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

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINAL BACKUP

[redacted]

RECEIVED DATE:

01/14/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7LT2ET3

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

BALD HILL CHRYSLER - DODGE

1035 BALD HILL RD
WARWICK, RI 02886
1-800-822-3015 FAX 1-401-822-8177
WWW.BALDHILL.COM

48479COU

Printed:01/02/14 @ 09:59

DATE	INVOICE NO.	CUST. NO.
1/ 2/2014	48479	999

COUNTER SALE

SOLD BY	PAY TYPE	P.O. NO.
81	CREDCARD	011 RAM 2500 BG573112

Counter Sale

WCOMP TYPE: 1 1 RETAIL

CONTACT PARTS DEPT FOR RETURN POLICIES

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
1	▶68038054AD PACKAGE OUTE 126304		104.00	104.00	104.00

SUB TOTAL	104.00
TAX	7.28
PAY THIS AMOUNT	111.28

te: FROM STOCK ORD.AR2821
WILL PICK UP
ORD. BY DAN
SOLD BY JOE

BALD HILL
DODGE CHRYSLER JEEP PARTS
1035 BALD HILL RD
WARWICK, RI 02886
401-822-8100

Merchant ID: 518993810121863
Term ID: 8686

Sale

[redacted]

Entry Method: Swiped
Apprvd: Online Batch#: 000004
01/02/14 12:03:45

Inv#: 00048479 Appr Code: 00295R

Total: $ 111.28

Customer Copy

THANK YOU!

Thank You

Any warranties on the products 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 or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of said products.

Received By _____

CUSTOMER COPY

Please Reimburse me for both Receipts herewith pertaining to Recall #N49.

Thank you!

[redacted]

SLATER'S EXETER AUTO REPAIR
565 NOOSENECK HILL RD.
Exeter, RI. 02822
Phone - 401-397-6633 Fax - 401-397-9533

INVOICE
25381

INVOICE

Print Date : 01/02/2014

[redacted]
Coventry, RI [redacted]
Cellular [redacted]
Cust ID : 5056

2011 RAM - Pickup 2500 - 5.7L, V8 (345CI)
Lic # [redacted] Odometer In : 0
Unit # :
Vin # : 3D7LT2ET3BG[redacted]
Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended
Shop Supplies	1.99	1.99	

Labor Description	Extended
TOW	97.00
TOW 82.00	
MILEAGE CHARGE 15.00	
CK TOWED IN LEFT FRONT TIE ROD	102.56
BROKEN	
REPLACED BROKEN TIE ROD END.	
PERFORM FOUR WHEEL ALIGNMENT	59.95

Org. Estimate **$ 261.64** Revisions **$ 0.00** Current Estimate **$ 261.64**

Labor:	**162.51**
Parts:	**1.99**
Sublet:	**$97.00**
Sub:	**261.50**
Tax:	**0.14**
Total:	**261.64**
Bal Due:	**$261.64**

[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) 2014 Mitchell Repair Information Company, LLC invhrs 03.18.2011JD

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7LT2ET3BG[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.

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

BG[redacted] N49

COVENTRY, RI[redacted]

018761/#63093/N49

018761/#63093/N49

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

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]

[redacted]
Coventry, RI [redacted]

Chrys
P.O. Bo
Auburn

Att

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINAL BACKUP



[redacted]

FAX

To: CHRYSLER CUST. ASSISTANCE	From: [redacted]
Fax: 1-877-768.5076	Pages: 3 (INCLUDES COVER)
Phone:	Date: 1-27-14
Re:	cc:

Comments:

REIMBURSEMENT RECALL

CASE #: [redacted]

CHRYSLER

Le

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KU28C94G[redacted]

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

Dear[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 t 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage r with MOPAR service parts.**

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 warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To your dealer will inspect the steering linkage on your truck and replace linkage component(s) if required. The inspection will take less than ½ h linkage replacement is required, the work will take an additional 1 hour to co However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety[redacted]	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, schedule a service appointment. Ask the dealer to hold the parts for your vel to order them before your appointment. **Please bring this letter with you dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, 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 condition on the card apply to you or your vehicle. You may also update this information on the www.dodge.com/ownersreg.

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

If your dealer fails or is unable to remedy this defect without charge and within a reasonable tin may submit a written complaint to the Administrator, National Highway Traffic Safety Adminis 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Ho 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 f 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

Customer Services / Field Ope
Chrysler Grou

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Your Friend in the Car Business

Allen Samuels

CHRYSLER DODGE JEEP RAM

KATY, TEXAS

Come By, Let's Be Friends!

Phone: 281-675-8549 Fax: 281-675-8550 WATTS: 866-366-8727

www.allensamuels.com

REMIT TO ADDRESS:
Corporate Billing, LLC
P.O. Box 1000 Dept. 955
Memphis, TN 38148

SHIPPING ADDRESS:
21777 KATY FREEWAY
KATY, TX 77450

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.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
02 OCT 13		10:34	02 OCT 13	1349970

DUPLICATE

PAGE 1 OF 1

SOLD TO:
ACCOUNT NO. [redacted]
(979) 865-9644
BETTER THAN NEW AUTO BODY
196 HAY RD
BELLVILLE, TX 77418

SHIP TO:
CALL WITH TOTAL

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
NOBLE	5337		COD	KATY, TX

ORD.	SHIP	B.O.	BIN	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	*2103C	52122362AH	STEERING-STE	372.00	260.40	260.40
1	1	0	*1037C	5154661AC	*DAMPER-STEE	123.00	86.10	86.10
1	1	0	*1036E2	68039930AA	ARM-PITMAN	43.10	30.17	30.17
			*** D U P L I C A T E		I N V O I C E ***			

Thank You For Your Business!

NOTICE: All claims and returned goods must be accompanied by this invoice.
Twenty percent (20%) restocking charge on all returned parts.
No Refunds on special order and discounted parts.
No refunds after 10 days. All return parts must be in original package and in saleable condition to receive credit.
TERMS: Net - No discounts - all accounts due 10th following in North Richland Hills, Tarrant County.

PARTS	376.67
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
	$376.67

CUSTOMER COPY

CUSTOMER SIGNATURE

X

OFFICE COPY

Your Friend in the Car Business

Allen Samuels

CHRYSLER DODGE JEEP RAM

KATY, TEXAS

Come By, Let's Be Friends!

Phone: 281-675-8549 Fax: 281-675-8550 WATTS: 866-366-8727

www.allensamuels.com

REMIT TO ADDRESS: Corporate Billing, LLC, P.O. Box 1000 Dept. 955 Memphis, TN 38148

SHIPPING ADDRESS: 21777 KATY FREEWAY KATY, TX 77450

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BELLVILLE, TX 77418

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CALL WITH TOTAL

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	$376.67

0.00
0.00
0.00

[redacted]

FAX

To: CHRYSLER CUST. ASSISTANCE	From: [redacted]
Fax: 1-877-768.5076	Pages: 3 (INCLUDES COVER)
Phone:	Date: 1-27-14
Re:	cc:

Comments:

REIMBURSEMENT RECALL

CASE #: [redacted]

CHRYSLER

Le

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KU28C94G[redacted]

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

Dear[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 t 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage r with MOPAR service parts.**

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 warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To your dealer will inspect the steering linkage on your truck and replace linkage component(s) if required. The inspection will take less than ½ h linkage replacement is required, the work will take an additional 1 hour to co 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, schedule a service appointment. Ask the dealer to hold the parts for your vel to order them before your appointment. **Please bring this letter with you dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you f 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

Customer Services / Field Ope
Chrysler Grou

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

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CHRYSLER DODGE JEEP RAM
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DUPLICATE

PAGE 1 OF 1

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ACCOUNT NO. [redacted]
(979) 865-9644
BETTER THAN NEW AUTO BODY
196 HAY RD
BELLVILLE, TX 77418

SHIP TO:
CALL WITH TOTAL

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
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CUSTOMER COPY

CUSTOMER SIGNATURE
X

OFFICE COPY

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To: CHRYSLER CUST. ASSISTANCE	From: [redacted]
Fax: 1-877-768.5076	Pages: 3 (INCLUDES COVER)
Phone:	Date: 1-27-14
Re:	cc:

Comments:

REIMBURSEMENT RECALL

CASE #: [redacted]

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DUPLICATE

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BELLVILLE, TX 77418

SHIP TO:
CALL WITH TOTAL

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
NOBLE	5337		COD	KATY, TX

ORD.	SHIP	B.O.	BIN	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	*2103C	52122362AH	STEERING-STE	372.00	260.40	260.40
1	1	0	*1037C	5154661AC	*DAMPER-STEE	123.00	86.10	86.10
1	1	0	*1036E2	68039930AA	ARM-PITMAN	43.10	30.17	30.17
			*** D U P L I C A T E		I N V O I C E ***			

Thank You For Your Business!

NOTICE: All claims and returned goods must be accompanied by this invoice.
Twenty percent (20%) restocking charge on all returned parts.
No Refunds on special order and discounted parts.
No refunds after 10 days. All return parts must be in original package and in saleable condition to receive credit.
TERMS: Net - No discounts - all accounts due 10th following in North Richland Hills, Tarrant County.

PARTS	376.67
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
	$376.67

CUSTOMER COPY

CUSTOMER SIGNATURE

X

OFFICE COPY

Your Friend in the Car Business

Allen Samuels

CHRYSLER DODGE JEEP RAM

KATY, TEXAS

Come By, Let's Be Friends!

Phone: 281-675-8549 Fax: 281-675-8550 WATTS: 866-366-8727

www.allensamuels.com

REMIT TO ADDRESS: Corporate Billing, LLC, P.O. Box 1000 Dept. 955 Memphis, TN 38148

SHIPPING ADDRESS: 21777 KATY FREEWAY KATY, TX 77450

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.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
02 OCT 13		10:34	02 OCT 13	1349970

DUPLICATE

PAGE 1 OF 1

SOLD TO:
ACCOUNT NO. [redacted]
(979) 865-9644
BETTER THAN NEW AUTO BODY
196 HAY RD
BELLVILLE, TX 77418

SHIP TO:
CALL WITH TOTAL

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
NOBLE	5337		COD	KATY, TX

ORD.	SHIP	B.O.	BIN	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
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1	1	0	*1036E2	68039930AA	ARM-PITMAN	43.10	30.17	30.17
			*** D U P L I C A T E		I N V O I C E ***			

0.00
0.00
0.00

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SUBLET	
FREIGHT	0.00
SALES TAX	0.00
	$376.67

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINAL BACKUP



KELLY'S AUTOMOTIVE
521 COOPER ST
MONROE, MI 48161
7344572311

TERMINAL ID.: 13400001
MERCHANT #: 000000012452846

[redacted] SWIPED

SALE
BATCH: 000348 INV: 000001
Jul 29, 13 11:36
RRN: 000055562671 AUTH: 035642

TOTAL [redacted] $230.58

PAUL L SZABO

CUSTOMER COPY

Kelly's Automotive LLC

521 Cooper Street
Monroe, MI 48161-1676
734-457-2311
R/F# F161306

Work certified by Scott Swanson

DATE	INVOICE #
7/12/2013	25015

BILL TO

[redacted] Southrockwood Mi [redacted]

L	MECHANIC	MECHANIC LI...	LICENSE #	MILEAGE
JP	AC	M245673	[redacted]	149526

DESCRIPTION	PART	QTY	RATE	AMOUNT
COMPLETE INSPECTION. Complete inspection.	Labor	1	51.57	51.57
Found turbo oil drain tube bad and leaking. Replaced and degreased.	Labor Return Line Degreaser Shop Supplies	1 1 3 1	73.67 157.09 8.95 39.73	73.67 157.09T 26.85T 39.73T
Found front upper and lower ball joints, inner and outer tie rod ends, and gearbox bad. Replaced all parts. Also installed cust front brake rotors and pads while removed for above repairs.	Labor Lower ball jo Upper ball jo INNER TIE ROD INNER TIE ROD Outer tie rod Outer tie rod Sleeve gear box P/S fluid Cleaner	1 2 2 1 1 1 1 2 1 1 1	552.53 113.49 104.32 34.15 124.99 66.99 126.82 47.65 211.74 6.00 5.95	552.53 226.98T 208.64T 34.15T 124.99T 66.99T 126.82T 95.30T 211.74T 6.00T 5.95T

[redacted]

Tie Rod Recall

CASE ID # [redacted]

Phone # [redacted]

Total

CONDITIONS

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, truck, or 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 car, truck, or vehicle to secure the amount of repairs thereto. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

LIMITED WARRANTY
6 months or 6000 miles

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521 COOPER ST
MONROE, MI 48161
7344572311

TERMINAL ID.: 13400001
MERCHANT #: 000000012452846

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Tie Rod Recall

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R/F# F161306

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7/12/2013	25015

BILL TO

[redacted] Southrockwood Mi [redacted]

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734-457-2311
R/F# F161306

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7/12/2013	25015

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LIMITED WARRANTY
6 months or 6000 miles

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINAL BACKUP



[redacted]

877-768-5076 -
Original Invoice -
Proof Payment -
Nancy

162887/#63093/N49

VIN (Last 8 Characters of Vehicle Identification N [redacted] Notification Code [redacted] N49

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

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

This vehicle was (check one if applicable):

☐ scrapped ☐ stolen ☐ exported

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

☐ A dealer, or someone whose name and address is unknown.

☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

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

Owner's title (check one if applicable):

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.

☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

Case # [redacted]

Attn: Nancy

877-768-5076

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y4CL0AG[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 Mo[illegible]e registered trademarks of Chrysler Group LLC.
FIAT is a re[illegible] trademark of Fiat Group Marketing & Corp[illegible]ommunication S.p.A., used under license by Chrysler Group LLC.

I hereby authorize the repair work listed hereon, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said 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. Customer agrees to pay all collection costs and/or attorney's fees in the event default is made in any payment due. If automobile is returned to customer without repair

[redacted]

THE
FRONT END
SHOP, INC.
824 HWY 69
NEDERLAND TX 77627
PHONE (409) 729-3991
FAX 7293993

VIN #

ENGINE(L)/A-M:

NA[redacted] ZIP CODE

[redacted]

NEDERLAND TX [redacted]

[redacted] WORK PHONE

[redacted]

YEAR/MAKE	MILEAGE	PURCHASE ORDER
10 DODGE	116332	
LICENSE NUMBER [redacted]	CUSTOMER CODE:	AD CODE / W/R/F: R
MODEL: 3500 4WD	PROD. DATE:	WRITTEN BY

VEHICLE PROBLEM STATEMENTS

FLAT RATE	MECH. NO.	LABOR OPERATIONS	PRICE
BJ	JS	REPL UPPER AND LOWER BALL JOINTS W/LIFETIME WARRANTY PARTS	1338.81
UJ		REPL FRONT UJOINTS NEXT TO TIRES	0
AL		ALIGNMENT	0

RECOMMENDED SERVICE

ESTIMATE OF REPAIRS: Includes all parts, labor, handling and diagnosis. If on closer analysis it is found that additional repairs are necessary, you will be contacted for authorization.

TOTAL LABOR 1338.81

Parts installed are not warranted beyond that given by respective manufacturers. No other warranties are made except as listed on this invoice.

C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT	C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT

Pd Ticket 2357

C = CODE N = NEW R = REBUILT U = USED C = REFUNDABLE CORE DEPOSIT

I acknowledge notice and oral approval of an increase in the original estimated price.

SIGNATURE OR INITIALS

PHONE AUTHORIZATION 1: 2:

DATE 1: 2:

EMPLOYEE NO. /

TIME

AMOUNT OF NEW ESTIMATE 1: 0 2: 0

~~SUBLET~~ 0

~~SUPPLIES~~ 0

DATE 11/25/13

R.O. NUMBER

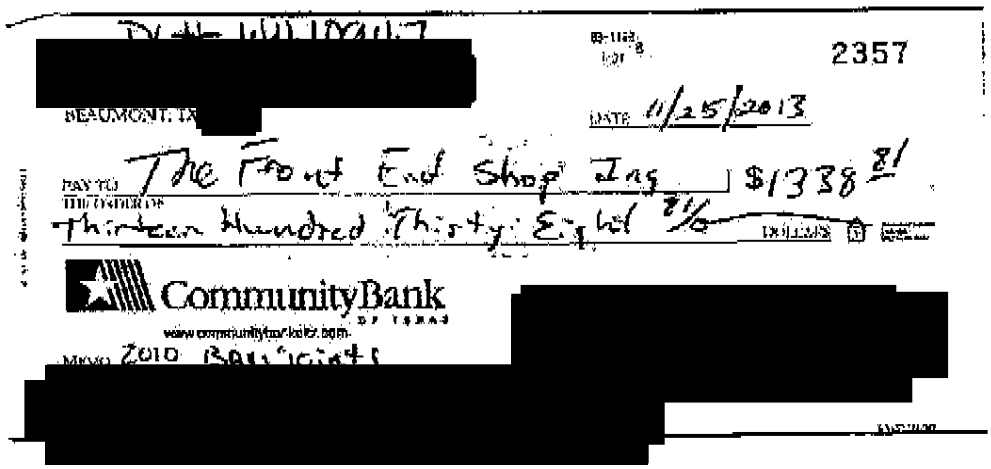
LABOR 1338.81

PARTS 0

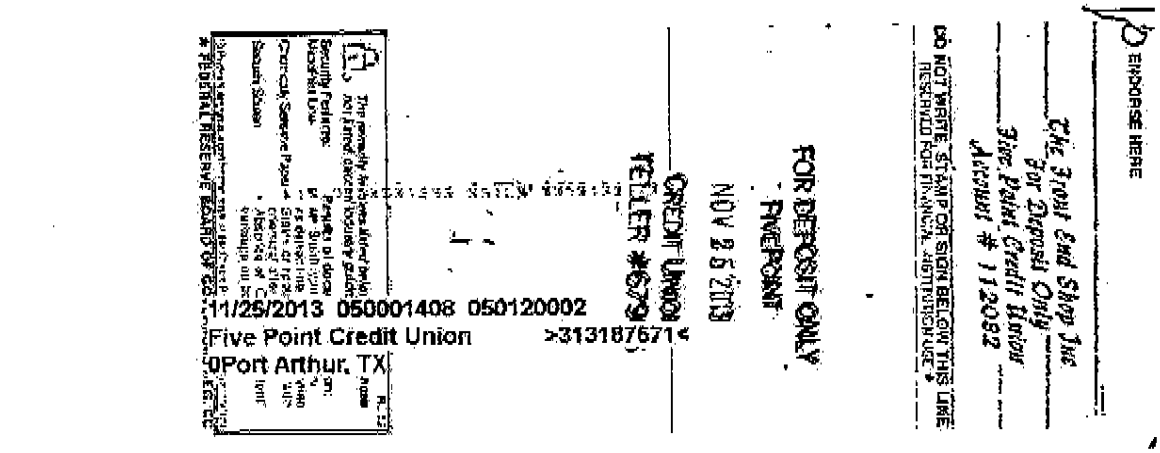
TOTAL TAX 0

TOTAL

Flip Rotate Return


[redacted]
2357
DATE 11/25/2013
PAY TO THE ORDER OF The Front End Shop Inc $1338.81
Thirteen Hundred Thirty Eight 81/100 DOLLARS
CommunityBank OF TEXAS
www.communitybankoftexas.com
MEMO 2010 Ram Project
[redacted]

Flip Rotate Return



RECEIVED DATE:

01/09/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D73X4CL6

VIN (LAST 8 DIGITS) AG[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 06000028

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

I hereby authorize the repair work listed hereon, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said 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. Customer agrees to pay all collection costs and/or attorney's fees in the event air will ed

[redacted]

CUSTOMER SIGNATURE

THE FRONT END SHOP, INC.
824 HWY 69
NEDERLAND TX 77627
PHONE (409) 729-3991
FAX 7293993

VIN #

ENGINE(L)/A-M:

NAME, ADDRESS, CITY, STATE, ZIP CODE
[redacted]
NEDERLAND TX [redacted]

HOME PHONE [redacted] WORK PHONE

YEAR/MAKE	MILEAGE	PURCHASE ORDER
10 DODGE	116332	

LICENSE NUMBER [redacted] CUSTOMER CODE:

:MODEL: 3500 4WD PROD. DATE:

AD CODE	W/R/F
	R

WRITTEN BY

VEHICLE PROBLEM STATEMENTS

RECOMMENDED SERVICE

FLAT RATE	MECH. NO.	LABOR OPERATIONS	PRICE
BJ	JS	REPL UPPER AND LOWER BALL JOINTS W/LIFETIME WARRANTY PARTS	1338.81
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			0
UJ		REPL FRONT UJOINTS NEXT TO TIRES	0
			0
AL		ALIGNMENT	0

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Pd Ck# 2357

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PHONE AUTHORIZATION 1: 2:

DATE 1: 2:

EMPLOYEE NO. /

TIME

AMOUNT OF NEW ESTIMATE 1: 0 2: 0

/ /

DONE ☐
CALLED ☐

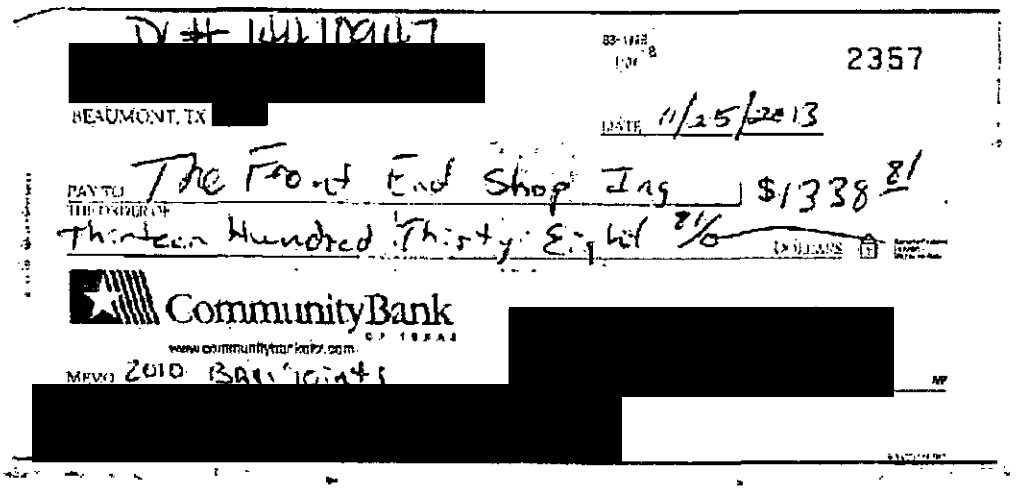
SAVE YES ☒
PARTS: NO ☐

~~SUBLET~~	0
~~SUPPLIES~~	0
DATE	11/25/13
R.O. NUMBER	26521

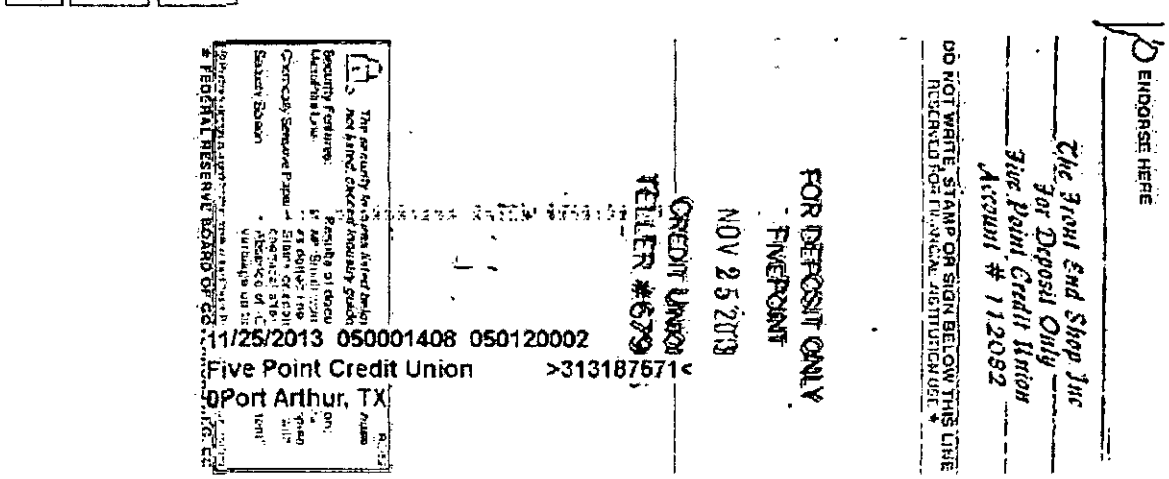
LABOR	1338.81
PARTS	0
TOTAL TAX	0
TOTAL	1338.81

CUSTOMER COPY

Flip Rotate Return



Flip Rotate Return



CHRYSLER Case # [redacted]

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y4CL0AG[redacted]

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

Dear [redacted]

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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.

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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

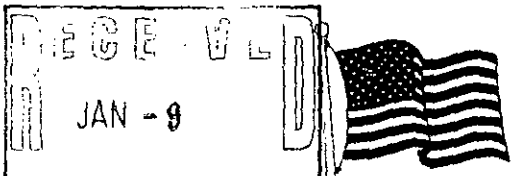
AG [redacted] N49 182887

[redacted]

BEAUMONT, TX [redacted]

182887/#63093/N49







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

* Attn: Reimbursement

[redacted]

877-768-5076 -
Original Invoice -
Proof Payment -
Nancy

162887/#63093/N49

VIN (Last 8 Characters of Vehicle Identification N [redacted] Notification Code [redacted] N49

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

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

This vehicle was (check one if applicable):

☐ scrapped ☐ stolen ☐ exported

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

☐ A dealer, or someone whose name and address is unknown.

☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

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

Owner's title (check one if applicable):

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.

☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Case # [redacted]

Attn: Nancy

877-768-5076

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y4CL0AG[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 Mo[illegible]e registered trademarks of Chrysler Group LLC.
FIAT is a re[illegible] trademark of Fiat Group Marketing & Corp[illegible]ommunication S.p.A., used under license by Chrysler Group LLC.

I hereby authorize the repair work listed hereon, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said 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. Customer agrees to pay all collection costs and/or attorney's fees in the event default is made in any payment due. If automobile is returned to customer without repair

[redacted]

THE
FRONT END
SHOP, INC.
824 HWY 69
NEDERLAND TX 77627
PHONE (409) 729-3991
FAX 7293993

VIN #

ENGINE(L)/A-M:

NA[redacted] ZIP CODE

[redacted]

NEDERLAND TX [redacted]

[redacted] WORK PHONE

[redacted]

YEAR/MAKE	MILEAGE	PURCHASE ORDER
10 DODGE	116332	
LICENSE NUMBER [redacted]	CUSTOMER CODE:	AD CODE / W/R/F: R
MODEL: 3500 4WD	PROD. DATE:	WRITTEN BY

VEHICLE PROBLEM STATEMENTS

FLAT RATE	MECH. NO.	LABOR OPERATIONS	PRICE
BJ	JS	REPL UPPER AND LOWER BALL JOINTS W/LIFETIME WARRANTY PARTS	1338.81
UJ		REPL FRONT UJOINTS NEXT TO TIRES	0
AL		ALIGNMENT	0

RECOMMENDED SERVICE

ESTIMATE OF REPAIRS: Includes all parts, labor, handling and diagnosis. If on closer analysis it is found that additional repairs are necessary, you will be contacted for authorization.

TOTAL LABOR 1338.81

Parts installed are not warranted beyond that given by respective manufacturers. No other warranties are made except as listed on this invoice.

C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT	C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT

Pd Ticket 2357

C = CODE N = NEW R = REBUILT U = USED C = REFUNDABLE CORE DEPOSIT

I acknowledge notice and oral approval of an increase in the original estimated price.

SIGNATURE OR INITIALS

PHONE AUTHORIZATION 1: 2:

DATE 1: 2:

EMPLOYEE NO. /

TIME

AMOUNT OF NEW ESTIMATE 1: 0 2: 0

~~SUBLET~~ 0

~~SUPPLIES~~ 0

DATE 11/25/13

R.O. NUMBER

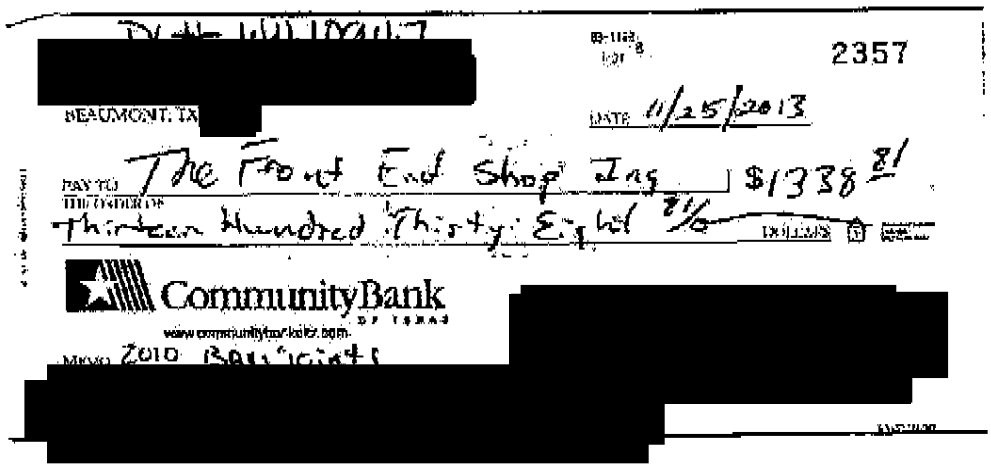
LABOR 1338.81

PARTS 0

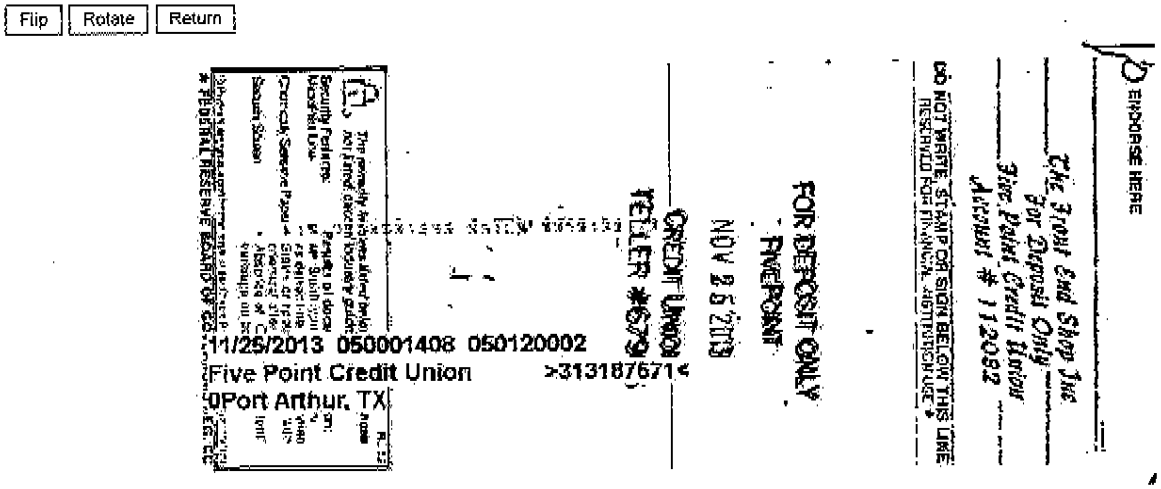
TOTAL TAX 0

TOTAL

Flip Rotate Return


[redacted]
BEAUMONT, TX [redacted]
2357
DATE 11/25/2013
PAY TO THE ORDER OF The Front End Shop Inc $1338.81
Thirteen Hundred Thirty Eight 81/100 DOLLARS
CommunityBank OF TEXAS
www.communitybankoftexas.com
MEMO 2010 Ram Pickup
[redacted]

Flip Rotate Return



[redacted]

877-768-5076 -
Original Invoice -
Proof Payment -
Nancy

162887/#63093/N49

VIN (Last 8 Characters of Vehicle Identification N [redacted] Notification Code [redacted] N49

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

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

This vehicle was (check one if applicable):

☐ scrapped ☐ stolen ☐ exported

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

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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]

Case # [redacted]

Attn: Nancy

877-768-5076

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y4CL0AG[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

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FIAT is a re[illegible] trademark of Fiat Group Marketing & Corp[illegible]ommunication S.p.A., used under license by Chrysler Group LLC.

