7L F
Mileage In: 0
Mileage Out: 0

Create Date: 10/26/13 06:24:59
Date/Time: 10/26/13 06:26:03
Workorder #: 14892
Invoice #: Deposit

Email Address:
PO Number:
Fleet/Wholesale: N

Service comments:

REPEAT DROP RECOMMENDED ITEMS

Qty.	Part #	RFR	Loc	Description		Parts	Labor	Total
DIAGNOSTICS								
1	NOTES			RECOMMENDED SERVICES		0.00	0.00	0.00
				TOTAL DIAGNOSTICS:	**0.00**			
DRIVETRAIN								
2	PUJ464			U JOINT, FRONT AXLE OUTER		107.96	142.83	501.58
				TOTAL DRIVETRAIN:	**501.58**			
SUSPENSION/STEERING								
1	DS1463			OUTER ARM W/END STEERING		137.48	103.16	240.64
1	2691123			ADJUSTING SLEEVE		61.65	0.00	61.65
				TOTAL SUSPENSION/STEERING:	**302.29**			
MISCELLANEOUS								
1	TWA			TRUCK/VAN 2W ALIGNMENT		0.00	89.99	89.99
				TOTAL MISCELLANEOUS:	**89.99**			

***** Customer Wishes To Discard Old Parts_____*****

I hereby authorize the work described on this form to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle described herein on streets, highways and elsewhere for the purpose of testing and/or inspection. Old parts will not be returned unless I specify specifically. *** WORKORDER ONLY,NOT AN INVOICE ***

PAY AMOUNT
VISA 150.00

TECH:

SHOP SUPPLY	14.67
SUB TOTAL	908.53
DISCOUNT	(89.39)
SALES TAX	49.15
GRAND TOTAL	868.29
DEPOSIT	150.00
BALANCE DUE	718.29

DEPOSIT DEPOSIT KARS DEPOSIT DEPOSIT

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) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

TRUCK GEAR LLC

16169 Leone Drive
Macomb Township, MI 48042

Sales Receipt

Date	Sale No.
7/2/2012	1243677-702

Miles 80,000

Sold To

[redacted]
Altoona, WI [redacted]
Contact # [redacted]
Case # [redacted]

Ship To

[redacted]
Altoona, WI [redacted]

Check No.	Payment Method
	[redacted]

Item	Description	Qty	Rate	Amount
669-52122362AF	Mopar 08.5+ Steering Upgrade Kit	1	350.00	350.00T
670-68039930AA	Mopar 08.5+ Pitman Arm	1	75.00	75.00T
441-CS-LBS-1	Carli Low Mount Steering Stabilizer	1	185.00	185.00T
408-SECOMPLETE	[redacted]	1	99.99	99.99T
284-SMAS-67	[redacted]	1	685.00	685.00T
758-1836	[redacted]	1	329.00	329.00T
600-	[redacted]	1	0.00	0.00T
723-8915RAB	[redacted]	1	60.00	60.00T
297-CS-PRB-03	Carli Adjustable Chromoly Track Bar	1	345.00	345.00T
227-BE5-6681-H6	Bilstein 0-3" Dodge 2500/3500 2-3" 05+SuperDuty front 5100 shock absorber	2	70.00	140.00T
229-BE5-6647-H6	Bilstein 0-1.5" lift Rear 5100 shock absorber Dodge 2500/3500	2	80.00	160.00T
424-DAYKC09101BK	Daystar 2 inch Leveling Kit 4WD	1	129.95	129.95T
Shipping	Free Shipping		0.00	0.00T
	If using DPF removed tuning, this high performance product is intended SOLELY for closed-course racing use and is not street legal in ANY state. This product cannot be used on any vehicles registered or certified for highway use. Please check your local, state, and federal laws before installing!!			
	OEM PART 2008.5 complete Steering System T style			

Thank you for your business.

Subtotal	$2,558.94
Sales Tax (0.0%)	$0.00
Total	$2,558.94

263748/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number)

Notification Code

8G [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 _____

[redacted]

Altoona, WI

[redacted]

Chr

PO

Aur

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/15/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000-00028

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Gazaway Auto & Tire, LLC

PO Box 14
Mapaville, MO 63065

Job Ticket

Date	Estimate #
12/30/2013	8497

Name / Address
[redacted] Dittmer, Mo[redacted] Jefferson County

Odometer	Year/Make/Model	License #	Engine	VIN

Description	Qty	Rate	Total
Missouri safety inspection.	1	12.00	12.00
Toe alignment ($10 discount).	1	39.99	39.99

X

Signing the above line gives Gazaway Auto & Tire permission to test drive, check out, and repair your vehicle as agreed upon either over phone or in person. Full payment is due upon vehicle completion. Vehicle owners leaving vehicles here for over one week will be charged a storage fee of $20 per day until the vehicle is picked up. We are not responsible for vehicles left on lot. Thank You.

Subtotal	$51.99
Sales Tax (6.85%)	$0.00
Total	$51.99

O'Reilly AUTO PARTS
PROFESSIONAL PARTS PEOPLE

Serving Our Customers Since 1957

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

STORE PHONE # 636 375-3636
ADDRESS: 1 WALTERS PLACE
HOUSE SPRINGS MO 63051-1389
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO [redacted]
JEREMY
THANKS FOR YOUR BUSINESS
MILITARY DISCOUNT
OREWARDS MEMBER

SHIP TO
999990

INVOICE NUMBER 1634-4480
INVOICE TYPE DBT. CARD SA
INVOICE DATE 12/29/

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
17163	076			18:40:22		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
				WE VALUE YOUR OPINION! ENTER TO WIN $5000 CASH @OREILLYCARES.COM or 800-300-5904								
				ENTER 1634363448012 9. RULES AT OREILLYCARES.COM. DISPONIBLE EN ESPANOL.								
T		1	VER	13111	EA		.14ozAntisez	2.19	1.26			1.2
				MANUFACTURER'S DEFECT WARRANTY								
T		1	MOO	ES3624	BX		TIE ROD END	49.14	27.54			27.5
				LIMITED LIFETIME WARRANTY								
T		1	MOO	ES3625	BX		TIE ROD END	93.20	52.24			52.2
				LIMITED LIFETIME WARRANTY								
T		1	MOO	DS1464	BX		TIE ROD END	174.56	97.84			97.8
				LIMITED LIFETIME WARRANTY								

TOTALS 4 CUSTOMER COPY "We appreciate your business" PAGE 1

SUB-TOTAL	178.8
MISC.	
TAX/FEES	
TOTAL	

319.09	178.88
CASH TEND.	
CHANGE	

CUSTOMER SIGNATURE _____

"ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE"

Visit Us At: www.oreillyauto.com

O'Reilly AUTO PARTS
PROFESSIONAL PARTS PEOPLE

Serving Our Customers Since 1957

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

STORE PHONE # 636 375-3636
ADDRESS: 1 WALTERS PLACE
HOUSE SPRINGS MO 63051-1389
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO [redacted]
THANKS FOR YOUR BUSINESS
MILITARY DISCOUNT
OREWARDS MEMBER

SHIP TO
999990

INVOICE NUMBER 1634-4480
INVOICE TYPE DBT. CARD SA
INVOICE DATE 12/29/

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
17163	076			18:40:22		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
T		1	MON	SC2964	EA		STABILIZER	64.39	37.23			37.23
				LIMITED LIFETIME WARRANTY								
T		1	MOO	DS1463	BX		TIE ROD END	176.25	98.79			98.79
				LIMITED LIFETIME WARRANTY								
				DEBIT CARD [redacted]XXXXXXXXXX[redacted] REF#: 326318168901 AUTH CD: 1E0285								
				Debit PIN Entry - No Signature Required								

TOTALS 6 CUSTOMER COPY "We appreciate your business" LAST PAGE 2

SUB-TOTAL	314.90
MISC.	
TAX/FEES	23.15
TOTAL	338.05

559.73	314.90
CASH TEND.	
CHANGE	

CUSTOMER SIGNATURE _____

"ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE"

Visit Us At: www.oreillyauto.com

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

VIN (Last 8 Characters of Vehicle Identification Number)

6G[redacted]

Notification Code

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. 12-30-2013

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 Nam[redacted]

Last Nam[redacted]

Street Ad[redacted]

City Dittmer

State Missouri Zip Code [redacted]

Email Address [redacted]

[redacted]

Diffmer, MO [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 1D7KS28C6

VIN (LAST 8 DIGITS) 7S[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **1D7KS28C67J** [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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

ORDS
ONS APPLY

ation Code

N62

vehicle *(check one if*

6 ok.

exported
ol):
known is unknown.
nt the new owner's

new owner's name
if it has changed):

☐ Dr.
☐ Business

MI

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

12/30/13

This letter is in response to the recall notice I received for my 2007 Dodge Ram 2500 pickup. The last eight characters of the VIN on the truck are 7J510019. The recall notice is attached as an exhibit. The notification code is N62.

In November of 2011, I believed my alignment for some reason had gone off. I took my truck to a repair shop and was told that my tie rod end was dangerously bad and that should it break completely, I would be unable to steer my truck. At the time, the repair shop told me they believed there might be a recall. I researched the recall notices and found there was a recall on several vehicles, but not the 2007 for the same issue for which there is now a recall. (I have attached the 2008 recall as an attachment as well)

I called Diamler Chrysler at the time as my problem was in fact the very same as the recall on the other trucks. I was told that the VIN on my truck did not qualify and I was told to have it fixed myself.

You can imagine my chagrin as I otherwise love my truck. So I paid the fee of $362.96 to Les Schwab. (Note there is no dealer in my city to have the repair done there and only a small one in my county an hour away, but their shop does not get good reviews) I have attached the original bill for which I paid to this letter. The bill shows proof of payment with my debit card.

Everything was all happy until March of 2013. What happens, the same thing. But now, not only do I have to replace the tie rod end, but the problem has caused me to have to replace the entire assembly. Of course the warranty on the aforementioned repair is over by now. So I had to pay $781.05 to replace the problems. I have attached the bill which shows proof of payment with my debit card.(keep note I paid more, but subtracted the cost of the new battery)

The grand total I am out due to the manufacturer's problems is $1144.01. I am requesting reimbursement for these costs due to the repairs I have paid for out my own pocket.

The aforementioned items will all be attached to this letter. The current mileage on my truck is 60,935. When I had the first repair done in 2011 the mileage was 43,103 and the mileage when I had the repairs done in 2013 was 55,093.

I am the original owner. With my current address of [redacted], Ukiah, Ca [redacted]. My phone number is [redacted]. I purchased the truck in March of 2007 at Autoworld Dodge Chrysler Jeep in Petaluma California.

If any other information is needed, please call or email me. My email address is [redacted]

Thank you very much for your attention to this.

[redacted]

2007 Dodge Ram 2500 steering linkages tie rod assembly recall

Recall Date:	Jul. 11, 2011
Recalled Component:	Steering linkages tie rod assembly **Manufactured by:** Chrysler group LLC **Date of Manufacturing:** N/A
Units Affected:	242,780
Defect Summary:	Chrysler is recalling certain model year 2008-2011 Dodge ram 2500/3500 4x4, manufactured from February 14, 2008, through March 28, 2011; model year 2008-2011 Dodge ram 3500 cab chassis 4x2, manufactured from February 14, 2008, through March 28, 2011; and model year 2008 Dodge ram 1500 mega cab 4x4, manufactured from February 14, 2008, through August 15, 2008, because the left tie rod ball stud may fracture. This condition tends to occur during low speed parking lot type maneuvers when the customer is making a tight turn. Additionally, model year 2003-2008 Dodge ram 2500/3500 vehicles may have received the affected tie rod assembly as a replacement part during normal service.
Consequence:	This condition could result in the potential loss of directional stability in the left hand front wheel, increasing the risk of a crash.
How to Fix:	Dealers will inspect the tie rod ends for relative orientation and replace the left outer tie rod as required and perform a front end toe alignment as needed. This service will be performed free of charge. The safety recall began on October 3, 2011. Owners may contact Chrysler at 1-800-853-1403.
Recall Notes:	Chrysler safety recall no. L16. Owners may also contact the national highway traffic safety administration's vehicle safety hotline at 1-888-327-4236 (tty 1-800-424-9153), or go to www.safercar.gov .
Vehicles covered in this recall:	• 2008 Dodge Ram 1500 • 2003 Dodge Ram 2500 • 2004 Dodge Ram 2500 • 2005 Dodge Ram 2500 • 2006 Dodge Ram 2500 • ...

616669#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number)

7J [redacted]

Notification Code

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)*:

LES SCHWAB

The West's Largest Independent Tire Dealer

SOLD TO: [redacted]

UKIAH CA [redacted]

ACCT [redacted] INVOICE [redacted]

LES SCHWAB TIRE CENTER
1250 Airport Park Blvd
Ukiah, CA 95482 5999
707-472-0300 BAR# ARD224747

DATE 11-22-2011 TIME 2:06:12 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
AS	CASH	205523		[redacted]	43103	2007 DODGE TRUCK 7AM 2500 PICKUP

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
		All Parts New Unless Specified			
1	59008785	ES3624 TIE ROD END	58.36		58.36
1	00680308	TIEROD END PASS/LT - INSTALLATION	19.50		19.50
1	59047084	DS1464 INNER TIE ROD END	178.26		178.26
1	00680314	CENTER/DRAG LINK INSTALLATION	32.25		32.25
1	00680112	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	56.25		56.25

Paid By: VISA CARD 362.96
XXXXXXXXXXX[redacted] 014060

YOUR VEHICLE MAY HAVE A TIRE PRESSURE MONITORING SYSTEM THAT USES A WARNING LIGHT TO ALERT THE DRIVER OF LOW TIRE PRESSURE OR SYSTEM FAILURE. THE TPMS LIGHT MAY ILLUMINATE AFTER ROUTINE SERVICE AND REQUIRE ADDITIONAL ACTION. WE OFFER AND RECOMMEND MONTHLY AIR PRESSURE CHECKS.

WHEELS HAVE BEEN INSTALLED AND TORQUED TO MANUFACTURER'S SPECIFICATION.

WHEEL POSITIONS SERVICED:
NEW TIE ROD ENDS/DRAG LINK

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.
SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES. SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. **ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.**
Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

SALES TAX	
TIRE TAX	
TOTAL	Continued

Revised date 12/08. Print date 5/11

CUSTOMER COPY

Tires LES SCHWAB

1250 Airport Park Blvd
Ukiah, CA 95482
707-472-0300

Store: 640
Invoice: 64000046212
Salesperson: DanielE

Work Order [redacted]

Customer Information

Name: [redacted]
Address: [redacted]R
City, State, UKIAH, CA [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2006 DODGE RAM 2500 PICKUP
Color: SILVER
Mileage: 55,093
License: [redacted]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	162932	ES3625 TIE ROD END	$51.12	$0.00	$51.12
1	16673	PI7 INST CENTER LINK/DRAG LINK	$0.00	$0.00	$0.00
1	13609	CENTER/DRAG LINK INSTALLATION	$32.25	$0.00	$32.25
1	162996	DS1463 OUTER TIE ROD END	$154.11	$0.00	$154.11
2	164155	ES2012S TIE ROD ADJUSTING SLEEVE	$28.42	$0.00	$56.84
1	164250	DS1464 INNER TIE ROD END	$169.17	$0.00	$169.17
1	16601	PI4 INST TIE ROD END-PASS/LT	$0.00	$0.00	$0.00
2	13606	TIEROD END PASS/LT - INSTALLATION	$19.50	$0.00	$39.00
1	161791	ES3624 TIE ROD END	$51.12	$0.00	$51.12
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
2	15726	Battery Service Package	$0.00	$0.00	$0.00
2	131813	65 XT - XTREME POWER BATTERY	$104.95	$0.00	$209.90
2	13555	BATTERY INSTALLATION	$10.00	$0.00	$20.00

Parts Subtotal:	$692.26
Labor Subtotal:	$147.50
Sales Tax:	$56.24
Tire Tax:	$0.00
Invoice	**$896.00**

Payment Method: CREDIT Approval# Card# XXXXXXXXXXXX[redacted] **$896.00**

THANK YOU FOR YOUR BUSINESS

Customer Signature X [redacted]

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

Invoice Date/Time: 03-23-2013 04:30 PM

[redacted]
URBAN, CA

RECEIVED
JAN - 8
By

FF00114002

ATTN: REIMBURSEMENT

CHRYSLER CUSTOMER ASSISTANCE
P.O. BOX 21-8007
AUBURN HILLS, MI
48321-8007

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



CHRYSLER

January 3, 2014

[redacted]
Woodbridge, VA [redacted]

Reference # [redacted]

Dear Mr. [redacted]

We are delighted to learn of your satisfaction with your 2005 Dodge Ram! Thank you for sharing your experience.

It's quite a milestone to watch your odometer roll over 215,000 miles and to share our appreciation we have enclosed a 200,000 mile license plate bracket for your vehicle. Chrysler Group LLC wants to honor you and your vehicle for this achievement and wish you many more safe and pleasurable driving miles.

Congratulations!

Sincerely,

Susan
Senior Staff

Enclosure

Phone 800.992.1997
Chrysler Group LLC CIMS 484 04-04 P.O. Box 21 8004 Auburn Hills, MI USA 48321

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



CASE # [redacted]

Bridgeview Car Care Center

8914 Octavia Ave.
Bridgeview, IL 60455
Shop Phone: (708) 233-1830
Fax: (708) 233-0366

Invoice [redacted]
Estimate Ref #0
Date Printed: 01/13/2014
Printed Time: 3:30 pm

Hat/Ref:

Labor to repair

Time Promised:

[redacted] TRL 2027
BRIDGEVIEW IL [redacted]
Work [redacted] 6AM-230PM
Cell: [redacted] ANYTIME

2007 DODGE RAM 2500 SLT V8 5.7L 345CID FI GAS N D
VIN: 3D7K528D87G[redacted]
License: [redacted]
Unit #:
DOM:

Mileage In: 60,922
Mileage Out: 60,922

Date Written: 08/22/2013
Written By: Paul W.
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	**Labor to install and set the toe**				
Part	Left outer tie rod end		1.00	85.99	85.99
Labor Rate 2	Work Requested - Labor to install and set the toe		0.70	80.00	56.00
Sublet	Work Requested - Tow the vehicle to the shop		1.00	70.00	70.00

I hereby authorize the above repair work to be done along with necessary material and employees may operate above vehicle for purposes of testing, inspection of delivery at my risk. An express Mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. We will not be held responsible for the loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control. In the event of the payment default, Bridgevew Car Care reserves the right to repossess vehicle at owners expense to satisfy payment.

Payment Date	Type	Method	Amount
8/23/2013	Cash		219.73
		Payment Totals:	**$219.73**

Parts:	$85.99
Labor:	$56.00
Sublet:	$70.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$0.00
Tax Total:	$7.74
Invoice Total:	**$219.73**
Less Paid:	219.73
Balance Due:	**$0.00**

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on 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 _____

CASE # [redacted]

Bridgeview Car Care Center

8914 Octavia Ave.
Bridgeview, IL 60455
Shop Phone: (708) 233-1830
Fax: (708) 233-0366

Invoice [redacted]
Estimate Ref #0
Date Printed: 01/13/2014
Printed Time: 3:30 pm

Hat/Ref:

Labor to repair

Time Promised:

[redacted] TRL 2027
BRIDGEVIEW IL. [redacted]
Work [redacted] 6AM-230PM
Cell: [redacted] ANYTIME

2007 DODGE RAM 2500 SLT V8 5.7L 345CID FI GAS N D
VIN: 3D7K528D87G[redacted]
License: [redacted]
Unit #:
DOM:

Mileage In: 60,922
Mileage Out: 60,922

Date Written: 08/22/2013
Written By: Paul W.
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	**Labor to install and set the toe**				
Part	Left outer tie rod end		1.00	85.99	85.99
Labor Rate 2	Work Requested - Labor to install and set the toe		0.70	80.00	56.00
Sublet	Work Requested - Tow the vehicle to the shop		1.00	70.00	70.00

I hereby authorize the above repair work to be done along with necessary material and employees may operate above vehicle for purposes of testing, inspection of delivery at my risk. An express Mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. We will not be held responsible for the loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control. In the event of the payment default, Bridgevew Car Care reserves the right to repossess vehicle at owners expense to satisfy payment.

Payment Date	Type	Method	Amount
8/23/2013	Cash		219.73
		Payment Totals:	**$219.73**

Parts:	$85.99
Labor:	$56.00
Sublet:	$70.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$0.00
Tax Total:	$7.74
Invoice Total:	**$219.73**
Less Paid:	219.73
Balance Due:	**$0.00**

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on 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 _____

CASE # [redacted]

Bridgeview Car Care Center

8914 Octavia Ave.
Bridgeview, IL 60455
Shop Phone: (708) 233-1830
Fax: (708) 233-0366

Invoice [redacted]
Estimate Ref #0
Date Printed: 01/13/2014
Printed Time: 3:30 pm

Hat/Ref:

Labor to repair

Time Promised:

[redacted] TRL 2027
BRIDGEVIEW IL. [redacted]
Wor[redacted] 6AM-230PM
Cell: [redacted] ANYTIME

2007 DODGE RAM 2500 SLT V8 5.7L 345CID FI GAS N D
VIN: 3D7K528D87G[redacted]
License: [redacted]
Unit #:
DOM:

Mileage In: 60,922
Mileage Out: 60,922

Date Written: 08/22/2013
Written By: Paul W.
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	**Labor to install and set the toe**				
Part	Left outer tie rod end		1.00	85.99	85.99
Labor Rate 2	Work Requested - Labor to install and set the toe		0.70	80.00	56.00
Sublet	Work Requested - Tow the vehicle to the shop		1.00	70.00	70.00

I hereby authorize the above repair work to be done along with necessary material and employees may operate above vehicle for purposes of testing, inspection of delivery at my risk. An express Mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. We will not be held responsible for the loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control. In the event of the payment default, Bridgevew Car Care reserves the right to repossess vehicle at owners expense to satisfy payment.

Payment Date	Type	Method	Amount
8/23/2013	Cash		219.73
		Payment Totals:	**$219.73**

Parts:	$85.99
Labor:	$56.00
Sublet:	$70.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$0.00
Tax Total:	$7.74
Invoice Total:	**$219.73**
Less Paid:	219.73
Balance Due:	**$0.00**

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on 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 _____

CASE # [redacted]

Bridgeview Car Care Center

8914 Octavia Ave.
Bridgeview, IL 60455
Shop Phone: (708) 233-1830
Fax: (708) 233-0366

Invoice [redacted]
Estimate Ref #0
Date Printed: 01/13/2014
Printed Time: 3:30 pm

Hat/Ref:

Labor to repair

Time Promised:

[redacted] TRL 2027
BRIDGEVIEW IL [redacted]
Work [redacted] 6AM-230PM
Cell: [redacted] ANYTIME

2007 DODGE RAM 2500 SLT V8 5.7L 345CID FI GAS N D
VIN: 3D7K528D87G[redacted]
License: [redacted]
Unit #:
DOM:

Mileage In: 60,922
Mileage Out: 60,922

Date Written: 08/22/2013
Written By: Paul W.
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	**Labor to install and set the toe**				
Part	Left outer tie rod end		1.00	85.99	85.99
Labor Rate 2	Work Requested - Labor to install and set the toe		0.70	80.00	56.00
Sublet	Work Requested - Tow the vehicle to the shop		1.00	70.00	70.00

I hereby authorize the above repair work to be done along with necessary material and employees may operate above vehicle for purposes of testing, inspection of delivery at my risk. An express Mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. We will not be held responsible for the loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control. In the event of the payment default, Bridgevew Car Care reserves the right to repossess vehicle at owners expense to satisfy payment.

Payment Date	Type	Method	Amount
8/23/2013	Cash		219.73
		Payment Totals:	**$219.73**

Parts:	$85.99
Labor:	$56.00
Sublet:	$70.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$0.00
Tax Total:	$7.74
Invoice Total:	**$219.73**
Less Paid:	219.73
Balance Due:	**$0.00**

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on 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 _____

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/10/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7L038C4

VIN (LAST 8 DIGITS) 4G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0 00 00228

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Date 12/31/13

Chrysler Recall Assistance Letter
P.O. Box 21-8007
Auburnhills, MI 48321-8007

Vehcile Owner [redacted]
Owner Address [redacted]
Cleveland, NC [redacted]
Owner Contact # [redacted] Day/Eve

RE: Chrysler/Dodge Safety Recall N62/NHTSA 13V-528

Vehicle Vin# 3D7LU38C44G[redacted]
Vehicle Info 2004 Dodge Ram 3500 P/U

Date of Purchase 10/6/12

Dealership: Gerry Wood Automotive
525 Jake Alexander Blvd
Salisbury, NC 28147

Purchase Mileage 151,257

Repair Completed Left Front Tie Rod

Repaired Where Randy Hall Automotive
1616 Jake Alexander Blvd South
Salisbury, NC 28146
(704) 633-2223

Date of Repair 7/26/13

Mileage at Repair 152,050

Expectations Reimbursement for Tie Rod replacement

** Repair Order Receipt and Payment Proof attached

Randy Hall Automotive

1616 Jake Alexander Blvd South
Salisbury, NC 28146
704 633-2223 704 636-7380
THANK YOU FOR YOUR BUSINESS

Repair Order #[redacted]
Date : 7/26/13
Page : 1
Center : 1

Customer : [redacted]
Address : [redacted]
City : AMITY, NC [redacted]
Phone 1 : ([redacted] Ext :
Phone 2 : (704) - Ext :

Vehicle : 2004 DODT RAM 3500 PICKUP
License : Unit :
VIN :
Engine : 6-360 5.9L DSL Trans :
Mileage : 152050 Othe :

Op	Tech	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
CST0	SS	REPLACE INNER AND OUTER TIE RODS			192.50	405.92	598.42
	1.00	DS1463	OUTER TIE ROD			150.60	
	1.00	DS1464	INNER TIE ROD			159.62	
	1.00	ES3624	INNER TIE ROD			47.85	
	1.00	ES3625	OUTER TIE ROD			47.85	
	SS	REPLACE UPPER AND LOWER BALL JOINTS, INSTALL CUSTOMER'S LEVELING KIT.			367.50	521.92	889.42
	2.00	K7460	UPPER BALL JOINT			249.96	
	2.00	K7467	LOWER BALL JOINT			271.96	
	SS	REPLACE FRONT SWAY BAR END LINKS.			61.25	169.30	230.55
	2.00	K80885	SWAY BAR END LINK			169.30	
ALG005	SS	TWO WHEEL ALIGNMENT INCLUDES CASTER,CAMBER AND TOE RESET			54.95		54.95
COM0	SS	INSTALL LIFT KIT. (CUSTOMER PARTS)			0.00		
SIN005	SS	STATE EMISSION INSPECTION			23.75	6.25	30.00
	1.00	EMISSIONS STICKER	EMISSIONS STICKER			6.25	
COM0	SS	TAKE RAILS FOR FIFTH WHEEL OUT FROM UNDERNEATH VEHICLE WHILE YOU HAVE IT UP IN THE AIR.			0.00		

OK	Bad	Recommendation	OK	Bad	Recommendation	OK	Bad	Recommendation

DATE 07/26/13 069000052366 1910 001 TIME 15:54:33

RANDY HALL AUTOMOTIVE
1616 JAKE ALEXANDER BLVD S
SALISBURY, NC 28146
PH# 704-633-2223

DEBIT SALE

BATCH # 207001
TRANS # 024
AUTH # 002309
TRACE # 00796412
DEBIT ACCOUNT # [redacted] EXP DATE
XXXXXXXXXXXX[redacted]
SALE AMOUNT $1930.42

I AGREE TO PAY THE ABOVE AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT.
THANK YOU.

CUSTOMER COPY

I hereb with the necessary parts
and mat yees permission to operate
the veh : elsewhere, at your des-
cretion on. An express mechanics
lien is secure the amount of re-
pairs t t responsible for delay or
other c s shipments beyond their
control t in car in case of fire,
theft c
WARRANT
X_____ _____

	Labor :	$699.95
	Parts :	$1,103.39
	Sublet :	$0.00
	Other Fees :	$0.00
	Enviro/suppl	$46.45
	Subtotal :	$1,849.79
	Sales Tax :	$80.63
Paid By :	Total :	$1,930.42
Pay Ref :	Paid :	$0.00
	Due :	$1,930.42

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

VIN (Last 8 Characters of Vehicle Identification Number)

4G[redacted]

Notification Code

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

Street Addr

City Cleveland

State NC Zip Code [redacted]

Email Address [redacted]

[redacted]

Cleveland, NC [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS28CX

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

C BAR R, INC

1800 S. TAYLOR ST.
FALLON NV 89406
775-423-3242
DMV REGISTERED REPAIR SHOP
FAMILY OWNED AND OPERATED SINCE 1984
YOUR LOCAL NAPA AUTO CENTER

10/11/2013 3:50 PM

Invoice # [redacted]

[redacted]

Day Phone : [redacted]

FALLON NV [redacted]

Vehicle : 2005 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L
VIN : 3D7KS28CX5G[redacted]
Created : 10/2/2013 2:38:55 PM
Complete : 10/11/2013 3:50:09 PM
Invoiced : 10/11/2013 3:50:09 PM
Srv Writer: LB

Odometer In : 0
Odometer Out : 76177

Labor/Notes

Qty	Code/Tech*	Description		Unit Price	Price
4	BJJ*	BALL JOINT R&R	M	$70.00	$280.00
	DOES NOT include alignment. R2500,R3500,4WD Upper & Lower,Both Sides				
1.5	BJJ*	TIE ROD &/OR ENDS R&R	M	$70.00	$105.00
	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 & pinion gear is necessary use Steering Gea R&R plus Combinations. Deduct .4 if alignment is also performed.] R2500,R3500,4WD One				
1.5	BJJ*	TIE ROD &/OR ENDS R&R	M	$70.00	$105.00
	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 & pinion gear is necessary use Steering Gea R&R plus Combinations. Deduct .4 if alignment is also performed.] R2500,R3500,4WD One				
1	BJJ*	FRONT END ALIGNMENT		$0.00	$0.00
0.5	BJJ*	FRONT AXLE U-JOINT R&R		$70.00	$35.00
	BJJ*	THANK YOU			

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
2	BJJ*	LOWER BALL JOINT	New	$144.95	$289.90
2	BJJ*	UPPER BALL JOINT	New	$135.95	$271.90
1	BJJ*	R INNER TIE ROD END	New	$63.98	$63.98
1	BJJ*	RGT OUTER TIE ROD END	New	$155.95	$155.95
1	BJJ*	L INNER TIE ROD END	New	$175.95	$175.95
1	BJJ*	LFT OUTER TIE ROD END	New	$92.38	$92.38
2	BJJ*	U-JOINT	New	$52.95	$105.90
2	BJJ*	HUB BEARING ASSEMBLY	New	$250.00	$500.00
1	BJJ*	STEERING STABILIZER	New	$38.88	$38.88

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	$594.95	less discount : $69.95	$525.00
Parts	$2,043.84	less discount : $349.00	$1,694.84
Sublet/Misc.		.....	$0.00
Supplies		.....	$0.00
Charges		.....	$0.00
Sales Tax		Tax @ $1,694.84 * 7.6000%	$128.81
		Cash $2,348.65 Paid	$2,348.65



C BAR R, INC
1800 S. TAYLOR ST.
FALLON NV 89406
775-423-3242
DMV REGISTERED REPAIR SHOP
FAMILY OWNED AND OPERATED SINCE 1984
YOUR LOCAL NAPA AUTO CENTER

10/11/2013 3:50 PM

Invoice #[redacted]

[redacted]

Vehicle : 2005 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L

Tech	Certification #
BJJ	

C BAR R
1800 SOUTH TAYLOR ST
FALLON, NV 89406
775-423-3242

Mer.Num ID: 630100428
Term ID: 948

Sale

[redacted]

XXXXXXXXXXXX[redacted]
Entry Method: Swiped
Approvd: Online Batch#: 000007
10/11/13 17:44:17
Inv#: 00000013 Appr Code: 011703
Total: $ 2,348.65

Customer Copy

THANK YOU

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. 6 Month or 6,000 Mile Warranty On Repairs.