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[redacted]

THE
FRONT END
SHOP, INC.
824 HWY 69
NEDERLAND TX 77627
PHONE (409) 729-3991
FAX 7293993

VIN #

ENGINE(L)/A-M:

NA[redacted] ZIP CODE
[redacted]
NEDERLAND TX [redacted]
[redacted] WORK PHONE

YEAR/MAKE	MILEAGE	PURCHASE ORDER
10 DODGE	116332	
LICENSE NUMBER [redacted]	CUSTOMER CODE:	AD CODE / W/R/F: R
MODEL: 3500 4WD	PROD. DATE:	WRITTEN BY

VEHICLE PROBLEM STATEMENTS

FLAT RATE	MECH. NO.	LABOR OPERATIONS	PRICE
BJ	JS	REPL UPPER AND LOWER BALL JOINTS W/LIFETIME WARRANTY PARTS	1338.81
UJ		REPL FRONT UJOINTS NEXT TO TIRES	0
AL		ALIGNMENT	0

RECOMMENDED SERVICE

ESTIMATE OF REPAIRS: Includes all parts, labor, handling and diagnosis. If on closer analysis it is found that additional repairs are necessary, you will be contacted for authorization.

TOTAL LABOR 1338.81

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C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT	C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT

Pd Ticket 2357

C = CODE N = NEW R = REBUILT U = USED C = REFUNDABLE CORE DEPOSIT

I acknowledge notice and oral approval of an increase in the original estimated price.

SIGNATURE OR INITIALS

PHONE AUTHORIZATION 1: 2:

DATE 1: 2:

EMPLOYEE NO. /

TIME

AMOUNT OF NEW ESTIMATE 1: 0 2: 0

~~SUBLET~~ 0

~~SUPPLIES~~ 0

DATE 11/25/13

R.O. NUMBER

LABOR 1338.81

PARTS 0

TOTAL TAX 0

TOTAL

Flip Rotate Return

[redacted]

2357

[redacted]
BEAUMONT, TX [redacted]

DATE 11/25/2013

PAY TO THE ORDER OF The Front End Shop Inc $1338.81

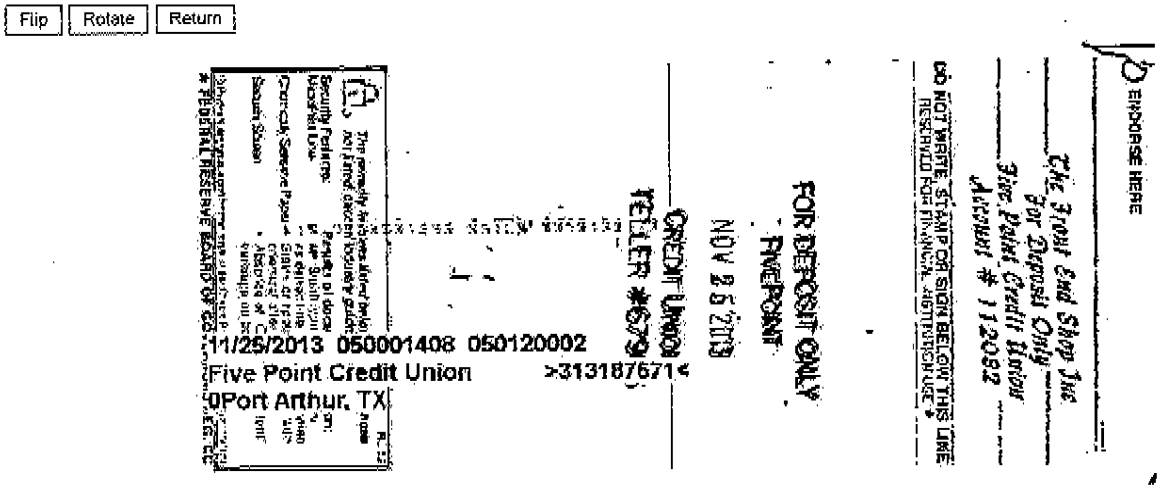
Thirteen Hundred Thirty Eight 81/100 DOLLARS

CommunityBank OF TEXAS
www.communitybankoftexas.com

MEMO 2010 Ram [redacted]

[redacted]

Flip Rotate Return



Attn: Nancy

877-768-5076

Case # [redacted]

[redacted]

877-768-5076 - Attn: Nancy
Original Proof Req'd

182887/#63093/N49

VIN (Last 8 Characters of Vehicle Identification N [redacted] Notification Code N49

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

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Date of sale: _____

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☐ 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 N49 / NHTSA 13V-529

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Dear [redacted]

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

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

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

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Customer Services / Field Operations
Chrysler Group LLC

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RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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[redacted]

THE
FRONT END
SHOP, INC.
824 HWY 69
NEDERLAND TX 77627
PHONE (409) 729-3991
FAX 7293993

VIN # [redacted] ENGINE(L)/A-M:

NA[redacted] ZIP CODE
[redacted]
NEDERLAND TX [redacted]
[redacted] WORK PHONE

VEHICLE PROBLEM STATEMENTS

YEAR/MAKE	MILEAGE	PURCHASE ORDER
10 DODGE	116332	
LICENSE NUMBER [redacted]	CUSTOMER CODE:	AD CODE / W/R/F: R
MODEL: 3500 4WD	PROD. DATE:	WRITTEN BY

FLAT RATE	MECH. NO.	LABOR OPERATIONS	PRICE
BJ	JS	REPL UPPER AND LOWER BALL JOINTS W/LIFETIME WARRANTY PARTS	1338.81 0 0
UJ		REPL FRONT UJOINTS NEXT TO TIRES	0 0
AL		ALIGNMENT	0

RECOMMENDED SERVICE

ESTIMATE OF REPAIRS: Includes all parts, labor, handling and diagnosis. If on closer analysis it is found that additional repairs are necessary, you will be contacted for authorization.

TOTAL LABOR 1338.81

Parts installed are not warranted beyond that given by respective manufacturers. No other warranties are made except as listed on this invoice.

C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT	C	QTY.	PART NUMBER	PART DESCRIPTION	AMOUNT

Pd Ticket 2357

C = CODE N = NEW R = REBUILT U = USED C = REFUNDABLE CORE DEPOSIT

I acknowledge notice and oral approval of an increase in the original estimated price.

SIGNATURE OR INITIALS

PHONE AUTHORIZATION 1: 2:

DATE 1: 2:

EMPLOYEE NO. /

TIME

AMOUNT OF NEW ESTIMATE 1: 0 2: 0

~~SUBLET~~ 0

~~SUPPLIES~~ 0

DATE 11/25/13

R.O. NUMBER

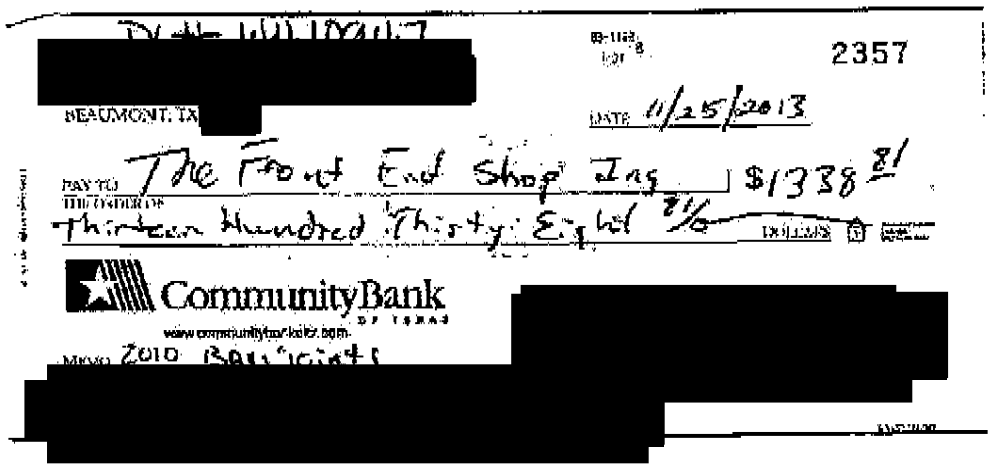
LABOR 1338.81

PARTS 0

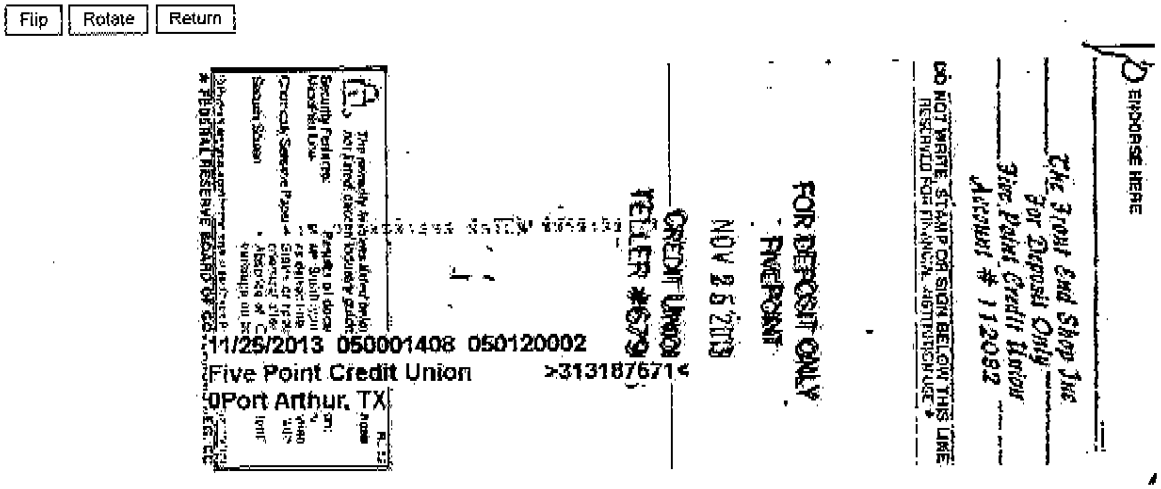
TOTAL TAX 0

TOTAL

Flip Rotate Return


[redacted]
BEAUMONT, TX [redacted]
2357
DATE 11/25/2013
PAY TO THE ORDER OF The Front End Shop Inc $1338.81
Thirteen Hundred Thirty Eight 81/100 DOLLARS
CommunityBank OF TEXAS
www.communitybankoftexas.com
MEMO 2010 Ram Project
[redacted]

Flip Rotate Return



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINAL BACKUP



HRYSLER 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

143789

[redacted]
LLOYD, FL [redacted]

143789/#63094/N62

Attn: Chrysler CustomerCare

Recall / Invoice info

143789#63 [redacted]

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.

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 _____ [redacted]

State _____

Email Address

TIRE TOWN EAST

3206 APALACHEE PARKWAY
TALLAHASSEE FL 32311
850-656-8473
MV-25206
QUALITY WORK FROM QUALITY PEOPLE
STANDARD 24 MONTH 24,000 MILE WARRANTY UNLESS OTHERWISE STATED

1/7/2014 4:29 PM

[redacted]

Invoice # [redacted]

Day Phone [redacted]

HYOCK FL [redacted]

Vehicle : 2005 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L
VIN : 3D7KS28C15G[redacted]
Created : 11/27/2013 8:20:17 AM
Complete : 11/27/2013 2:50:36 PM
Invoiced : 11/27/2013 2:50:36 PM
Srv Writer : KRIS

Odometer In : 188614
Odometer Out : 188614

Labor/Notes

Qty	Code/Tech*	Reference	Description		Unit Price	Price
2.2	PRES*	GUIDE	WHEEL BEARING - R&R	M	$94.50	$207.90
	Includes: Replace inner and outer bearings, cups, seals and repack where applicable.Serviced as Wheel Hub Assembly.					
3.8	PRES*	GUIDE	BALL JOINT - R&R	M	$94.50	$359.10
	DOES NOT include alignment.					
2	PRES*	GUIDE	TIE ROD &/OR ENDS - R&R	M	$94.50	$189.00
-1.5	PRES*	DISCOUNT	OVERLAPPING DISCOUNT BEARINGS		$94.50	($141.75)
1	PRES*	4WA	4 WHEEL ALIGNMENT		$49.99	$49.99
	4 WHEEL COMPUTERIZED ALIGNMENT INCLUDES: CHECK TIRE PRESSURE, CHECK WHEEL RUN OUT, INSPECT STEERING LINKAGES & SUSPENSION COMPONENTS FOR WEAR OR DAMAGE. CHECK PRESENT ALIGNMENT CONDITION, ALIGN REAR & FRONT TO SPECIFICATION. (REAR WHEEL & 4X4 SHIMMING & CAMKITS EXTRA)					

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
2	MRC	1880467	Sway Bar Link - Front Susp		$18.00	$36.00
2	PGB	PBR930502	Hub Assy - Front Wheel		$231.63	$463.26
1	NCP	2693256	Tie Rod End - Outer		$100.09	$100.09
1	NCP	2693257	Tie Rod End - Inner		$69.13	$69.13
1	NS	SC2964	Steering Damper		$84.94	$84.94
2	MRC	ES2012S	Tie Rod Adjusting Sleeve - Front Susp		$27.21	$54.42
2	MRC	104366	Ball Joint - Lower - Front Susp		$105.99	$211.98
2	NCP	2601580	Ball Joint - Upper - Front Susp		$156.32	$312.64
1	MRC	DS1463	Tie Rod End - Outer		$130.00	$130.00
1	MRC	DS1464	Tie Rod End - Inner		$184.73	$184.73
-1	-	DISCOUNT PART	MANAGER DISCOUNT		$268.00	($268.00)

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	.....	$664.24
Parts	.....	$1,379.19
Sublet/Misc.	.....	$0.00
Shop Supplies	.....	$50.00
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.		
Charges	.....	$0.00
Sales Tax	Tax @ $2,093.43 * 7.5000%	$157.01
Check# [redacted]	Paid	$2,250.44

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.

De[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.

HRYSLER 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] 143789

LLOYD, FL [redacted]

143789/#63094/N62

Attn: Chrysler CustomerCare

Recall / Invoice info

143789#63 [redacted]

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)*:

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☒ 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 _____ [redacted]

State _____

Email Address

TIRE TOWN EAST

3206 APALACHEE PARKWAY
TALLAHASSEE FL 32311
850-656-8473
MV-25206
QUALITY WORK FROM QUALITY PEOPLE
STANDARD 24 MONTH 24,000 MILE WARRANTY UNLESS OTHERWISE STATED

1/7/2014 4:29 PM

[redacted]

Invoice # [redacted]

Day Phone [redacted]

HYOCK FL [redacted]

Vehicle : 2005 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L
VIN : 3D7KS28C15G[redacted]
Created : 11/27/2013 8:20:17 AM
Complete : 11/27/2013 2:50:36 PM
Invoiced : 11/27/2013 2:50:36 PM
Srv Writer : KRIS

Odometer In : 188614
Odometer Out : 188614

Labor/Notes

Qty	Code/Tech*	Reference	Description		Unit Price	Price
2.2	PRES*	GUIDE	WHEEL BEARING - R&R	M	$94.50	$207.90
	Includes: Replace inner and outer bearings, cups, seals and repack where applicable.Serviced as Wheel Hub Assembly.					
3.8	PRES*	GUIDE	BALL JOINT - R&R	M	$94.50	$359.10
	DOES NOT include alignment.					
2	PRES*	GUIDE	TIE ROD &/OR ENDS - R&R	M	$94.50	$189.00
-1.5	PRES*	DISCOUNT	OVERLAPPING DISCOUNT BEARINGS		$94.50	($141.75)
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1	NS	SC2964	Steering Damper		$84.94	$84.94
2	MRC	ES2012S	Tie Rod Adjusting Sleeve - Front Susp		$27.21	$54.42
2	MRC	104366	Ball Joint - Lower - Front Susp		$105.99	$211.98
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-1	-	DISCOUNT PART	MANAGER DISCOUNT		$268.00	($268.00)

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	.....	$664.24
Parts	.....	$1,379.19
Sublet/Misc.	.....	$0.00
Shop Supplies	.....	$50.00
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.		
Charges	.....	$0.00
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Customer Services / Field Operations
Chrysler Group LLC

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HRYSLER 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] 143789

LLOYD, FL [redacted]

143789/#63094/N62

Attn: Chrysler CustomerCare

Recall / Invoice info

143789#63 [redacted]

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VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code N62

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

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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 _____ [redacted]

State _____

Email Address

TIRE TOWN EAST

3206 APALACHEE PARKWAY
TALLAHASSEE FL 32311
850-656-8473
MV-25206
QUALITY WORK FROM QUALITY PEOPLE
STANDARD 24 MONTH 24,000 MILE WARRANTY UNLESS OTHERWISE STATED

1/7/2014 4:29 PM

[redacted]

Invoice # [redacted]

Day Phone [redacted]

HYOCK FL [redacted]

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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

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U.S. Department of Transportation

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[redacted] 143789

LLOYD, FL [redacted]

143789/#63094/N62

Attn: Chrysler CustomerCare

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

First Name _____ MI _____

Last Name _____

Street Address _____

City _____ [redacted]

State _____

Email Address

TIRE TOWN EAST

3206 APALACHEE PARKWAY
TALLAHASSEE FL 32311
850-656-8473
MV-25206
QUALITY WORK FROM QUALITY PEOPLE
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AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINAL BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-02 12:11:55.133364
Files Not Recieved: 0

Attached is the invoice and proof of payment for work done 10/3/13. Also I am submitting the towing expense of $221.00 on 9/30/13. My front end broke down in Dilley, TX and vechicle was towed to Lone Star Dodge. I'm greatful that this happened while I was just going 5 mph and not on the highway!

[redacted]
Spring Branch, TX [redacted]
Ph[redacted]

SERVICE INVOICE

LONE STAR CHRYSLER DODGE Jeep

8811 IH-35 South
San Antonio, TX 78211
Phone (210) 828-1515
Fax (210) 828-3559
www.lonestardodgesa.com

CELL: [redacted]

CUSTOMER NO.	SERVICE ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
45952	JAVIER 4271	7835	10/03/13	CHCS217827
[redacted]	LABOR RATE [redacted]	MILEAGE 1	COLOR BLACK/	STOCK NO.
SPRING BRANCH, TX [redacted]	YEAR / MAKE / MODEL 07/DODGE TRUCK/RAM 3500/RAM 3500		DELIVERY DATE 01/01/07	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 3 D 7 M X 4 8 A 1 7 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/01/13	
	BUSINESS PHONE	COMMENTS		

MO: 194024

JOB# 1 CHARGES

LABOR

J# 1 19CHZ	STEERING	TECH(S):4228	712.50

CUST STATES TIE ROD FELL OFF
REPLACED FRONT STEERING LINKAGE KIT AND STEERING SHOCK. CK
AND ALIGNED FRONT END AND REPAIRED RIGHT REAR OUTSIDE
TIRE..HAD A NAIL IN IT AND DROVE OK..ALSO REPLACED RIGHT
FRONT U JOINT.. VERY LOSE AND RUSTING

PARTS

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	5154661-AC	DAMPER ST 19030006	139.94	98.40	98.40
2	6502473	BOLT HEX 17014001	7.28	3.48	6.96
1	6502835	NUT HEX F 17015030	3.10	1.36	1.36
1	5086665-AE	JOINT KIT 2012046	132.43	93.60	93.60
1	52122362-AH	STEERING 19027003	350.00	297.60	297.60
				TOTAL - PARTS	497.92

JOB# 1 TOTALS

LABOR	712.50
PARTS	497.92
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	1210.42

TOTALS

TOTAL LABOR....	712.50
TOTAL PARTS....	497.92
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	41.08
TOTAL INVOICE $	**1251.50**

* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Maintaining and repairing your car inevitably involves the use of chemicals and the generation of wastes (solvents, oils, caustics, leads, asbestos, oil filters, batteries, tires, etc.) that must be stored, managed and disposed of in strict compliance with Federal, State and local environmental regulations. We support these regulations and believe our customers do also, because these measures help ensure a safer and healthier environment for everyone. A charge for supplies and materials is made on each invoice. This will be shown as **Shop Supplies**. A charge for disposal for hazardous waste items will be shown as **Hazardous Waste Fees**.

STATEMENT OF DISCLAIMER

[redacted]

I authorize the removal of mechanical parts as needed for service, vehicle repair, as well as the sharing of that data with the vehicle manufacturer for diagnostic and warranty purposes.

NOTICE PURSUANT TO PROPERTY CODE § 70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

LONE STAR CHRYSLER DODGE JEEP
8811 INTERSTATE HIGHWAY 35 S
SAN ANTONIO, TX 78211
210-828-1515

Merchant ID: 000000130567 Ref 0007

Sale

[redacted]

Entry Method: Swiped

VISA $ 1,251.50

Total: 07:41:11

10/04/13 Appr Code: 611227

Inv #: 0000007 Batch#: 000033

Approved: Online

Customer Copy

THANK YOU!
PLEASE COME AGAIN!

m

DATA SOURCE, INC. (210) 832-04

SF870615 Q (02/13)

SACU
San Antonio Federal Credit Union

[redacted]

[redacted]
Account Number: [redacted]

Statement Closing Date:
October 10, 2013

Summary of Account Activity

Previous Balance		$ 6.86
Payments	-	6.86 -
Other Credits	-	0.00
Other Debits	+	0.00
Purchases	+	2,080.00
Cash Advances	+	0.00
Fees Charged	+	0.00
Interest Charged	+	0.00
NEW BALANCE		$ 2,080.00
Credit Limit		$5,000.00
Available Credit		2,920.00
Available Cash		2,920.00
Amount Disputed		0.00
Statement Closing Date		10/10/13
Days in Billing Cycle		31

10-23-13 EFT 11/4 $500

CONF# [redacted]

Payment Information

New Balance $ 2,080.00
Total Minimum Payment Due $ 0.00
Payment Due Date 11/04/13
Late Payment Warning: IF WE DO NOT RECEIVE YOUR MINIMUM PAYMENT BY THE DATE LISTED ABOVE, YOU MAY HAVE TO PAY A LATE FEE UP TO **$25.**

Contact Information

Customer Service: (877) 767-6838
Report Lost or Stolen Card: (866) 839-3485

Please send Billing Inquiries and Correspondence to:
CUSTOMER SERVICE
PO BOX 30495 TAMPA , FL 33630-3495

Visit us on the web at:
www.ezcardinfo.com

Please Mail Your Payments to:
PO BOX 30319 TAMPA FL 33630-3319

Important News

MANAGE YOUR CARD ACCOUNT ONLINE. IT'S FREE! IT'S EASY! SIMPLY GO TO WWW.EZCARDINFO.COM AND ENROLL IN OUR ONLINE SERVICE. YOU CAN REVIEW YOUR ACCOUNT INFORMATION, TRACK SPENDING, SET ALERT NOTIFICATIONS, DOWNLOAD FILES, AND MUCH MORE. MANAGING YOUR ACCOUNT IS FAST, SECURE, AND EASY WITH EZCARDINFO. ENROLL TODAY!

Transactions

Trans Date	Post Date	Plan Name	Reference Number	Description	Amount
09/14	09/15	PPVPL1	24692163257000917365644	DTV*DIRECTV SERVICE 800-347-3288 CA	$ 89.47
09/24	09/25	PPVPL1	24692163267000681316342	APL*APPLE ITUNES STORE 866-712-7753 CA	43.29
09/29	09/30	PPVPL1	24755423272152728339327	FORMOSA GARDEN RESTAURANT SAN ANTONIO TX	54.39
09/30	10/01	PPVPL1	24270743274464001083349	APACHE TOWING UVALDE TX	221.00
09/30	10/01	PPVPL1	24761973273206282300011	STCI STONE OAK PKWY SAN ANTONIO TX	60.00
10/01	10/02	PPVPL1	24427333274720013319761	HEB GAS/CAR WASH #622 SPRING BRANCH TX	50.96
10/02	10/03	PPVPL1	24323003275200305000042	DEREK MEAD OD SAN ANTONIO TX	119.00
10/02	10/04	PPVPL1	24445003276100339976278	CVS #8978 SAN ANTONIO TX	25.00
10/03	10/04	PPVPL1	24431063276286593300022	PETERS FORNOS,MD SAN ANTONIO TX	30.00

NOTICE: CONTINUED ON PAGE 3

PLEASE DETACH COUPON AND RETURN PAYMENT USING THE ENCLOSED ENVELOPE - ALLOW 5 DAYS FOR MAIL DELIVERY

SAN ANTONIO FCU
PO BOX 1356
SAN ANTONIO TX 78295-1356

SACU
San Antonio Federal Credit Union

[redacted]

Check box to indicate name/address change on back of this coupon ☐

Closing Date	New Balance	Total Minimum Payment Due	Payment Due Date
10/10/13	$2,080.00	$0.00	11/04/13

AMOUNT OF PAYMENT ENCLOSED

$

[redacted]
SPRING BRANCH TX [redacted]

1235

MAKE CHECK PAYABLE TO:

CREDIT CARD PAYMENTS
PO BOX 30319
TAMPA FL 33630-3319

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

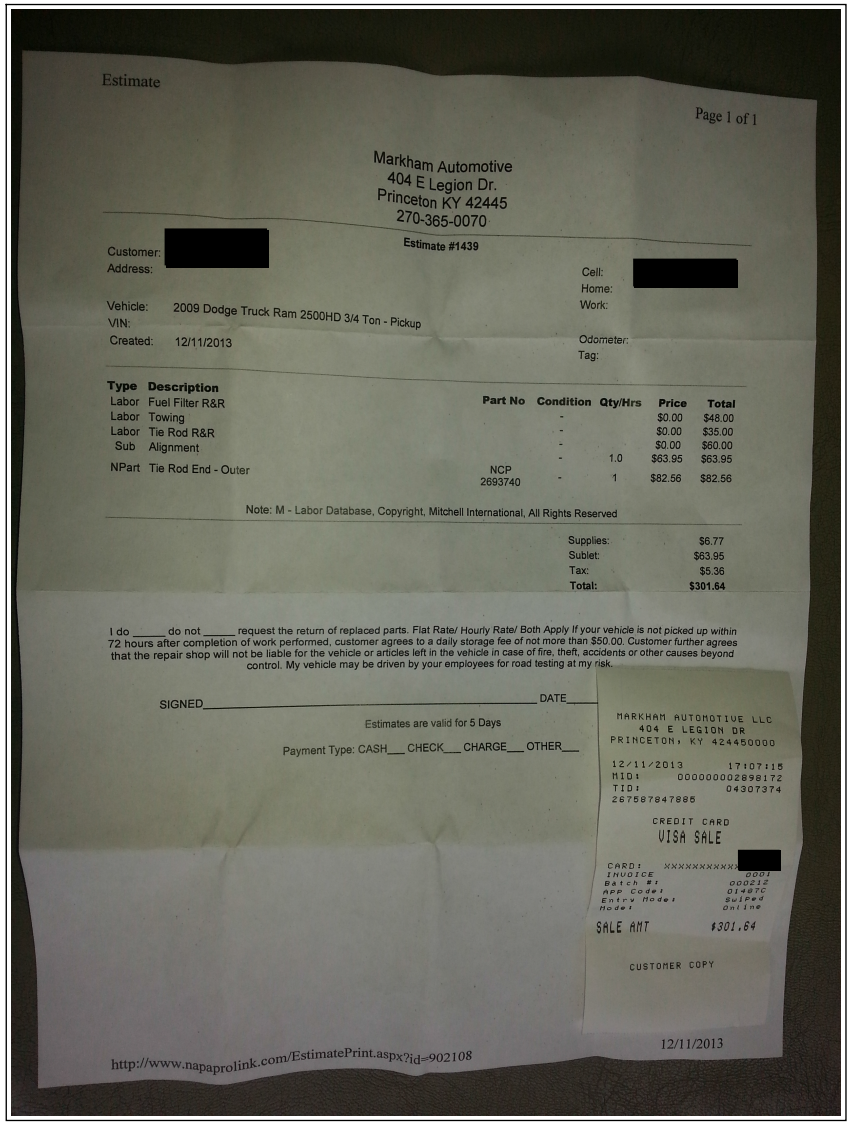
CUSTOMER COMPLAINTS

FINAL BACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-02 12:26:07.108828
Files Not Recieved: 0

Here is a copy of the receipt for case # [redacted]



Estimate

Markham Automotive
404 E Legion Dr.
Princeton KY 42445
270-365-0070

Estimate #1439

Customer: [redacted]
Address:

Cell: [redacted]
Home:
Work:

Vehicle: 2009 Dodge Truck Ram 2500HD 3/4 Ton - Pickup
VIN:
Created: 12/11/2013

Odometer:
Tag:

Type	Description	Part No	Condition	Qty/Hrs	Price	Total
Labor	Fuel Filter R&R		-		$0.00	$48.00
Labor	Towing		-		$0.00	$35.00
Labor	Tie Rod R&R		-		$0.00	$60.00
Sub	Alignment		-	1.0	$63.95	$63.95
NPart	Tie Rod End - Outer	NCP 2693740	-	1	$82.56	$82.56

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Supplies:	$6.77
Sublet:	$63.95
Tax:	$5.36
Total:	**$301.64**

I do _____ do not _____ request the return of replaced parts. Flat Rate/ Hourly Rate/ Both Apply If your vehicle is not picked up within 72 hours after completion of work performed, customer agrees to a daily storage fee of not more than $50.00. Customer further agrees that the repair shop will not be liable for the vehicle or articles left in the vehicle in case of fire, theft, accidents or other causes beyond control. My vehicle may be driven by your employees for road testing at my risk.

SIGNED_____ DATE_____

Estimates are valid for 5 Days

Payment Type: CASH___ CHECK___ CHARGE___ OTHER___

MARKHAM AUTOMOTIVE LLC
404 E LEGION DR
PRINCETON, KY 424450000

12/11/2013 17:07:15
MID: 000000002898172
TID: 04307374
2675878478B6

CREDIT CARD
VISA SALE

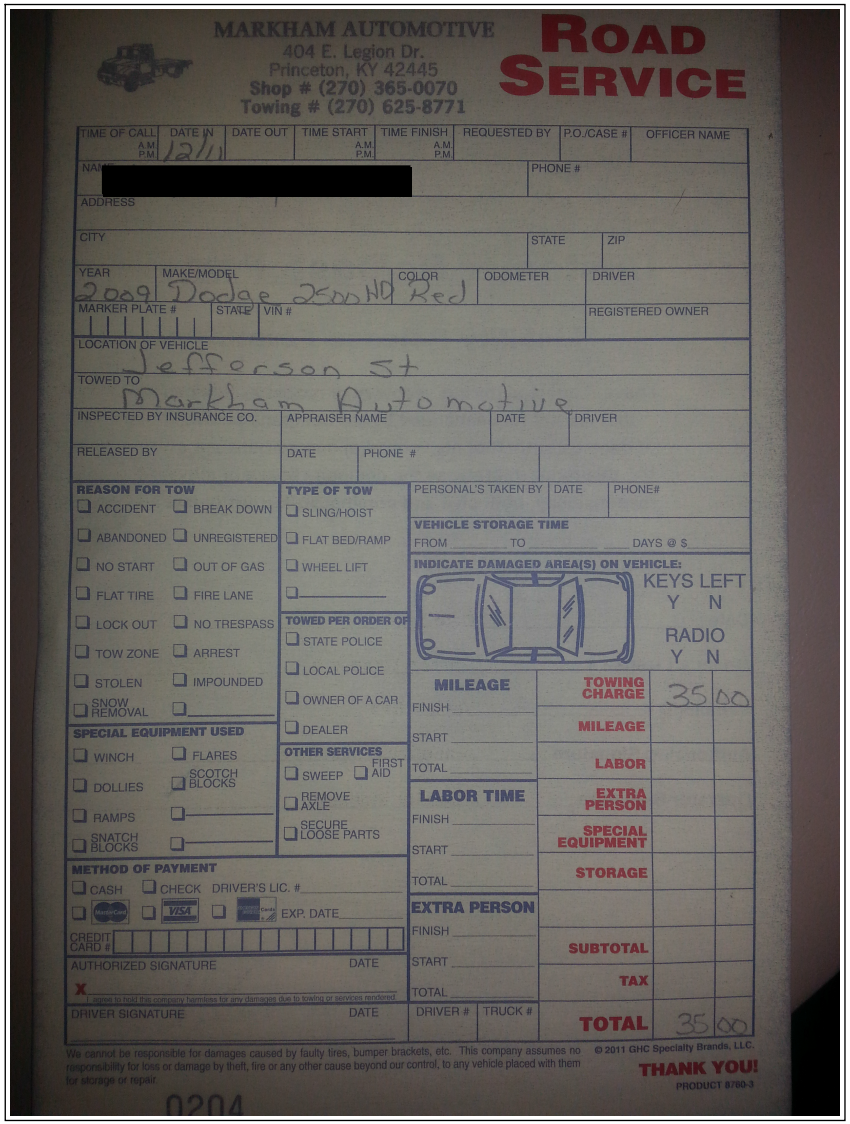
CARD: XXXXXXXXXXXX[redacted]
INVOICE 0001
Batch #: 000212
APP Code: 014BTC
Entry Mode: Swiped
Mode: Online

SALE AMT $301.64

CUSTOMER COPY

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-13 16:22:46.115817
Files Not Recieved: 0

Here is the bill for just the towing. Hopefully it is what you needed.



MARKHAM AUTOMOTIVE
404 E. Legion Dr.
Princeton, KY 42445
Shop # (270) 365-0070
Towing # (270) 625-8771

ROAD SERVICE

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME
	12/1						

NA[redacted] PHONE #

ADDRESS

CITY STATE ZIP

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
2009	Dodge 2500 HD	Red		

MARKER PLATE # STATE VIN # REGISTERED OWNER

LOCATION OF VEHICLE Jefferson St

TOWED TO Markham Automotive

INSPECTED BY INSURANCE CO. APPRAISER NAME DATE DRIVER

RELEASED BY DATE PHONE #

REASON FOR TOW
- ☐ ACCIDENT
- ☐ BREAK DOWN
- ☐ ABANDONED
- ☐ UNREGISTERED
- ☐ NO START
- ☐ OUT OF GAS
- ☐ FLAT TIRE
- ☐ FIRE LANE
- ☐ LOCK OUT
- ☐ NO TRESPASS
- ☐ TOW ZONE
- ☐ ARREST
- ☐ STOLEN
- ☐ IMPOUNDED
- ☐ SNOW REMOVAL
- ☐ _____

TYPE OF TOW
- ☐ SLING/HOIST
- ☐ FLAT BED/RAMP
- ☐ WHEEL LIFT
- ☐ _____

TOWED PER ORDER OF
- ☐ STATE POLICE
- ☐ LOCAL POLICE
- ☐ OWNER OF A CAR
- ☐ DEALER

PERSONAL'S TAKEN BY DATE PHONE#

VEHICLE STORAGE TIME
FROM _____ TO _____ DAYS @ $ _____

INDICATE DAMAGED AREA(S) ON VEHICLE:

KEYS LEFT Y N

RADIO Y N

SPECIAL EQUIPMENT USED
- ☐ WINCH
- ☐ FLARES
- ☐ DOLLIES
- ☐ SCOTCH BLOCKS
- ☐ RAMPS
- ☐ _____
- ☐ SNATCH BLOCKS
- ☐ _____

OTHER SERVICES
- ☐ SWEEP
- ☐ FIRST AID
- ☐ REMOVE AXLE
- ☐ SECURE LOOSE PARTS

METHOD OF PAYMENT
☐ CASH ☐ CHECK DRIVER'S LIC. # _____
☐ ☐ ☐ EXP. DATE _____
CREDIT CARD #

AUTHORIZED SIGNATURE DATE
X _____
I agree to hold this company harmless for any damages due to towing or services rendered

DRIVER SIGNATURE DATE

MILEAGE		TOWING CHARGE	35	00
FINISH		MILEAGE		
START		LABOR		
TOTAL		EXTRA PERSON		
LABOR TIME		SPECIAL EQUIPMENT		
FINISH		STORAGE		
START				
TOTAL		SUBTOTAL		
EXTRA PERSON		TAX		
FINISH		TOTAL	35	00
START				
TOTAL				

DRIVER # TRUCK #

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

© 2011 GHC Specialty Brands, LLC.

THANK YOU!

PRODUCT 8760-3

0204

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINAL BACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7KS29C5

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Ronning Auto, Truck & Tractor Service

P.O. Box 903
Red Lodge, MT 59068

406-446-2193

DATE	SALE NO.
3/12/2013	3975

SOLD TO

[redacted]
Luther, MT
[redacted]

VIN:
3D7KS29C5EG[redacted]

CHECK NO.	PAYMENT METH...	PROJECT

ITEM	DESCRIPTION	QTY	RATE	AMOUNT
Labor	Check front end for broken components. Remove and replace outer tie rod end.		80.00	80.00
269-6103	Tie Rod End		160.00	160.00
269-3257	Tie Rod End		59.00	59.00
	2006 Dodge Ram 2500 Cummins			
	Paid Visa			
Tow	Mileage 40mi			80.00
			Total	$299.00

TOTAL 378.00

SAPPHIRE

Manage your account online: www.chase.com

Customer Service 1-800-493-3319

Additional contact information on back

CCOUNT SUMMARY

Account Number: [redacted]

ious Balance	$1,930.30
ent, Credits	-$1,930.30
ases	+$2,788.38
Advances	$0.00
ce Transfers	$0.00
Charged	$0.00
st Charged	+$14.69
Balance	$2,803.07
ing/Closing Date	03/06/13 - 04/05/13
dit Access Line	$25,000
ilable Credit	$22,196
sh Access Line	$5,000
ilable for Cash	$5,000

PAYMENT INFORMATION

New Balance	$2,803.07
Payment Due Date	05/02/13
Minimum Payment Due	$42.00

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 APR's will be subject to increase to a maximum Penalty APR of 29.99%.

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	12 years	$4,546
$91	3 years	$3,270 (Savings=$1,276)

If you would like information about credit counseling services, call 1-866-797-2885.

ILTIMATE REWARDS℠ SUMMARY

evious points balance	36,924
1 Point per $1 earned on all purchases	2,789
1 Point per $1 earned on Dining	6
1 Point per $1 on Ultimate Rewards Travel	0
Bonus points from Ultimate Rewards Mall	0
Total points available for redemption	39,719

Start redeeming today. Visit Ultimate Rewards at www.ultimaterewards.com.

s a Chase Sapphire customer you earn 1 point per dollar on all purchases, and an additional point for each dollar you spend when ining at restaurants. Plus, you earn an additional point per dollar spent when you book airfare and hotel accommodations online rough Ultimate Rewards. Learn more about your card benefits at www.chase.com/ultimaterewards.

ACCOUNT ACTIVITY

Date of Transaction	Merchant Name or Transaction Description	$ Amount
	PAYMENTS AND OTHER CREDITS	
4/02	Payment Thank You Bill Pay Service	-1,930.30
	PURCHASES	
3/05	BEARTOOTH MARKET RED LODGE MT	12.20
3/06	SHIPTON'S BIG R-WEST BILLINGS MT	121.03
3/06	SHIPTON'S BIG R-WEST BILLINGS MT	Tools 1,044.97
3/06	TOWN PUMP RED LDGE 11720 RED LODGE MT	49.34 F
3/07	RED LODGE TRUE VALUE RED LODGE MT	30.90
3/07	BEARTOOTH MARKET RED LODGE MT	5.21
3/07	RED LODGE TRUE VALUE RED LODGE MT	67.47
3/09	TOWN PUMP RED LDGE 11720 RED LODGE MT	62.35 F
3/11	TOWN PUMP RED LDGE 11720 RED LODGE MT	52.47 F
3/12	*HUNTING FISHING LI 406-449-3468 MT*	12.56
3/15	RONNING AUTO TRUCK & TRAC 406-4462193 MT	378.00 VE
3/15	BEARTOOTH MARKET RED LODGE MT	8.56
3/16	ROCKIN J NORTH07060221 RED LODGE MT	46.75 F

STATE OF MONTANA

DEPARTMENT OF JUSTICE - MOTOR VEHICLE DIVISION

26506553

pj5732

CERTIFICATE OF TITLE

Title Nbr	Year	Make	Model	Extended Model	Style	NCIC Vehicle Type	Unladen Weight/Material
[redacted]	2006	Dodge	R25		PK	TK	0

VIN/HIN	MT Boat Nbr	Ton Code/Propulsion Type	Odometer	Vehicle Nbr
3D7KS29C56G[redacted]		3/4 Ton	128541 Miles Actual as of 06/27/2011	2321007

Brand	Title Issue Date	Vehicle Sale Date	Transfer Reason	Attribute	Owner Tracking Nbr	Fleet Nbr
	07/13/2011	06/27/2011	Cancel - Voluntary Transfer			

Owner Name and Address

[redacted]
Red Lodge, MT
Customer Number: [redacted]

Mail To:
[redacted]
Red Lodge, MT [redacted]

This vehicle/vessel is subject to the following security interest:

Copy

The vehicle/vessel may be subject to other security interests.

SELLER COMPLETES IN INK

As the Registered Owner of the above vehicle, I transfer all right, title and interest to the vehicle to the following person, as of the date below:

Print name of buyer, whether individual or business		Date of Transfer (delivery of vehicle)	
Buyer's Street Address	City	State	Zip

Federal and state law require that the owner state the mileage of a vehicle upon transfer of ownership. If you fail to complete this disclosure or provide a false statement, you may be subject to fines and/or imprisonment.

I state that this (check one) 5 ☐ or 6 ☐ digit odometer now reads (no tenths) _____ miles, date read _____ and to the best of my knowledge it reflects the actual mileage *unless one of the following statements is checked:*

DO NOT CHECK UNLESS APPLICABLE: ☐ The odometer reading reflects the amount of mileage in excess of its mechanical limits. ☐ The odometer reading is not the actual mileage. Warning - odometer discrepancy.

Under penalty of law, I certify the above odometer disclosure and transfer of ownership information is correct to the best of my knowledge; that I am the same person named above; and if signing for a business, I have full authority to act upon behalf of the owner, whose name appears on the upper left side of this Title. **ALL OWNERS MUST SIGN.**

Signature of Owner or Agent of Owner (Transferor)	Printed name - must be the same as signature (do not type)
x	
Signature of Owner or Agent of Owner (if more than one)	Printed name - must be the same as signature (do not type)
x	

NOTARY

State of	County of	Signed before me on (date)	Notary Stamp/Seal
by (clearly print name of person signing Title)			
Notary signature	Printed name		
Title or rank	Residing at	My commission expires	

BUYER

ACKNOWLEDGEMENT OF MILEAGE DISCLOSURE: I am aware of the above odometer certification made by the seller.

Signature of Buyer - only one signature is required	Printed name - must be the same as signature (do not type)
x	

Rev. 09/10

TITLE AND REGISTRATION BUREAU
1003 BUCKSKIN DRIVE
DEER LODGE MT 59722-2375

CONTROL NO. 12071705
(This is not a title number)

Rev. 08/09

VERIFY PRESENCE OF WATERMARK - HOLD TO LIGHT TO VIEW

KEEP IN SAFE PLACE-ANY ALTERATION-USE OF CORRECTION FLUID-ERASURE - VOIDS THIS TITLE

426060/#63094/N62

Voluntary Transfer of name from California Environmental to: [redacted]

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

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

6G[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: 6-27-2011

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)*: Voluntary Transfer

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]

Red Lodge MT [redacted]

City _____

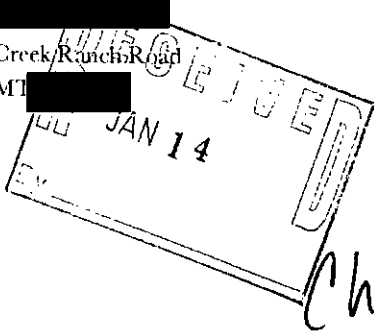
State _____ Zip Code _____

Email Address _____

[redacted]

[redacted] Creek Ranch Road

Luther, MT [redacted]



Ch

P.

Aubu

9 Ha:

AQ14-003

CHRYSLER

12/12/2014

ENLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Jan 02 11:54:42 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recall N 49

Comments:

I took my vehicle to the dealer for repairs on this recall going on 2 weeks now. The service dept. tells me that Chrysler is releasing one set of parts every 7 days which makes no sense to me. Based on this information my truck could be there a month just waiting on parts. I asked about a loaner vehicle and was told to contact Chrysler customer service , which I did and was told that they could not help me. So, I have no transportation after purchasing a 50k truck and no help from Chrysler due to no fault of mine. This is very unfair to the consumer in my opinion. You should stand behind your product. I sure would appreciate some assistance in this matter.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Fri Jan 03 03:51:45 EST 2014
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 apologize we are unable to offer a rental vehicle.
We apologize for the inconvenience.
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 - Ram Brand Site
Brief Description:
Recall N 49
Comments:
I took my vehicle to the dealer for repairs on this recall going on 2 weeks now. The service dept. tells me that Chrysler is releasing one set of parts every 7 days which makes no sense to me. Based on this information my truck could be there a month just waiting on parts. I asked about a loaner vehicle and was told to contact Chrysler customer service , which I did and was told that they could not help me. So, I have no transportation after purchasing a 50k truck and no help from Chrysler due to no fault of mine. This is very unfair to the consumer in my opinion. You should stand behind your product. I sure would appreciate some assistance in this matter.

VIN:
BG[redacted]
Mileage:
23000
Servicing Dealer:

Salsbury Dodge City

Title:

First Name:

[redacted]y

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted].

Address 2:

City:

Brusly

State:

LA

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Jan 03 05:09:00 EST 2014
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8403534V39105L0KM)
Well, I am sorry that I purchased this product.
----- Message from "customerassistre" <customerassistre@chrysler.com> on 01/03/2014 03:52:28 AM -----
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8403534V39105L0KM)
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 apologize we are unable to offer a rental vehicle.

We apologize for the inconvenience.

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 - Ram Brand Site
Brief Description:
Recall N 49
Comments:
I took my vehicle to the dealer for repairs on this recall going on 2 weeks
now. The service dept. tells me that Chrysler is releasing one set of parts
every 7 days which makes no sense to me. Based on this information my truck
could be there a month just waiting on parts. I asked about a loaner
vehicle and was told to contact Chrysler customer service , which I did and
was told that they could not help me. So, I have no transportation after
purchasing a 50k truck and no help from Chrysler due to no fault of mine.
This is very unfair to the consumer in my opinion. You should stand behind
your product. I sure would appreciate some assistance in this matter.

VIN:
BG[redacted]
Mileage:
23000
Servicing Dealer:
Salsbury Dodge City
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:

Brusly

State:

LA

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Jan 02 11:54:42 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recall N 49

Comments:

I took my vehicle to the dealer for repairs on this recall going on 2 weeks now. The service dept. tells me that Chrysler is releasing one set of parts every 7 days which makes no sense to me. Based on this information my truck could be there a month just waiting on parts. I asked about a loaner vehicle and was told to contact Chrysler customer service , which I did and was told that they could not help me. So, I have no transportation after purchasing a 50k truck and no help from Chrysler due to no fault of mine. This is very unfair to the consumer in my opinion. You should stand behind your product. I sure would appreciate some assistance in this matter.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Fri Jan 03 03:51:45 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Lindsey
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 apologize we are unable to offer a rental vehicle.
We apologize for the inconvenience.
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 - Ram Brand Site
Brief Description:
Recall N 49
Comments:
I took my vehicle to the dealer for repairs on this recall going on 2 weeks now. The service dept. tells me that Chrysler is releasing one set of parts every 7 days which makes no sense to me. Based on this information my truck could be there a month just waiting on parts. I asked about a loaner vehicle and was told to contact Chrysler customer service , which I did and was told that they could not help me. So, I have no transportation after purchasing a 50k truck and no help from Chrysler due to no fault of mine. This is very unfair to the consumer in my opinion. You should stand behind your product. I sure would appreciate some assistance in this matter.

VIN:
BG[redacted]
Mileage:
23000
Servicing Dealer:

Salsbury Dodge City

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Brusly

State:

LA

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Jan 03 05:09:00 EST 2014
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8403534V39105L0KM)
Well, I am sorry that I purchased this product.
----- Message from "customerassistre" <customerassistre@chrysler.com> on 01/03/2014 03:52:28 AM -----
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8403534V39105L0KM)
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 apologize we are unable to offer a rental vehicle.

We apologize for the inconvenience.

Thanks again for your email.

Sincerely,

[redacted]

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 - Ram Brand Site
Brief Description:
Recall N 49
Comments:
I took my vehicle to the dealer for repairs on this recall going on 2 weeks
now. The service dept. tells me that Chrysler is releasing one set of parts
every 7 days which makes no sense to me. Based on this information my truck
could be there a month just waiting on parts. I asked about a loaner
vehicle and was told to contact Chrysler customer service , which I did and
was told that they could not help me. So, I have no transportation after
purchasing a 50k truck and no help from Chrysler due to no fault of mine.
This is very unfair to the consumer in my opinion. You should stand behind
your product. I sure would appreciate some assistance in this matter.

VIN:
BG[redacted]
Mileage:
23000
Servicing Dealer:
Salsbury Dodge City
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted].
Address 2:

City:

Brusly

State:

LA

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-02 17:27:23.829020
Files Not Recieved: 0

Attached is the receipt for the tie rod replacement totaling $317.26. Circled on the bottom of page 2 is the zero balance and the notation that it was paid for with a [redacted]. Please let me know if you have any questions. [redacted]

EXCEL DIESEL
7591 Shaffer Parkway Unit A
Littleton, CO. 80127
Phone - 303-904-1500 Fax - 303-948-3106

INVOICE
4093

INVOICE FROM HISTORY

Invoice Date : 09/27/2013
Work Completed Date : 09/27/2013 Print Date : 12/31/2013

[redacted]
Littleton, CO [redacted]
Home [redacted]
Cust ID : 2563

2009 Dodge - Pickup R3500
Lic # : [redacted] - CO
Unit # :
Vin # : 3D7MX49L09G[redacted]3
Hat # :
Odometer In : 59601
Odometer Out : 59601
Ref # :

Part Description	Qty	Sale	Extended
RUGGED AUTOMATIC TRANSMISSION FLUID	8.00	6.96	55.68
CONDITIONER FOR AUTOMATIC TRANSMISSION FLUID	1.00	16.23	16.23
Auto Trans Filter Kit - 45RFE,55RFE (4WD) - Drive Type: 4WD | Transmission ID: 545RFE, 68RFE - Sump Filter	1.00	40.90	40.90
FUEL FILTER	1.00	69.99	69.99
OIL ROTELLA 15W40 DIESEL	12.00	4.41	52.92
DODGE 5.9/6.7 OIL FILTER	1.00	9.60	9.60
BG DIESEL OIL CONDITIONER	1.00	34.95	34.95
CETANE BOOSTER & PERFORMANCE IMPROVER	1.00	8.99	8.99
RUGGED AUTOMATIC TRANSMISSION FLUID	3.00	6.96	20.88
75W-90 SYNTHETIC GEAR OIL	3.00	13.25	39.75
75W140 SYNTHETIC GEAR OIL	3.00	12.99	38.97
LIMITED SLIP CONDITIONER	1.00	15.50	15.50
MULTI GEAR CONCENTRATE	1.00	11.89	11.89
BATTERY TERMINAL CLEANER/KIT	1.00	5.00	5.00
TIE ROD END	1.00	104.00	104.00
Shop Supplies		48.78	48.78

Labor Description	Extended
MILEAGE MAINTENANCE @ 60000 MILES - R3500,4WD,Diesel - w/Dual Rear Wheels	267.16
FRONT DRIVESHAFT FITTING - LUBRICATE	
AUTOMATIC TRANSMISSION FILTER - REPLACE - [Replace if using the truck for any of the following: police, fleet, or frequent trailer towing.]	
AUTOMATIC TRANSMISSION FLUID - REPLACE - [Replace if using the truck for any of the following: police, fleet, or frequent trailer towing.]	
ENGINE OIL & FILTER - REPLACE - [When prompted by the Engine Oil Indicator System, the engine oil and filter must be changed. If not prompted by the Engine Oil Indicator System within 7,500 miles (12 000 km) or six months since the last oil and filter change, change the engine oil and engine oil filter. Under no circumstances should oil change intervals exceed 7,500 miles (12 000 km) or six months, whichever comes first.]	
FUEL FILTER - REPLACE - [Replace fuel filter element.]	
AXLE FLUID - INSPECT - [Check front (4x4) and rear axle fluid.]	
ENGINE COOLANT - INSPECT - [Check the fluid level.]	
EXHAUST SYSTEM - INSPECT	
MANUAL TRANSMISSION FLUID - INSPECT - [Check the fluid level.]	
SUSPENSION COMPONENTS - INSPECT - [Inspect the front suspension, tie rod ends and boot seals for cracks or leaks and al parts for damage, wear, improper looseness or end play; replace if necessary.]	
TIE ROD ENDS - LUBRICATE - [Lubricate outer tie rod ends.]	
TIRES - ROTATE	
PERFORM TRANSMISSION FLUSH	0.00
ROTATE TIRES	0.00
CHANGE FUEL FILTER	0.00
OIL AND FILTER CHANGE	0.00
MULTI POINT VEHICLE INSPECTION	0.00
SERVICE FRONT AND REAR DIFFERENTIALS, SERVICE TRANSFER CASE, ***Discount*** $50.00 off parts, $50.00 off labor	148.42
CLEAN AND SERVICE BATTERY (S) DIESEL	34.95
REPLACE WIPER BLADES	0.00

Summary

Tie Rod End	$ 104.00
sales tax	5.20
labor	89.06
required wheel align	119.00
Total due	$ 317.26

Written By: MCGEE, RALPH - Technicians : SHEREPITA, SCOTT

Copyright (c) 2013 Mitchell Repair Information Company, LLC InvHrsNoPartNos 11.18.10JD

EXCEL DIESEL
7591 Shaffer Parkway Unit A
Littleton, CO. 80127
Phone - 303-904-1500 Fax - 303-948-3106

INVOICE
4093

INVOICE FROM HISTORY

Invoice Date : 09/27/2013
Work Completed Date : 09/27/2013 Print Date : 12/31/2013

[redacted]
Littleton, CO [redacted]
Home [redacted]
Cust ID : 2563

2009 Dodge - Pickup R3500
Lic # : [redacted] - CO
Unit # :
Vin # : 3D7MX49L09G[redacted]3
Hat # :
Odometer In : 59601
Odometer Out : 59601
Ref # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
				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.	89.06
				WHEEL ALIGNMENT	119.00
				Hazardous Materials	6.00

[Technicians : SHEREPITA, SCOTT]

[Payments - Visa - $1,164.82]

Labor:	**$545.59**
Parts:	**$574.03**
Sublet:	**$119.00**
Sub:	**$1,238.62**
Discount:	**$100.00**
Tax:	**$26.20**
Total:	**$1,164.82**
Bal Due:	**$0.00**

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described for testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
All Parts removed will be discarded unless instructed otherwise: Save all Parts____. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE. All vehicles may be subject to storage cha

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

Written By: MCGEE, RALPH - Technicians : SHEREPITA, SCOTT

 Copyright (c) 2013 Mitchell Repair Information Company, LLC InvHrsNoPartNos 11.18.10JD

AQ14-003

CHRYSLER

12/12/2014

ENLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1/7/14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME [redacted]

LAST NAME : LLc.

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

(NO)

YES

[redacted]

Vehicle repair/service report

Date of repair/service	10/23/2008
Vehicle number	109
mileage/hours	97491
repair/service performed	REPLACED LEFT HAND TIE ROD END

Reason for repair if not routine maintenance

DRIVER COMPLAINED ABOUT THE TRUCK WOULD CHANGE LANES FOR NO REASON

Parts Used

DEPSCRIPTION	Quantity each	Part number	Cost Ea.	Total Cost	Make of part	source of part	Invoice #
LEFT HAND TIE RID END	1	ES3625	$ 53.07	$ 53.07	CQ	WILLIE AUTO	[redacted]
LABOR	1		$ 60.00	$ 60.00	TRS LABOR		
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
			Total	$ 113.07			

Great people, great products, great prices!SM

CARQUEST AUTO PARTS

WILLIE AUTO PARTS & SUPPLY, INC.
20 SOUTH 200 WEST
TREMONTON, UT 84337
435-257-3710

#109

REF# 21768

YOU'LL FIND IT AT CARQUEST
THANKS FOR YOUR BUSINESS

REPRINT

for Recall

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

SEE CARQUEST STORE FOR DETAILS OF THE COAST TO COAST GUARANTEE.

BILL TO [redacted]
SNOWVILLE, UT [redacted]

SHIP TO [redacted]
SNOWVILLE, UT [redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES ID	TEAMMATE ID	FORM OF PYMT.
[redacted]	28416	10/23/08			BM	CHARGE

	MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
20	LTG 53962 GROMMET MT-OVAL	4	4	70.33	39.39	0.00	157.56	N/N
21	EC BP135 BATT TERMINAL	2	2	13.67	8.20	0.00	16.40	N/N
22	EC BP307 COPPER LUGS	4	4	1.43	0.86	0.00	3.44	N/N
23	EC BP136 BATT TERMINAL	2	2	13.67	8.20	0.00	16.40	N/N
24	CCH ES3625 TIE ROD END	1	1	88.69	53.07	0.00	53.07	N/N

CQEXP101

WARRANTY DISCLAIMER: The manufacturer's warranty, if any, constitutes the only warranty with respect to the sale of all goods. SELLER HEREBY EXPRESSELY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Seller does not authorize any person to grant any warranty or assume any liability by Seller.

SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT

02:27 PM

RECEIVED BY X

REPRINT

PAY THIS AMOUNT ▶

CONTINUED

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.

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 N[redacted] MI [redacted]

Last Name [redacted]

Street Address [redacted]

City Snowville

State UT Zip Code [redacted]

Email Address [redacted]

RECEIVED DATE:

01/14/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000 00

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Vehicle repair/service report

Date of repair/service	4/1/2009
Vehicle number	109
mileage/hours	101652
repair/service performed	REPLACED DRAG LINK IN FRONT END STEERING

Reason for repair if not routine maintenance

THE TRUCK WOULD START TO SHAKE OUT OF CONTROLL ENTELL THE TRUCK CAME TO A STOP

Parts Used

DEPSCRIPTION	Quantity each	Part number	Cost Ea.	Total Cost	Make of part	source of part	Invoice #
DRAG LINK	1	DS1464	$ 99.94	$ 99.94	CQ	WILLIE AUTO	[redacted]
LABOR	1		$ 60.00	$ 60.00	TRS LABOR		
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
			Total	**$ 159.94**			

CARQUEST
AUTO PARTS

WILLIE AUTO PARTS AND SUPPLY INC
20 SOUTH 200 WEST
TREMONTON, UT 84337
(435)257-3710

PAGE 1
REF# 3386

REPRINT

28416

[redacted]

ANY PART RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

SEE CARQUEST STORE FOR DETAILS OF THIS COAST TO COAST GUARANTEE.

BILL TO [redacted]LC
TO SNOWVILLE, UT [redacted]

SHIP TO [redacted]
TO SNOWVILLE, UT [redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST PO NO	SALES ID	ENTRY ID	SHIP VIA	TERMS
[redacted]	28416	04/01/09			BM		CHARGE

MFG. PART NUMBER	ORDERED	SHIPPED	BKO	LIST PRICE	NET	NET CORE	EXT AMOUNT	TAX
UJ 3-0485 STANDARD U-JOINT	2	2		96.10	52.00	0.00	104.00	NA
CCH DS1464 DRAG LINK	2	2		175.12	99.49	0.00	198.98	NA
CCH K7448 BALL JOINT	2	2		244.93	136.49	0.00	272.98	NA

Just one

WARRANTY DISCLAIMER: "The factory warranty constitutes all of the warranties with respect to the sale of all items. The seller hereby expressly disclaims all warranties, either expressed 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 all items."

FREIGHT	LABOR	SHOP	TOTAL CORE	TAXABLE AMT	SALES TAX		SUB TOTAL
				0.00	0.00		575.9

03:17 PM

RECEIVED BY X

LIST TOTAL

1032.30

PAY THIS AMOUNT

575.9

CHAR

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] H46

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 [redacted]

Last Name _____

Street Address [redacted]

City Shoreville

State VT Zip Code [redacted]

Email Address [redacted]

RECEIVED DATE:

01/14/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 4G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Vehicle repair/service report

Date of repair/service	7/15/2011
Vehicle number	108
mileage/hours	102625
repair/service performed	REPLACED LEFT HAND TIE ROD END

Reason for repair if not routine maintenance

STEERING WHEEL HAS 3" OF PLAY FROM LEFT TO RIGHT

Parts Used

DEPSCRIPTION	Quantity each	Part number	Cost Ea.	Total Cost	Make of part	source of part	Invoice #
LEFT HAND TIE RID END	1	401-1919	$ 47.22	$ 47.22	CQ	WILLIE AUTO	[redacted]
LABOR	1		$ 60.00	$ 60.00	TRS LABOR		
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
			Total	**$ 107.22**			

CARQUEST
AUTO PARTS

Great people, great products, great prices!SM

WILLIE AUTO PARTS & SUPPLY, INC.
20 SOUTH 200 WEST
TREMONTON, UT 84337
435-257-3710

YOU'LL FIND IT AT CARQUEST
THANKS FOR YOUR BUSINESS

REF# 108141

#108

REPRINT
for Recall

[redacted]

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

BILL TO [redacted]
SNOWVILLE, UT [redacted]

[redacted] TO COAST GUARANTEE.

SHIP TO [redacted]
SNOWVILLE, UT [redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES ID	TEAMMATE ID	FORM OF PYMT.
[redacted]	28416	07/15/11			RS	CHARGE

	MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
1	PCH 410-1081 TIE ROD END OUTER	1	1	178.99	87.80	0.00	87.80	N/N
	* SUPERCEDE FOR: CCH DS1463							
2	PCH 410-1080 TIE ROD END INNER	1	1	180.99	88.80	0.00	88.80	N/N
	* SUPERCEDE FOR: CCH DS1464							
3	PCH 401-1919 TIE ROD END OUTER	2	2	96.49	47.22	0.00	94.44	N/N

Just one

QEXP101

WARRANTY DISCLAIMER: The manufacturer's warranty, if any, constitutes the only warranty with respect to the sale of all goods. SELLER HEREBY EXPRESSELY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Seller does not authorize any person to grant any warranty or assume any liability by Seller.

SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT

08:04 AM

RECEIVED BY X

REPRINT

PAY THIS AMOUNT ▶

CONTINUED

CARQUEST
AUTO PARTS

Great people, great products, great prices!SM

WILLIE AUTO PARTS & SUPPLY, INC.
20 SOUTH 200 WEST
TREMONTON, UT 84337
435-257-3710

REF# 108141

REPRINT

YOU'LL FIND IT AT CARQUEST
THANKS FOR YOUR BUSINESS

[redacted]

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

SEE CARQUEST STORE FOR DETAILS OF THE COAST TO COAST GUARANTEE.

[redacted]
SNOWVILLE, UT [redacted]

[redacted]
SNOWVILLE, UT [redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES ID	TEAMMATE ID	FORM OF PYMT.
[redacted]	28416	07/15/11			RS	CHARGE

MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
* SUPERCEDE FOR: CCH ES3625							

CQEXP101

WARRANTY DISCLAIMER: The manufacturer's warranty, if any, constitutes the only warranty with respect to the sale of all goods. SELLER HEREBY EXPRESSELY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Seller does not authorize any person to grant any warranty or assume any liability by Seller.

SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT
				0.00	0.00		

08:04 AM

RECEIVED BY X

REPRINT

PAY THIS AMOUNT ▶ 271.04

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] MI [redacted]

Last Name [redacted]

Street Address [redacted]

City Shdrville

State VT Zip Code [redacted]

Email Address [redacted]

RECEIVED DATE:

01/14/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00026

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Date of repair/service	7/5/2011
Vehicle number	110
mileage/hours	102625
repair/service performed	REPLACED LEFT HAND TIE ROD END

Reason for repair if not routine maintenance

TRUCK WOULD PULL TO THE FEFT AND INNER SIDE OF TIRE IS CUPPING

Parts Used

DEPSCRIPTION	Quantity each	Part number	Cost Ea.	Total Cost	Make of part	source of part	Invoice #
LEFT HAND TIE RID END	1	401-1919	$ 47.22	$ 47.22	CQ	WILLIE AUTO	[redacted]
LABOR	1		$ 60.00	$ 60.00	TRS LABOR		
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
				$ -			
			Total	$ 107.22			

CARQUEST
AUTO PARTS

[redacted]

Great people, great products, great prices!™

WILLIE AUTO PARTS & SUPPLY, INC.
20 SOUTH 200 WEST
TREMONTON, UT 84337
435-257-3710

YOU'LL FIND IT AT CARQUEST
THANKS FOR YOUR BUSINESS

REF# 107172

REPRINT

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

SEE CARQUEST STORE FOR DETAILS OF THE COAST TO COAST GUARANTEE.

BILL TO
[redacted]
SNOWVILLE, UT 8[redacted]

SHIP TO
[redacted]
SNOWVILLE, UT 8[redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES ID	TEAMMATE ID	FORM OF PYMT.
[redacted]	28416	07/05/11			JR	CHARGE

	MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
5	PER 80855 #66 CLEAR SILICONE	2	2	24.88	14.93	0.00	29.86	N/N

CQEXP101

WARRANTY DISCLAIMER: The manufacturer's warranty, if any, constitutes the only warranty with respect to the sale of all goods. SELLER HEREBY EXPRESSELY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Seller does not authorize any person to grant any warranty or assume any liability by Seller.

SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT
				0.00	0.00		

09:33 AM

RECEIVED BY X

REPRINT

PAY THIS AMOUNT ▶ 109.72

CARQUEST
AUTO PARTS

Great people, great products, great prices!

WILLIE AUTO PARTS & SUPPLY, INC.
20 SOUTH 200 WEST
TREMONTON, UT 84337
435-257-3710

#110

REF# 107172

YOU'LL FIND IT AT CARQUEST
THANKS FOR YOUR BUSINESS

REPRINT
for Recall

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

TO [redacted]
SNOWVILLE, UT [redacted]

[redacted] TO COAST GUARANTEE.

P
TO [redacted]
SNOWVILLE, UT [redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES ID	TEAMMATE ID	FORM OF PYMT.
[redacted]	28416	07/05/11			JR	CHARGE

	MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
1	PCH 401-1919 TIE ROD END OUTER * INTERCHANGE FOR: ES3625	1	1	96.49	47.22	0.00	47.22	N/N
2	XHD 602 3/4"X60' ELECT. TAPE	7	7	1.63	0.98	0.00	6.86	N/N
3	XHD AC6-6200 DUCT TAPE, 55YD 6MIL	4	4	7.65	4.59	0.00	18.36	N/N
4	CQO CQ620 5W-30 OIL	2	2	6.18	3.71	0.00	7.42	N/N

CQEXP101

WARRANTY DISCLAIMER: The manufacturer's warranty, if any, constitutes the only warranty with respect to the sale of all goods. SELLER HEREBY EXPRESSELY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Seller does not authorize any person to grant any warranty or assume any liability by Seller.

SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT

09:33 AM

RECEIVED BY X

REPRINT

PAY THIS AMOUNT ▶

CONTINUED

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.

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☐ 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 [redacted]

Last Name [redacted]

Street Address [redacted]

City Shoreville WI

State WI Zip Code [redacted]

Email Address [redacted]

Snowville, Utah

[redacted]

CHR
P.E
Au

ATTN: REIME

4832

AQ14-003

CHRYSLER

12/12/2014

ENLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1-14-14

VIN (FIRST 9 DIGITS) 1D7KS28C1

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Blevins

Owner information

[redacted]

Danville, AL [redacted]

VIN. 1D7KS28C16J[redacted]

Current mi: 142938

Mi when repaired: 142571

B & G OK Tire Store Inc. serviced the above vehicle that had parts in the steering linkage break causing me (Gilmon Sellabach) to have loss of directional control resulting in wheel damage. I had to have the vehicle towed to the nearest garage. (also included is the tow bill.)

I have recently (since the accident) gotten a safety recall on this vehicle concerning the steering linkage and I am appealing for a reimbursement on the included bills.

Thank You

[redacted]

B & G OK Tire Store, Inc.

1800 H'way 31 SW Hartselle, AL 35640
Phone (256) 773-7088

YOUR COMPLETE TIRE HEADQUARTERS

No 115217

Date 11/5, 20 13

Sold To [redacted]

2500 Dodge Ram

Sold by	Cash Sale	Charge Sale	Credit Memo	Rec'd on Acct.	Terms	Order No.
	X					

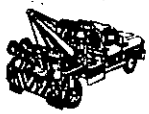
The undersigned agrees to pay the amount of this agreement as itemized below. This transaction, as evidenced by purchases and/or services and terms listed hereon, constitutes the entire agreement between buyer and seller and signature of buyer is acknowledgment of same. Failure to make payment when due is basis for legal action and buyer agrees to pay all costs of collection and reasonable attorney's fee and hereby waives all rights of exemption to personal property and wages under the laws of the State of Alabama or by other States in favor of the payment of this obligation. Buyer further agrees that in the case of the purchase of consumer goods and/or equipment on this agreement, seller hereby retains title and buyer hereby grants to seller a security interest in the consumer goods and/or equipment described below and the proceeds thereof, until paid for in full, and, in case of default, buyer hereby agrees to surrender and give up possession of any or all of the below-listed consumer goods and/or equipment at the option of the seller, and buyer agrees to a public or private resale of such consumer goods and/or equipment and to forthwith pay to seller any deficiency remaining after deducting all expenses of retaking, storing, repairing, and selling from the proceeds of such sale. It is agreed that time is of the essence.

QUAN.	DESCRIPTION	PRICE	FED. TAX	AMOUNT
1	Front Hub Assembly			225 00
	With Studs			
1	Rotor Brake Best			75 00
1	Front Pad Set Brake Best			45 00
1	Caliper (Core Replacement)			75 00
1	Bracket			35 00
1	Wheel 17"x9 Black			150 00
1	Steering Knuckle (Reman)			275 00
3	Hours Labor	60 00		180 00
	LIMITED WARRANTY			
	SALES TAX 9%			79 20
	ANNUAL PERCENTAGE RATE ____ %			$ 1,139 20

1 1/2 % PER MONTH WILL BE ADDED AS A SERVICE CHARGE ON ALL PAST DUE BALANCES.

Signed [signature] 1139 20

Thank You



R.J. SMITH dba EDDIE'S TOWING

24 Hour Wrecker Service
1701 Hwy. 31 SW
Hartselle, AL 35640
256-773-7644 • 1-800-938-6920

Road Service

DATE	TIME	REQUESTED BY	P.O. NO
10-30-13	6:00 A.M. / P.M.	OWNER	

NAME	PHONE
[redacted]	

ADDRESS [redacted]

CITY	STATE	ZIP

LOCATION [redacted]

YEAR, MAKE, MODEL	COLOR	DRIVER
05 Jeep [redacted]	GRAY	

STATE	LIC. PLATE NO.	VEHICLE I.D. NO	REGISTERED OWNER

MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH	FINISH	FINISH
START	START	START
TOTAL Unknown	TOTAL 11:11? Wil	TOTAL 18351 - 200

REASON FOR TOW

- ☐ ACCIDENT
- ☒ ARREST
- ☐ UNREGISTERED
- ☐ ABANDONED
- ☐ STOLEN CAR
- ☒ BREAK DOWN
- ☐ FLAT TIRE
- ☐ OUT OF GAS
- ☐ IMPOUNDED
- ☐ TOW ZONE
- ☐ LOCK OUT
- ☐ START
- ☐ SNOW REMOVAL

SPECIAL EQUIPMENT

- ☐ SINGLE LINE WINCHING
- ☐ DUAL LINE WINCHING
- ☐ SNATCH BLOCKS
- ☐ SCOTCH BLOCKS
- ☐ DOLLY

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: B & G

SECOND TOW:

STORAGE FROM

_____ TO _____ DAYS @ $ _____

PAID BY

☒ CASH ☐ CHECK DRIVERS LIC. NO. _____

☐ CREDIT CARD ☐ MC ☐ VISA ☐ AMEX EXP. DATE _____

CC NO _____

OPERATOR'S SIGNATURE _____ DATE 10-30-13

TRUCK NO: #2

AUTHORIZED SIGNATURE _____ DATE _____

VEHICLE RELEASED TO _____ DATE _____

TOWING CHARGE	65 00
MILEAGE CHARGE	
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	65 00

M 10760

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

Thank You

Enquirer Printing Co., Inc. 256-773-2538

[redacted] BIRMINGHAM AL 350

14 JAN 2014 PM 2 L

Danville, Al. 3[redacted]

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

AQ14-003

CHRYSLER

12/12/2014

ENLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1/7/14

VIN (FIRST 9 DIGITS) 3D7LS38C2

VIN (LAST 8 DIGITS) 5G[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: **3D7LS38C25G**[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.



k one if

known.

owner's

s name
anged):

ss

safety... 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.

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RAM DODGE Jeep SRT FIAT MOPAR

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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) 5G8 [redacted] Notification Code N62

This service was previously performed on my vehicle *(check one if applicable)*:
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- ☐ My vehicle was repaired.

This vehicle was *(check one if applicable)*:
- ☐ scrapped ☐ stolen ☐ exported

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

216159/#63094/N62

CUSTOMER #: 43112

102779

INVOICE

FIVE STAR Fletcher
"Where Everybody Gets A Great Deal"
www.fletcherchrysler.com
3099 N. Morton Street Franklin, IN 46131 PH 317-738-4170
DODGE CHRYSLER Jeep MOPAR

[redacted]

COLUMBUS, IN

HOME [redacted] CONT:

BUS: CELL:

[redacted]

PAGE 1

SERVICE ADVISOR: 208 LARRY JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	DODGE RAM 3500	3D7LS38C25[redacted]		203658/203658	T8589

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR05 DD			16:00 03JAN14		0.00	CASH	03JAN14

R.O. OPENED	READY	OPTIONS:
03JAN14	03JAN14	ENG:5.9_Liter_Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL N62						

CAUSE: .

19N62181 RECALL

41 W 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

****

FIVE STAR

Jeep

CHRYSLER

DODGE

MOPAR

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	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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

HK AUTO/TRUCK SERVICE
420 JONESVILLE ROAD
Columbus, IN. 47201
Phone - 812-375-9335 Fax - 812-375-1687

INVOICE
641
Org. Est. # 001060
ASE CERTIFIED TECHS
ALL MAKES WELCOME

Invoice Date : 11/20/2009
Print Date : 12/30/2013

INVOICE FROM HISTORY

Work Completed Date : 11/20/2009

[redacted]
Columbus, IN [redacted]
Home [redacted]
Cust ID : 217

2005 Dodge - Pickup R3500
Lic # : -
Unit # :
Vin # : 3D7LS38C25G[redacted]
Hat # :
Odometer In : 105957
Ref # :

Part Description	Qty	Sale	Extended
drag link to strg link left inner	1.00	146.00	146.00
Tie rod end rt inner to pitman arm.	1.00	57.86	57.86
Link arm	1.00	141.74	141.74
15w40	12.00	4.55	54.60
bulb	1.00	0.67	0.67

Labor Description	Extended
CUSTOMER REQUESTED ALIGNMENT RESET ALIGNMENT TO FACTORY SPECIFICATIONS	39.95
The right inner tie rod that goes to the pittman arm is loose and the left inner tie rod to the strg link is loose and need replaced, and then suspension alignment..	90.00
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.	12.00
Replace fuel filter Remove and replace fuel filter. Inspect for leaks.	37.50

[Technicians : Kleffman, Toby #1, #1]

[Payments - MasterCard - $608.38]

THANK YOU FOR YOUR BUSINESS

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on 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.

Labor:	**$179.45**
Parts:	**$400.87**
Sublet:	**$0.00**
Sub:	**$580.32**
Tax:	**$28.06**
Total:	**$608.38**
Bal Due:	**$0.00**

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

Written By. Hutchinson, Harold - Technicians : Kleffman, Toby #1, #1

Copyright (c) 2013 Mitchell Repair Information Company, LLC InvHrsNoPartNos 11.18.10JD

HK AUTO/TRUCK SERVICE
420 JONESVILLE ROAD
Columbus, IN. 47201
Phone - 812-375-9335 Fax - 812-375-1687

INVOICE
21359
Org. Est. # 030850
ASE CERTIFIED TECHS
ALL MAKES WELCOME

INVOICE

Print Date : 12/11/2013

[redacted]
Columbus, IN [redacted]
Home [redacted]
Cust ID : 217

2005 Dodge - Pickup R3500
Lic # : -
Unit # :
Vin # : 3D7LS38C25G[redacted]
Hat # :
Odometer In : 202450
Ref # :

Part Description	Qty	Sale	Extended
OIL FILTER 5.9 @ 6.7	1.00	11.49	11.49
15w40	12.00	6.79	81.48
boot	1.00	8.87	8.87
Sway Bar Link - Front Susp	2.00	57.73	115.46
Sway Bar Bushing - Front Susp	1.00	29.20	29.20
Pinion Seal - Front Axle	1.00	19.64	19.64

Labor Description	Hrs	Extended
Lube Oil , Filter		14.00
Lubricate and check chassis. Change oil and oil filter. Check air filter and breather filter. Check all fluid levels (>) Preform basic safety inspection. Replaced new oil sticker (5000 miles). Torqued drain to (25ft lbs.) oil filter (12 ft lbs). Set tire pressure to (70psi) Rest oil life index (>). Coolant protection freeze point (-34).		
customer says getting alot of rattling noise from front end when driving on gravel road usually slower speeds stabilizer links and bushings loose		0.00
customer says boot off new steering gear is torn off replaced boot for transfer case		39.50
replace front stabilizer links and bushings completed		94.80
replace front pinion seal leaking completed		94.80

[Technicians : Kleffman, Toby #1, #1; Brewer , Chuck #4]

[Payments -]

Labor:	**$243.10**
Parts:	**$266.14**
Sublet:	**$0.00**
Sub:	**$509.24**
Tax:	**$18.63**
Total:	**$527.87**
Bal Due:	**$527.87**

THANK YOU FOR YOUR BUSINESS

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on 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.....

Written By: Hoff, John - Technicians : Kleffman, Toby #1, #1; Brewer , Chuck #4

Copyright (c) 2013 Mitchell Repair Information Company, LLC InvHrsNoPartNos 11.18.10JD

HK AUTO/TRUCK SERVICE
420 JONESVILLE ROAD
Columbus, IN. 47201
Phone - 812-375-9335 Fax - 812-375-1687

INVOICE
16630

ASE CERTIFIED TECHS
ALL MAKES WELCOME

INVOICE FROM HISTORY

Invoice Date : 04/02/2013
Work Completed Date : 04/02/2013 Print Date : 12/30/2013

[redacted]
Columbus, IN 4[redacted]
Home [redacted]
Cust ID : 217

2005 Dodge - Pickup R3500
Lic # : -
Unit # :
Vin # : **3D7LS38C25G**[redacted]
Hat # :
Odometer In : 184700
Ref # :

Part Description	Qty	Sale	Extended
GEAR POWER STEERING	1.00	715.00	715.00

Labor Description	Extended
STEERING GEAR - Remove & Replace - [Includes: Adjust toe-in on Rack & Pinion type gears. DOES NOT include alignment.] - R2500,R3500,4WD	138.60
replaced steering gear and fill with fluid	
Align front suspension	39.95
Align front suspension to factory specifactions	
customer says when truck sets 3-4 hrs there is a delay engagement into drive, reverse feels ok when this happens	0.00
if cust hits accel will take off finally then	
could not find any issues at this time	

[Technicians : Kleffman, Toby #1, #1; Lee , Michael #2 #2]

[Payments - Visa - $943.60]

Labor:	**$178.55**
Parts:	**$715.00**
Sublet:	**$0.00**
Sub:	**$893.55**
Tax:	**$50.05**
Total:	**$943.60**
Bal Due:	**$0.00**

THANK YOU FOR YOUR BUSINESS

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on 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.....

Written By: Hoff, John - Technicians : Kleffman, Toby #1, #1; Lee , Michael #2 #2

Copyright (c) 2013 Mitchell Repair Information Company, LLC InvHrsNoPartNos 11.18.10J0

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 81

IMPORTANT SAFETY RECALL INFORMATION

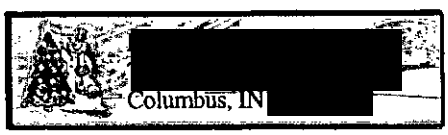
U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

5G[redacted] N62 [redacted]
[redacted]
COLUMBUS, IN [redacted]

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI
POSTAGE WILL BE PAID BY ADDRESSEE
RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



INDIANAPOLIS IN 460
07 JAN 2014 PM 5 L





RECEIVED
JAN 14
By

CHRYSLER CUSTOMER ASSISTANCE
P.O. BOX 21-8007 AUBURN HILLS,
MI 48321-8007

U.S. POSTAGE
PAID
COLUMBUS, IN
47201
JAN 06, 14
AMOUNT
$0.20
00092991-16

ATT- CHRYSLER RECALL CENTER

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-05 19:37:03.557659
Files Not Recieved: 0

contact number is [redacted]. service was performed at byrds chrysler in salt lick,ky



AQ14-003

CHRYSLER

12/12/2014

ENLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KU28C8

VIN (LAST 8 DIGITS) 4G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

VIN # 3D7KU[redacted]8C84G [redacted]

Altamore's Automotive Service

8725 Town Hall Road
Belvidere, IL 61008
Shop Phone: (815) 544-1080

Invoice
12622
Estimate Ref #0
Date Printed: 01/03/2014
Printed Time: 10:50 am

Hat/Ref: [redacted]

We go the extra mile so you can too.

Time Promised:

2004 DODGE RAM 2500 PICKUP L6 5.9L 359CID FI DIESEL T 6
VIN:
License: [redacted]
Unit #:
DOM:

Mileage In: 0
Mileage Out: 71,785

Date Written: 11/21/2013
Written By: Augie
Save Old Parts: No

Home: [redacted]
Cell:

Job Name	Description	Technician	Qty	List	Extended
Job #1	**FRONT END**				
Part	U-JOINTS		2.00	61.59	123.18
Part	HUB BEARINGS		2.00	225.00	450.00
Part	UPPER BALL JOINTS		2.00	85.59	171.18
Part	LOWER BALL JOINTS		2.00	85.59	171.18
Labor 1	Work Requested - FRONT END				420.00
	Work Performed - REPLACED BOTH FRONT AXLE U-JOINTS, HUB BEARINGS, UPPER AND LOWER BALL JOINTS. CHANGED OIL, OIL FILTER, GREASED FRONT END, SET TIRE AIR PRESSURE AND TOPPED OFF ALL FLUIDS.				
Misc 5	Work Requested - FRONT END ALINGMENT		1.00	65.95	65.95
Part	OIL AND FILTER		1.00	86.95	86.95
				Job Total:	*1,488.44*

Check # 7512
21 NOV 2013

Payment Date	Type	Method	Amount
		Payment Totals:	

Parts:	$1,002.49
Labor:	$420.00
Sublet:	$0.00
Misc:	$65.95
Hazmat:	$0.00
Supplies:	$0.00
Tax:	$67.67
Invoice Total:	**$1,556.11**

Thank you for your business

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____ Date _____ Time _____

CHRYSLER

Left Tie Rod

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.

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

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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] N62

BELVIDERE, IL [redacted]

280631/#63094/N62

280631#63094/N62

[redacted]

Note, Enclosed is our Bill we paid for this repair we had to have a front end alignment due to the problem we incured. Thanks!

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. Due to vehicle

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] V.

Last Name [redacted]

Street Address [redacted]

City Belvidere

State Illinois Zip Code [redacted]

Email Address none

[redacted]

Belvidere, Il [redacted]

RETURN RECEIPT
REQUESTED

Attention
Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1-15-14

VIN (FIRST 9 DIGITS) 3D7MX48C1

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7MX48C17G**[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.

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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 FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
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January 14, 2014

Recall information

[redacted]

Dodge Ram Truck 07 3500

Vin # 3D7MX48C17G[redacted]

Please find enclosed a bill representing the expenses we paid for our truck that are covered in the recent recall letter.

We are sending this information for reimbursement as per our recent phone conversation.

Also enclosed is a copy of the Recall Safety Notice.

If you need further information please advise.

Thank you

[redacted]
Choctaw, Oklahoma

[redacted]

HOWARD'S GARAGE
19901 NE 23rd Street
HARRAH, OK. 73045
Phone - 405-454-3161 Fax - 405-454-0778

INVOICE
5892
Org. Est. # 021904

Invoice Date : 11/29/2012

INVOICE FROM HISTORY

Work Completed Date : 11/29/2012 Print Date : 01/02/2014

[redacted]

2007 Dodge - Pickup R3500 - 5.9L, In-Line6 (360CI)
Lic # : -
Odometer In : 128801
Unit # :
Vin # : 3D7MX48C17G[redacted]

Home [redacted]
Cust ID : 1858
Hat # :
Ref # :

Part Description / Number	Qty	Sale	Extended
BALL JOINT / Upper Ball Joint K7460	2.00	109.10	218.20
BALL JOINT / Lower Ball Joint K7467	2.00	118.61	237.22
AXLE SEAL 5086686	2.00	34.32	68.64
HUB ASSEMBLY / Front Bearing & Hub Assm HA590166	1.00	280.28	280.28
U-JOINT / Universal Joint 464	2.00	83.93	167.86
JT 80W90 GREASE PINT JT80	6.50	4.77	31.01
Shop Supplies		10.00	10.00

Labor Description	Hours	Extended
REPLACE UPPER AND LOWER BALL JOINTS REPLACE UJOINTS IN F AND INNER AXLE SEALS REPLACE FRONT DRIVERS HUB ASSM	7.00	543.55
Hazardous Disposal Fee		1.50

Org. Estimate **$ 1,569.91** Revisions **$ 0.00** Current Estimate **$ 1,569.91**

Labor:	**545.05**
Parts:	**1,013.21**
Sublet:	**$0.00**
Sub:	**1,558.26**
Tax:	**86.12**
Total:	**1,644.38**
Bal Due:	**$0.00**

[Payments - Cash - $1,644.38]

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 six months or 6,000 [redacted] has to be performed in our shop & cannot exceed the original cost of repair.

Signature [redacted] Date_____ Time_____

Copyright (c) 2014 Mitchell Repair Information Company, LLC invhrs 03 18 2011JD

[redacted]

Choctaw, OK

[redacted]

OKLAHOMA CITY OK 730
OKLAHOMA CITY OK 730

15 JAN 2014 PM 5 L
15 JAN 2014 PM 5 L

IN 2 2



Charles Sheele

Chevy Customer Service Co
P. O. Box 2 15007
Kansas City, Mi
48321

4632180070 7

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 3D7KS28L7

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

January 5, 2013

RE: Chrysler Recall #N49 Left Tie Rod

Dears Sirs,

After receiving notice of the N49 recall I called the Service Manager at my local Dodge dealer to inform him that I had already had to have that tie rod end replaced. He informed me that I could be reimbursed for that replacement by sending in the invoice from my mechanic. Auto Tech of Traverse City said the tie rod and labor of 1.8 hours came to $236.69 and the alignment was $55.00 for a total of $291.69.

If you have any questions, please contact me.