Customer Signature _____



HOW TO OBTAIN WARRANTY SERVICE

If you experience a warranty related problem, take this warranty and your repair invoice to the American Car Care Center that performed the service. If you are more than 10 miles from that location, call the warranty hotline toll free at ***800-473-1939*** and you will be directed to the nearest American Car Care Center. Should additional assistance for warranty repair be required, simply call our Warranty Administrator at the toll-free warranty hotline. The toll-free warranty phone number is in operation 8:00 AM to 8:00 PM Monday through Friday, 9:00 AM to 6:00 PM Saturday (EST). Roadside Assistance is available 24/7.

ROADSIDE ASSISTANCE

For 12 months from the date of purchase of this plan you are eligible for roadside assistance. Call our 24 hour toll free hotline 877-430-6487 and we will dispatch a service representative. Roadside Assistance, including flat tire changing assistance, towing, and jump starts, fluid delivery and lock out service are available on a reimbursement basis up to $100 per occurrence with a limit of three occurrences per year. This benefit applies to motorized passenger vehicles and specifically excludes trailers or those vehicles listed under exclusions and limitations. See your local Tire Pros dealer for details.

$250 PROMISE

The $250 Promise applies to any valid Tire Pros warranty claims in which the covered vehicle becomes disabled or is rendered undrivable as a result of a condition covered under the warranty. In the event that a covered vehicle becomes disabled and Tire Pros cannot refer the warranty holder to a location less than 25 miles from the location of the disabled vehicle, the warranty holder will be awarded a payment by check (please allow 4-6 weeks for delivery) of $250, provided all claims guidelines, as detailed below, are followed.

- In order for a $250 Promise claim to be honored, the claim must be made and approved at the time as a valid Tire Pros warranty claim is approved
- Original warranty holder must complete a claim form and supply all supporting documentation within 30 days of the date of claim

See Tire Pros dealer for details and claim form.

EXCLUSIONS

This warranty does not apply to vehicles used commercially or vehicles with a GVWR in excess of 8850 lbs. This warranty does not cover tires and batteries (separate warranty available for ACCC tires) or internally lubricated transmission or engine repairs. For out of area service on vehicles equipped Tire Pressure Monitoring Systems (TPMS), please check with the servicing dealer prior to having work performed to see if additional charges apply. These warranties apply only to parts and labor shown on your invoice – there may be other components in a system that are not covered. The warranty period will be extended for the number of days that the vehicle has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer. The warranty period will also be extended if the warranty repairs did not remedy the defect and the buyer notifies the American Car Care Center which performed the warranted service of the failure within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return his vehicle for a replacement of part, if applicable, or a refund, in either case, subject to deductions of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under any law.

SERVICE WARRANTY HOTLINE 800-473-1939

ROADSIDE ASSISTANCE HOTLINE 877-430-6487

WHO MAKES THIS WARRANTY

This warranty is made and will be serviced by the American Car Care Center that performed the repairs on the face of your repair invoice. This warranty will also be honored by any participating American Car Care Center nationwide, if you require warranty service ten (10) or more miles from the location where the warranted original service was performed. This warranty, if necessary, will also be honored at one of over 30,000 affiliated repair facilities nationwide. This warranty extends only to you, the original purchaser, and the vehicle identified on the original repair invoice.

WARRANTY AGREEMENT - ALL SERVICES

The American Car Care Center warrants that the performed repairs will be free from defects in material or workmanship for either 6 months or 6,000 miles, whichever is to your advantage, or the extended warranty periods for selected services as specifically outlined on the back of this folder. If you experience a warranty related problem with the repaired vehicle as a result of a defect in either workmanship or materials during the warranty period, the American Car Care Center will perform the repairs again, including parts and labor, under the terms of the warranty as outlined. Warranty repairs do not extend original warranty periods. Your warranted repairs are covered anywhere in the United States at an American Car Care Center, or one of over 30,000 affiliated nationwide warranty repair facilities. Warranty authorization must be obtained from the warranty administrator prior to any warranty repair being performed, except if repaired at the American Car Care Center that originally performed the service. Warranty repair costs are covered up to the cost of the original repair. You may also be eligible for Rental Car benefits if your vehicle cannot be repaired the same day due to circumstances beyond your control. The maximum benefit would be for 2 days at a maximum of $40.00 per day, as determined by the administrator.

SERVICE WARRANTY POLICY

This warranty is only for you and the vehicle serviced and is not transferable. This warranty does not include incidental or consequential damages, or additional expenses you may incur as a result of faulty service or repair. Implied warranties shall be limited to the duration of this warranty and shall exclude consequential damages. This warranty gives you specific legal rights, and you may have other rights which vary by state. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts. Therefore, the above limitations may not apply to you (but in no event shall the inapplicability of such limitations or exclusions invalidate any other terms of this warranty). This document contains all the terms and conditions of the Coast to Coast Nationwide Limited Service Warranty, which may not be modified in any way without the specific written consent of the Warranty Administrator.

Your Roadside Assistance Benefit begins on the date identified on your original invoice from the participating facility and continues for a period of one year. This benefit is available only to you, the original purchaser as identified on the original invoice and is not transferable. Coverage is strictly limited to the specific vehicle identified on the original invoice. You must provide your roadside card and original service invoice to be eligible for roadside services up to a maximum of 3 occurrences at $100.00 per occurrence.

Exclusions:
This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles, recreational vehicles and commercial vehicles. Any vehicle used for farm, ranch, agriculture, or off-road use are excluded.

To file a reimbursement claim, you must submit the following information within sixty (60) days of the date of service:

1. A photocopy of the original invoice identifying the participating repair center and the services performed. The invoice must identify the year, make and model of your vehicle.
2. Your complete name, address, and telephone number.
3. A photocopy of the paid invoice for roadside service from a valid auto service provider. This paid invoice must detail the name address, and telephone number of the service provider. It must also identify the specific vehicle receiving the service.

Submit the documentation to:
Roadside Assistance Reimbursement
P.O. Box 33535
Denver, CO 80233

Your Roadside Assistance Benefit begins on the date identified on your original invoice from the participating facility and continues for a period of one year. This benefit is available only to you, the original purchaser as identified on the original invoice and is not transferable. Coverage is strictly limited to the specific vehicle identified on the original invoice. You must provide your roadside card and original service invoice to be eligible for roadside services up to a maximum of 3 occurrences at $100.00 per occurrence.

Exclusions:
This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles, recreational vehicles and commercial vehicles. Any vehicle used for farm, ranch, agriculture, or off-road use are excluded.

To file a reimbursement claim, you must submit the following information within sixty (60) days of the date of service:

1. A photocopy of the original invoice identifying the participating repair center and the services performed. The invoice must identify the year, make and model of your vehicle.
2. Your complete name, address, and telephone number.
3. A photocopy of the paid invoice for roadside service from a valid auto service provider. This paid invoice must detail the name address, and telephone number of the service provider. It must also identify the specific vehicle receiving the service.

Submit the documentation to:
Roadside Assistance Reimbursement
P.O. Box 33535
Denver, CO 80233

Your Roadside Assistance Benefit begins on the date identified on your original invoice from the participating facility and continues for a period of one year. This benefit is available only to you, the original purchaser as identified on the original invoice and is not transferable. Coverage is strictly limited to the specific vehicle identified on the original invoice. You must provide your roadside card and original service invoice to be eligible for roadside services up to a maximum of 3 occurrences at $100.00 per occurrence.

Exclusions:
This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles, recreational vehicles and commercial vehicles. Any vehicle used for farm, ranch, agriculture, or off-road use are excluded.

To file a reimbursement claim, you must submit the following information within sixty (60) days of the date of service:

1. A photocopy of the original invoice identifying the participating repair center and the services performed. The invoice must identify the year, make and model of your vehicle.
2. Your complete name, address, and telephone number.
3. A photocopy of the paid invoice for roadside service from a valid auto service provider. This paid invoice must detail the name address, and telephone number of the service provider. It must also identify the specific vehicle receiving the service.

Submit the documentation to:
Roadside Assistance Reimbursement
P.O. Box 33535
Denver, CO 80233

[redacted]
Silverpeak, NV [redacted]

LAS VEGAS NV 890
03 JAN 2014 PM 5 L

SILVERPEAK NV
JAN
3
2014

RECEIVED
JAN - 8
By

Bank Swallow

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

48321800707

Att. Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/14/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7KS28C3

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : B000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28C36G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

[redacted]

DiPrizio GMC Trucks

PO Box 309
10 Kings Hwy & Route 153
Middleton, NH 03887
603-473-2372 1-800-462-0088 Fax 603-473-8533
www.diprizziogmc.com

INVOICE ORIGINAL
Work Order
[redacted]
December 27, 2013
Svc.Adv DiPrizio, Edward
Cust.Ph. ([redacted]
Tag#

To [redacted]

Farmington **NH**
[redacted]

Year: 2006 **Veh Id: 10836** Unit #:
Make: Dodge License #:
Model: Ram 2500 Pickup SLT Odo. In: 108,089
Color: Pewter Odo. Out:
V.I.N.#: 3D7KS28C36G[redacted] **Next Service:**
Date In: 12/27/2013 In Service Date:
Out: 12/31/2013 Cases: 3
Ext. War: - - (mo/) - D: $0.00
Promised Time: 12/27/2013 05:00:00 PM Call When Ready: No

Case: 1 towed-in, check steering

Quantity	Description/Correction	Retail	Price	Total
1.00	52122362AJ - STEERING LINKAGE	$350.00	$360.00	$360.00
1.00	5154661AC - DAMPER	$119.00	$119.00	$119.00
			$91.00	$91.00

towed-in, check steering *** - Tech Comments: found broken left front outer tie rod end. notified customer. replaced steering rod linkage assembly and damper as needed.

Shop Charges-Retail (Extra Item) $4.55 $4.55

Misc $4.55 **Labor** $91.00 **Parts** $479.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $574.55

Case: 2 service with customer-supplied oil

Quantity	Description/Correction	Price	Total
		$27.00	$27.00

service with customer-supplied oil *** - Tech Comments: completed with customer-supplied oil and filter.

Shop Charges-Retail (Extra Item) $1.35 $1.35

Misc $1.35 **Labor** $27.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $28.35

Case: 3 Alignment - 2 Wheel (Two Wheel Alignment) - Tech Comments: front-end alignment completed. road tested ok.

Quantity	Description/Correction	Price	Total
		$59.95	$59.95

Alignment - 2 Wheel (Two Wheel Alignment) *** - Tech Comments: front-end alignment completed. road tested ok.

Misc $0.00 **Labor** $59.95 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $59.95

$0.00

THANK YOU FOR YOUR BUSINESS ! !

DiPrizio GMC Trucks

PO Box 309
10 Kings Hwy & Route 153
Middleton, NH 03887
603-473-2372 1-800-462-0088 Fax 603-473-8533
www.dipriziogmc.com

INVOICE ORIGINAL
Work Order
#17170
December 27, 2013
Svc.Adv DiPrizio, Edward
Cust.Ph. [redacted]
Tag#

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order
DISCLAIMER OF WARRANTIES :
Any warranties on the products sold hereby are those made by the manufacturer. The seller, DiPrizio GMC Trucks Inc., hereby expressly disclaims all warranty of merchantability or fitness for a particular purpose, and DiPrizio GMC Trucks Inc. neither assumes nor authorizes any other person to assume for it any any liability in connection of the said products.
We at DiPrizio GMC Trucks Inc. are NOT responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond our control

12/31/2013
Date Signature

Currency:
Payment Ref:
Expiry Date:
P/O#:

Labor:	$177.95
Parts:	$479.00
Misc:	$5.90
Sub Total:	$662.85
Tax:	$0.00
Payment Type Cash **Total:**	**$662.85**

DIPRIZIO GMC TRUCKS
RTE 153 & KINGS HIGHWAY
MIDDLETON, NH 03887
603-473-2372

Terminal ID : 00309316

01/04/14 10:05 AM

[redacted]

SALE REF#:795
BATCH #: 431 AUTH #: 004681
AUS: 2

AMOUNT $662.85

APPROVED

CUSTOMER COPY

THANK YOU FOR YOUR BUSINESS ! !

VIN # 3D7K528C36G [redacted]

[redacted]

Enclosed please find my paid Invoice for the recall repair which I had done before I recieved the recall notice in the mail. my truck had broke and I had to have towed into my garage 2 days before I recieved the recall notice in the mail. I called and was told to send in my paid invoice for Reimbursement from Chrysler to me. They gave me this # [redacted]

Thank ya, [redacted]

I can be reached at ([redacted] cell #

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

VIN (Last 8 Characters of Vehicle Identification Number)

bG[redacted]

Notification Code

NB2

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. Invoice enclosed

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 _____

[redacted]

Farmington NM [redacted]

Chry

P.O.B

Albi

[redacted]

ATTN: REimbursements

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-19 10:56:51.550695
Files Not Recieved: 0

I have attached three invoices for reimbursement. Due to the tie rod breaking we were stuck in the middle of a busy street, had to wait 1 hr. for a tow truck and waited all day at dealership for them to tell us it was a recall part and no recall # has been issued and then we waited 3-1/2 weeks for part to show up. We live in carlsbad, NM (2-1/2 hrs. from El Paso, Texas where truck broke), therefore we had to rent a vehicle and a hotel for that night since we were at dealership until 6 p.m. and were too tired to drive home. We feel we should get full reimbursement due to our situation. Please call me if you have any questions or need any additional information. Thank you and have a blessed day!