[redacted]
Traverse City, MI. [redacted]
[redacted]

AUTO TECH OF TRAVERSE CITY

3037 CASS RD
Traverse City, MI. 49684
Phone - 231-946-6008 Fax - 231-946-2216

Visit our web site at: www.AutoTechTC.com

INVOICE
37597
Org. Est. # 039843

F146855

INVOICE

Print Date : 07/09/2013

[redacted]
TRAVERSE CITY, MI [redacted]
Cellular [redacted]
Cust ID : 2550

2009 Dodge - Pickup R2500

Lic # :
Unit # :
Vin # : 3D7KS28L79G[redacted]
Hat # :

Odometer In :
Odometer Out : 93937
Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
TIE ROD				AXLE IS POPPING.	125.60
MOG ES800375	1.00	96.99	96.99	REPLACED BOTH FRONT AXLE JOINTS	
BALL JOINTS				REPLACE ALL FOUR BALL JOINTS IN THE	314.00
XRF K7460X	2.00	77.00	154.00	FRONT END	
BALL JOINT				REPLACED BALL JOINTS.	
XRF K7467	2.00	75.00	150.00	DRIVERS SIDE TIE ROD END IS LOOSE, ROD	141.30
TIE ROD END				END AT THE PITMAN ARM IS LOOSE.	
A-D MGES800532	1.00	89.99	89.99	REPLACED THE ROD ENDS.	
AXLE JOINT				FRONT END ALIGNMENT.	55.00
V8016665AA	2.00	69.04	138.08		
SYN LUBE				DRAINED AND FILLED THE FRONT	62.80
V-O 975	3.00	10.80	32.40	DIFFERENTIAL.	
SHOP SUPPLIES					
SHP SS	1.00	8.00	8.00		

[Technicians : Brian , Tashman]

Org. Estimate $39.25 Revisions $0.00 Current Estimate $ 39.25 Additional Cost Revised Estimate

Labor:	**$643.70**
Parts:	**$669.46**
Sublet:	**$55.00**
Sub:	**$1,368.16**
Tax:	**$40.17**
Total:	**$1,408.33**
Bal Due:	**$1,408.33**

Installation of left side Tie rod alone with alignments would have been $291.69 as per Nick on 1-3-14

[Payments -]

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 varies with each type of repair. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.
Note: It is the customers responsibility to check all lug nuts before 50 miles.
All parts removed will be returned unless instructed otherwise.
____returned for core ___ returned to customer _____ discard
CERTIFICATION _____

SIGNATURE..... Date..... Time.....
<none>

06.30.04 Invoic1

Information from local dealership

BILL MARSH AUTOMOTIVE GROUP
♦ Chrysler ♦ Dodge ♦ Jeep ♦
1655 S. Garfield Ave ♦ Traverse City ♦ 49686
231-941-4141 ♦ 800-59 MARSH
www.BillMarsh.com

CUSTOMER #: K11796

627560

INVOICE

[redacted] VISTA PARK
TRAVERSE CITY, MI [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 107 JAY DASHNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	09	DODGE RAM	3D7KS28L79G[redacted]		99402/99402	T7414

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			10:36 31DEC13			CASH	31DEC13

OPTIONS: ENG:6.7_Liter_Diesel

	LIST	NET	TOTAL
L FROM THE FRONT OF THE VEHICLE AFTER			
MPERATURE. SEEMS TO BE WORSE ON			
HOT RUBBER SMELL. STARTED ABOUT THREE			
FLUID ON THE GROUND AND HAS NOT ADDED			
IC#: M257494			
		166.23	166.23
NE	105.38	105.38	105.38

BILL MARSH
1621 S. Garfield Ave.
Traverse City, MI 49686

Jay Dashner
Service Advisor
Phone: 231.929.8925
Fax: 231.935.1654
Toll: 800.59MARSH
jdashner@billmarsh.com

GMC BUICK CHRYSLER DODGE RAM Jeep HYUNDAI FORD

[redacted]

Traverse City, MI.

[redacted]

TRAVERSE CITY MI 496

07 JAN 2014 PM 1 T



RECEIVED
JAN 13

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

Attn: Reimbursements 48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



75348 Road 440
Lexington, Nebraska
68850
Phone: 308-324-7202
Fax: 308-324-7203

Overton Veterinary Services

Fax

To: Chrysler Recall Administration **From:** Overton Veterinary Services

Fax: 877 768-5076 **Pages:** 4

Phone: [redacted] **Date:** 2-28-14

Re: Recall Invoices **CC:**

☐ **Urgent** **For Review** ☐ **Please Comment** ☒ **Please Reply** ☐ **Please Recycle**

Case # [redacted]

[redacted]

ATS

901 EAST 25TH STREET
KEARNEY NE 68847
308-455-1031

THANK YOU FOR YOUR BUSINESS!

atsne@gmx.com

12/20/2013 2:46 PM

[redacted]

Repair Order #11959

Day Phone : [redacted]

OVERTON NE [redacted]

Vehicle : 2008 Dodge Truck Ram 1500 1/2 Ton - Pickup 5.7 L 345
VIN : 3D7KS19D58G[redacted]

Tag/State : [redacted] NE
Color : White
Last Mileage : 146650

Created : 12/20/2013 10:14:06 AM
Complete : 12/20/2013 1:18:43 PM
Srv Writer : SP

Odometer In : 146650
Odometer Out : 146650

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
	AM*					$0.00
	JOB 1 - CUSTOMER STATES THE LEFT TIE ROD BROKE					
1	AM*		Tie Rod End - Outer		$78.23	$78.23
	AM*		TIE ROD &/OR ENDS - R&R	M		$67.50
	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					
1	AM*		WHEEL ALIGNMENT		$79.95	$79.95
1	AM*		TOWING		$127.00	$127.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	.....	$67.50
Parts	.....	$78.23
Sublet/Misc.	.....	$206.95
Shop Supplies	.....	$4.73
Charges	.....	$0.00
Sales Tax	Tax @ $289.91 * 7.0000%	$20.29
	Repair Total	$377.70

Tech	Certification #
AM	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or Inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A $5.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs.

Customer Signature _____

Great Western Bank

Member FDIC

Making Life Great®

Account: J Bar K

Time: 2/3/2014 10:44:40 PM

[redacted]	[redacted]	[redacted]
02/03/2014		
02/03/2014		
01/31/2014	1892	
01/30/2014		
01/29/2014	1891	
01/29/2014		
01/28/2014	1890	
01/28/2014	1889	
01/27/2014		
01/24/2014		
01/23/2014	1877	
01/22/2014	1880	
01/22/2014		
01/21/2014	1887	
01/21/2014		
01/21/2014		
01/15/2014		
01/15/2014		
01/15/2014		
01/13/2014	1886	
01/13/2014	1884	
01/13/2014		
01/10/2014	1883	
01/10/2014	1885	
01/08/2014	1888	
01/08/2014	1876	
01/08/2014		
01/07/2014		
01/06/2014	1882	
01/06/2014		
01/06/2014		
01/06/2014		
01/03/2014		
01/03/2014		
01/02/2014	1881	
01/02/2014		
01/02/2014		
01/02/2014	View Image	
12/30/2013	1879	
12/27/2013		
12/26/2013	1878	
12/26/2013	View Image	REGULAR DEPOSIT
12/23/2013		DBT CKD [redacted]

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Total Debits:	[redacted]	Total Credits:	[redacted]

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7KS19D58G[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.

Harlay

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

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.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-26 11:41:38.487002
Files Not Recieved: 0

The repair shop said I was lucky the truck didn't come in on a flat bed and me in an ambulance

Work Order 95300086988 **GAR00964**

Customer Information

Name: [redacted]
Address: [redacted]
City, State, TOMS PLACE, CA[redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2007 DODGE RAM 2500 PICKUP
Color:
Mileage: 100,540
License: [redacted]

1	123243	BRAKE LABOR -Resurface or replace front rotors. -Replace with rebuilt or rebuild calipers and disc pads. -Bleed and flush entire brake system. -Adjust parking brake as needed.	D$85.72	$0.00	
2		CALIPER	D$111.15	$0.00	
1	13355	RC12107 RAYBESTOS REMANUFACTURED CALIPER		$0.00	
1	13356	RC12108 RAYBESTOS REMANUFACTURED CALIPER		$0.00	
2	152504	780143 BRAKE ROTOR Machine-to Specification: 1.354; Original Measurement - Left: 1.362; Original Measurement - Right: 1.373;	D$117.57	$0.00	$235.14

Parts Subtotal:	$3,966.60
Labor Subtotal:	$635.47
Sales Tax:	$296.52
Tire Tax:	$4.00
Invoice	**$4,902.59**

Payment Method: [redacted] Approval# 153515 Card# [redacted] **$4,902.59**

DOT: 73B9L1H2312 **Qty:** 4

Wheel Position: RR, RF, LR, LF

Service Checklist: Tires | Comments: 50 PSI
Brakes | Comments: REAR 8MM
Shocks | Front

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.

New Brakes Installed. There is a break-in period designed to allow new parts to properly seat and function smoothly. Avoid excessive hard stops during the first 1,000 miles of use.

Free air checks for the life of the tires.

Remember to rotate your tires every 5,000 miles for maximum mileage - and it's free!

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.

THANK YOU FOR YOUR BUSINESS

Tires LES SCHWAB

3020 S Carson St
Carson City, NV 89701
7758410161

Store: 953
Invoice: [redacted]
Salesperson: GuyG

Work Order 95300086988 **GAR00964**

Customer Information

Name:	[redacted]
Address:	[redacted]
City, State,	TOMS PLACE, CA [redacted]
Phone:	[redacted]2

Vehicle Information

Vehicle:	2007 DODGE RAM 2500 PICKUP
Color:	
Mileage:	100,540
License:	[redacted]0

Authorized By:

[redacted] 09-10-12 03:47 PM OK BY CUSTOMER $4,325.23
[redacted] 09-10-12 05:00 PM $4,902.59

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 contained below.

As security for the full and prompt payment and performance of the Obligations, Customer grants Les Schwab a purchase money security interest in the Collateral. "Obligations" means all present and future obligations of any kind owed by Customer to Les Schwab. "Collateral" means all goods purchased from Les Schwab, including all proceeds thereof. Customer authorizes Les Schwab to take all actions (including filing financing statements) that Les Schwab deems reasonably necessary to perfect and continue Les Schwab's security interest in the Collateral. Customer has full power and authority to grant this security interest in the Collateral and to perform all of the Obligations. If (a) Customer fails to perform the Obligations when due, (b) Les Schwab reasonably deems itself unsecure, or (c) Customer otherwise defaults, then Les Schwab may exercise any remedy available to Les Schwab at law or in equity. Such remedies are cumulative and may be exercised singularly or concurrently and include without limitation: (a) the right, without further notice, to accelerate the Obligations so that the Obligations are immediately due, payable, and performable in their entirety; and (b) any remedy available to Les Schwab under the Uniform Commercial Code. No waiver will be binding on Les Schwab unless it is in writing and signed by Les Schwab. Customer releases and will defend and indemnify Les Schwab for, from, and against any and all claims, actions, proceedings, damages, liabilities, and expenses of every kind, whether known or unknown, including but not limited to reasonable attorney's fees, resulting from or arising out of: (a) any action Les Schwab takes to perfect or continue its security interest in the Collateral; or (b) the exercise of any remedy available to Les Schwab, without regard to cause or the negligence of Les Schwab or any other person.

Customer Signature [redacted]

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

Invoice Date/Time: 09-10-2012 07:30 PM

Tires LES SCHWAB

3020 S Carson St
Carson City, NV 89701
7758410161

Store: 953
Invoice: [redacted]
Salesperson: GuyG

Work Order 95300086988 **GAR00964**

Customer Information

Name: [redacted]
Address: [redacted]
City, State, TOMS PLACE, CA [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2007 DODGE RAM 2500 PICKUP
Color:
Mileage: 100,540
License: [redacted]

Comments: NEED TO ORDER (305/55R20) OPAT ON MONDAYS FREIGHT TRUCK! WILL BE IN ON MONDAY

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
4	15712	LT Tire - w/Metal Stem	$0.00	$0.00	$0.00
4	134680	LT305/60R-20/10 123S OPEN COUNTRY A/T ALL POSITION BW	$461.80	$0.00	$1,847.20
4	13728	TUBELESS METAL STEM	$7.75	$0.00	$31.00
4	13731	WHEEL SPIN BALANCE	$14.50	$0.00	$58.00
3	16657	PI6 INST TIE ROD SLEEVE	$0.00	$0.00	$0.00
3	13608	TIEROD SLEEVE REPLACEMENT	$19.50	$0.00	$58.50
1	162996	DS1463 OUTER TIE ROD END	$153.52	$0.00	$153.52
1	161791	ES3624 TIE ROD END	$58.36	$0.00	$58.36
1	162932	ES3625 TIE ROD END	$81.10	$0.00	$81.10
1	164250	DS1464 INNER TIE ROD END	$178.26	$0.00	$178.26
1	15772	SHOCK INSTALLATION PACKAGE	$0.00	$0.00	$0.00
1	146866	SS10323 STEERING STABILIZER	$49.98	$0.00	$49.98
1	13544	SHOCK LABOR	$18.00	$0.00	$18.00
2	16621	PI44 REPL BJOINT-CHRY 4WD	$0.00	$0.00	$0.00
2	13657	REPLACE BALL JOINT 4WD CHRYSLER 1 SIDE	$121.50	$0.00	$243.00
2	14654	FA2215E BALL JOINT	$150.08	$0.00	$300.16
		Manufacture Specification: .20; Current Wear Movement - Left: .20.; Current Wear Movement - Right: .20;			
2	239231	FA2214E BALL JOINT	$152.01	$0.00	$304.02
		Manufacture Specification: .20; Current Wear Movement - Left: .20; Current Wear Movement - Right: .20;			
2	164155	ES2012S TIE ROD ADJUSTING SLEEVE	$33.08	$0.00	$66.16
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	15774	SPEC APP INSTALL PACKAGE (KH)	$0.00	$0.00	$0.00
2	145893	565018 MONO MAX SHOCK	$109.85	$0.00	$219.70
2	13546	SPECIAL APPLICATIONS LABOR	$40.00	$0.00	$80.00
2	15772	SHOCK INSTALLATION PACKAGE	$0.00	$0.00	$0.00
2	145975	565105 MONO MAX SHOCK	$109.85	$0.00	$219.70
2	13544	SHOCK LABOR	$18.00	$0.00	$36.00
1	16022	BJ110 3/4T-1T FDISC BRAKE JOB		$0.00	$308.02

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 1D7KS28C3

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000008

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

January 2nd, 2014

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

Re: N62/NHTSA 13V-528 Recall, VIN# 1D7KS28C36J[redacted]

Dear Chrysler Customer Assistance,

On September 19th, 2013 on my way to work my steering went out on Interstate 5 while going 60 mph. As you can imagine, this was a terrifying experience and I am grateful to be alive. As a result of my truck being disabled during the middle of rush hour, my truck caused an accident, which I was found not responsible for. Due to the circumstances, my truck had to be towed back to the dealership and repaired. I am glad to see that Chrysler is aware of the problem with the steering and is making an effort to repair this problem so that others will not get hurt.

Since my truck was not caught in time for this recall, please find my receipts for the repair and tow attached to this letter. You will see that while my truck was at the dealership, I also had them do a multi-point inspection just to be sure that everything with my vehicle was in tip-top shape. I have highlighted the section that corresponds with the recall and left out the charges and tax for the multi-point inspection.

- Services done at dealership to remedy the steering due to tie rods breaking=
  $1,149.18(parts and labor)+ $109.17(9.5% tax)= $1,258.35
- Tow to dealership due to loss of steering on truck, and truck being undriveable= **$396.39**
- Total in repairs for reimbursement= **$1,654.74**

Your attention to this matter is greatly appreciated. If you should have any questions, the best way to contact me is on my cell phone, ([redacted] The address you have for me on file is current, but it should be noted that February 1st, 2014 I will be moving and will have a new mailing address at that time.

Sincerely,

[redacted]

Monroe, Washington[redacted]

CUSTOMER #: 3050422

156490

INVOICE

PAGE 1

AutoNation

AutoNation Chrysler, Dodge, Jeep, Ram Bellevue
120 116th Avenue N.E.
Bellevue, Washington 98004
(425) 454-8411
www.autonation.com

[redacted]

BELLEVUE, WA [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

SERVICE ADVISOR: 1922 CHRISTOPHER RIDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 2500	1D7KS28C36J[redacted]		118628/118629	T4364

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 DD			18:00 19SEP13			CASH	23SEP13

R.O. OPENED	READY
08:24 19SEP13	15:02 23SEP13

OPTIONS: ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A CUSTOMER STATES THE VEHICLE LOST STEERING WHILE DRIVING ON FREEWAY.					
TOWED-IN					
19 STEERING/SUSPENSION					
9093 CD				453.00	453.00
3 6505623AA 19015005 NUT-HEX LOCK			4.46	4.46	13.38
1 52122362AH 19027003 STEERING-STEERING			437.08	437.08	437.08
1 68039930AA 19027002 ARM-PITMAN			63.07	63.07	63.07
RIDER					
1 5154661AC 19030006 *DAMPER-STEERING			182.65	182.65	182.65
RIDER					
PARTS: 696.18 LABOR: 453.00 OTHER: 0.00 TOTAL LINE A:					1149.18
118629 FOUND FRONT STEERING LINKAGE BROKEN. INSTALLED NEW PITMAN ARM, DRAG LINK DAMPNER, AND ALL TIE RODS AND ENDS. PERFORMED ALIGNMENT. TEST DROVE VEHICLE, DRIVES STRAIGHT, WHEEL STRAIGHT.					
**********					
B CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT					
MULTI-A CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT					
9093 CD				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:					0.00
118628 PERFORMED INSPECTION.					
**********					
C** DIESEL LUBE OIL AND FILTER CHANGE					
CAUSE: PERFORMED SERVICE					
DLOF DIESEL LUBE OIL AND FILTER CHANGE					
9093 CD				20.00	20.00
1 5083285AA 09057006 FILTER-ENGINE OIL			15.95	15.95	15.95
12 68055893AA 01081090 *OIL-15W40BULK(CJ-4)			3.75	3.75	45.00
PARTS: 60.95 LABOR: 20.00 OTHER: 0.00 TOTAL LINE C:					80.95
118628 PERFORMED LOF.					
**********					

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS

NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS.
PARTS RETURNED SUBJECT TO 15% HANDLING CHARGE.
NO RETURNS WITHOUT THE INVOICE.
NO REFUNDS AFTER 15 DAYS.
SPECIAL ORDER PARTS MUST BE PAID FOR IN ADVANCE.
PACKAGING MUST BE IN NEW OR LIKE NEW CONDITION.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. AUTONATION CHRYSLER, DODGE, JEEP, RAM BELLEVUE 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 AUTONATION CHRYSLER, DODGE, JEEP, RAM BELLEVUE any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND AUTONATION CHRYSLER, DODGE, JEEP, RAM BELLEVUE AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

Thank You

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 XSI2C

CUSTOMER COPY

CUSTOMER #: 3050422

156490

INVOICE

AutoNation

AutoNation Chrysler, Dodge, Jeep, Ram Bellevue
120 116th Avenue N.E.
Bellevue, Washington 98004
(425) 454-8411
www.autonation.com

[redacted]
BELLEVUE, WA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

PAGE 2

SERVICE ADVISOR: 1922 CHRISTOPHER RIDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 2500	1D7KS28C36J[redacted]		118628/118629	T4364

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 DD			18:00 19SEP13			CASH	23SEP13

R.O. OPENED	READY	OPTIONS:
08:24 19SEP13	15:02 23SEP13	ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 125.00				19SEP13 08:24 SA: 1922			

(X) UNDERHOOD AND TIRE INSPECTION COMPLETED
(X) OFFERED FACTORY RECOMMENDED MAINTENANCE
(X) REVIEWED MULTI-POINT INSPECTION
(X) REVIEWED AND EXPLAINED ENTIRE WORK ORDER

"THANK YOU FOR YOUR BUSINESS"

116.87

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS

NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS.
PARTS RETURNED SUBJECT TO 15% HANDLING CHARGE.
NO RETURNS WITHOUT THE INVOICE.
NO REFUNDS AFTER 15 DAYS.
SPECIAL ORDER PARTS MUST BE PAID FOR IN ADVANCE.
PACKAGING MUST BE IN NEW OR LIKE NEW CONDITION.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. AUTONATION CHRYSLER, DODGE, JEEP, RAM BELLEVUE 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 AUTONATION CHRYSLER, DODGE, JEEP, RAM BELLEVUE any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND AUTONATION CHRYSLER, DODGE, JEEP, RAM BELLEVUE AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

Thank You

DESCRIPTION	TOTALS
LABOR AMOUNT	473.00
PARTS AMOUNT	757.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1230.13
LESS INSURANCE	0.00
SALES TAX	116.87
PLEASE PAY THIS AMOUNT	1347.00

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

Proof of payment to Dodge Dealership

AN CDJR BELLEVUE
120 116 AVENUE NE
BELLEVUE, WA 98004
425 454 5411
WWW.AUTONATION.COM

Ref #: 022

Sale

[redacted]

Entry Method: Swiped

09/23/13 16:01:43

Inv #: 000022 Appr Code: 2410

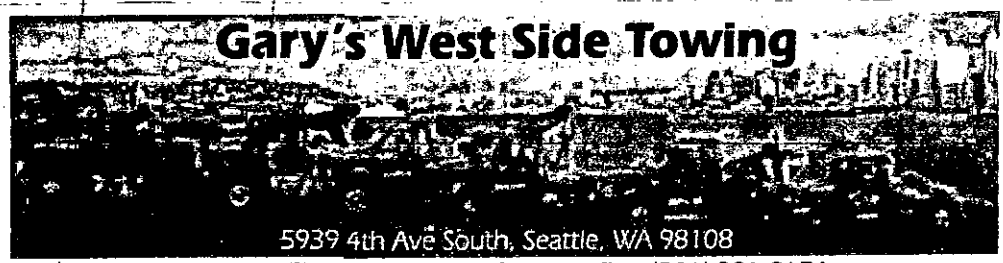
Approved: Online Batch#: 266

Total $ 1,347.00

Customer Cop

"Cust Ref # [redacted]

Gary's West Side Towing



5939 4th Ave South, Seattle, WA 98108

Business Phone: (206) 762-8881 • Fax: (206) 381-9674

DATE IN	TIME START	TIME FINISH	DATE OUT	TIME OUT
9-19-2013	6:00 Am	8:00 Am		

GARAGE: WSP Disable

OWN: [redacted] DRIVER LICENSE #

ADDRESS: [redacted] Monroe Wa [redacted]

IMP/PO #: [redacted] VO #

YEAR	MAKE	MODEL	COLOR
2008	Dodge	Ram	BLUE

UC: [redacted] VIN #

DRIVER: Sgt | OFFICER #: Disable | PVT | (WSP) | SPD | IMP | ACC

TOWED FROM: I-5 S S West Seattle Hov 2hrs		181 00
TOWED TO: Bellvue Dodge Dealer		181 00
SERV. CALL / WINCH:	DOLLY IN: / DOLLY OUT:	
MILES AT $	PER MILE	
SECOND TOW / ADVANCE		
STORAGE	DAYS AT $ / PER DAY	
Misc		
Fuel Surcharge		
7/16 821	SUB. TOTAL	362.00
	Disc.	
RELEASED TO: X	TAX	34 39
AUTHORIZED BY:	TOTAL	396.39

CASH CHECK (BANKCARD) CHARGE 19630 CHECK # _____

GARYS WESTSIDE TOWING
5939 4TH AVE SOUTH
SEATTLE, WA 98108

09/19/2013 08:17:49
MID: 000000004973145
TID: 03740606
247200073887

CREDIT CARD
MC SALE

CARD: [redacted]
INVOICE 0001
Batch #: 000468
APP Code: 314759
Entry Mode: Manual
Mode: Online

SALE AMT $396.39

I agree to pay above total amount according to card issuer agreement (Merchant agreement if Credit Voucher)

X_____

MERCHANT COPY

UnionBank®

This shows the 2 amounts being debited from the bank account.

ACCOUNT SEARCH

Account Activity | Search

Please return all transactions that fit the following criteria:

Account: [redacted]

Date: 09/20/2013 (MM/DD/YYYY) - 09/24/2013 (MM/DD/YYYY)

Amount: MINIMUM - MAXIMUM

Search Keyword: (eg: description,text,amount or memo)

Check Number: FROM - TO

Show: ☐ Tax Deductible ☐ Reimbursable ☐ Deposits ☑ Withdrawals

Search | Reset

Date	Transactions	Category	Reimbursable	Tax Deductible	Deposit/Withdrawal
09/24/2013	RITE AID C ORP. MONROE WA	Purchases	No	No	-$25.11
09/24/2013	76 FUEL 55 14980 N KELSEY MONROE WA	Purchases	No	No	-$2.80
09/24/2013	[redacted]	Purchases	No	No	-$1,347.00
09/24/2013	CHEVRON 02 17025 WEST MAIN MONROE WA	Purchases	No	No	-$90.00
09/23/2013	Check #1557	Checks	No	No	-$26.51
09/23/2013	QUALSTAR CU DIRECT PAY PPD **********0420	Payments	No	No	-$342.95
09/23/2013	CASCADE AN 121 S FERRY ST MONROE WA	Purchases	No	No	-$190.79
09/23/2013	SAFEWAY ST 300 BELLEVUE WA BELLEVUE WA	Purchases	No	No	-$53.30
09/23/2013	SAFEWAY S 6850 N E BOTHE KENMORE WA	Purchases	No	No	-$21.63
09/23/2013	FRED MEYER 210 MONROE WA	Purchases	No	No	-$4.63
09/23/2013	76 6027564 8819 14TH AVE S SEATTLE WA	Purchases	No	No	-$66.50
09/23/2013	GROUPON IN 600 W Chicago A 877-788-7858 IL	Purchases	No	No	-$14.09
09/20/2013	Check #1556	Checks	No	No	-$11.32
09/20/2013	[redacted]	Purchases	No	No	-$396.39
09/20/2013	GOOD2GO-IN 4555 ROOSEVELT 08669368246 WA	Purchases	No	No	-$9.20

Showing 1 - 15 of 15 transactions

Online Banking © 2014 Union Bank, N.A. All rights reserved. Member FDIC.
Equal Housing Lender

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

VIN (Last 8 Characters of Vehicle Identification Number) [bJ 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.
- ☐ Business

First Name [redacted] MI S

Last Name [redacted]

Street Address [redacted]

City Monroe

State WA Zip Code [redacted]

Email Address [redacted]

[redacted]

Monroe, WA [redacted]

Chrys
P. O.
Aub

Attention:

48021

RECEIVED DATE:

02/19/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 1D7HS28C3

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000006

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

February 11th, 2014

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

Re: N62/NHTSA 13V-528 Recall, H46 Recall, Reimbursement Request; VIN# 1D7KS28C36J [redacted]

Dear Chrysler Customer Assistance,

On September 19th, 2013 on my way to work my steering went out on Interstate 5 while going 60 mph. As you can imagine, this was a terrifying experience and I am grateful to be alive. As a result of my truck being disabled during the middle of rush hour, my truck caused an accident, which, luckily, I was found not responsible, I missed over half a days' worth of work and was out a vehicle for several days. Due to the circumstances, my truck had to be towed back to the dealership and repaired.

In late December I received the notification about the N62 Recall, I then was told to send in a reimbursement letter for the repair and tow costs. After Chrysler's investigation, they decided against reimbursing me since there were no Mopar parts installed on my pick up. This was discouraging, however I do understand why this particular recall was not valid.

I am also aware that there were other issues with the steering in this model of truck with the H46 recall. I had visited the dealership around a time when the recall was out for popping noises in the front end of my pick up. After a $680 repair on that, they found that the H46 recall was not valid and no repairs were made in regards to that particular recall.

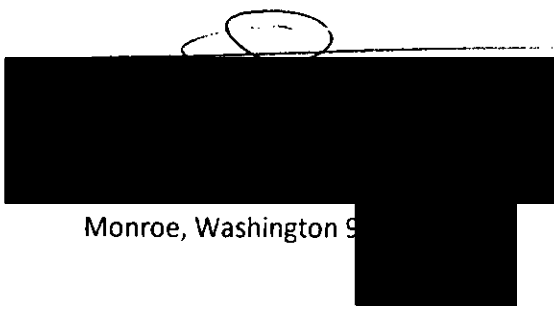
After giving these 2 recalls some thought- both having to do with steering, and what happened to my vehicle, which had to do with the steering, I am requesting that my reimbursement request be escalated to management as I feel that if steering problems are a common theme in this Dodge Pick-up and after me maintaining my pick up and getting regular service done at the dealership, that this is a problem that Chrysler needs to take care of and my confidence and my trust in the safety of my vehicle have been compromised. Please consider my request and the circumstances.

- Services done at dealership to remedy the steering due to tie rods breaking=
  $1,149.18(parts and labor)+ $109.17(9.5% tax)= $1,258.35
- Tow to dealership due to loss of steering on truck, and truck being undriveable= **$396.39**
- Total requested in repairs for reimbursement= **$1,654.74**

Although you should have copies of all the invoices from the incident, I will include those with this letter, as well as my original reimbursement request letter.

Your attention to this matter is greatly appreciated. If you should have any questions, the best way to contact me is on my cell phone, [redacted]. The address you have for me on file is current, but it should be noted that March 1st, 2014 I will be moving and will have a new mailing address at that time.

Sincerely,



[redacted]

Monroe, Washington 9[redacted]

January 2nd, 2014

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

Re: N62/NHTSA 13V-528 Recall, VIN# 1D7KS28C36J[redacted]

Dear Chrysler Customer Assistance,

On September 19th, 2013 on my way to work my steering went out on Interstate 5 while going 60 mph. As you can imagine, this was a terrifying experience and I am grateful to be alive. As a result of my truck being disabled during the middle of rush hour, my truck caused an accident, which I was found not responsible for. Due to the circumstances, my truck had to be towed back to the dealership and repaired. I am glad to see that Chrysler is aware of the problem with the steering and is making an effort to repair this problem so that others will not get hurt.