*

[redacted]

1 RN RR H42425880
VIN# 1N4AL3APXDN[redacted]

RENT RATE	21	@ $	16.18	/ DAY	$ 339.78

SUBTOTAL T $ 339.78

CHARGES ADDED DURING RENTAL

LDW	DECLINED	$
PDW	DECLINED	$
LIS	DECLINED	$
PAI,PEC	DECLINED	$

SERVICE CHARGES/TAXES

SURCHARGE		$ 25.41
TAX	15.00 % ON EST. TAXABLE TTL $ 365.19	$ 54.78
CUSTOMER CHARGE		$ 419.97
CHARGED ON: [redacted]	XXXXXXXXXXXX[redacted]	$ 419.97
CUSTOMER BALANCE		$ 0.00

FOR EXPLANATION OF THE ABOVE CHARGES, PLEASE ASK A REPRESENTATIVE OR GO TO WWW.HERTZ.COM/CHARGEEXPLAINED

VEHICLE:	00599/8536682 13 NISSAN	LIC: [redacted]
RENTED:	EL PASO WEST HLE	12/27/2013 17:50
RETURN:	EL PASO WEST HLE	01/17/2014 12:30

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.
1)Visit WWW.HERTZSURVEY.COM
2) Enter Access Code: 07502 3)Take Brief Survey

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

Holiday Inn

115 12-28-13

[redacted]
Carlsbad NM [redacted]
JS

Folio No. : 219999
A/R Number :
Group Code :
Company : Horseman
Membership No. : [redacted]
Invoice No. :

Room No. : [redacted]
Arrival : 12-27-13
Departure : 12-28-13
Conf. No. : 61133853
Rate Code : IPLEK
Page No. : 1 of 1

Date	Description		Charges	Credits
-27-13	Room Service Dinner - Food	CHECK# [redacted]	81.96	
-27-13	In-Room Movie	Line# 6208 : TV Services	17.31	
-27-13	*Accommodation		79.00	
-27-13	State Tax		4.74	
-27-13	County Tax		1.98	
-27-13	City Tax		5.53	
-27-13	City Venue Project Tax		1.58	
-28-13	Gift Shop	Gift Shop Snacks	7.70	
-28-13	[redacted]			117.83
-28-13				81.97
		Total	**199.80**	**199.80**
		Balance	**0.00**	

ank you for staying at The Holiday Inn Sundland Park . Qualifying points for this stay will tomatically be credited to your account. To make additional reservations online, update ur account information or view your statement please visit www. prioritydub.com. We ok forward to welcoming you back soon.

uest Signature: _____

ave received the goods and / or services in the amount shown heron. I agree that my liablity for this bill is not waived and agree to be held rsonally liable in the event that the indicated person, company, or associate fails to pay for any part or the full amount of these charges. If redit card charge, I further agree to perform the obligations set forth in the cardholder's agreement with the issuer.

e city of El Paso requires an additional tax of two percent be imposed on each hotel charge for the purpose of financing a venue project.

AD WRECKER SERVICE, INC.

3565 Lee Blvd.
El Paso, Texas 79936
(915) 856-9200
TDLR Tow License No. 005020618C
TDLR VSF License No. 0583542VSF

DATE 12-27-13 | TIME 1:15 A.M. (P.M.) | REQUESTED BY Owner

LOCATION OF VEHICLE 3992 Doniphan

NAME | PHONE

ADDRESS | ZIP

DRIVERS INFORMATION
DRIVER [redacted]
LIC.# [redacted]
TOWTAG T70527TY

VEHICLE RELEASED
DATE
TIME
CLERK

You may direct all complaints to Texas Department of Licensing & Reguiation at P.O. BOX 12157 Austin, TX 78711 or call 800- 803-9202 or throught the website www.tdir.texas.gov/complaints or email to enforcement@tdir.texas.gov

YEAR 10 | MAKE/MODEL/COLOR Dodge 2500 Blk | MILEAGE 148466
STATE TX | LIC. NO. AU1-635 | VEHICLE NO. 3D7UT2HL7AG [redacted]

SPECIAL EQUIPMENT

- ☐ SLING/HOIST TOW
- ☐ WHEEL LIFT
- ☒ FLAT BED/RAMP
- ☐ START
- ☐ LOCK OUT
- ☐ SINGLE LINE WINCHING
- ☐ DUAL LINE WINCHING
- ☐ SNATCH BLOCKS
- ☐ SCOTCH BLOCKS
- ☐ DOLLY
- ☐ MILES
- ☐ FLAT TIRE
- ☐ OUT OF GAS
- ☐ WRECK
- ☐ RECOVERY
- ☐

Vehicle towed to: 950 Cockett Sunland Park Dodge

STORAGE ONLY

STORAGE CHARGE		
NOTIFICATION FEE		
SALES TAX		
TOTAL STORAGE CHARGE		

REMARKS Consent tow
4342-5750-0586-8286
05-15

AD WRECKED SERVICE, is released of any liability or damage due to recoveries, extractions or lockout. CUSTOMER INITIALS ____

[redacted]

TOWING ONLY

SERVICE FEE		
TOW OUT		
MILEAGE CHARGE		
TOWING CHARGE	60	00
LABOR CHARGE		
WINCHING CHARGE		
FUEL SURCHARGE	6	00
TOW FEE TOTAL		
GRAND TOTAL	66	00

AD Wrecker service is hereby authorized to pick up and store the above described vehicle from my property I agree to pay the cost of litigation, if any, in connection with the removal.

road service

984299 [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/15/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 1D7HS28C2

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000028

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **1D7KS28C26[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

[redacted]
PASADENA, MD [redacted]

Case # [redacted]

084700/#63094/N62

DODGE

7139 Ritchie Highway
GLEN BURNIE, MARYLAND 21061

Known for the customers we keep
TATE

BALTIMORE
(410) 766-2560
DIRECT LINE (410) 863-5428
FAX (410) 768-3120

Mopar
CHRYSLER CORPORATION GENUINE PARTS

Mopar PERFORMA

Case # [redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR BRIAN HUFFER 74602	TAG NO. 2932	INVOICE DATE 12/19/12	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 205,412	COLOR GRAY/	STOCK NO.
PASADENA, MD [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		DELIVERY DATE 09/06/06		DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1 D 7 K S 2 8 C 2 6 J [redacted]		SELLING DEALER NO		PRODUCTION DATE
	F.T.E. NO	P.O. NO.	R.O DATE 12/17/12		
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS				MO: 20

JOB# 1 CHARGES

LABOR

J# 1 28DOZ STEERING SYSTEM UNITS: 5.30 TECH(S): 16584 609.50

CUST STATES THAT STEERING WENT OUT TIE ROD BROKEN.
RIGHT OUTSIDE TIE ROD END BROKEN
REPLACED TIE ROD END WITH NEW DESIGN AND INSTALLED NEW HARDWARE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		52122362-AH	STEERING 19027003	287.20	287.20
	1		5154661-AB	DAMPER ST 19030006	68.08	68.08
	1		68039930-AA	ARM PITMA 19027002	33.36	33.36
	3		6505623-AA	NUT HEX L 19015005	1.74	5.22
	1		68001734-AB	LINK KIT 17023001	55.36	55.36
					TOTAL - PARTS	449.22

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	131672	15481	12/17/12	TOW IN	74.75
				TOTAL - SUBLET	74.75

MISC	CODE	DESCRIPTION	CONTROL NO	
	10	10% PARTS DISCOUNT/ RO		-33.17
	LD10	10% LABOR DISCOUNT		-60.95
			TOTAL - MISC	-94.12

JOB# 1 TOTALS

LABOR	609.50
PARTS	449.22
SUBLET	74.75
MISC	-94.12
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	1039.35

JOB# 2 CHARGES

LABOR

J# 2 13DOZ016 REPLACE PINION SEAL UNITS: 1.50 TECH(S): 16584 16586 172.50

FRONT PINION SEAL LEAKING
REPLACE DIFFERENTIAL PINION SHAFT SEAL

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		5086697-AB	SEAL DRIV 2010066	20.94	20.94
	2		01301	RP 75W140	18.95	37.90
					TOTAL - PARTS	58.84

MISC	CODE	DESCRIPTION	CONTROL NO	
	10	10% PARTS DISCOUNT/ RO		-5.88
			TOTAL - MISC	-5.88

JOB# 2 TOTALS

LABOR	172.50
PARTS	58.84
MISC	-5.88
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL	225.46

MOPAR LIMITED WARRANTY

PARTS AND LABOR WARRA
12 MONTHS OR 12,000 MI
WHICHEVER OCCURS FI
ON CUSTOMER PAID REPA
SEALS AND GASKETS A
EXCLUDED.

WHILE YOUR MOTOR V
CLE IS ON THE PREMISES
THE AUTOMOTIVE REP
FACILITY, THE AUTOMOT
REPAIR FACILITY MAY
BE RESPONSIBLE FOR D
AGE TO YOUR MOTOR VE
CLE UNDER CERTAIN
CUMSTANCES. YOU SHO
ASK A REPRESENTATIVE
THE AUTOMOTIVE REP
FACILITY ABOUT THE
TENT OF ITS RESPONS
ITY, INCLUDING THE EXT
OF THE INSURANCE COV
AGE OF THE AUTOMOT
REPAIR FACILITY.

The Reynolds and Reynolds Company ERA-INTIVE CCR15069.0 (10/08)

SF65098

TATE DODGE CHRYSLER JEEP, INC.

DODGE · CHRYSLER · Jeep

7139 Ritchie Highway
GLEN BURNIE, MARYLAND 21061

Known for the ... customers we keep

BALTIMORE
(410) 766-2560
DIRECT LINE (410) 863-5428
FAX (410) 768-3120

Mopar CHRYSLER CORPORATION GENUINE PARTS

Mopar PERFORMANCE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
[redacted]	BRIAN HUFFER 74602	2932	12/19/12	DOCS599551
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 205,412		COLOR: GRAY/	STOCK NO.
PASADENA, MD [redacted]	YEAR / MAKE / MODEL: 06/DODGE TRUCK/RAM P/U 2500/4 DOOR Q		DELIVERY DATE: 09/06/06	DELIVERY MILES
[redacted]	VEHICLE I.D. NO: 1D7KS28C26J[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO / P.O. NO.		R.O. DATE: 12/17/12	
RE [redacted]	COMMENTS: MO: 205418			

JOB# 3 CHARGES

LABOR

J#.3+25DOZ021 FRT WHEEL ALIGNMENT UNITS: 1.00 TECH(S): 16584 99.95
FRONT WHEEL ALIGNMENT
FRONT WHEEL ALIGNMENT

JOB# 3 TOTALS

LABOR	99.95
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL	99.95

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS SHOP SUPPLIES AND ENVIRON CHGS		25.00
		TOTAL - MISC	25.00

COMMENTS
TOW IN

RECOMMENDATIONS
TECH ADVISED THAT REAR PINION SEAL LEAKING

TOTALS

THANK YOU FOR CHOOSING TATE DODGE FOR YOUR SERVICE NEEDS
HOURS OF OPERATION ARE FROM 7:30 AM TILL 5:00 PM MON-FRI
NEW! SATURDAY HOURS 7:00-3:00 PM CALL TODAY FOR APPOINTMENT
TO BETTER SERVE YOU! I HAVE RECIEVED A PROPER EXPLANATION OF
SERVICES AND CHARGES PERFORMED TODAY.ANY QUESTIONS PLEASE
CONTACT YOUR ADVISOR OR SERVICE MANAGER AT 410-863-5428
LOCAL SHUTTLE SERVICE AVAILABLE
REMIT ALL PAYMENTS TO: PO BOX 757, GLEN BURNIE, MD 21060

TOTAL LABOR....	881.95
TOTAL PARTS....	508.06
TOTAL SUBLET...	74.75
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	25.00
TOTAL MISC DISC	-100.00
TOTAL TAX.....	28.15
TOTAL INVOICE $	**1417.91**

******CASHIER**********

* CASH..... CHECK# ..... CHARGE ..... *
* CREDIT CARD .. [redacted] *
* INITIALS ... [redacted] 12/19/12 *

CUSTOMER SIGNATURE

MOPAR LIMITED WARRANTY

PARTS AND LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, ON CUSTOMER PAID REPAIRS SEALS AND GASKETS ARE EXCLUDED.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VECHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBLITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

The Reynolds and Reynolds Company ERAINTINVE CC615098 O (10/06)

[redacted]

Pasadena Md [redacted]

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

JAN 16

By

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D7KS28C1

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

(NO) **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28C15G[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): H46 E17

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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

[redacted]

Chaseburg, WI [redacted]

[redacted]

January 1, 2014

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

Dear Chrysler –

We recently received a recall notice with respect to inspection/replacement of the left tie rod unit on our Dodge Ram pick up truck. (VIN: 3D7KS28C15G[redacted]

We did not know that the tie rod assembly was under recall until we received your recent notice. Sometime around November 16, 2011 the assembly broke and we had a local mechanic, Lincoln Halverson, initiate the repairs. Enclosed is a copy of his bill. We would appreciate any restitution that you think equitable.

Thank you.

Very truly yours,

[redacted]

Mechanic's Name and Number:

Lincoln Halverson
Chaseburg, Wi
608-483-2501

☐ ESTIMATE (Valid for 20 days)

DATE 11/16/11 ☐ SERVICE ☐ WILL CALL ☐ INSTALL ☐ DELIVER

PHONE [redacted]

NAME [redacted]

MAKE 04 Dodge

ADDRESS [redacted]

MODEL Ram 2500

C Rossburg 3557

SERIAL

ITEM TO BE SERVICED: Outside

NATURE OF SERVICE REQUEST:

QTY.	PART #	DESCRIPTION OF PARTS OR MATERIALS	PRICE	AMOUNT
1		Tie Rod End ES3624	17.98	40 98
1		Tie Rod End ES3625	59.98	72 00
1		Drag link DS1464	179.98	145 00
1		DRag Link DS1463	132.98	110 99
1		Steering Stabelizer		
Universal		KYBSS10323	37.74	41 00
		Labor		157 50

LABOR PERFORMED

Installed new drag
linkage New tie Rod
ends on steering

3.5 hrs x 45.00

TOTAL MATERIALS	574 47
TAX	31 60
TOTAL LABOR	763 50
TOTAL AMOUNT	

DATE WANTED ASAP

DEPOSIT $

RECEIVED BY

ESTIMATES [redacted] OR ONLY. MATERIAL ADDITIONAL. WE WILL NOT BE RESPONSIBLE FOR LOSS OR DAMA[redacted]EIRE, THEFT, TESTING OR ANY OTHER CAUSES BEYOND OUR CONTROL.

11/16

AUTHORIZED BY:

JOB WORK ORDER
TRIPLICATE

adams

TERMS - NET CASH
NO GOODS HELD OVER 30 DAYS

5663

[redacted]
Chaseburg, WI [redacted]

ST PAUL MN 551
02 JAN 2004

RECEIVED
JAN - 8
By

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

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



[redacted]

Visalia Calif [redacted]

[redacted]

Vin# 3D7LU38613G [redacted]

Dodge Truck Important Safety Recall

I am requesting a reimbursement for the service completed on my vehicle prior to the **Chrysler Important Safety Recall.** All documents are included with work performed...please contact if you have any questions.