Since my truck was not caught in time for this recall, please find my receipts for the repair and tow attached to this letter. You will see that while my truck was at the dealership, I also had them do a multi-point inspection just to be sure that everything with my vehicle was in tip-top shape. I have highlighted the section that corresponds with the recall and left out the charges and tax for the multi-point inspection.

- Services done at dealership to remedy the steering due to tie rods breaking=
  $1,149.18(parts and labor)+ $109.17(9.5% tax)= $1,258.35
- Tow to dealership due to loss of steering on truck, and truck being undriveable= **$396.39**
- Total in repairs for reimbursement= **$1,654.74**

Your attention to this matter is greatly appreciated. If you should have any questions, the best way to contact me is on my cell phone, [redacted] The address you have for me on file is current, but it should be noted that February 1st, 2014 I will be moving and will have a new mailing address at that time.

Sincerely,

[redacted]

Monroe, Washington [redacted]

CUSTOMER #: [redacted]

156490

INVOICE

PAGE 1

AutoNation

AutoNation Chrysler, Dodge, Jeep, Ram Bellevue
120 116th Avenue N.E.
Bellevue, Washington 98004
(425) 454-8411
www.autonation.com

[redacted]
BELLEVUE, WA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 1922 CHRISTOPHER RIDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 2500	1D7KS28C36J[redacted]		118628/118629	T4364

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 DD			18:00 19SEP13			CASH	23SEP13

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
08:24 19SEP13	15:02 23SEP13	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CUSTOMER STATES THE VEHICLE LOST STEERING WHILE DRIVING ON FREEWAY.								
	TOWED IN							
19	STEERING/SUSPENSION							
	9093	CD					453.00	453.00
3	6505623AA	19015005	NUT-HEX LOCK			4.46	4.46	13.38
1	52122362AH	19027003	STEERING-STEERING			437.08	437.08	437.08
1	68039930AA	19027002	ARM-PITMAN			63.07	63.07	63.07
	RIDER							
1	5154661AC	19030006	*DAMPER-STEERING			182.65	182.65	182.65
	RIDER							
PARTS: 696.18 LABOR: 453.00 OTHER: 0.00 TOTAL LINE A: 1149.18								
118629 FOUND FRONT STEERING LINKAGE BROKEN. INSTALLED NEW PITMAN ARM, DRAG LINK DAMPNER, AND ALL TIE RODS AND ENDS. PERFORMED ALIGNMENT. TEST DROVE VEHICLE, DRIVES STRAIGHT, WHEEL STRAIGHT.								
**********								
B CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT								
MULTI-A CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT								
	9093	CD					0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
118628 PERFORMED INSPECTION.								
**********								
C** DIESEL LUBE OIL AND FILTER CHANGE								
CAUSE: PERFORMED SERVICE								
DLOF DIESEL LUBE OIL AND FILTER CHANGE								
	9093	CD					20.00	20.00
1	5083285AA	09057006	FILTER-ENGINE OIL			15.95	15.95	15.95
12	68055893AA	01081090	*OIL-15W40BULK(CJ-4)			3.75	3.75	45.00
PARTS: 60.95 LABOR: 20.00 OTHER: 0.00 TOTAL LINE C: 80.95								
118628 PERFORMED LOF.								
**********								

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS

NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS.
PARTS RETURNED SUBJECT TO 15% HANDLING CHARGE.
NO RETURNS WITHOUT THE INVOICE.
NO REFUNDS AFTER 15 DAYS.
SPECIAL ORDER PARTS MUST BE PAID FOR IN ADVANCE.
PACKAGING MUST BE IN NEW OR LIKE NEW CONDITION.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. AUTONATION CHRYSLER, DODGE, JEEP, RAM BELLEVUE 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 AUTONATION CHRYSLER, DODGE, JEEP, RAM BELLEVUE any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; If not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND AUTONATION CHRYSLER, DODGE, JEEP, RAM BELLEVUE AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

Thank You

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

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CUSTOMER COPY

CUSTOMER #: 3050422

156490

INVOICE

AutoNation

AutoNation Chrysler, Dodge, Jeep, Ram Bellevue
120 116th Avenue N.E.
Bellevue, Washington 98004
(425) 454-8411
www.autonation.com

[redacted]

BELLEVUE, WA [redacted]

HOME [redacted] CONT [redacted]

BUS: CELL:

SERVICE ADVISOR: 1922 CHRISTOPHER RIDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 2500	1D7KS28C36J[redacted]		118628/118629	T4364

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 DD			18:00 19SEP13			CASH	23SEP13

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
08:24 19SEP13	15:02 23SEP13	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
EST: 125.00 19SEP13 08:24 SA: 1922			

(X) UNDERHOOD AND TIRE INSPECTION COMPLETED
(X) OFFERED FACTORY RECOMMENDED MAINTENANCE
(X) REVIEWED MULTI-POINT INSPECTION
(X) REVIEWED AND EXPLAINED ENTIRE WORK ORDER

"THANK YOU FOR YOUR BUSINESS"

116.87

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TERMS

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PARTS RETURNED SUBJECT TO 15% HANDLING CHARGE.
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Thank You

DESCRIPTION	TOTALS
LABOR AMOUNT	473.00
PARTS AMOUNT	757.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1230.13
LESS INSURANCE	0.00
SALES TAX	116.87
PLEASE PAY THIS AMOUNT	1347.00

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CUSTOMER COPY

[redacted]
AN CHOR BELLEVUE
120 116 AVENUE NE
BELLEVUE, WA 98004
425 [illegible]
WWW.AUTOGRATOR.COM

[illegible] 002 Ref #: 022

Sale

[redacted]

MASTERCARD Entry Method: Swiped

09/23/13 16:01:43

Inv #: 000022 Appr Code: 241[illegible]

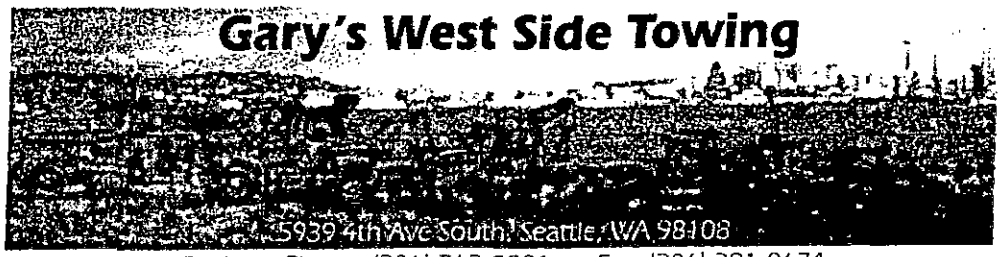
Approved: Online Batch#: 2[illegible]

[illegible] T564[illegible]

Total $ 1,397.00

Customer Cop

Gary's West Side Towing



Business Phone: (206) 762-8881 • Fax: (206) 381-9674

DATE IN	TIME START	TIME FINISH	DATE OUT	TIME OUT
9-19-2013	6:00 Am	8:00 Am		

GARAGE: WSD Disable

O [redacted] DRIVER LICENSE #

X

A [redacted] Monroe Wa [redacted]

IMP/PO # PHONE # W/O #

X [redacted]

YEAR	MAKE	MODEL	COLOR
2008	Dodge	Ram	BLue

LICE [redacted] VIN #

DRIVER: SX OFFICER #: Disable PVT (WSP) SPD IMP ACC

TOWED FROM: I-5 S S West Seattle Hov 2hrs	181	00
TOWED TO: Bellvue Dodge Dealer	181	00
SERV. CALL / WINCH: DOLLY IN: DOLLY OUT:		
MILES AT $ PER MILE		
SECOND TOW / ADVANCE		
STORAGE DAYS AT $ PER DAY		
Misc		
Fuel Surcharge		
7/16 821 SUB. TOTAL	362	00
Disc.		
TAX	34	39
TOTAL	396	39

RELEASED TO: X

AUTHORIZED BY:

CASH CHECK (BANKCARD) CHARGE 19630 CHECK # _____

GARYS WESTSIDE TOWING
5939 4TH AVE SOUTH
SEATTLE, WA 98108

09/19/2013 08:17:49
MID: 000000004973145
TID: 03740606
247200073887

CREDIT CARD
MC SALE
[redacted]

CARD:
INVOICE 0001
Batch #: 000468
APP Code: 314769
Entry Mode: Manual
Mode: Online

SALE AMT $396.39

I agree to pay above total amount according to card issuer agreement (Merchant agreement if Credit Voucher)

X over phone

MERCHANT COPY

CUSTOMER #.: 3050422

110761

INVOICE

PAGE 1

Chrysler, Jeep, Dodge Bellevue

120 116th Avenue N.E.
Bellevue, Washington 98004
(425) 454-8411
www.CJDBellevue.com

[redacted]

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1922 CHRISTOPHER RIDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 2500	1D7KS28C36J[redacted]		95936/95940	T1531

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 DD			18:00 18MAY11			CPNP	18MAY11

R.O. OPENED	READY	OPTIONS:
07:30 18MAY11	13:55 18MAY11	ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THERE IS A ROTATIONAL POPP NOISE FROM FRONT END WHEN TURNING			
03 REAR AXLE			
8543 CD		400.00	400.00
2 5086665AE 02012046 JOINT KIT	159.66	159.66	319.32
95940 found that the axle u-joints where bad i replaced them and drove the vehical the noise went away tq wheels to 150ft-lbs			
**********			
B CUSTOMER STATES THE HVAC SOUNDS DIFFERENT AND THE AIRFLOW IS RESTRICTED			
24 HEATER/A-C			
8543 ILC			(N/C)
999 ILC			(N/C)
**********			
C CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT			
MULTI-A CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT			
8543 CD		0.00	0.00
95936 found that the vehical needs front brakes and rotors also the rears are at 4mm the rear diff is low on oil but the diff is not leking recomend service to get it to the correct level			
**********			
D** RECALL-H46			
CAUSE: E			
31 RECALLS			
8543 WD			(N/C)
95936 found the recall did not apply i centered the steering wheel and returned vehical			
**********			

PAID MAY 20 2011

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TERMS

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PARTS RETURNED SUBJECT TO 15% HANDLING CHARGE.
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Thank You

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

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CUSTOMER COPY

CUSTOMER #: 3050422

[redacted]

110761

INVOICE

PAGE 2

Chrysler, Jeep, Dodge Bellevue

120 116th Avenue N.E.
Bellevue, Washington 98004
(425) 454-8411
www.CJDBellevue.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1922 CHRISTOPHER RIDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	DODGE RAM 2500	1D7KS28C36J[redacted]		95936/95940	T1531

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 DD			18:00 18MAY11			CPNP	18MAY11

R.O. OPENED	READY	OPTIONS:
07:30 18MAY11	13:55 18MAY11	ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
EST: 250.00 18MAY11 07:30 SA: 1922			

(X) UNDERHOOD AND TIRE INSPECTION COMPLETED
(X) OFFERED FACTORY RECOMMENDED MAINTENANCE
(X) REVIEWED MULTI-POINT INSPECTION
(X) REVIEWED AND EXPLAINED ENTIRE WORK ORDER

"THANK YOU FOR YOUR BUSINESS"

68.34

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Thank You

DESCRIPTION	TOTALS
LABOR AMOUNT	400.00
PARTS AMOUNT	319.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	719.32
LESS INSURANCE	100.00
SALES TAX	68.34
PLEASE PAY THIS AMOUNT	687.66

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CUSTOMER COPY

CHRYSLER Jeep DODGE BELL
316 116TH AVE NE
BELLEVUE WA 98004
425-454-8411

Term ID: 72940614 Ref #: 0030

Sale

[redacted]

[redacted] Entry Method: Swiped

Total: $ 687.66

05/20/11 17:08:34
Inv #: 110761 Appr Code: 116665
Batch#: 000827
Zip Code:

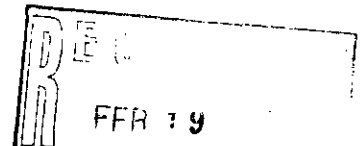
Customer Copy

WWW.AUTONATIONDIRECT.COM

[redacted]
Woodinville, WA [redacted]

First Class Mail

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-80



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-03 15:12:22.586736
Files Not Recieved: 0

Case #: [redacted]

I replaced the whole steering system with the mopar upgrade kit. The steering system was never really that great so instead of replacing a tie rod end at a time I just replaced the whole thing. The drivers side tie rod end was just when I replaced it. Any questions please call: [redacted]

* INVOICE * #1168679

TIRE-RIFIK, INC
200 S. 2ND STREET
WATERTOWN, WI 53094
920-261-8111

Sold To:
[redacted]
WATERTOWN, WI [redacted]

ACCOUNT#: [redacted]
DATE : 05/31/13
Ph: [redacted]
INVOICE #: [redacted]

2007 DODGE 2500
EM8285 Mileage:101965.0
VIN#:

Billed By: SYSTEM ADMINSTRATOR.
Salesman : HOUSE
Tx:Y EX#:
KID#:

S#:0 Rt:
Ct:R COD: IWS:
Parking Space#:

Quantity	Product #	Size/Description/Mfr#	TC MC DP	Unit Price	F.E.T.	Extended Amount
1.0	LA130	TRUCK OR VAN ALIGNMENT	1 2 P	69.95		69.95

Merchandise	Services & Other	F.E.T.	Subtotal	Sales Tax	Total
0.00	69.95	0.00	69.95	3.85	73.80

Comments: Terms: PO#

Misc. Adj. . . . . $ 0.00
Cash or Check #: CASH $ 73.80
Credit Card. . : . . $ 0.00

Balance. . . . : C . . . $ 0.00

Received By:

FREE ROTATE EVERY 7,500 MILES WITH PURCHASE OF 4 TIRES

Order Information

Order #84377 (Shipped)
Order Date: Monday 20 May, 2013

Order Total: $548.55

Delivery Address
[redacted]
Watertown, Wisconsin [redacted]
United States

Billing Information

Billing Address
[redacted]
Watertown, Wisconsin [redacted]
United States
Payment Method
Credit Card : Authorize.net

Order History

05/20/2013	Pending
05/20/2013	Shipped

Products		**Base**	**Final**
1 x	Mopar 09 Steering Upgrade kit for 03-08 Ram 2500/3500 Trucks **Option's** **Additional Items : Add Pitman Arm 68039930AA* + $45.00	$389.00	$434.00
1 x	08-2010 Dodge Ram 4WD Bilstein 5100 Steering Stabilizer/Damper **Option's**	$85.95	$85.95

Sub-Total:	$519.95
WI TAX 5.5%:	$28.60
Total:	**$548.55**

G, NO SIG REQUIRED
Tracking number: 1Z890RX0P250504962 & 1Z890RX0P249558774

Print

Pure Diesel Power
8430 County Road EE
Marshfield, WI 54449
715-254-1833

ORDER #84377

Payment Method: Credit Card : Authorize.net
Credit Card : Authorize.net: [redacted]

Date Purchased: 2013-05-20 12:47:45

SOLD TO:
[redacted]
Watertown, Wisconsin [redacted]
United States

SHIP TO:
[redacted]
Watertown, Wisconsin [redacted]
United States

Products	Model	Tax	Price (ex)	Total (ex)	Total (inc)
1 x Mopar 09 Steering Upgrade kit for 03-08 Ram 2500/3500 Trucks *- Additional Items: Add Pitman Arm 68039930AA*	52122362AH	5.5%	**$434.00**	**$434.00**	**$434.00**
1 x 08-2010 Dodge Ram 4WD Bilstein 5100 Steering Stabilizer/Damper	33-170794	5.5%	**$85.95**	**$85.95**	**$85.95**

Sub-Total: $519.95
WI TAX 5.5%: $28.60
Total: **$548.55**

[redacted] 1/3/2014

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



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 : 000000003

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler Recall Assistance
PO Box 21-8007
Auburn Hills, Mi. 48321-8007

January 3, 2014

Please accept the attached receipt for front end repairs for [redacted] performed in regards to recall N62. He is requesting reimbursement for these repairs that we performed. If you have any questions please contact me.

Sincerely,

Jeff Bosse
Service Manager
Camper Clinic
Rockport, Tx. 78382
361-729-0031
jeffb@camperclinic.com

[redacted]
Rockport, TX [redacted]
Phone: [redacted]

Repair Order
Invoice

RO Number: 32296
Service Writer: LEAH
Date Printed: 01/03/2014
Date Promised: 05/17/2013
Date In: 05/17/2013
Cashier: LEAH
Cashier Date: 06/21/2013

Customer Information

[redacted]
ROCKPORT, Texas [redacted]

Summary

Unit	Job	Job Total
2005 DODGE 2500	FRONT END	$476.43
2005 DODGE 2500	WINDOW CONTROLS	$0.00

Job Subtotal:	**$476.43**
Tax:	**$34.54**
Total:	**$510.97**
Less Deposits:	**$0.00**
Total Due:	**$510.97**
AR CHARGE - CAMPER CLINIC INTERNAL:	**$510.97**

I hereby authorize the repair work listed hereon, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to the vehicle or articles left in vehicle in case or fire, theft, accident, or any other cause beyond your control. Customer agrees to pay all collection costs and or attorney's fees in the event default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above, and acknowledge receipt of an estimate. X_____ Indebtedness is hereby acknowledged in the sum indicated above, being all or the balance owing for repairs, parts and accessories described in this work order.

Signature: [redacted]

Detail

Unit 2005 DODGE 2500 **Keyboard:**

VIN/Serial No:3D7KS28C75G[redacted] **Plate:** **Odom/Hrs:**121,855

FRONT END

Description:REBUILD FRONT END

Resolution:TOOK TO ALLEN SAMUELS TO HAVE THIS REPAIR COMPLETED

Parts

Part #	Qty	Description	Price	Discount	Total
C-VDAP	1.00	WASHER FLUID	$4.99	$0.00	$4.99
K7467	1.00	LOWER BALL JOINT	$79.95	$0.00	$79.95
K7448	1.00	UPPER BALL JOINT	$125.00	$0.00	$125.00
ES3625	1.00	OUTER TIE ROD END	$49.99	$0.00	$49.99
ES3624	1.00	IN. TIE ROD END	$26.50	$0.00	$26.50
DS1464	1.00	IN. TIE ROD END	$95.00	$0.00	$95.00
DS1463	1.00	OUTER TIE ROD END	$95.00	$0.00	$95.00
				Parts Subtotal	**$476.43**
				Job Subtotal	**$476.43**

WINDOW CONTROLS

Description:WINDOW CONTROLS

Resolution:NEED NEW BEZEL OR COVER ON DRIVER DOOR MADE TEMP FIX UNTIL ER GET A NEW ONE

Job Subtotal	**$0.00**
Job Parts Subtotal:	**$476.43**
All Jobs Subtotal:	**$476.43**
Tax:	**$34.54**
Total:	**$510.97**
Less Deposits:	**$0.00**
Total Due:	**$510.97**
AR CHARGE - CAMPER CLINIC INTERNAL:	**$510.97**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS28C75G1**[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.

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

5C[redacted] N62 457878
[redacted]
ROCKPORT, TX 7[redacted]

457878/#63094/N62

457878/#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 _____

Camper Clinic
RV Super Center
302 W. Market
Rockport, Texas 78382

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS28C7

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28C75G[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

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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

5G [redacted] N62 001116
[redacted]
NEWPORT, MI [redacted]

001116/#63094/N62

1-3-2014

I have enclosed parts recipts for ball joint replacement - Upgrade, Recall N62 / NHTSA 13V-528.

$250.00 was also paid for Labor to Jim LaLonde.

send Reimbursement check to:

[redacted]

Newport MI [redacted].

Thank You

[redacted]

MONROE DODGE CHRYSLER
15160 S MONROE ST
MONROE, MI 48161

02/21/2013 12:00:11
Merchant ID: 000000001738106
Terminal ID: 03467327
84072057

DEBIT CARD

EDS SALE

CARD # XXXXXXXXXXX[redacted]
INVOICE 37605
Batch #: 000459
Approval Code: 361661
Entry Method: Swiped
Mode: Online

SALE AMOUNT $117.27

CUSTOMER COPY

MONROE DODGE CHRYSLER
15160 S MONROE ST
MONROE, MI 48161

02/20/2013 16:49:02
Merchant ID: 000000001738106
Terminal ID: 03467327
84072057

DEBIT CARD

EDS SALE

CARD # XXXXXXXXXXX[redacted]
INVOICE 37595
Batch #: 000458
Approval Code: 661644
Entry Method: Swiped
Mode: Online

SALE AMOUNT $480.48

CUSTOMER COPY

Monroe SUPERSTORE

DODGE CHRYSLER Jeep

15160 S. Monroe St. · Monroe, MI 48161
(734) 242-6370 or (800) 542-4735
www.monroedodge.com

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
20 FEB 13		20 FEB 13	20 FEB 13	[redacted]

PREPAID

ACCOUNT NO. 8692

SOLD TO
[redacted]
NEWPORT, MI [redacted]

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	5101		CASH	MONROE, MI

ORD.	SHIP	B.O.	PART NUMBER		DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52122362AH	80B	STEERING-S	394.90	394.90	394.90
1	1	1	68039930AA	32A	ARM-PITMAN	58.38	58.38	58.38
			*** ABOVE PART IS PREPAID ***					
			The following parts have been special ordered:					
		1	68039930AA		ARM-PITMAN			

PAID FEB 20 2013

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 product. Any limitation contained herein does not apply where prohibited by law.

Received By _____

PARTS	453.28
SUBLET	
FREIGHT	0.00
SALES TAX	27.20
TOTAL	$480.48

TERMS

NO RETURN ON ELECTRICAL OR SPECIAL ORDER ITEMS.

A RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT.

NO RETURNS AFTER 30 DAYS.

Copyright 2000 ADP, Inc.

CUSTOMER COPY

Monroe SUPERSTORE

DODGE CHRYSLER Jeep

15160 S. Monroe St. · Monroe, MI 48161
(734) 242-6370 or (800) 542-4735
www.monroedodge.com

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
21 FEB 13		21 FEB 13	21 FEB 13	[redacted]

SOLD TO

ACCOUNT NO. 8692

[redacted]
NEWPORT, MI [redacted]

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	5101		CASH	MONROE, MI

ORD.	SHIP	B.O	PART NUMBER		DESCRIPTION	LIST	NET	AMOUNT
1	1	0	5154661AB	21A	*DAMPER-ST	110.63	110.63	110.63
			Part number		5154661AB		replaces	5212237

PAID FEB 21 2013

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 product. Any limitation contained herein does not apply where prohibited by law.

Received By _____

PARTS	110.63
SUBLET	
FREIGHT	0.00
SALES TAX	6.64
TOTAL	$117.27

TERMS

NO RETURN ON ELECTRICAL OR SPECIAL ORDER ITEMS.

A RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT.

NO RETURNS AFTER 30 DAYS.

Copyright 2003 ADP, Inc.

CUSTOMER COPY

[redacted]
Newport MI [redacted]

METROPLE

03 JAN 201

JAN

By

Chrysler Customer C
P.O. Box 21-8007
Auburn Hills 48
Attention: Reimburs

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



REPAIR ORDER

MATERIAL ADDITIONAL

QUAN.	PART NO.	NAME OF PART	SALES AMOUNT	COST
1	DSMLS	tie Rod		02 96

GENE'S FRONT END REPAIR

1517 Ford Chapel Rd.
LUFKIN, TEXAS 75901
(936) 639-2822

052105

Name _____

Address _____

Phone No. _____ Date May 27, 2014

Odometer Reading _____ Serial No. _____

MAKE AND MODEL	LICENSE NO. AND STATE	MOTOR NO.
02 Dodge 1500		

OPERATION NUMBER	INSTRUCTIONS	AMOUNT
	Bypass Rd center link and Rod	25 00
	Align Front End	35 00

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

ACCESSORIES	AMOUNT	F. S.
Total Accessories		

TOTAL PARTS		
Gals. Gas @		
Qts. Oil @		
Lbs. Grease @		
Total Gas-Oil-Grease		

Total Labor	60	00
Total Parts	172	46
Environmental Charges		
Gas, Oil, Grease		
Accessories		
Tires, Tubes		
Outside Work		
TOTAL	232	46
TAX	14	76
TOTAL AMOUNT	250	22

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, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by _____ Date Promised _____

Delivered to _____ Date Delivered _____

ARO-855-3 PRINTED IN U.S.A.

Case # [redacted]

[redacted]

pd cash

REPAIR ORDER

MATERIAL ADDITIONAL

QUAN.	PART NO.	NAME OF PART	SALES AMOUNT	COST
1	DSMLS	tire Rod		02 96

GENE'S FRONT END REPAIR

1517 Ford Chapel Rd.
LUFKIN, TEXAS 75901
(936) 639-2822

052105

Name _____

Address _____

Phone No. _____ Date May 27, 2014

Odometer Reading _____ Serial No. _____

MAKE AND MODEL	LICENSE NO. AND STATE	MOTOR NO.
02 Dodge 1500		

OPERATION NUMBER	INSTRUCTIONS	AMOUNT
	Bypass Rd center link Rod	25 00
	Right Rear Brake	35 00

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

ACCESSORIES	AMOUNT	F. S.
Total Accessories		

Total Labor	60	00
Total Parts	172	96
Environmental Charges		
Gas, Oil, Grease		
Accessories		
Tires, Tubes		
Outside Work		
TOTAL	232	96
TAX	14	76
TOTAL AMOUNT	250	72

TOTAL PARTS

Gals. Gas @

Qts. Oil @

Lbs. Grease @

Total Gas-Oil-Grease

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, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by _____ Date Promised _____

Delivered to _____ Date Delivered _____

ARO-855-3
PRINTED IN U.S.A.

Case # [redacted]

[redacted]

pd cash

MATERIAL ADDITIONAL

REPAIR ORDER

QUAN.	PART NO.	NAME OF PART	SALES AMOUNT	COST
1	DSMLS	tire Rod		02 96

MATERIAL ADDITIONAL

REPAIR ORDER

QUAN.	PART NO.	NAME OF PART	SALES AMOUNT	COST
1	DSMLS	tie Rod		02 96

GENE'S FRONT END REPAIR

1517 Ford Chapel Rd.
LUFKIN, TEXAS 75901
(936) 639-2822

052105

Name _____

Address _____

Phone No. _____ Date May 27, 2014

Odometer Reading _____ Serial No. _____

MAKE AND MODEL	LICENSE NO. AND STATE	MOTOR NO.
02 Dodge 1500		

OPERATION NUMBER	INSTRUCTIONS	AMOUNT
	Bypass Rd center link Rod	25 00
	Align Front End	35 00

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

ACCESSORIES	AMOUNT	F. S.

TOTAL PARTS		
Gals. Gas @		
Qts. Oil @		
Lbs. Grease @		
Total Gas-Oil-Grease		
Total Accessories		

Total Labor	60	00
Total Parts	172	86
Environmental Charges		
Gas, Oil, Grease		
Accessories		
Tires, Tubes		
Outside Work		
TOTAL	232	86
TAX	14	76
TOTAL AMOUNT	250	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, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by _____ Date Promised _____

Delivered to _____ Date Delivered _____

ARO-855-3 PRINTED IN U.S.A.

Case # [redacted]

[redacted]

pd cash

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Texas Tire and Brake

309 W.L. Doc Dodson E.
Naples, TX 75568

Date	Invoice #
1/23/2012	8010

PAID

Bill To

[redacted]
Marietta, TX [redacted]

Fix Tie Rod End on Welding Truck

W&C
61.69
29.95
91.64

Total $91.64

Item	Description	Qty	Rate	Amount
Alignment	Set Tow	1	29.95	29.95

Sales Tax (8.25%)	$0.00
Total	$29.95
Payments/Credits	$-29.95
Balance Due	$0.00

Phone # [redacted]

ABC AUTO

Parts and People You Can Trust

PLEASE REMIT TO: P.O. BOX 3688, LONGVIEW, TX. 75606
(903) 232-3060

ABC AUTO #25 LONGVIEW
920 W. MARSHALL
PHONE: 903-232-3010 CHARLES WARREN Manager

--) CASH TRANSACTION (--) CASH TRANSACTION (--) CASH TRANSACTION (--

It is agreed as part of the consideration for this sale that the price shown hereof for the goods purchased shall be paid within 30 days of the date hereof. Any portion of the sale price not paid within said time period shall thereafter bear interest at the annual rate of 18 percent.

ABC STORE #25 CASH ACCOUNT CUST# 250 TRUCK #
920 W MARSHALL. INVOICE # 25-712993
CASH ACCOUNT PH# 232-3010 201 = MECK D. 12:08:25
LONGVIEW, TX 75604 ** CASH SALE ** DATE: 01/22/2012 PAGE: 1

QUAN.	LINE	PART NUMBER	DESCRIPTION	CORE	LIST EACH	YOUR COST	EXTENSION	TAX
1				0.00	105.15	0.00	56.99	4.70

TOTAL UNITS	SHIPPING / HANDLING	LABOR	MISC.	CORE TOTAL	LIST TOTAL	NON-TAXABLE	TAXABLE	TOTAL TAX
							61.69	

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE.
PART=585

PAY THIS AMOUNT ▷ CASH

REC'D. BY: X

ALL CORES MUST BE RETURNED IN BOX TO RECEIVE FULL CREDIT.

This vechile has already had to be repaired for thi's problem. It brake within a few days after we purchased it in the middle of our driveway and my husband had to repair it himself.

Thanks.

[redacted]

382756/#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 _____

[redacted]

Marietta, Texas [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/28/14

POSTED DATE : 1-22-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000002

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

SHREVEPORT SPRING, BRAKE & AXLE, INC.