Sincerely, [redacted]

[redacted] home

cell

Thank You ☺ [redacted]

Gross & Stevens
1121 E. Acequia Ave.
Visalia, Ca. 93292
559-734-4649

Invoice

Date	Invoice #
6/24/2013	[redacted]

Bill To
[redacted]

BAR #AJ135082

Make/Model	Mileage	P.O. No./License	Terms	LF	RF
03 RAM3500 4WD	126196	[redacted]		LR	RR

Item	Qu...	Description	Rate	Amount
A3	1	FRONT WHEEL ALIGNMENT (INCLUDES CHECKING ALL SUSPENSION COMPONENTS AND SETTING TIRE AIR PRESSURE) ROTATE TIRES EVERY 6K MILES, KEEP AIR PRESSURE AT SPECIFIED RANGE	59.95	59.95
FSR	4.8	REPAIR FRONT SUSPENSION: REPLACE UPPER AND LOWER BALL JOINTS, TIE ROD AT PITMAN AND RIGHT INNER CONNCTING ROD	75.00	360.00
MOOG K7460	2	UPPER BALL JOINT	104.00	208.00T
MOOG K7467	2	LOWER BALL JOINT	113.10	226.20T
MOOG ES3624	1	TIE ROD AT PITMAN	39.75	39.75T
MOOG DS1464	1	RIGHT INNER CONNECTING TIE ROD	124.80	124.80T
BA2	1	REAR BRAKES HAVE APPROX. 40% LINING REMAINING		0.00
B1	1.3	R&R FRONT BRAKE PADS, MACHINE FRONT BRAKE ROTORS, CK AND ADJUST REAR BRAKES, CK FLUID LEVEL	75.00	97.50
WAG SX965	1	BRAKE PADS	53.95	53.95T
TECH VP	6.9			0.00
SW AW				0.00T

Customer signature:

All labor is warranty for 1 year. Parts are covered by manufacturers warranty. Vehicles left before or after hours will be the responsibility of the customer. Customized vehicles have maximum 30 day labor warranty.

Subtotal	$1,170.15
Sales Tax (8.25%)	$53.85
Total	$1,224.00

Dodge/Ram Truck&Van 2003-05 3500 4X4 160.5" Wheelbase

Front : Left

Actual	Before	Specified Range
-0.2°	-0.3°	-0.3° 0.8°
4.8°	4.8°	4.0° 5.5°
0.11°	0.52°	0.05° 0.15°
13.3°	13.4°	
13.1°	13.1°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.2°	-0.3°	-0.3° 0.8°
5.3°	5.3°	4.0° 5.5°
0.05°	0.41°	0.05° 0.15°
13.5°	13.5°	
13.3°	13.3°	

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.0°	0.0°	-0.5° 0.5°
-0.5°	-0.5°	-0.5° 0.5°
-0.1°	-0.2°	
0.16°	0.92°	0.10° 0.30°

Rear : Left

Actual	Before	Specified Range
-0.3°	-0.3°	
0.02°	0.03°	

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-0.1°	-0.1°	
-0.03°	-0.03°	

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
-0.2°	-0.2°	
0.00°	0.00°	
0.03°	0.03°	-0.20° 0.20°

RADIAL TIRE PULL

68190

CHRYSLER

address
name #

Left Tie Rod

I am requesting reimbursement for service completed on my vehicle prior to recall

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7LU38613G** [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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Fax 877-768-5076

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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A. used under license

[redacted]

Visalia Calif [redacted]

[redacted]

Vin# 3D7LU38613G [redacted]

Dodge Truck Important Safety Recall

I am requesting a reimbursement for the service completed on my vehicle prior to the **Chrysler Important Safety Recall.** All documents are included with work performed...please contact if you have any questions.

Sincerely, [redacted]

[redacted] home

cell

Thank You ☺ [redacted]

Gross & Stevens
1121 E. Acequia Ave.
Visalia, Ca. 93292
559-734-4649

Invoice

Date	Invoice #
6/24/2013	[redacted]

Bill To

[redacted]

BAR #AJ135082

Make/Model	Mileage	P.O. No./License	Terms	LF	RF
03 RAM3500 4WD	126196	[redacted]		LR	RR

Item	Qu...	Description	Rate	Amount
A3	1	FRONT WHEEL ALIGNMENT (INCLUDES CHECKING ALL SUSPENSION COMPONENTS AND SETTING TIRE AIR PRESSURE) ROTATE TIRES EVERY 6K MILES, KEEP AIR PRESSURE AT SPECIFIED RANGE	59.95	59.95
FSR	4.8	REPAIR FRONT SUSPENSION: REPLACE UPPER AND LOWER BALL JOINTS, TIE ROD AT PITMAN AND RIGHT INNER CONNCTING ROD	75.00	360.00
MOOG K7460	2	UPPER BALL JOINT	104.00	208.00T
MOOG K7467	2	LOWER BALL JOINT	113.10	226.20T
MOOG ES3624	1	TIE ROD AT PITMAN	39.75	39.75T
MOOG DS1464	1	RIGHT INNER CONNECTING TIE ROD	124.80	124.80T
BA2	1	REAR BRAKES HAVE APPROX. 40% LINING REMAINING		0.00
B1	1.3	R&R FRONT BRAKE PADS, MACHINE FRONT BRAKE ROTORS, CK AND ADJUST REAR BRAKES, CK FLUID LEVEL	75.00	97.50
WAG SX965	1	BRAKE PADS	53.95	53.95T
TECH VP	6.9			0.00
SW AW				0.00T

Customer signature:

Subtotal	$1,170.15
Sales Tax (8.25%)	$53.85
Total	$1,224.00

All labor is warranty for 1 year. Parts are covered by manufacturers warranty. Vehicles left before or after hours will be the responsibility of the customer. Customized vehicles have maximum 30 day labor warranty.

Dodge/Ram Truck&Van 2003-05 3500 4X4 160.5" Wheelbase

Front : Left

Actual	Before	Specified Range
-0.2°	-0.3°	-0.3° 0.8°
4.8°	4.8°	4.0° 5.5°
0.11°	0.52°	0.05° 0.15°
13.3°	13.4°	
13.1°	13.1°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.2°	-0.3°	-0.3° 0.8°
5.3°	5.3°	4.0° 5.5°
0.05°	0.41°	0.05° 0.15°
13.5°	13.5°	
13.3°	13.3°	

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.0°	0.0°	-0.5° 0.5°
-0.5°	-0.5°	-0.5° 0.5°
-0.1°	-0.2°	
0.16°	0.92°	0.10° 0.30°

Rear : Left

Actual	Before	Specified Range
-0.3°	-0.3°	
0.02°	0.03°	

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-0.1°	-0.1°	
-0.03°	-0.03°	

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
-0.2°	-0.2°	
0.00°	0.00°	
0.03°	0.03°	-0.20° 0.20°

RADIAL TIRE PULL

68190

CHRYSLER

address
name #

Left Tie Rod

I am requesting reimbursement for service completed on my vehicle prior to recall

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7LU38613G** [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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Fax 877-768-5076

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.

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A.

[redacted]

Visalia Calif [redacted]

[redacted]

Vin# 3D7LU38613G [redacted]

Dodge Truck Important Safety Recall

I am requesting a reimbursement for the service completed on my vehicle prior to the **Chrysler Important Safety Recall.** All documents are included with work performed...please contact if you have any questions.

Sincerely, [redacted]

[redacted] home

cell

Thank You ☺ [redacted]

Gross & Stevens
1121 E. Acequia Ave.
Visalia, Ca. 93292
559-734-4649

Invoice

Date	Invoice #
6/24/2013	[redacted]

Bill To
[redacted]

BAR #AJ135082

Make/Model	Mileage	P.O. No./License	Terms	LF	RF
03 RAM3500 4WD	126196	[redacted]		LR	RR

Item	Qu...	Description	Rate	Amount
A3	1	FRONT WHEEL ALIGNMENT (INCLUDES CHECKING ALL SUSPENSION COMPONENTS AND SETTING TIRE AIR PRESSURE) ROTATE TIRES EVERY 6K MILES, KEEP AIR PRESSURE AT SPECIFIED RANGE	59.95	59.95
FSR	4.8	REPAIR FRONT SUSPENSION: REPLACE UPPER AND LOWER BALL JOINTS, TIE ROD AT PITMAN AND RIGHT INNER CONNCTING ROD	75.00	360.00
MOOG K7460	2	UPPER BALL JOINT	104.00	208.00T
MOOG K7467	2	LOWER BALL JOINT	113.10	226.20T
MOOG ES3624	1	TIE ROD AT PITMAN	39.75	39.75T
MOOG DS1464	1	RIGHT INNER CONNECTING TIE ROD	124.80	124.80T
BA2	1	REAR BRAKES HAVE APPROX. 40% LINING REMAINING		0.00
B1	1.3	R&R FRONT BRAKE PADS, MACHINE FRONT BRAKE ROTORS, CK AND ADJUST REAR BRAKES, CK FLUID LEVEL	75.00	97.50
WAG SX965	1	BRAKE PADS	53.95	53.95T
TECH VP	6.9			0.00
SW AW				0.00T

Customer signature:

Subtotal	$1,170.15
Sales Tax (8.25%)	$53.85
Total	$1,224.00

All labor is warranty for 1 year. Parts are covered by manufacturers warranty. Vehicles left before or after hours will be the responsibility of the customer. Customized vehicles have maximum 30 day labor warranty.

Dodge/Ram Truck&Van 2003-05 3500 4X4 160.5" Wheelbase

Front : Left

Actual	Before	Specified Range
-0.2°	-0.3°	-0.3° 0.8°
4.8°	4.8°	4.0° 5.5°
0.11°	0.52°	0.05° 0.15°
13.3°	13.4°	
13.1°	13.1°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.2°	-0.3°	-0.3° 0.8°
5.3°	5.3°	4.0° 5.5°
0.05°	0.41°	0.05° 0.15°
13.5°	13.5°	
13.3°	13.3°	

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.0°	0.0°	-0.5° 0.5°
-0.5°	-0.5°	-0.5° 0.5°
-0.1°	-0.2°	
0.16°	0.92°	0.10° 0.30°

Rear : Left

Actual	Before	Specified Range
-0.3°	-0.3°	
0.02°	0.03°	

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-0.1°	-0.1°	
-0.03°	-0.03°	

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
-0.2°	-0.2°	
0.00°	0.00°	
0.03°	0.03°	-0.20° 0.20°

RADIAL TIRE PULL

68190

CHRYSLER

address
name #

Left Tie Rod

I am requesting reimbursement for service completed on my vehicle prior to recall

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7LU38613G** [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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Fax 877-768-5076

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.

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A.

[redacted]

Visalia Calif [redacted]

[redacted]

Vin# 3D7LU38613G [redacted]

Dodge Truck Important Safety Recall

I am requesting a reimbursement for the service completed on my vehicle prior to the **Chrysler Important Safety Recall.** All documents are included with work performed...please contact if you have any questions.

Sincerely, [redacted]

[redacted] home

cell

Thank You ☺ [redacted]

Gross & Stevens
1121 E. Acequia Ave.
Visalia, Ca. 93292
559-734-4649

Invoice

Date	Invoice #
6/24/2013	[redacted]

Bill To
[redacted]

BAR #AJ135082

Make/Model	Mileage	P.O. No./License	Terms	LF	RF
03 RAM3500 4WD	126196	[redacted]		LR	RR

Item	Qu...	Description	Rate	Amount
A3	1	FRONT WHEEL ALIGNMENT (INCLUDES CHECKING ALL SUSPENSION COMPONENTS AND SETTING TIRE AIR PRESSURE) ROTATE TIRES EVERY 6K MILES, KEEP AIR PRESSURE AT SPECIFIED RANGE	59.95	59.95
FSR	4.8	REPAIR FRONT SUSPENSION: REPLACE UPPER AND LOWER BALL JOINTS, TIE ROD AT PITMAN AND RIGHT INNER CONNCTING ROD	75.00	360.00
MOOG K7460	2	UPPER BALL JOINT	104.00	208.00T
MOOG K7467	2	LOWER BALL JOINT	113.10	226.20T
MOOG ES3624	1	TIE ROD AT PITMAN	39.75	39.75T
MOOG DS1464	1	RIGHT INNER CONNECTING TIE ROD	124.80	124.80T
BA2	1	REAR BRAKES HAVE APPROX. 40% LINING REMAINING		0.00
B1	1.3	R&R FRONT BRAKE PADS, MACHINE FRONT BRAKE ROTORS, CK AND ADJUST REAR BRAKES, CK FLUID LEVEL	75.00	97.50
WAG SX965	1	BRAKE PADS	53.95	53.95T
TECH VP	6.9			0.00
SW AW				0.00T

Customer signature:

All labor is warranty for 1 year. Parts are covered by manufacturers warranty. Vehicles left before or after hours will be the responsibility of the customer. Customized vehicles have maximum 30 day labor warranty.

Subtotal	$1,170.15
Sales Tax (8.25%)	$53.85
Total	$1,224.00

Dodge/Ram Truck&Van 2003-05 3500 4X4 160.5" Wheelbase

Front : Left

Actual	Before	Specified Range
-0.2°	-0.3°	-0.3° 0.8°
4.8°	4.8°	4.0° 5.5°
0.11°	0.52°	0.05° 0.15°
13.3°	13.4°	
13.1°	13.1°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.2°	-0.3°	-0.3° 0.8°
5.3°	5.3°	4.0° 5.5°
0.05°	0.41°	0.05° 0.15°
13.5°	13.5°	
13.3°	13.3°	

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.0°	0.0°	-0.5° 0.5°
-0.5°	-0.5°	-0.5° 0.5°
-0.1°	-0.2°	
0.16°	0.92°	0.10° 0.30°

Rear : Left

Actual	Before	Specified Range
-0.3°	-0.3°	
0.02°	0.03°	

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-0.1°	-0.1°	
-0.03°	-0.03°	

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
-0.2°	-0.2°	
0.00°	0.00°	
0.03°	0.03°	-0.20° 0.20°

RADIAL TIRE PULL

68190

CHRYSLER

address
name #

Left Tie Rod

I am requesting reimbursement for service completed on my vehicle prior to recall

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7LU38613G** [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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

Fax 877-768-5076

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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Attention: Chrysler Recall Center
Case #
Regarding:
Leesport Pa.
Vin# 3D7LX38C26G 2006 Dodge Ram 3500
Evening Phone#

Current Mileage as of Dec 31 2013: 114,118
Mileage when incident was fixed: 104,706.

Place/Date of Purchase: Ladd Hatford Dodge/ May 26 2006

Date Repaired: 02-07-13

A repair was in order on the left tie rod ball stud because they had broke. The garage repaired the ball joint and tie rod system to normal operating conditions. See work order attached invoice # . I am seeking full reimbursement for all repairs that were paid for in full on the day of repair because they broke and there was a recall on the exact parts that were in need of fixing. I'm asking and will only accept full payment for the amount of $1038.90 which is $980.10 plus tax $58.80. If you have any questions feel free to contact me at

Thanks for your Time.

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7LX38C26G**[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

[redacted]

T.R.A.C.- TINY RINEHART AUTO CENTER
692 OLD LANCASTER PK
READING PA 19607
610-775-7272

[redacted]
LEESPORT, PA [redacted]

INVOICE # [redacted] **02/07/13**

2006 eng: 5.9L DIESEL plate# [redacted] mileage 104706
DODGE vin# 3D7LX38C26G [redacted]
RAM 3500
H# [redacted]

DIESEL OIL

189.08 Group Total

	12@	11.24	134.88	DIESEL MOTOR OIL SYN PO
	1@	17.20	17.20	DIESEL OIL FILTER
Parts Sub-Total			**152.08**	

RICK 37.00
CHANGE OIL & OIL FILTER, LUBE ALL GREASE FITTINGS, CHECK AIR FILTER, & ADD OTHER FLUIDS AS NEEDED

GENERAL WORK

980.10 Group Total

260-1580	1@	150.06	150.06	BALL-JOINT
260-1579	1@	164.68	164.68	BALL-JOINT
269-6103	1@	178.94	178.94	TIE ROD END
269-6102	1@	190.42	190.42	TIE ROD END
Parts Sub-Total			**684.10**	

RICK 296.00
REMOVE & REPLACE LEFT BALL-JOINTS
REMOVE & REPLACE BOTH INNER TIE ROD ENDS

WE APPRECIATE THE OPPORTUNITY TO SERVE YOU!

Charged

I, the Registered Owner authorize you to preform the above repairs and furnish all materials and include any necessary sublet work in the above estimate. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure that amount of repairs thereto, including those from any sums due, I agree to pay costs of collection and reasonable attorney fees, Receipt of a copy of this order is hereby acknowledged.

signed:

CUSTOMER SIGNATURE

PARTS	836.18
LABOR	333.00
TAX	70.15
TOTAL WORK ORDER	**1239.33**

[redacted]

Attention: Chrysler Recall Center
Case # [redacted]
Regarding:
[redacted] Leesport Pa. [redacted]
Vin# 3D7LX38C26G [redacted] 2006 Dodge Ram 3500
Evening Phone# [redacted]

Current Mileage as of Dec 31 2013: 114,118
Mileage when incident was fixed: 104,706.

Place/Date of Purchase: Ladd Hatford Dodge/ May 26 2006

Date Repaired: 02-07-13

A repair was in order on the left tie rod ball stud because they had broke. The garage repaired the ball joint and tie rod system to normal operating conditions. See work order attached invoice # [redacted]
I [redacted] am seeking full reimbursement for all repairs that were paid for in full on the day of repair because they broke and there was a recall on the exact parts that were in need of fixing. I'm asking and will only accept full payment for the amount of $1038.90 which is $980.10 plus tax $58.80. If you have any questions feel free to contact me at [redacted]

Thanks for your Time.

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7LX38C26G**[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

[redacted]

T.R.A.C.- TINY RINEHART AUTO CENTER
692 OLD LANCASTER PK
READING PA 19607
610-775-7272

[redacted]
LEESPORT, PA [redacted]

INVOICE # [redacted] **02/07/13**
2006 eng: 5.9L DIESEL plate# [redacted] mileage
DODGE vin# 3D7LX38C26G [redacted] 104706
RAM 3500
H# [redacted]

DIESEL OIL

189.08 Group Total

	12@	11.24	134.88	DIESEL MOTOR OIL SYN PO
	1@	17.20	17.20	DIESEL OIL FILTER
Parts Sub-Total			**152.08**	

RICK 37.00
CHANGE OIL & OIL FILTER, LUBE ALL GREASE FITTINGS, CHECK AIR FILTER, & ADD OTHER FLUIDS AS NEEDED

GENERAL WORK

980.10 Group Total

260-1580	1@	150.06	150.06	BALL-JOINT
260-1579	1@	164.68	164.68	BALL-JOINT
269-6103	1@	178.94	178.94	TIE ROD END
269-6102	1@	190.42	190.42	TIE ROD END
Parts Sub-Total			**684.10**	

RICK 296.00
REMOVE & REPLACE LEFT BALL-JOINTS
REMOVE & REPLACE BOTH INNER TIE ROD ENDS

WE APPRECIATE THE OPPORTUNITY TO SERVE YOU!

Charged

I, the Registered Owner authorize you to preform the above repairs and furnish all materials and include any necessary sublet work in the above estimate. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure that amount of repairs thereto, including those from any sums due, I agree to pay costs of collection and reasonable attorney fees, Receipt of a copy of this order is hereby acknowledged.

signed:

CUSTOMER SIGNATURE

PARTS	836.18
LABOR	333.00
TAX	70.15
TOTAL WORK ORDER	**1239.33**

[redacted]

Attention: Chrysler Recall Center
Case #[redacted]
Regarding:
[redacted] Leesport Pa. [redacted]
Vin# 3D7LX38C26G[redacted] 2006 Dodge Ram 3500
Evening Phone# [redacted]

Current Mileage as of Dec 31 2013: 114,118
Mileage when incident was fixed: 104,706.

Place/Date of Purchase: Ladd Hatford Dodge/ May 26 2006

Date Repaired: 02-07-13

A repair was in order on the left tie rod ball stud because they had broke. The garage repaired the ball joint and tie rod system to normal operating conditions. See work order attached invoice #[redacted]
I[redacted] am seeking full reimbursement for all repairs that were paid for in full on the day of repair because they broke and there was a recall on the exact parts that were in need of fixing. I'm asking and will only accept full payment for the amount of $1038.90 which is $980.10 plus tax $58.80. If you have any questions feel free to contact me at [redacted]

Thanks for your Time.

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7LX38C26G**[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

[redacted]

T.R.A.C.- TINY RINEHART AUTO CENTER
692 OLD LANCASTER PK
READING PA 19607
610-775-7272

[redacted]
LEESPORT, PA [redacted]

INVOICE # [redacted] **02/07/13**

2006 eng: 5.9L DIESEL plate# [redacted] mileage 104706
DODGE vin# 3D7LX38C26G [redacted]
RAM 3500
H# [redacted]

DIESEL OIL

189.08 Group Total

	12@	11.24	134.88	DIESEL MOTOR OIL SYN PO
	1@	17.20	17.20	DIESEL OIL FILTER
Parts Sub-Total			**152.08**	

RICK 37.00
CHANGE OIL & OIL FILTER, LUBE ALL GREASE FITTINGS, CHECK AIR FILTER, & ADD OTHER FLUIDS AS NEEDED

GENERAL WORK

980.10 Group Total

260-1580	1@	150.06	150.06	BALL-JOINT
260-1579	1@	164.68	164.68	BALL-JOINT
269-6103	1@	178.94	178.94	TIE ROD END
269-6102	1@	190.42	190.42	TIE ROD END
Parts Sub-Total			**684.10**	

RICK 296.00
REMOVE & REPLACE LEFT BALL-JOINTS
REMOVE & REPLACE BOTH INNER TIE ROD ENDS

WE APPRECIATE THE OPPORTUNITY TO SERVE YOU!

Charged

I, the Registered Owner authorize you to preform the above repairs and furnish all materials and include any necessary sublet work in the above estimate. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure that amount of repairs thereto, including those from any sums due, I agree to pay costs of collection and reasonable attorney fees, Receipt of a copy of this order is hereby acknowledged.

signed:

CUSTOMER SIGNATURE

PARTS	836.18
LABOR	333.00
TAX	70.15
TOTAL WORK ORDER	**1239.33**

[redacted]

Attention: Chrysler Recall Center
Case # [redacted]
Regarding:
[redacted] Leesport Pa. [redacted]
Vin# 3D7LX38C26G [redacted] 2006 Dodge Ram 3500
Evening Phone# [redacted]

Current Mileage as of Dec 31 2013: 114,118
Mileage when incident was fixed: 104,706.

Place/Date of Purchase: Ladd Hatford Dodge/ May 26 2006

Date Repaired: 02-07-13

A repair was in order on the left tie rod ball stud because they had broke. The garage repaired the ball joint and tie rod system to normal operating conditions. See work order attached invoice # [redacted]. I [redacted] am seeking full reimbursement for all repairs that were paid for in full on the day of repair because they broke and there was a recall on the exact parts that were in need of fixing. I'm asking and will only accept full payment for the amount of $1038.90 which is $980.10 plus tax $58.80. If you have any questions feel free to contact me at [redacted]

Thanks for your Time.

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7LX38C26G**[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 **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

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 inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 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.

RAM DODGE Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

[redacted]

T.R.A.C.- TINY RINEHART AUTO CENTER
692 OLD LANCASTER PK
READING PA 19607
610-775-7272

[redacted]
LEESPORT, PA [redacted]

INVOICE # [redacted] **02/07/13**
2006 eng: 5.9L DIESEL plate# [redacted] mileage
DODGE vin# 3D7LX38C26G [redacted] 104706
RAM 3500
H# [redacted]

DIESEL OIL

189.08 Group Total

12@	11.24	134.88	DIESEL MOTOR OIL SYN PO
1@	17.20	17.20	DIESEL OIL FILTER
Parts Sub-Total		**152.08**	

RICK 37.00
CHANGE OIL & OIL FILTER, LUBE ALL GREASE FITTINGS, CHECK AIR FILTER, & ADD OTHER FLUIDS AS NEEDED

GENERAL WORK

980.10 Group Total

260-1580	1@ 150.06	150.06	BALL-JOINT
260-1579	1@ 164.68	164.68	BALL-JOINT
269-6103	1@ 178.94	178.94	TIE ROD END
269-6102	1@ 190.42	190.42	TIE ROD END
Parts Sub-Total		**684.10**	

RICK 296.00
REMOVE & REPLACE LEFT BALL-JOINTS
REMOVE & REPLACE BOTH INNER TIE ROD ENDS

WE APPRECIATE THE OPPORTUNITY TO SERVE YOU!

Charged

I, the Registered Owner authorize you to preform the above repairs and furnish all materials and include any necessary sublet work in the above estimate. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure that amount of repairs thereto, including those from any sums due, I agree to pay costs of collection and reasonable attorney fees, Receipt of a copy of this order is hereby acknowledged.

signed:

CUSTOMER SIGNATURE

PARTS	836.18
LABOR	333.00
TAX	70.15
TOTAL WORK ORDER	**1239.33**

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



Chrysler Customer Care
case Number [redacted]
Fax 877-768-5076

Thank you God Bless you all

[redacted]

Fax 1-2-14

TROY'S TRANSMISSION

INVOICE _____

Hwy. 60 West - 2 1/2 miles
RR 2 Box 2265 • Winona, MO 65588
Phone: 573-325-4930

Name [redacted] Date 7-24-13

Address [redacted] City [redacted] State [redacted] Zip [redacted]

Year 2003 Vin 5.7 Hemi

Make Dodge Model Ram 2500 Ph [redacted]

Purchase Order No. [redacted] Car No. [redacted] Odometer [redacted]

Qty.	Part No. and Description	Price	
1	1 Passenger side wheel bearing		
2	1 Passenger side Axle u-joint		
3	1 Steering Dampner - shock		
4	1 tie rod End - pittman arm		
5	1 tie rod End right side (C3624)		
6	1 tie rod end right side - outer		
7	1 tie rod end left side outer		
8	2 adjusting sleeves		
9			
10			
11	Chrysler Custmer Care		
12	Case Number [redacted]		
13	Fax 877-768-5076		
14			
15			
16	Vehicle Identification Number		
17	last 8-n (3G [redacted] J		
18	number		
19			
20			
21			
22			
23			
24			
25			
26			
	PARTS TOTAL	575	00

Description of Work

Replace Parts listed

[redacted]

Method of Payment

☑ Cash ☐ Check ☐ Charge
☐ MC ☐ Visa ☐ Amex
☐ Discover ☐ Other _____

CC No. _____

Exp. _____

X _____

Total Parts	575	00
Total Labor	280	00
Gas - Oil Grease		
Shop Supplies		
Sublet Repairs		
Freight		
Fly Wheel Resurface		
Tax	30	04
TOTAL	885.	04

12 MONTH WARRANTY ON ALL PARTS AND LABOR LISTED. ALL WARRANTY REPAIRS WILL BE DONE AT TROY S TRANSMISSION SHOP. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

X _____

Thank You

JAN-2-2014 14:47 FROM:EMINENCE CITY HALL 15732265658 TO:18777685076 P.2/2

Chrysler Customer Care

case Number [redacted]

Fax 877-768-5076

Thank you God Bless you all

[redacted]

Fax 1-2-14

TROY'S TRANSMISSION

Hwy. 60 West - 2 1/2 miles
RR 2 Box 2265 • Winona, MO 65588
Phone: 573-325-4930

INVOICE _____

Name [redacted] Date 7-24-13
Address City State Zip

Year 2003 Vin 5.7 Hemi
Make Dodge Model Ram 2500 Ph [redacted]
Purchase Order No. Car No. Odometer

Qty.	Part No. and Description	Price	
1	1 Passenger side wheel bearing		
2	1 Passenger side Axle u-joint		
3	1 Steering Dampner - shock		
4	1 tie rod End - pittman arm		
5	1 tie rod End right side (C3624)		
6	1 tie rod end right side - outer		
7	1 tie rod end left side outer		
8	2 adjusting sleeves		
9			
10			
11	Chrysler Custmer Care		
12	Case Number [redacted]		
13	Fax 877-768-5076		
14			
15			
16	Vehicle Identification Number		
17	last 8-# 3G [redacted]		
18	number		
19			
20			
21			
22			
23			
24			
25			
26			
	PARTS TOTAL	575	00

Description of Work

Replace Parts listed

[redacted]

Method of Payment

☑ Cash ☐ Check ☐ Charge
☐ MC ☐ Visa ☐ Amex
☐ Discover ☐ Other _____

CC No. _____
Exp. _____
X _____

Thank You

Total Parts	575	00
Total Labor	280	00
Gas - Oil Grease		
Shop Supplies		
Sublet Repairs		
Freight		
Fly Wheel Resurface		
Tax	30	04
TOTAL	885.	04

12 MONTH WARRANTY ON ALL PARTS AND LABOR LISTED. ALL WARRANTY REPAIRS WILL BE DONE AT TROY S TRANSMISSION SHOP. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

X _____

JAN-2-2014 14:47 FROM:EMINENCE CITY HALL 15732265658 TO:18777685076 P.2/2

Chrysler Customer Care
case Number [redacted]
Fax 877-768-5076

Thank you God Bless you all

[redacted]

Fax 1-2-14

JAN-2-2014 14:47 FROM:EMINENCE CITY HALL 15732265658 TO:18777685076 P.2/2

TROY'S TRANSMISSION

INVOICE _____

Hwy. 60 West - 2 1/2 miles
RR 2 Box 2265 • Winona, MO 65588
Phone: 573-325-4930

Name [redacted] Date 7-24-13

Address [redacted] City State Zip

Year 2003 Vin 5.7 Hemi

Make Dodge Model Ram 2500 Ph [redacted]

Purchase Order No. Car No. Odometer

Qty.	Part No. and Description	Price	
1	1 Passenger side wheel bearing		
2	1 Passenger side Axle u-joint		
3	1 Steering Dampner - shock		
4	1 tie rod End - pittman arm		
5	1 tie rod End right side (C3624)		
6	1 tie rod end right side - outer		
7	1 tie rod end left side outer		
8	2 adjusting sleeves		
9			
10			
11	Chrysler Custmer Care		
12	Case Number [redacted]		
13	Fax 877-768-5076		
14			
15			
16	Vehicle Identification Number		
17	last 8-n (3G [redacted] J		
18	number		
19			
20			
21			
22			
23			
24			
25			
26			
	PARTS TOTAL	575	00

Description of Work

Replace Parts listed

[redacted]

Method of Payment

☑ Cash ☐ Check ☐ Charge
☐ MC ☐ Visa ☐ Amex
☐ Discover ☐ Other _____

CC No. _____

Exp. _____

X _____

Total Parts	575	00
Total Labor	280	00
Gas - Oil Grease		
Shop Supplies		
Sublet Repairs		
Freight		
Fly Wheel Resurface		
Tax	30	04
TOTAL	885.	04