235-247 AGURS AVENUE • SHREVEPORT, LOUISIANA 71107-6902
(318) 425-4292 • WATS 1-877-425-4292 • FAX (318) 221-1649

Successors to CREGER SPRING (1975-1998)
and COLQUITT SPRING (1923-1975)
Parts & Service Headquarters for the Ark-La-Tex:
Autos • Pickups • Trucks • Trailers • RV's • Buses

VEHICLE DESCRIPTION	DATE 12/18/13	DATE/TIME PROMISED	CROSS REFERENCE
NAME [redacted]			CUSTOMER ACCT. NO.
ADDRESS			VEHICLE MAKE Dodge
CITY	STATE	ZIP	MODEL Ram 3500
BILL TO.			ODOMETER 69661
RESIDENCE PHONE	BUSINESS PHONE		LICENSE NO. B73587

MATERIAL USED

QUAN.	PART NO.	DESCRIPTION	PRICE	TOTAL
1	AS7291	BALL JOINT ORIG		109 50
		TOTAL		

OPER. CODE	LABOR INSTRUCTIONS	LABOR CHARGE
112	Replace left outer tie Rod End	64 99
	Check front End	80 79
		17 07

TOTAL LABOR	
TOTAL PARTS	
TAX	25 93
TOTAL AMOUNT	327 48

SHREVEPORT SPRING BR
247 AGURS AVE
SHREVEPORT, LA. 71107
318-425-4292

Merchant ID: 8021261162
Term ID: 00105600080212611620000

Sale

XXXXXXXXXX[redacted]
[redacted]

Entry Method: Swiped

Total: $ 327.48

12/19/13 16:19:02
Inv #: 000001 Appr Code: 07132C
Apprvd: Online

Customer Copy

THANK YOU!

Disclaimer of Warranties

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Shreveport Spring, Brake & Axle, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Shreveport Spring, Brake & Axle neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: CASH ONLY UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter 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 delay 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.
FINANCE CHARGE is computed by single periodic rate of 1 1/2% which is an ANNUAL PERCENTAGE RATE of 18% applied to the previous balance after deducting payments and credits appearing on your statement.

SIGNED _____

Repair Order No. 24603

pd credit card
6011 4003 4453 6735 6928
(6928 544)

Merchant Mericles Towing

3408 Hollywood Ave
Shreveport, LA 71109
US

(318) 636-2535

Order Information

Description: 12 Dodge 3500 - Pvt
Order Number:
Customer ID:

P.O. Number:
Invoice Number:

Billing Information

Shipping Information

Shipping: 0.00
Tax 0.00
Total: USD 85.00

[redacted]

Date/Time: 30-Dec-2013 09:52:45 CST
Transaction ID: [redacted]
Transaction Status: Captured/Pending Settlement
Authorization Code: 07384C
Payment Method: [redacted]

Towing Bill

Payed credit Card [redacted]

[redacted]

Dayton TIRES

TIRES - BATTERIES - FRONT END REPAIR
AUTO ACCESSORIES

"WHERE TIRES ARE NOT A SIDELINE"

WHOLESALE TIRE CO., INC.

950 GRIMMETT DR. 71107-6714
P. O. BOX 836 71162-0836
SHREVEPORT, LOUISIANA
1 (318) 424-1411

Kelly Tires

CUSTOMER'S [redacted]
ORDER No. 12/18/13

SOLD TO [redacted]

ADDRESS 5 PONT LA [redacted]

MDSE. SOLD		MDSE. RET'D		REC'D ON ACCT. - NOTE	MISC'L	PAID OUT
CASH	CHARGE	CASH	CREDIT			
X						

QTY.	NUMBER	ARTICLES	PRICE	AMOUNT
1		265/70R17 M		169 95
				2 00
		TAX		14 62
		TOTAL		186 57

SALESMAN RECEIVED BY

PAID

All Claims and returned goods MUST be accompanied by this bill.
TERMS: NET 30 DAYS DUE AND PAYABLE IN SHREVEPORT, CADDO PARISH, LOUISIANA. ALL PAST DUE ACCOUNTS WILL BEAR 1-1/2% PER MONTH (18% ANNUAL RATE) INTEREST, PLUS ATTORNEY'S FEES IF COLLECTION IS NECESSARY.

No 244797

PAID CASH

[redacted]

[redacted]

SHREVEPORT LA 710

Shreveport, LA [redacted]

JAN 28

Chrysler Recall Ass
PO Box 21-8007
Auburn Hills Michigan,
48321

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1/4/14

VIN (FIRST 9 DIGITS) 3D7Ks28C1

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS28C16G[redacted]**.

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

De[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.

Repairs were made in April 2012
see attached →

R & J AUTOMOTIVE, INC.
108 Kane Street
GARDNER, KANSAS 66030
(913) 856-8015

NAME [redacted]
ADDRESS
CITY, STATE, ZIP
PHONE [redacted] EXT.
CUSTOMER'S ORDER NUMBER
ORDER WRITTEN BY Cook
MOTOR NUMBER

DATE OF ORDER 4-24-12
17187
DATE PROMISED
LICENSE NUMBER
ODOMETER

YEAR, MAKE AND MODEL 2006 Dodge
SERIAL NUMBER

QTY.	PART NO. AND DESCRIPTION	AMOUNT
4	Steer Linkage Rod	
1	Steer Stabilizer	

(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS 558.00

ACCESSORIES

TOTAL ACCESSORIES

DESCRIPTION OF WORK — AMOUNT

☐ LUBE ☐ CHG.OIL ☐ OIL FILTER ☐ TUNE UP ☐ TRANS. ☐ DIFF.

Tax Charge 60.00

Replace Steer Linkage 30.00
Align Front End

_____ LITERS/GALS. OF GAS @
_____ LITERS/QTS. OF OIL @
_____ kg/LBS. OF GREASE @

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 loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

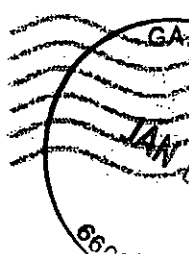
SIGNATURE Cook

TOTAL LABOR	360.00
TOTAL PARTS	558.00
ACCESSORIES	
GAS, OIL AND GREASE	
SUBLET REPAIRS	
EPA / WASTE DISPOSAL	
	918.00
TAX	82.85
TOTAL	1000.85

THANK YOU

[redacted]
Gardner, KS [redacted]

KANSAS CITY 640
09 JAN 2014 PM 3 L



Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 483

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP




10
0
20
160
100
180
110
200
120
MPH km/h
P R N D
94733
0
40
200
140

SUPPLEMENTAL TIRE PRESSURE INFORMATION

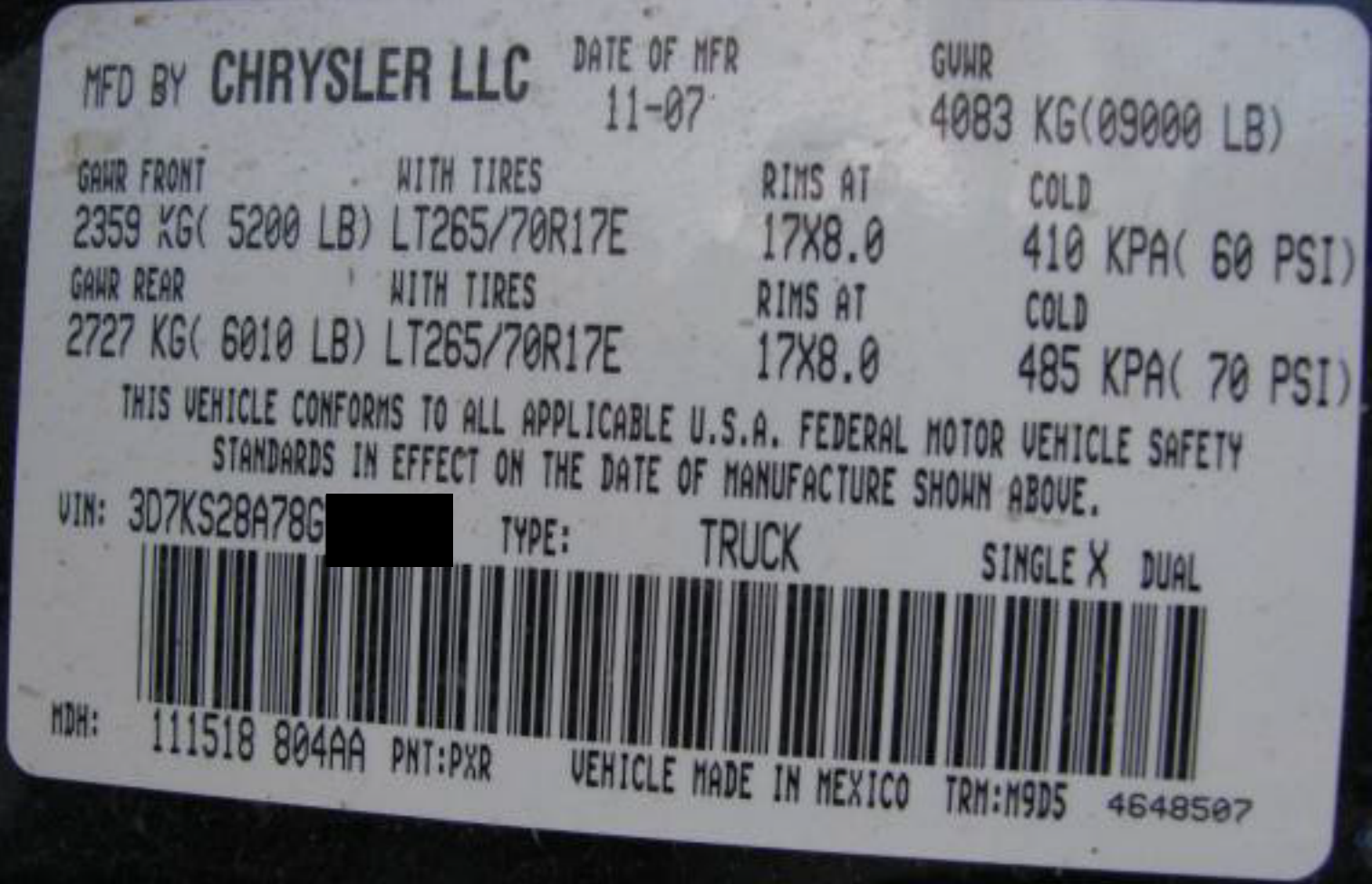
FOR LIGHT LOAD AND MAX LOAD CONDITIONS

LIGHT LOAD DEFINITION: 2 OCCUPANTS (150 LBS. EACH) PLUS 200 LBS. CARGO
MAX LOAD DEFINITION: AS DEFINED ON DRIVERS SIDE B–PILLAR PLACARD

	FRONT	REAR
LIGHT LOAD INFLATION PRESSURE (COLD)	410 kPa, 60 PSI	310 kPa, 45 PSI
MAX LOAD INFLATION PRESSURE (COLD)	410 kPa, 60 PSI	485 kPa, 70 PSI
TIRE SIZE	LT265/70R17E	LT265/70R17E

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION

8G169053


MFD BY CHRYSLER LLC
DATE OF MFR 11-07
GVWR 4083 KG(09000 LB)
GAWR FRONT 2359 KG(5200 LB) WITH TIRES LT265/70R17E RIMS AT 17X8.0 COLD 410 KPA(60 PSI)
GAWR REAR 2727 KG(6010 LB) WITH TIRES LT265/70R17E RIMS AT 17X8.0 COLD 485 KPA(70 PSI)
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3D7KS28A78G[redacted] TYPE: TRUCK SINGLE X DUAL
MDH: 111518 804AA PNT:PXR VEHICLE MADE IN MEXICO TRM:M9D5 4648507


MONTANA






33X12.50R20
LOAD RANGE E
10 P.R.






Rocky Mountain Elk Foundation















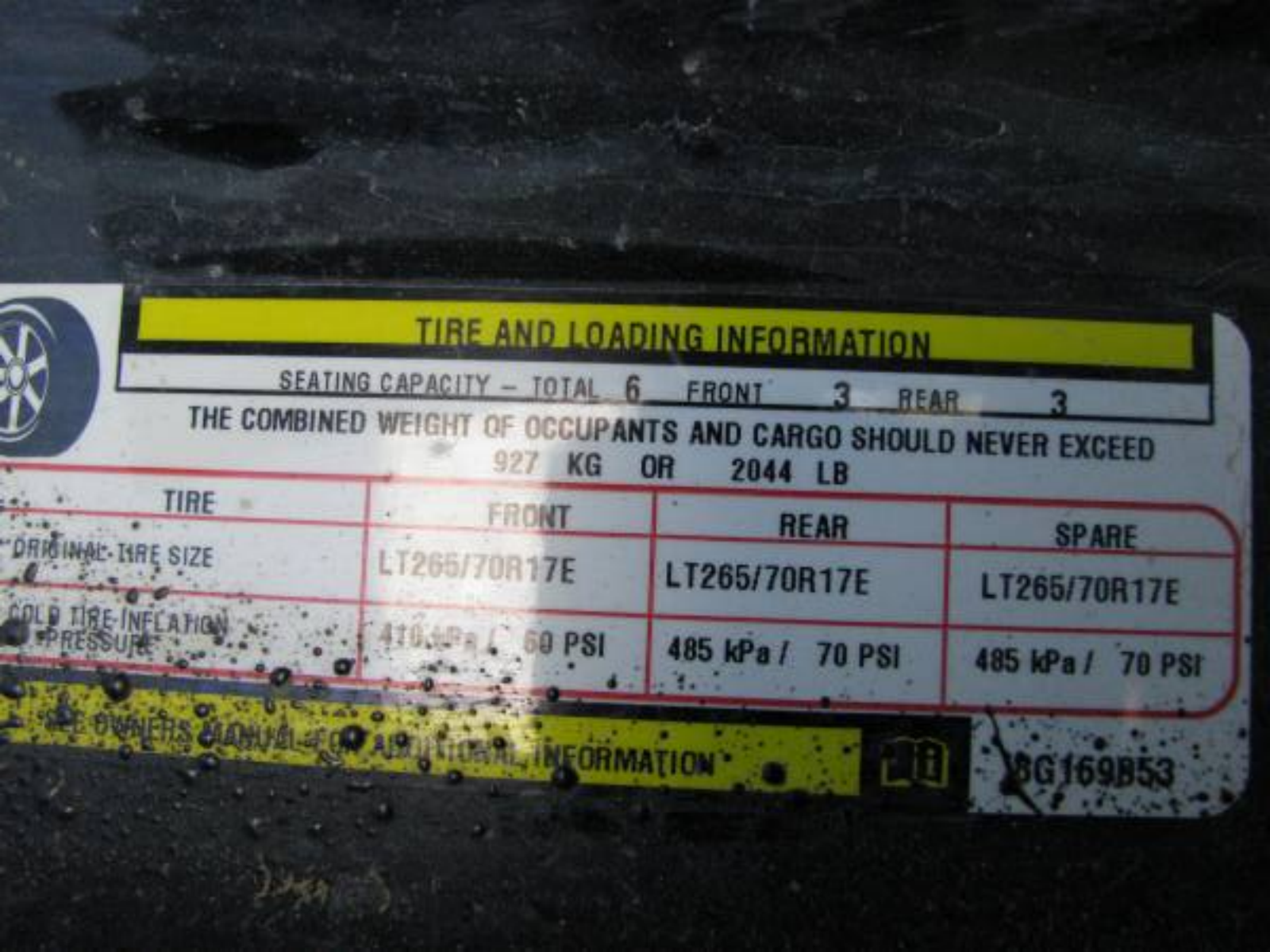









HOOD


TIRE AND LOADING INFORMATION
SEATING CAPACITY – TOTAL 6 FRONT 3 REAR 3
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
927 KG OR 2044 LB
TIRE
FRONT
REAR
SPARE
ORIGINAL TIRE SIZE
LT265/70R17E
LT265/70R17E
LT265/70R17E
COLD TIRE INFLATION PRESSURE
410 kPa / 60 PSI
485 kPa / 70 PSI
485 kPa / 70 PSI
SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
8G169B53


WARNING
DEATH OR SERIOUS INJURY CAN OCCUR
• CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
• THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
• NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
• SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
• ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.



⚠WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE **BACK SEAT** IS THE **SAFEST** PLACE FOR CHILDREN.
- **NEVER** PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- **ALWAYS** USE **SEAT BELTS** AND **CHILD RESTRAINTS.**

55365001AB

⚠WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE **BACK SEAT** IS THE **SAFEST** PLACE FOR CHILDREN.
- **NEVER** PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- **ALWAYS** USE **SEAT BELTS** AND **CHILD RESTRAINTS.**

55365001AB


























SINISTER DIESEL


INTERSTATE
MEGA-TRON PLUS




FLUSH EYES IMMEDIATELY
WITH WATER. GET
MEDICAL HELP FAST.
RECYCLE
STATE
EGA-TRON PLUS




INTERSTATE BATTERIES
High Cranking
6
DANGER / POISON
INTERSTA














SAFETY WARNING
33X12.50R20LT
1140 10 P


33X12.50R20LT
MADE IN U.S.A.
LOAD RANGE E
10 P.R.











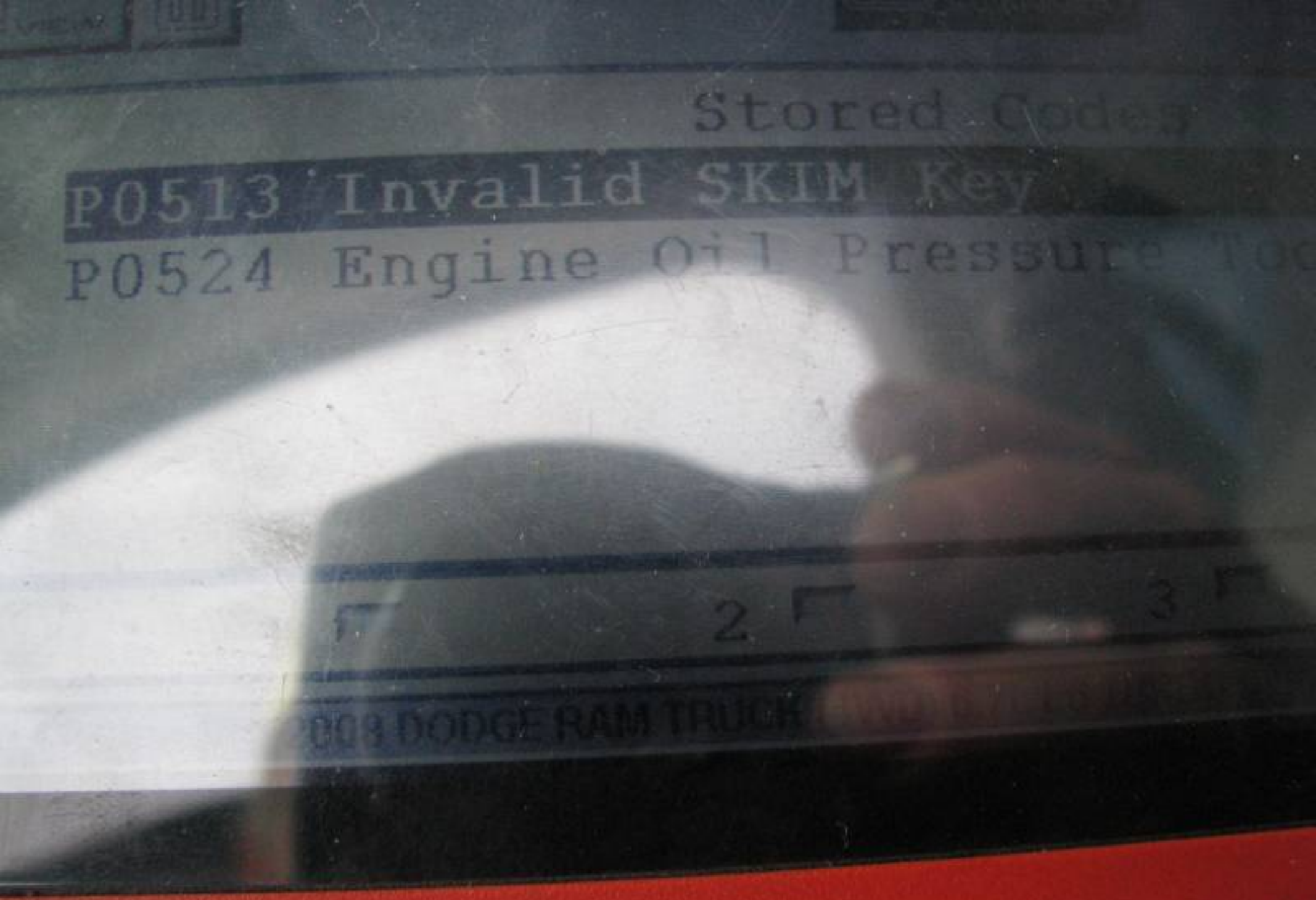











Stored Codes
P0513 Invalid SKIM Key
P0524 Engine Oil Pressure Too
2
3
2003 DODGE RAM TRUCK

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-21 15:12:19.743140
Files Not Recieved: 0

FAX

HOMEMAKERS
P.O. BOX 884
CLINTWOOD, VA. 24228
PHONE 276-926-9000

PERSONALIZED CARE JUST FOR YOU!!

To: LOU ANN
Fax number: 1-801-736-3929

From: [redacted]
Fax number: [redacted]

Date: **JANUARY 21, 2014**

Regarding:
TOW BILL [redacted]

CASE # [redacted]

Phone number for follow-up [redacted]

ROAD SERVICE

POUND 66 TOWING
Mark Pilkenton
8063 Drulu Road
POUND, VA 24279
Bus. (276) 796-5180 Home (276) 796-4754

Case # [redacted]

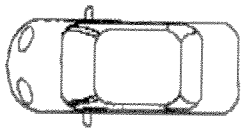
DATE 7-24-13	TIME	☐ A.M. ☐ P.M.	REQUESTED BY
LOCATION OF VEHICLE	Clintwood VA		
NAME [redacted]			PHONE 226-9000
ADDRESS			ZIP

MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH Odometer	FINISH	FINISH
START 65425	START	START
TOTAL	TOTAL	TOTAL

YEAR 2010	MAKE/MODEL/COLOR Dodge RAM 2500	DRIVER
STATE VA.	LIC [redacted]	VEHICLE I.D. NO. 3D7UT2CL4AG [redacted]

PROBLEM REPORTED	SERVICE RENDERED	SPECIAL EQUIPMENT
☐ LOCK OUT	☐ SLING/HOIST TOW	☐ SINGLE LINE WINCHING
☐ FLAT TIRE	☐ WHEEL LIFT	☐ DUAL LINE WINCHING
☐ OUT OF GAS	☒ FLAT BED/RAMP	☐ SNATCH BLOCKS
☐ WRECK	☐ START	☐ SCOTCH BLOCKS
☐ RECOVERY	☐	☐ DOLLY
☐	☐	☐

INDICATE DAMAGED AREAS ON VEHICLE



KEYS LEFT Y N RADIO Y N

VEHICLE TOWED TO: Tri Cities Chrysler

REMARKS: D.O.D

MILEAGE CHARGE	
TOWING CHARGE	100.00
LABOR CHARGE	
STORAGE CHARGE	
TOTAL	100.00

OPERATOR'S SIGNATURE

AUTHORIZED SIGNATURE X

0009649

This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control.

RS-242-2
PRINTED IN U.S.A.

PRINTED WITH SOY INK

Thank You

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1/4/14

VIN (FIRST 9 DIGITS) 1D7Ks28C7

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER Red

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 1D7KS28C76J[redacted]

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

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.

Store Copies No PHoTo's ✓

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

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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] 365785

[redacted]
NEWKIRK, OK [redacted]

365785/#63094/N62

239344

[redacted]
Newkirk, OK [redacted]

NAME	SHIP TO
CHrysler Customer Assistance	
ADDRESS	ADDRESS
P.O Box 21-8007	
CITY, STATE, ZIP	CITY, STATE, ZIP
Auburn Hills MI 48321-8007	

ORDER NUMBER	DEPARTMENT	SALESPERSON	WHEN SHIP	TERMS	HOW SHIP	DATE
1-800-853-1403						1/4/20

QUANTITY	DESCRIPTION	PRICE	AMOUNT
	Safety Recall N62/NHTSA 13V-528		
	2006 Dodge 2500 Diesel		
	SN 172435		
1	PARTS TICKET 100482 DATED 12/3/13		256.5
1	Alignment Done by Bruce Davis Alignment		47.5
	DATED 12-9-13		
1	Towing Pickup To FARM		
	Jay Werner Wrecker 25 miles		108.
1/3/14	Per Phone Call To CHrysler "Bucs"		411.1
	No Reimbursement for INSTALLATION of PARTS		
	Ends:		

BUYER:

adams 8100

KEEP THIS SLIP FOR REFERENCE

[redacted]

[redacted]

NEWKIRK, OK [redacted]

86-241/1031

9195

DATE 12-2-2013

PAY TO THE ORDER OF Jay Warner Wrecker Ser $ 108.00

One Hundred Eight Dollars and no/100 DOLLARS

EASTMAN NATIONAL BANK
NEWKIRK · PONCA CITY, OKLAHOMA
(580) 362-2511 · (580) 718-9990

MEMO Towing 25 mi. 2006 Dodge [redacted]

[redacted]

No Invoice Received

NAPA

NEWKIRK AUTO PARTS
PO BOX 411
218 N MAIN
NEWKIRK, OK 74647
(580) 362-3306

ACCT #	SOLD TO	DATE	TIME	STORE #	CM #	INVOICE NO.
4475	[redacted]	12/03/13	8:52	800002435	2	100482

SM #		PURCHASE ORDER #	ATTENTION
2	NEWKIRK, OK [redacted]		h h
AD 2		TAX EXEMPTION: SMX 30938	
		TERMS: Charge Sale	
		DELIVERY:	1 of 1

PART NUMBER	LN	DESCRIPTION	QUANTITY	PRICE	NET	TOTAL	
DS1464	MRC	Tie Rod End - Inner	1.00	149.25	96.4900	96.49	T
ES3624	MRC	Tie Rod End - Inner	1.00	40.32	27.4900	27.49	T
DS1463	MRC	Tie Rod End - Outer	1.00	123.56	68.4900	68.49	T
ES3625	MRC	Tie Rod End - Outer	1.00	40.32	27.4900	27.49	T
20030020	BK	X SERIES RND BORE HU	1.00	21.22	13.1774	13.18	T
20006020	BK	X SERIES SPROCKET 6	1.00	38.06	22.9900	22.99	T

PURCHASER CERTIFIES UNDER PENALTY OF PERJURY THAT HE IS ENGAGED IN FARMING OR RANCHING AND THAT THE MERCHANDISE DESCRIBED HEREIN WILL BE USED ONLY IN FARMING OR RANCHING.

[redacted]

PURCHASER OR HIS AGENT

NEWKIRK AUTO PARTS
218 N. MAIN
NEWKIRK OK. 74647

Subtotal	256.13
TAXABLE 3 0.0000%	0.00
	0.00
TOTAL ==> Charge Sale	256.13

SIGNATURE

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

BRUCE DAVIS ALIGNMENT
LARRY M. BRYANT, *Owner*
BRAKE AND FRONT END SERVICE
PHONE 762-5036

701 South First Street — Ponca City, Okla. 74601

Name [redacted] Date 12-9-17

Address _____ Phone No. _____

City _____ State _____ Zip No. _____

MAKE & MODEL	LICENSE No. & STATE	MOTOR No.	SERIAL No.	MILEAGE
GL Dodge	[redacted]			106194

N.	PART No.	ARTICLE	PRICE	
		TOTAL PARTS		
		GALS. GAS @		
		QTS. OIL @		
		LBS. GREASE @		
		TOTAL–Gas, Oil, Grease		

OPERATION No.	DESCRIPTION OF WORK	AMOUNT
	Align. Front end	47.50

Ref # 13940 12/9/17

QUAN.	ACCESSORIES	PRICE		
				TOTAL LABOR
				TOTAL PARTS
				GAS, OIL, GREASE
				ACCESSORIES
				TIRES, TUBES
				SALES TAX (If applicable)
	TOTAL ACCESSORIES			**TOTAL AMOUNT** 47.50

areby authorize repair work to be done as described above with necessary parts to be listed at your regular prices. I agree to pay cash on delivery of car or on satisfactory ms to you, and until paid in full it shall constitute a lien on this car. I further agree that you will not be held responsible for car or articles in car in case of fire, theft, accidents other causes beyond your control. My car may be driven by your employees for road tests at my own risk.

e Promised _____ Work Authorized By _____

e Delivered _____ Received By _____

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

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

[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: N/A

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 Newkirk, OK [redacted]

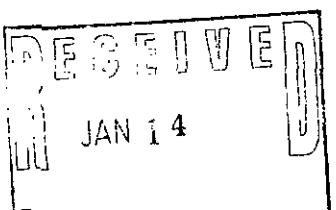
City

State Zip Code

Email Address

[redacted]

Newkirk, OK [redacted]



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1.14.14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) CG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

ADDRESS

CITY | STATE [redacted] | PHONE - HOME

YEAR 12 | MAKE Dodge | MODEL 3500 | PHONE - BUS.

[redacted] | VEHICLE ID. NO.

ODOMETER 109,781

Harvey and Songer

Custom Wheel Alignment Brake and Tire Service
Since 1959

5887 Lindhurst Ave. - Marysville, CA 95901
(530) 742-8456

B.A.R. AH185099 - E.P.A. CAL000049955

REPAIR ORDER

70716

I understand that if my vehicle is returned without repair service being performed a diagnostic & handling charge will be made.

Person Consenting _____

Replace Parts Requested by Customer Yes ☐ No ☐

DATE: 1-2-14

QTY	NUMBER / DESCRIPTION	AMOUNT	OPER #	REPAIR ORDER INSTRUCTIONS	SERVICE CHARGE
	All Parts Installed Are New Unless Specified Otherwise				
2	Upper Ball joint (145.75)	291.50		Labor to replace upper ball joint, lower ball joint, outer tie rod ends, service front calipers, machine front rotors, replace front brake pads & fill master cylinder.	665.00
2	Lower " " (157.61)	315.22			
1	Left Outer tie Rod (OEM) End, & Right End.	350.00			
	Front Disc Brake pads. (Semi-Metallic)	146.00			
1	Brake fluid	6.00		align front end	60.00
	NOTE: Rear brakes	90.00		Road test	
	Check #4374				
	TOTAL	$1,108.			