12 MONTH WARRANTY ON ALL PARTS AND LABOR LISTED. ALL WARRANTY REPAIRS WILL BE DONE AT TROY S TRANSMISSION SHOP. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

X _____

Thank You

Chrysler Customer Care

case Number [redacted]

Fax 877-768-5076

Thank you God Bless you all

[redacted]

Fax 1-2-14

JAN-2-2014 14:47 FROM:EMINENCE CITY HALL 15732265658 TO:18777685076 P.2/2

TROY'S TRANSMISSION

INVOICE _____

Hwy. 60 West - 2 1/2 miles
RR 2 Box 2265 • Winona, MO 65588
Phone: 573-325-4930

Name [redacted] Date 7-24-13
Address City State Zip

Year 2003 Vin 5.7 Hemi
Make Dodge Model Ram 2500 Ph [redacted]
Purchase Order No. Car No. Odometer

Qty.	Part No. and Description	Price	
1	1 Passenger side wheel bearing		
2	1 Passenger side Axle u-joint		
3	1 Steering Dampner - shock		
4	1 tie rod End - pittman arm		
5	1 tie rod End right side (3624)		
6	1 tie rod end right side - outer		
7	1 tie rod end left side outer		
8	2 adjusting sleeves		
9			
10			
11	Chrysler Custmer Care		
12	Case Number [redacted]		
13	Fax 877-768-5076		
14			
15			
16	Vehicle Identification Number		
17	last 8-n (3G [redacted])		
18	number		
19			
20			
21			
22			
23			
24			
25			
26			
	PARTS TOTAL	575	00

Description of Work

Replace Parts listed

[redacted]

Method of Payment

☑ Cash ☐ Check ☐ Charge
☐ MC ☐ Visa ☐ Amex
☐ Discover ☐ Other _____

CC No. _____
Exp. _____
X _____

Thank You

Total Parts	575	00
Total Labor	280	00
Gas - Oil Grease		
Shop Supplies		
Sublet Repairs		
Freight		
Fly Wheel Resurface		
Tax	30	04
TOTAL	885.	04

12 MONTH WARRANTY ON ALL PARTS AND LABOR LISTED. ALL WARRANTY REPAIRS WILL BE DONE AT TROY S TRANSMISSION SHOP. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

X _____

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

01/23/14

POSTED DATE : 1-17-14

VIN (FIRST 9 DIGITS) 3D7KS28A7

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER **BOB PFORTE MOTORS** DODGE

Jeep

4214 West Lafayette St. Marianna, FL 32446
Sales: (877) 668-1556 Service: 800-483-1440
www.bobpfortes.com

RAM

RO: [redacted]
Cashier: 12:05-2
Date Out: 03/09/2013

OPEN

>>>> CONTINUED FROM PREVIOUS PAGE <<<< TAG: IN:1552OUT:1547
Customer: 115857 Stock #:P1782 VIN:3D7KS28A77G[redacted]
[redacted]
2007 DODG RAM 2500 Q BLU
Miles-In: 67632 Out: 67632
CHIPLEY FL [redacted]
Home: [redacted] Work: N/A
Advisor: 000549-SHERRY EILER Hat: 936 Date In: 03/07/2013
Sold By: Jim Chandler

OP	Acct	Tech	Hours	Complaint/Cause/Correction		Per Unit	Extended Price
				[CUSTOMER PAY]			
*J	SCP	000554C				Labor Total:	180.00
	CUSTOMER STATES: REPLACE STEERING LINKAGE						
	RE[LACED STEER LINKAGE AND DAMPNER						
	Parts:	1	52122362AH	STEERING-STEERING		376.25	376.25
		1	68039930AA	ARM-PITMAN		54.75	54.75
		1	5154661AC	DAMPER-STEERING		109.50	109.50
		1	6502835	NUT-HEX FLANGE LOCK		2.56	2.56
		3	6505623AA	NUT-HEX LOCK		3.07	9.21
						Total Parts:	552.27
						Operation Total:	732.27
				[CUSTOMER PAY]			
*K	SCP	000554C				Labor Total:	535.00
	CUSTOMER STATES: REPLACE UPPER AND LOWER BALL JOINTS						
	REPLACED UPPER AND LOWER BALL JOINT ALIGNED						
	Parts:	2	5086672AB	BALLJOINT-UPPER		142.04	284.08
		2	5086674AB	BALLJOINT-LOWER		152.85	305.70
						Total Parts:	589.78
						Operation Total:	1124.78
				[CUSTOMER PAY]			
*L	SCP	000554C				Labor Total:	195.00
	CUSTOMER STATES: REPLACE FRONT BRAKE PADS AND RESURFACE						
	ROTORS.						
	PERFORMED FRONT BRAKE JOB						
	Parts:	1	V1013267	PAD KIT-FRONT DISC BRAKE		63.20	63.20
						Total Parts:	63.20
						Operation Total:	258.20

Pd CK 1063

Customer Pay Labor:	1351.85
Customer Pay Parts:	1902.47
Customer Pay Subtotal:	3254.32
Customer Pay Sales Tax:	244.07
Customer Total Due:	3498.39

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in parts shipments by the supplier or transporter. I grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Bob Pforte hereby expressly disclaims all warranties either express or implied, including any implie warranty of merchantability or fitness for a particular purpose and Bob Pforte neither assumes nor authorizes any other person to assume for it any liability in connection wit the sale of the product. This disclaimer in no way affects th terms of the manufacturer's warranty. All parts installed are new, reconditioned or salvaged parts. A standard charge for shop supplies and materials is made on each repair order. The amount of charge is 10% of total labor charges up to a maximu of $20.00. TERMS: STRICTLY CASH unless arrangements made. ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Signature: _____

Thank you for allowing us to serve you!

CLAIM # [redacted]

CHRYSLER **BOB PFORTE MOTORS** DODGE

Jeep

4214 West Lafayette St. Marianna. FL 32446
Sales: (877) 668-1556 Service: 800-483-1440
www.bobpfortes.com

RAM

RO: [redacted]
Cashier: 12:05-2
Date Out: 03/09/2013

OPEN
TAG: IN:1552OUT:1547
VIN:3D7KS28A77G[redacted]
2007 DODG RAM 2500 Q BLU
Miles-In: 67632 Out: 67632

Customer: 115857 Stock #:P1782
[redacted]
CHIPLEY FL [redacted]
Home: [redacted] Work: N/A
Advisor: 000549-SHERRY EILER Hat: 936 Date In: 03/07/2013
Sold By: Jim Chandler

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
A	SCP	000554C		DLOF	Labor Total:	22.45
	CUSTOMER STATES: OIL CHANGE SPECIAL: 12 QTS AND FREE 23 POINT INSPECTION. TOP OFF FLUID LEVELS. SET TIRE PRESSURES. COMPLETED LOF/23 PT INSPECTION					
	Parts:	1	5083285AA	FILTER-ENGINE OIL	17.25	17.25
		12	68026607AA	OIL-15W40	2.50	30.00
					Total Parts:	47.25
					Operation Total:	69.70
				[CUSTOMER PAY]		
B	SCP	000554		CEX1	Labor Total:	80.70
	CUSTOMER STATES: PERFORM COOLING SYSTEM FLUID EXCHANGE SERVICE FOR CARS AND MINIVANS					
	PERFORMED COOLING SYSTEM EXCHANGE SERVICE					
	PERFORMED COOLANT FLUSH					
	Parts:	1	68048953AB	ANTIFREEZ-COOLANT	21.95	21.95
		1	MOC2301	COOLING SYSTEM FLUSH KIT	37.02	37.02
					Total Parts:	58.97
					Operation Total:	139.67
				[CUSTOMER PAY]		
C	SCP	000554		DEX3	Labor Total:	48.29
	CUSTOMER STATES: PERFORM FRONT DIFFERENTIAL SYNTHETIC FLUID EXCHANGE SERVICE					
	PERFORMED DIFFERENTIAL FLUID EXCHANGE SERVICE					
	PERFORMED FRONT DIFF SERVICE					
	Parts:	3	68003055AB	LUBRICANT-GEAR	22.45	67.35
		1	MOC1491	LIMITED SLIP	18.95	18.95
					Total Parts:	86.30
					Operation Total:	134.59

>>>> CONTINUED ON NEXT PAGE <<<<

CHRYSLER **BOB PFORTE MOTORS** DODGE

Jeep

4214 West Lafayette St. Marianna. FL 32446
Sales: (877) 668-1556 Service: 800-483-1440
www.bobpfortes.com

RAM

RO: [redacted]
Cashier: 12:05-2
Date Out: 03/09/2013

OPEN
>>>> CONTINUED FROM PREVIOUS PAGE <<<< TAG: IN:1552OUT:1547
Customer: 115857 Stock #:P1782 VIN:3D7KS28A77G[redacted]
[redacted]
CHIPLEY FL 2007 DODG RAM 2500 Q BLU
Miles-In: 67632 Out: 67632
Home: [redacted] Work: N/A
Advisor: 000549-SHERRY EILER Hat: 936 Date In: 03/07/2013
Sold By: Jim Chandler

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
D	SCP	000554		DEX2	Labor Total:	50.51
	CUSTOMER STATES: PERFORM REAR DIFFERENTIAL SYNTHETIC FLUID EXCHANGE SERVICE					
	PERFORMED DIFFERENTIAL FLUID ECHANGE SERVICE					
	PERFORMED REAR DIFF SERVICE					
	Parts:	2	68003055AB	LUBRICANT-GEAR	22.45	44.90
		1	MOC1491	LIMITED SLIP	18.95	18.95
					Total Parts:	63.85
					Operation Total:	114.36
				[CUSTOMER PAY]		
E	SCP	000554C			Labor Total:	85.00
	CUSTOMER STATES: PERFORM TRANS SERVICE					
	PERFORMED TRANS SERVICE					
	Parts:	1	5013470AD	4X4 FILTE-TRANSMISSION OIL	37.75	37.75
		1	5179267AC	FILTERPKG-TRANSMISSION OIL	19.85	19.85
		1	5010884AA	SEALER-RTV	6.50	6.50
					Total Parts:	64.10
					Operation Total:	149.10
				[CUSTOMER PAY]		
F	SCP	000554		BTS	Labor Total:	24.95
	CUSTOMER STATES: PERFORM BATTERY TERMINAL SERVICE					
	PERFORMED BATTERY TERMINAL SERVICE					
	PERFORMED BATTERY SERVICE BATTERY#1					
	Parts:	1	MOC2871	BATTERY PROTECTOR	6.73	6.73
					Total Parts:	6.73
					Operation Total:	31.68

>>>> CONTINUED ON NEXT PAGE <<<<

CHRYSLER **BOB PFORTE MOTORS** DODGE

Jeep

4214 West Lafayette St. Marianna. FL 32446
Sales: (877) 668-1556 Service: 800-483-1440
www.bobpfortes.com

RAM

RO: 106925
Cashier: 12:05-2
Date Out: 03/09/2013

OPEN

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

TAG: IN:1552OUT:1547

Customer: 115857 Stock #:P1782

VIN:3D7KS28A77G[redacted]

2007 DODG RAM 2500 Q BLU

Miles-In: 67632 Out: 67632

[redacted]

CHIPLEY FL [redacted]

Home: [redacted] Work: N/A

Advisor: 000549-SHERRY EILER Hat: 936 Date In: 03/07/2013

Sold By: Jim Chandler

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
G	SCP	000554		BTS	Labor Total:	24.95
	CUSTOMER STATES: PERFORM BATTERY TERMINAL SERVICE					
	PERFORMED BATTERY TERMINAL SERVICE					
	PERFORMED BATTERY SERVICE BATTERY#2					
	Parts: 1	MOC2871		BATTERY PROTECTOR	6.73	6.73
					Total Parts:	6.73
					Operation Total:	31.68
				[CUSTOMER PAY]		
H	SCP	000554C		9023		
	CUSTOMER STATES: FREE23PT INSPECTION.INCLUDES;CK TIRES,ENGIN					
	OOLING SYSTEM,BRAKES,POWER STEERING,TRANSMISSION,WIPER WASHE					
	R AND BLADES,LAMPS,BATTERY,BELTS,HO					
	Parts: 1	53034051AB		FILTER-AIR	50.04	50.04
					Total Parts:	50.04
					Operation Total:	50.04
				[CUSTOMER PAY]		
I	SCP	000554C			Labor Total:	105.00
	CUSTOMER STATES: HAS FLUID LEAKING RIGHT SIDE TIRE AREA					
	POSSIBLE WATER					
	REPLACED WATER PUMP					
	Parts: 1	68003402AB		PUMP-WATER	313.25	313.25
					Total Parts:	313.25
					Operation Total:	418.25

>>>> CONTINUED ON NEXT PAGE <<<<

[redacted]
Chipley, FL [redacted]

PENSACOLA FL 325
17 JAN 2014 PM 1 L

JAN 23



Chrysler Recall Center
PO Box 21-8004
Auburn Hills, Michigan
48321

3c

Claim # [redacted]

48321800404

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-02 13:25:46.526751
Files Not Recieved: 1

Case #: [redacted]

Attached please find paid invoice for repairs to steering linkage which were paid out of pocket on 03/09/2013 which is before receiving the safety recall notice on this item. I am requesting reimbursement for all items associated with the safety recall. Should you require any additional information, please contact me at [redacted]. Thank you, [redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-15 19:17:10.260277
Files Not Recieved: 1

Jenna,
Obviously there is a problem with the link you and Chrysler are sending us to attach our documentation. I have already sent this in two times now and will try this link a third time. Hopefully this matter will come to an expedient resolution and you will receive my documentation. If there are any further problems, please contact me at [redacted], if no answer please leave a message on [redacted]
[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINAL BACKUP



RECEIVED DATE:

01/10/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KU2869

VIN (LAST 8 DIGITS) 4G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler Customer Assistance
ATTN: Reimbursement
PO Box 21-8007
Auburn Hills, MI 48321-8007

January 3, 2014

Dear Sirs,

I am in receipt of your Safety Recall Notice #N62/NHTSA 13V-528 regarding my 2004 Dodge Ram R2500 pickup. I was noticing the issues with the front end back the first quarter of 2013 and had the entire front end rebuilt in June of 2013. I didn't feel comfortable with how the truck was driving as it seemed to have a very loose feeling front end and took it in to my mechanic. He looked at everything and noticed the front end was in need of repair. I have enclosed the repair bill, the screen shot of the cleared amount of the check (my bank doesn't returned checks to me) and the copy of the statement showing the check cleared my account. The repairs were completed on June 7, 2013 and the check cleared my bank account on June 10, 2013.

The truck was purchased on May 21, 2004 by Carl and Tami LaCour (my husband is since deceased) from McCord's Dodge Chrysler Jeep. Our address, at the time of purchase, was and remains [redacted] Camas WA [redacted]. My phone numbers are [redacted]. The VIN # is 3D7KU28C94G[redacted]. The current mileage is approximately 108,000.

I am asking for the reimbursement of what I had to pay to have the vehicle repaired and I understand the recall was only for the left side; however, most shops won't repair just one side of a vehicle. I have highlighted all the costs associated with the left side repair. If you have any questions or concerns please feel free to contact me.

Thank you,

[redacted]

Peterson Automotive, INC
13317 NE Fourth Plain Rd
Vancouver, Washington. 98682
Phone - 360-326-8592 Fax - 360-326-8556
SETTING NEW STANDARDS IN AUTO REPAIR

INVOICE
16572

Invoice Date : 06/07/2013

INVOICE FROM HISTORY

Work Completed Date : 06/07/2013 Print Date : 12/31/2013

PRECISION NORTHWEST - [redacted]
[redacted]
Vancouver, WA [redacted]
Cellular [redacted] — [redacted] MARK
Cust ID : 3663

2004 Dodge - Pickup R2500 - 5.9L, In-Line6 (360Ci)
Lic # : [redacted] - WA
Unit # :
Vin # : **3D7KU28C94G** [redacted]
Hat # :
Odometer In : 0
Odometer Out : 104534
Ref # :

Part Description / Number	Qty	Sale	Extended
Water Pump - New 43526	1.00	107.48	107.48
Water Pump Gasket 35525	1.00	3.24	3.24
ANTI-FREEZE COOLANT 5050	3.00	10.50	31.50
hose trans cooler 6 inch 111	1.00	10.00	10.00
AUTO. TRANS. FLUID W/ LIMITED SLIP ATF4	4.00	30.95	123.80
Pinion Seal - Front Axle 20459	1.00	30.78	30.78
DIFF FLUID 7690	1.00	15.75	15.75
OUTER TIE ROD END FRONT RIGHT DS1463	1.00	183.29	183.29
IN. TIE ROD END FRONT LEFT - DS1464	1.00	180.57	180.57
IN. TIE ROD END - FRONT RIGHT TO PITMAN ARM - ES3624	1.00	49.36	49.36
ADJUSTING SLEEVE AT TIE ROD END - FRONT ES3626S	2.00	68.93	137.86
IN. TIE ROD END FRONT LEFT TO PITMAN ARM ES800375	1.00	113.14	113.14
SWAY BAR LINK/KIT - FRONT 111	2.00	100.28	200.56
OIL FILTER LFP780	1.00	14.23	14.23
OIL ENGINE 1540	12.00	5.75	69.00
Shop Supplies		30.00	30.00

Labor Description	Extended
CHECK FOR TRANSMISSION LEAKS	0.00
WATER PUMP - Remove & Replace - In-Line6,Diesel	152.91
repair trans line repair trans line	42.48
PINION SHAFT SEAL - Remove & Replace - R2500,R3500 - [Includes: R&I Drive Axle.]	101.94
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	30.58
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	91.75
ALIGNMENT	79.95
Lube, oil, and filter Lubricate and check chassis. Change oil and oil filter. Check air filter and breather filter. Check all fluid levels and tire pressures. Preform basic safety inspection. Road test vehicle. NEED TO CONTACT REVTECH AND ORDER PITMAN ARM AND CONTROL ARM BUSHINGS	0.00
Discount 5.00% off labor	
Hazardous Materials	14.24

11214
THE RIGHT COLUMN (ABOVE) ISN'T SPLIT BETWEEN LEFT & RIGHT SIDES.
THESE TOTALS ARE LEFT ONLY.
ADDED TOGETHER = $575.06

Written By: Davis, Chris - Technicians : Peterson, Eric; Snelling, Billy

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.16.2011 JD

Peterson Automotive, INC
13317 NE Fourth Plain Rd
Vancouver, Washington. 98682
Phone - 360-326-8592 Fax - 360-326-8556
SETTING NEW STANDARDS IN AUTO REPAIR

INVOICE
[redacted]

Invoice Date : 06/07/2013

INVOICE FROM HISTORY

Work Completed Date : 06/07/2013 Print Date : 12/31/2013

PRECISION NORTHWEST - [redacted]
[redacted]
Vancouver, WA [redacted]
Cellular [redacted] MARK
Cust ID : 3663

2004 Dodge - Pickup R2500 - 5.9L, In-Line6 (360CI)
Lic # : [redacted] WA
Unit # :
Vin # : 3D7KU28C94G[redacted]
Hat # :

Odometer In : 0
Odometer Out : 104534
Ref # :

Part Description / Number	Qty	Date	Extended	Labor Description	Extended

Org. Estimate $ 8.13 Revisions $ 2,072.27 Current Estimate $ 2,080.40

Revision # 1, Previous Estimate Amount - 8.13, Additional Cost - 339.30, Revised Estimate - 347.43, Authorized by - LACOUR, TAMI, Date - 6/4/2013, Time - 4:06 PM, Initiated By - Shop, Phone Number - 360-213-9766xMARK

Revision # 2, Previous Estimate Amount - 8.13, Additional Cost - 134.45, Revised Estimate - 142.58, Authorized by - LACOUR, TAMI, Date - 6/4/2013, Time - 4:06 PM, Initiated By - Shop, Phone Number - 360-213-9766xMARK

Revision # 3, Previous Estimate Amount - 8.13, Additional Cost - 173.06, Revised Estimate - 181.19, Parts: $280.65 Labor: $297.33 Sublet: $0.00 Taxes & Fees: $-384.82 Authorized by - LACOUR, TAMI, Date - 6/4/2013, Time - 4:06 PM, Initiated By - Shop, Phone Number - 360-213-9766xMARK

Revision # 4, Previous Estimate Amount - 654.84, Additional Cost - 1438.66, Revised Estimate - 2093.50, Parts: $1025.84 Labor: $283.44 Sublet: $0.00 Taxes & Fees: $146.38 Authorized by - LACOUR, TAMI, Date - 6/5/2013, Time - 9:55 AM, Initiated By - Shop, Phone Number - 360-213-9766xMARK

Revision # 5, Previous Estimate Amount - 2093.50, Additional Cost - -13.20, Revised Estimate - 2080.40, Authorized by - LACOUR, TAMI, Date - 6/5/2013, Time - 9:55 AM, Initiated By - Shop, Phone Number - 360-213-9766xMARK

(Payments - Check - $1,939.74)

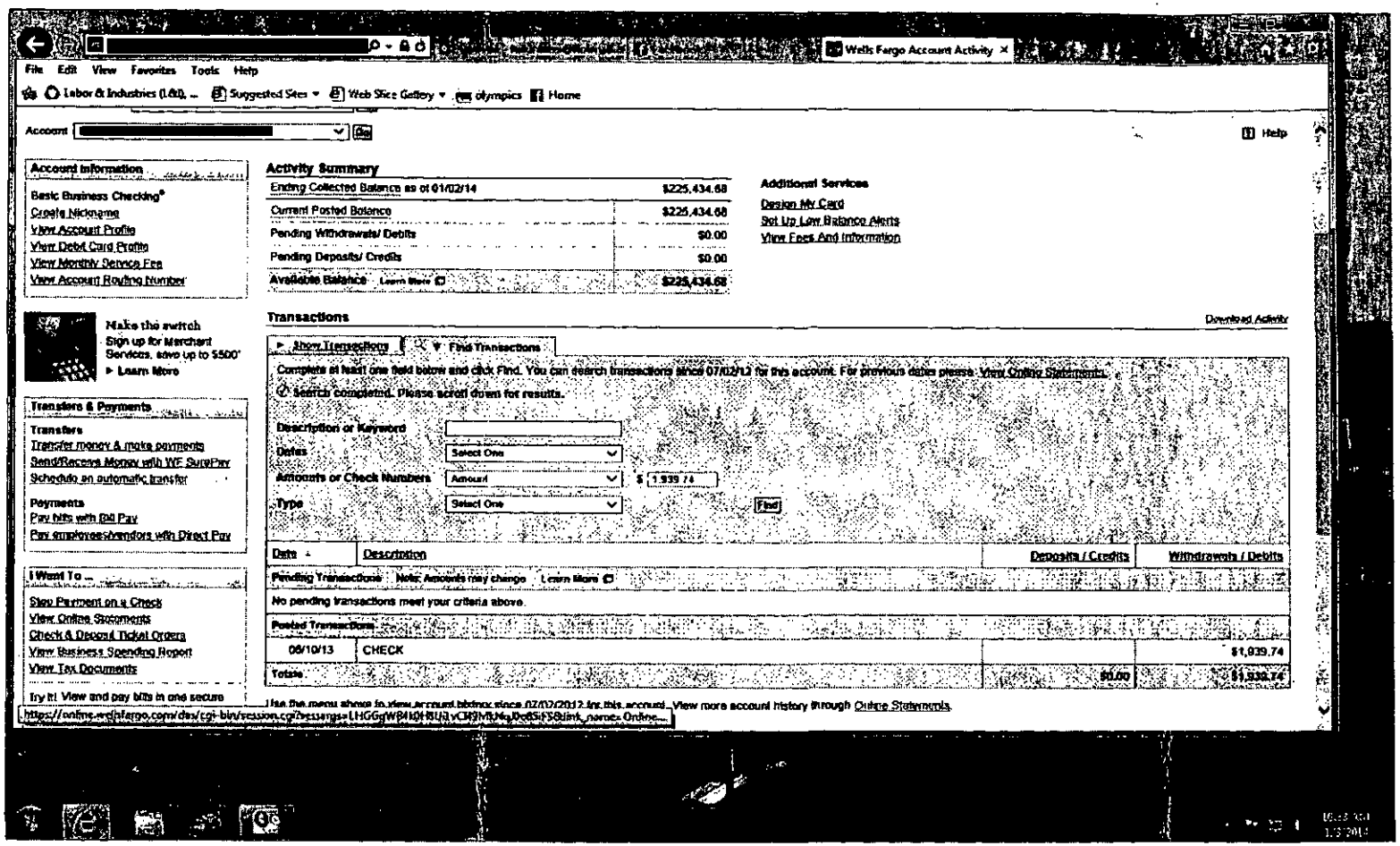
Labor:	513.85
Parts:	1,300.56
Sublet:	$0.00
Discount:	-24.98
Sub:	1,789.43
Tax:	150.31
Total:	1,939.74
Bal Due:	$0.00

An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is 3 years and 30,000 miles and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. This warranty applies to ORIGINAL PURCHASER ONLY. Non-transferrable. TERMS: All payments due at time of service. A late fee of $10.00 per month and finance charge of 1.75% monthly will be added to all balances over 30 days past due.

Signature _____ Date _____ Time _____

Written By: Davis, Chris - Technicians : Peterson, Eric; Snelling, Billy

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 JO


Wells Fargo Account Activity
File Edit View Favorites Tools Help
Labor & Industries (L&I), ...
Suggested Sites
Web Slice Gallery
olympics
Home
Account
Help
Account Information
Basic Business Checking®
Create Nickname
View Account Profile
View Debit Card Profile
View Monthly Service Fee
View Account Routing Number
Activity Summary
Ending Collected Balance as of 01/02/14 $225,434.68
Current Posted Balance $225,434.68
Pending Withdrawals/ Debits $0.00
Pending Deposits/ Credits $0.00
Available Balance $225,434.68
Additional Services
Design My Card
Set Up Low Balance Alerts
View Fees And Information
Make the switch
Sign up for Merchant Services, save up to $500*
Learn More
Transfers & Payments
Transfers
Transfer money & make payments
Send/Receive Money with WF SurePay
Schedule an automatic transfer
Payments
Pay bills with Bill Pay
Pay employees/vendors with Direct Pay
I Want To ...
Stop Payment on a Check
View Online Statements
Check & Deposit Ticket Orders
View Business Spending Report
View Tax Documents
Try it! View and pay bills in one secure
Transactions
Download Activity
Show Transactions
Find Transactions
Complete at least one field below and click Find. You can search transactions since 07/02/13 for this account. For previous dates please View Online Statements.
Search completed. Please scroll down for results.
Description or Keyword
Dates
Select One
Amounts or Check Numbers
Amount
$ 1,939.74
Type
Select One
Find
Date
Description
Deposits / Credits
Withdrawals / Debits
Pending Transactions
Note: Amounts may change
Learn More
No pending transactions meet your criteria above.
Posted Transactions
06/10/13
CHECK
$1,039.74
Totals
$0.00
$1,939.74
Use the menus above to view account history since 07/02/2013 for this account. View more account history through Online Statements.

WELLS FARGO

Transaction history

Date	Check Number	Description	Deposits/ Credits	Withdrawals/ Debits	Ending daily balance
6/3		[redacted]		622.44	
		Northwest IN			
6/3		Check		80.00	
6/3		Check		66.88	175,466.01
6/4		Check		3,622.00	
6/4		Check		1,635.00	
6/4		Check		936.94	
6/4		Check		340.00	
6/4		Global Pay Global Stl 201306 8788290251824 Precision		92.90	
		Northwest			
6/4		Check		60.86	168,778.31
6/5		Deposit	26,289.56		
6/5		1st Security Ban Ck-Dep 060513 1St Security Bank Loan PR	3,277.00		
6/5		Cashed Check		35.00	
6/5		Check		3,365.23	
6/5		Check		2,366.40	
6/5		Check		63.07	192,515.17
6/6		Online Transfer to Precision Northwest Inc Ref #Ibeqst8K5D		23,276.60	
		Business Checking Payroll for June 7			
6/6		Online Transfer to Precision Northwest Inc Ref #Ibetpvptzc		582.95	
		Business Checking Reimbursements for June 7			
6/6		Online Transfer to Precision Northwest Inc Ref #Ibe8Bkqnw6		6,458.78	
		Business Checking Payroll Taxes June 7			
6/6		Online Transfer to Precision Northwest Inc Ref #Ibe5Fj9Lt6		1,300.58	
		Business Checking Labor and Industries for June 7			
6/6		Check		4,047.73	
6/6		Check		1,026.25	
6/6		Check		379.34	
6/6		Check		197.31	
6/6		Check		37.43	
6/6		Check		21.73	155,186.47
6/7		Deposit	62,296.61		
6/7	9999	Check		617.50	
6/7		Check		9,408.77	
6/7		Check		2,428.74	
6/7		Check		1,732.90	
6/7		Check		734.50	
6/7		Check		595.00	
6/7		Check		141.86	
6/7		Check		53.98	
6/7		Check		47.54	201,722.29
6/10	3372	Check		2,412.50	
6/10		Check		12,144.00	
6/10		Check		3,076.78	
6/10		Check		2,000.00	
6/10		Check		1,939.74	
6/10		Check		340.00	
6/10		Check		66.88	179,742.39
6/11		Check		3,300.00	
6/11		Check		2,550.00	
6/11		Check		520.29	
6/11		Check		123.39	173,248.71
6/12		Return Item Charge - Paper AZ 130612		28,407.85	
6/12		Cashed/Deposited Item Retn Unpaid Fee		12.00	
6/12		Check		7,312.50	
6/12		Check		3,350.00	
6/12		Check		3,260.50	
6/12		Check		514.60	130,391.26
6/13		Check		2,312.99	
6/13		Check		1,987.04	

[redacted]

CAMAS WA [redacted]

Chrysler Customer Assis
ATTN: REIMBURSEMENT
P.O. BOX 21-8007

Auburn Hills, MI 48321-

UNITED STATES POSTAL SERVICE

Apply Priority Mail Postage Here

UNITED STATES POSTAL SERVICE

1006

48321

U.S. POSTAGE
PAID
VANCOUVER, WA
98682
JAN 03, '14
AMOUNT

$5.60
00061217-13

UNITED STATES POSTAL SERVICE®

USPS TRACKING #

Label 400 Jan. 2013
7690-16-000-7948

EP14H JAN 2011 Outer Dimension: 10 x