I hereby authorize the repair work listed hereon, including sublet work to be done along with necessary materials. You and your employees may operate the described vehicle for purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle [redacted] other cause

TOTAL SERVICE	725.00
PARTS	1108.72
HAZARDOUS WASTE FEE	5.00
TIRE DISPOSAL	
FREIGHT	
SUBTOTAL	
TAX	83.15
TOTAL AMOUNT	$1,921.87

21367B/#63093/N49

Vin #3C63DRHL8CG[redacted]

Milege. 109813

milege. Tic Rod Broke 109780

Dealer Name. Chanit Motors

That it was Bought Clearfield Ut

Day Fixed 1/2/2014

Day Truck was Bought 12/7/2012

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

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

CG[redacted] | N49

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

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

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

☐ scrapped ☐ stolen ☐ exported

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

☐ A dealer, or someone whose name and address is unknown.

☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

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

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

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.

☐ M[redacted]

First Na[redacted]

Last Name [redacted]

Street Address [redacted]

City Ogden

State Utah Zip Cod[redacted]

Email Address Phone #[redacted]

[redacted]

Wheatland, CA [redacted]

Re
Chry
P.O.
Aub
(Zip 48
Code

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.21.13

VIN (FIRST 9 DIGITS) 3D7KS28A8

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

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 **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 Jeep

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FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

WINDSOR COMPLETE CAR CARE CENTER

12484 WINDSOR BLVD
Windsor, VA 23487
Shop Phone: (757) 242-4444
Fax: (757) 242-4420

Invoice

10855

Estimate Ref #0
Date Printed: 12/02/2013
Printed Time: 4:52 pm

Hat/Ref:

Time Promised:

[redacted]
Windsor, VA [redacted]
Home: [redacted]
Cell: [redacted]

2008 DODGE RAM 2500 SLT L6 6.7L 408CID FI DIESEL T A
VIN: 3D7KS28A 88G[redacted]
License: [redacted]
Unit #:

Mileage In: 170,109
Mileage Out: 170,109
DOM:

Date Written: 11/27/2013
Written By: RHETT BUSSLER
Save Old Parts: No

Job Name		Description	Technician	Qty	List	Extended
OIL CHANGE		**OIL CHANGE**				
Labor	1	Work Requested - OIL CHANGE		0.30	81.00	24.30
Part	7620	OIL FILTER		1.00	13.00	13.00
Part	75122	15W40		3.00	18.00	54.00
FRONT END		**LABOR**				
Part	1463	TIE ROD END		1.00	100.00	100.00
Part	1464	TIE ROD		1.00	101.00	101.00
Part	RS5412	BAR		1.00	100.00	100.00
Part	ES3625	INNER TIE ROD AT PITMAN		2.00	61.00	122.00
Part	K7467	UPPER BALL JOINTS		2.00	100.00	200.00
Part	K7460	LOWER BALL JOINTS		2.00	100.00	200.00
Labor	1	Work Requested - LABOR SEE NOTES		8.00	81.00	648.00
Part	269-3256	TIE ROD TO D/S KNUCKLE		1.00	79.00	79.00
Part	SX965	SEVERE DUTY FRONT PADS		1.00	60.00	60.00
Part	YH145456	FRONT ROTORS		2.00	60.00	120.00

Note/Title
R&R ALL FRONT END COMPONENENTS, FRONT PADS, ROTORS, STEERING SHOCK, ALIGN, ROTATE TIRES

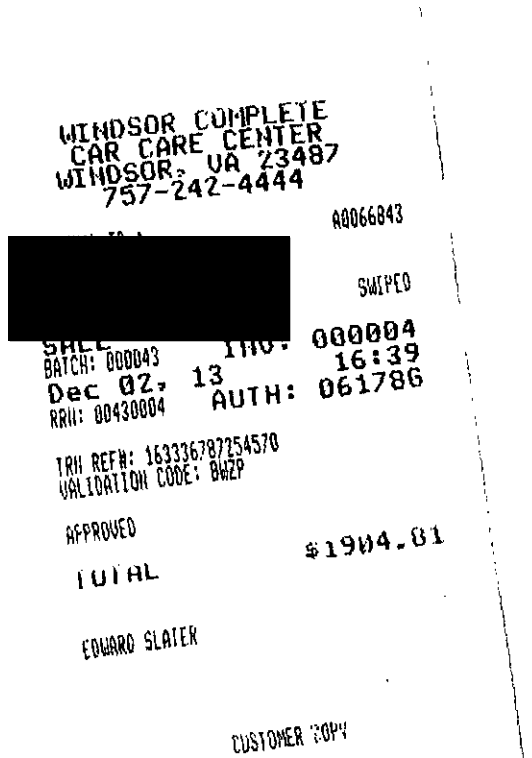
ALL JOBS CARRY ONE YEAR PARTS/LABOR WARRANTY UNLESS OTHERWISE NOTED.

Payment Date	Type	Method	Amount
12/2/2013	Credit	Visa	1,904.81
		Payment Totals:	**$1,904.81**

Parts:	$1,149.00
Labor:	$672.30
Sublet:	$0.00
Misc:	$0.00
Hazmat: *	$0.00
Supplies: *	$14.57
Tax Total:	$68.94
Invoice Total:	**$1,904.81**
Less Paid:	1,904.81
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 _____



WINDSOR COMPLETE
CAR CARE CENTER
WINDSOR, VA 23487
757-242-4444

A0066843

[redacted]

SWIPED

SALE INV: 000004
BATCH: 000043 16:39
Dec 02, 13 AUTH: 061786
RRN: 00430004

TRH REF#: 163336787254570
VALIDATION CODE: B4ZP

APPROVED

TOTAL $1904.81

EDWARD SLATER

CUSTOMER COPY

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

VIN (Last 8 Characters of Vehicle Identification Number)

8G197489

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 [redacted] MI _____

Last Name [redacted]

Street Addre[redacted]

City WINDSOR

State VA Zip Code [redacted]

Email Address [redacted]

[redacted]

Windsor Vt

[redacted]

[redacted] CERTI

[redacted]

CHR

P

Att Reimbursement

48

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12-19-13

VIN (FIRST 9 DIGITS) 3D7UT2CL9

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL2BG[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 FIAT MOPAR

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FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A. used under license by Chrysler Group LLC

LES SCHWAB

1109 S Pacific Hwy
Cottage Grove, OR 97424
541-942-4466

Store: 209
Invoice:
Salesperson: TraciA

Work Order 20900065141

Customer Information

Name: [redacted]
Address:
City, State, CRESWELL, OR [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2011 DODGE RAM 2500
Color:
Mileage: 28,400
License: [redacted]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	298172	MOG ES800532 LEFT OUTER TIE ROD END	$105.15	$0.00	$105.15
1	13606	TIEROD END PASS/LT - INSTALLATION	$19.50	$0.00	$19.50
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	$56.25	$0.00	$56.25

Parts Subtotal:	$105.15
Labor Subtotal:	$75.75
Sales Tax:	$0.00
Tire Tax:	$0.00
Invoice	**$180.90**

Payment Method: CUST CHG:Acc# [redacted] **$180.90**

Wheel Position: LF

THANK YOU FOR YOUR BUSINESS

Authorized By:

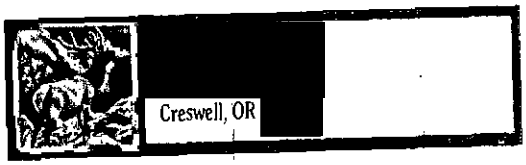
[redacted]

02-16-13 03:29 PM $180.90
02-18-13 09:10 AM 1 $180.90

Customer Signature X [redacted]

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

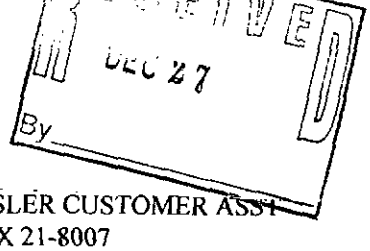
Invoice Date/Time: 02-18-2013 09:21 AM



EUGENE OR 974

20 DEC 2013 PM 2 L





CHRYSLER CUSTOMER ASST
PO BOX 21-8007
AUBURN HILLS, MI
48321-8007

48321+8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12-21-13

VIN (FIRST 9 DIGITS) 3D7MX48A4

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000320

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

HASTINGS PRO AUTO SERVICE LLC

229 N. BROADWAY
LIC# F159329
HASTINGS MI 49058
269-948-2121

11/14/2013 1:40 PM

Invoice #[redacted]

[redacted]
DOWLING MI [redacted]

Day Phone [redacted]
Eve Phone

Vehicle : 2008 Dodge Truck Ram 3500HD 1 Ton -
VIN : 3D7MX48A48G[redacted]
Created : 11/5/2013 10:29:01 AM
Complete 11/14/2013 1:40:46 PM
Invoiced: 11/14/2013 1:40:46 PM

Tag/State : GOLD /
Color : Gold
Odometer In 159707
Odometer Out 5707

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	JB*	NOTES	TIE ROD BROKE		$0.00	$0.00
1	NCP	2693740	Tie Rod End - Outer - w/ Power Steering Left		$99.94	$99.94
0.9	JB*	GUIDE	TIE ROD &/OR ENDS - R&R LEFT OUTER M		$75.00	$67.50
			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			
1	NS	SC2968	Steering Damper		$85.88	$85.88
0.5	JB*	GUIDE	STEERING DAMPENER - R&R	M	$75.00	$37.50
1	JB*	*2WA	2 WHEEL ALIGNMENT		$59.95	$59.95
			2-WHEEL COMPUTERIZED ALIGNMENT INCLUDES: CHECK TIRE PRESSURE, CHECK WHEEL RUN OUT, INSPECT STEERING LINKAGES & SUSPENSION COMPONENTS FOR WEAR OR DAMAGE. CHECK PRESENT ALIGNMENT CONDITION, ALIGN FRONT TO SPECIFICATION. (4X4 SHIMMING & CAMKITS EXTRA)			
6	JB*	NOTES	TIRE SIZE 235/80/17		$241.00	$1,446.00
1	--	TOWING	SUBLET TOWING		$102.00	$102.00
1	JB*	LOFDODGE	CUMMINS 15W40 ROTELLA		$8.00	$8.00
12	--	56026	ROTELLA 15W40		$5.00	$60.00
1	FIL	1607	OIL FIL		$19.24	$19.24

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor		$1,618.95
Parts		$265.06
Sublet/Misc.		$102.00
Shop Supplies		$20.00
Charges		$0.00
Sales Tax	Tax @ $285.06 * 6.0000%	$17.10
	Check# 11111 $2,023.11 Paid	$2,023.11

Tech	Certification #
JB	M182437

PAID
Date
CK#10111

HASTINGS PRO AUTO SERVICE LLC
229 N. BROADWAY
LIC# F159329
HASTINGS MI 49058
269-948-2121

11/14/2013 1:40 PM

Invoice #[redacted]

[redacted]

Vehicle : 2008 Dodge Truck Ram 3500HD 1 Ton -

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or Inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A $5.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs.

Customer Signature [redacted]

All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A.300).Company Authorized Representative S.B.

(full signature required)

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7MX48A48G**[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.

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

8G[redacted] N49 081267
[redacted]
DOWLING, MI [redacted]

081287/#63093/N49

[redacted]
Dowling, MI [redacted]

GRAND RAPIDS MI 495

21 DEC 2012 PM 5 L

Chrysler Customer Assurance
P.O. Box 21-8007, Auburn Hills MI
48321-8007
Attn: Reimbursement

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.19.13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

(NO)

YES

FOR REPAIRS MADE TO 2009 DODGE 2500
FRONT END REPAIRS.

[redacted]

HARTWELL, GA [redacted]

[redacted]

[redacted]

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 # 706 376-8848
ADDRESS: [redacted]
HARTWELL GA [redacted]
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO 129272

BILL'S AUTO ALIGNMENT
XW
99 W FRANKLIN STREET
HARTWELL GA 30643

SHIP TO

INVOICE NUMBER 1439-486522
INVOICE TYPE CASH SALE
INVOICE DATE 7/19/13

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
97356		DELIVER		08:15:13		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CO.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
							Igloo Thermos w/purchase of $300 in Murray Water Pumps. WWW.FirstCallPromo.com					
N		1	1	MOO ES800532	BX		TIE ROD END	101.68	47.63			47.63
				LIMITED LIFETIME WARRANTY								
2009 Dodge Ram 2500												
NO VEHICLE INFORMATION AVAILABLE												
N		1	2	MOO ES800558	BX		TIE ROD END	94.90	44.64			44.64
				LIMITED LIFETIME WARRANTY								
				Outstanding Account Balance				106.34				
TOTALS		2						196.58	92.27			

"We appreciate your business"

CUSTOMER COPY

SUB-TOTAL 92.27
MISC. .00
TAX/FEES
TOTAL 92.27

CASH TEND.
CHANGE

CUSTOMER SIGNATURE _____

Visit Us At: www.oreillyauto.com

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

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 # 706 376-8848
ADDRESS: [redacted]
HARTWELL GA [redacted]
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO 129272

BILL'S AUTO ALIGNMENT
XW
99 W FRANKLIN STREET
HARTWELL GA 30643

SHIP TO

INVOICE NUMBER 1439-486534
INVOICE TYPE CASH SALE
INVOICE DATE 7/19/13

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
23726		DELIVER		09:19:52		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CO.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
							Igloo Thermos w/purchase of $300 in Murray Water Pumps. WWW.FirstCallPromo.com					
N		1	1	MOO ES800375	BX		TIE ROD END	108.46	52.05			52.05
				LIMITED LIFETIME WARRANTY								
				Outstanding Account Balance				106.34				
TOTALS		1						108.46	52.05			

"We appreciate your business"

CUSTOMER COPY

SUB-TOTAL 52.05
MISC. .00
TAX/FEES
TOTAL 52.05

CASH TEND.
CHANGE

CUSTOMER SIGNATURE _____

Visit Us At: www.oreillyauto.com

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

"Bear Means Business"

706-376-5822

BILL'S AUTO ALIGNMENT

Front End Alignment - Wheel Balance
Brake Service - Tune-Up Service
Satisfaction Guaranteed

99 W. Franklin St.
Hartwell, GA 30643

BILL BOWERS, Owner

DATE: 7/19/13

SOLD TO: [redacted]

ADDRESS: [redacted] Hartwell GA [redacted]

QUANTITY	DESCRIPTION	PRICE	AMOUNT
	Parts	144.32	
	Alignment	45.00	
	Labor	75.00	
		264.32	
	TAX	18.50	
	Paid in full. BB.	SUB-TOTAL	
		TAX	
		TOTAL	282.82

GRAY'S PRINTING

Thank You!

[redacted]
HARTWELL, GA.

CHRYSLER CUSTOM
P.O. BOX 21-8
AUBURN HILLS, M
48

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.23.13

VIN (FIRST 9 DIGITS) 3D3LU38CX

VIN (LAST 8 DIGITS) 3G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Attention: Reimbursement

Attached is the following receipt of the repairs we had just done. We had just had this fixed since the linkage was indeed bad. Shortly after I received your notice of the recall. Thank You.

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D3LU38CX3[redacted]

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

Dea[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 thro 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage repla with MOPAR service parts.**

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driv conditions. This could cause a loss of directional control and/or crash with warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do your dealer will inspect the steering linkage on your truck and replace stee linkage component(s) if required. The inspection will take less than ½ hour. linkage replacement is required, the work will take an additional 1 hour to comp 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, 201 schedule a service appointment. Ask the dealer to hold the parts for your vehicl to order them before your appointment. **Please bring this letter with you to y dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, pl 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 li on the card apply to you or your vehicle. You may also update this information on the wel www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your orig receipts and/or other adequate proof of payment to the following address for reimbursement: Chry Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursem 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, may submit a written complaint to the Administrator, National Highway Traffic Safety Administrat 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotlin 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 y 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 C44 C42

Customer Services / Field Operat
Chrysler Group L

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.

PEARSONS AUTO SERVICE

8601 E. FLORENTINE
MAIL: PO BOX 25402
PRESCOTT VALLEY, AZ 86312
928-775-4353
WE NOW DO 4-WHEEL ALIGNMENTS.

Repair Order #14344

[redacted]
DEWEY AZ [redacted]

Day Phone : [redacted]
Fax Number : W-C 602-818-3449

Vehicle : 2003 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359
VIN : 3D3LU38CX3G[redacted]

Tag/State [redacted] AZ
Color : Silver
Last Mileage : 254680

Created : 12/23/2013 8:39:10 AM

Odometer In : 0
Odometer Out : 0

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	–	TIE ROD	LEFT TIE ROD 5086146AC		$73.18	$73.18
1.1		LABOR	R&R LEFT TIE ROD		$78.00	$85.80
1		ALIGNMENT	FRONT WHEEL ALIGNMENT		$79.95	$79.95

Labor	.....	$165.75
Parts	.....	$73.18
Sublet/Misc.	.....	$0.00
Shop & Env Fee	.....	$8.29
Charges	.....	$0.00
Sales Tax	Tax @ $73.18 * 8.6800%	$6.35
	Repair Total	$253.57

There is a 3 Month or 3,000 Mile (whichever first occurs) Warranty on the parts and labor specifically listed on this invoice, except for charging AC and turning of brake rotors or drums. This DOES NOT INCLUDE related parts that were not changed at this time. WARRANTY is non-transferable. Warranty repairs must be performed by Pearson's Auto Service. WARRANTY DOES NOT COVER TOWING.

Customer Signature _____

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]

Last Name

Street Address [redacted]

Farm Lane

City Dewey

State AZ Zip Code [redacted]

Email Address [redacted]

[redacted]

Dewey, Arizona

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.23.13

VIN (FIRST 9 DIGITS)

000 000 000

VIN (LAST 8 DIGITS) 3G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000 000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Transaction Details

Express Checkout Payment Sent (Unique Transaction ID #[redacted])

Original Transaction				
Date	**Type**	**Status**	**Details**	**Amount**
Mar 17, 2013	Payment To Kings Chrysler Jeep Dodge	Completed	...	-$353.75 USD

Related Transaction				
Date	**Type**	**Status**	**Details**	**Amount**
Mar 17, 2013	Add Funds from a Bank Account	Completed	Details	$353.75 USD

Shopping Cart Contents

Qty	Item	Options	Price
1	03-2008 DODGE RAM STEERING LINKAGE DRAG LINK PITMAN ARM DAMPER UPGRADE MOPAR OEM Item # 120917326822		$353.75 USD
		Amount	$353.75 USD

Business Contact Information

Customer Service URL: [redacted]
Customer Service Email:
Customer Service Phone:

Item Total: $353.75 USD
Sales Tax:
Shipping: $0.00 USD
Seller discount or charges: $0.00 USD

Total amount: -$353.75 USD
Fee amount: $0.00 USD
Net amount: -$353.75 USD
Date: Mar 17, 2013
Time: 23:10:03 PDT
Status: Completed

Insurance: $0.00 USD

Shipping Address: [redacted]
west jordan, UT [redacted]
United States
Confirmed ?

Payment To: Kings Chrysler Jeep Dodge (The recipient of this payment is **Verified**)
Seller's ID: [redacted]
Seller's Email: [redacted]

Funding Type: Instant Transfer
Funding Source: $353.75 USD - MOUNTAIN AMERICA FCU Checking (Confirmed) x-1056

Shipment Information

Shipping Status: Shipped
Tracking Number: UPS [redacted]

Service Type: UPS Ground
Package Size: Your Packaging
Dimensions: 67 X 9 X 6 in
Planned Ship Date: Mar 18, 2013
Signature Confirmation: No
Saturday Delivery: No
Shipping Insurance: No

Ship From: Kings Chrysler Jeep Dodge
4486 KINGS WATER DR
CINCINNATI, OH 45249
United States

Ship To [redacted]
west jordan, UT [redacted]
United States
Confirmed Residential address ?

Shipping:
[Return Shipping Label | Print Packing Slip | Remove Shipping Button/Link] ?

Description: Shopping Cart

Need help? If you have problems with an eBay transaction or want help settling a dispute with an eBay seller, go to the eBay Resolution Center. PayPal and eBay strongly recommend that you attempt to resolve issues directly with the seller whenever possible.

Return to Log

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. By myself

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 Addre[redacted]

City West Jordan

State Utah Zip Code [redacted]

Email Address [redacted]

[redacted]

WEST JORDAN, UT [redacted]

G

P.

A

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.19.13

VIN (FIRST 9 DIGITS) 3D7[illegible]29[illegible]8

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]
Corpus Christi, TX [redacted]
[redacted]

December 18, 2013

To Whom It May Concern:

On November 30, 2013, my left tie rod end ball stud fractured on my 2008 Dodge Ram 2500 Megacab VIN # 3D7K29A88G[redacted]. This occurred on the weekend and my vehicle was stuck in the middle of the driveway at my residence. I spoke to Chrysler Group Recall Assistance (Jordan) on 12/18/2013 about reimbursement for the tie rod end I purchased from the local Dodge dealer. I have included the original receipts for this part and am seeking reimbursement.

Sincerely,

[redacted]

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP DODGE OF CORPUS CHRISTI #169

4313 S. STAPLES · CORPUS CHRISTI, TX 78411
PHONE: (361) 992-9762 · FAX: (361) 986-7752
REMIT PAYMENT TO: LITHIA MOTORS PAYMENT PROCESSING
P.O. BOX 1647 · MEDFORD, OR 97501-0249

POSITIVELY NO EXCHANGES WITHOUT THIS TICKET
NO REFUNDS ON SPECIAL ORDERS.
T NO REFUNDS AFTER 30 DAYS
E 20% HANDLING CHARGE ON ALL RETURNED PARTS
R NO RETURNS ON ELECTRICAL PARTS
M REFUND ON PURCHASES PAID BY CHECK ARE
S REFUNDED AFTER CHECK CLEARS
PRICES SUBJECT TO CHANGE WITHOUT NOTICE

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
30 NOV 13		30 NOV 13	30 NOV 13	229009 09:38PT

SOLD TO
ACCOUNT NO. [redacted]
TAX # [redacted]
CORPUS CHRISTI, TX [redacted]

SHIP TO
[redacted]
CORPUS CHRISTI, TX [redacted]

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	79281	(361)947-4007	CASHW/S	CORPUS CHRISTI,

ORD.	SHIP	B.O	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	68038054AD	V75-EE PACKAGE-OU	104.00	77.31	77.31

CHRYSLER Jeep DODGE RAM

CHRYSLER JEEP DODGE
CORPUS CHRISTI
NOV 30 2013

CASHIER # 1
PAID

If legal action becomes necessary to collect payment for the above parts or any additional parts authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

X _____
Received By

PARTS	77.31
SUBLET	
FREIGHT	0.00
SALES TAX	6.38
TOTAL	$83.69

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER COPY

LITHIA DODGE OF CORPUS CHRISTI
4313 S STAPLES ST
CRP CHRISTI, TX 78411
361-992-8000

[redacted]

Date: 11/30/2013 11:39:20 AM

CREDIT CARD SALE

[redacted] S

TRAN AMOUNT: $83.69
APPROVAL CD: 07636C
RECORD #: 003
CLERK ID: rz79281
SALES TAX: $6.38
description: 229009

Customer Copy

[redacted]

Corpus Christi, TX [redacted]

CORPU
RIO
13

Chrysler Customer
P. O. Box 21-8
Auburn Hills, MI 4
Attention: Rei

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7UT2CL1

VIN (LAST 8 DIGITS) BG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7UT2CL1BG[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.

My vehicle was repaired prior to this letter. My tie rod broke while driving to work. Lost control and slid to the side of the road. Reciept attached from shop that did the repairs. Please reimburse.

[redacted]

Grand Prairie TX [redacted]

[redacted]

136049/#63093/N49

MICHAEL BOOK
554 WINSTON ST
GRAND PRAIRIE, TX 75052-3450

136049/#63093/N49

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

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

BG[redacted] N49

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

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

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

- ☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address

STONES PREMIER AUTOM
11116 SHADY TRAIL
DALLAS, TX, 75229
972-247-9900

Merchant ID: 8020797109
Term ID: 00209500080207971090001

Sale

[redacted]

Entry Method: Swiped

Total: $ 530.38

08/23/13 15:04:49
Inv #: 000006 Appr Code: 03279A
Approvd: Online

Customer Copy

THANK YOU!

STONE'S PREMIER AUTOMOTIVE

11116 SHADY TRAIL
DALLAS TX 75229
972-247-9900

Repair Order #6142

Day Phone [redacted]

0HD 6.7 L 408 CID L6 Cummins ISB-07
3555358
:20 AM
):12 PM

Last Mileage : 0
Odometer In : 81670
Odometer Out : 81670

e	Description	Condition	Unit Price	Price
	AAA-MEMBER DISCOUNT 10% OFF PARTS AND LABOR			($50.00)
JC*	REPLACE DAMAGED FRONT END PARTS			$180.00
THE LEFT TIE ROD FELL OFF AND WENT INTO THE WHEEL.				
JC*	TWO WHEEL ALIGNMENT			$79.95
2 WHEEL THRUST ALIGNMENT, INCLUDES COMPLETE INSPECTION OF ALL FRONT AND REAR SUSPENSION AND STEERING COMPONENTS. ADJUST CASTER, CAMBER AND TOE IN OF FRONT END TO FACTORY SPECIFICATIONS, STRAIGHTEN STEERING WHEEL IF NEEDED. DOES NOT INCLUDE REPLACEMENT OF ANY WORN OR DAMAGED PARTS.				
1 JC*	TIE ROD END		$104.00	$104.00
1 JC*	CENTER LINK		$180.00	$180.00

Labor	.....	$209.95
Parts	.....	$284.00
Sublet/Misc.	.....	$0.00
SHOP SUPPLIES	.....	$13.00
Charges	.....	$0.00
Sales Tax	Tax @ $284.00 * 8.2500%	$23.43
	Repair Total	$530.38

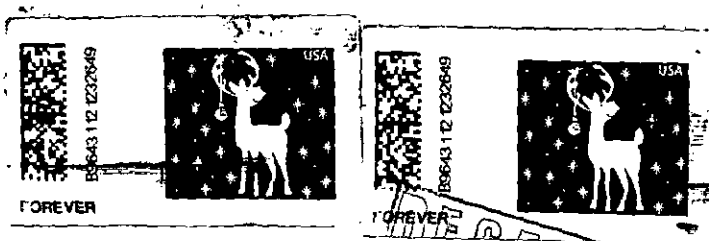
Tech	Certification #
JC	

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 stored in excess of 48 Hours WILL INCUR A $30.00 PER DAY STORAGE FEE. 24 MONTH 24,000 MILE WARRANTY ON MOST REPAIRS (ask manager for details).

Customer Signature [redacted]
Date 8/23/13

[redacted]

Grand Prairie TX [redacted]



RECEIVED
DEC 27

Attn: Reimbursement
Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.23.13

VIN (FIRST 9 DIGITS) 3D7KS26T1

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Void after 90 Days

MIK030 [redacted] 8/21/13 $824.02

PAY EXACTLY******824 DOLLARS AND 02 CENTS ***

MIKE FLATT'S AUTO
1455 N WASHINGTON AVE

COOKEVILLE TN 35801

DATE	DESCRIPTION	INVOICE NO.	P.O. NUMBER	AMOUNT
8/06/13	0 00525 000	[redacted]	349 08	349.08
8/20/13	0 00525 000		474 94	474.94

CD800

Mike Flatt's Auto and Truck Service
1455 N. Washington Ave
Cookeville TN 38501
931-528-5048

8/20/2013 8:29 AM

Repair Order #14567

BANGHAM UTILITY
3694 HILLHAM ROAD
38506-0000

Day Phone : [redacted]
Eve Phone : [redacted]

Vehicle : 2009 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.7 L
VIN : 3D7KS26T19G[redacted]
Created : 8/16/2013 2:22:12 PM
Complete : 8/20/2013 8:29:47 AM

Last Mileage : 56589
Odometer In : 0
Odometer Out : 0

Labor/Notes

Code/Tech*	Description	Price
	ALIGNMENT	$69.95
	REPLACED OUTER TIERODS, LEFT BROKE	$80.00

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1		TIEROD, BEAMAN68038054AD LEFT		$118.60	$118.60
1		TIEROD 68038055AD RIGHT		$195.89	$195.89

Labor		$149.95
Parts		$314.49
Sublet/Misc.		$0.00
SHOP SUPPLIES		$10.50
Charges		$0.00
Sales Tax	Tax Exempt	$0.00
	Repair Total	$474.94

Thank You For Your Business!

Void after 90 Days

M&W010 [redacted] 8/21/13 $95.00

PAY EXACTLY*******95 DOLLARS AND 00 CENTS ***

M&W TOWING
P O BOX 49436

COOKEVILLE TN 38507

DATE	DESCRIPTION	INVOICE NO.	P.O. NUMBER		AMOUNT
8/19/13	0 00525 000	[redacted]	[redacted]	95 00	95.00

CP 8000



M & W TOWING

P.O. BOX 49436
COOKEVILLE, TENNESSEE 38506
PHONE (931) 526-8769
MOBILE (931) 979-1739

007584

8-19 20 13

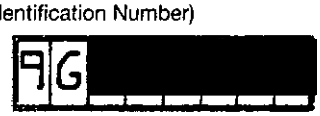
CUSTOMER [redacted]

ADDRESS

	DESCRIPTION	AMOUNT
	Tow 2009 Dodge	$95.00
	From Cummins Mill Rd	
	To Mike Flatt's Auto	
	MMA	

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 _____

BANGHAM UTILITY
WATER DISTRICT



3694 HILHAM ROAD ■ COOKEVILLE, TN 38506-7113

RETURN SERVICE REQUESTED

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.23.13

VIN (FIRST 9 DIGITS) 3D73Y3CL1

VIN (LAST 8 DIGITS) A6 [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 60060000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Owner:

[redacted]

Paso Robles, California [redacted]

Vehicle:

2010 Dodge Ram 3500

Please see attached service documents, recall notice, and receipt of payment.

Thank you,

[redacted]

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y3CL1AG[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 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.

5564523
COLE CHRYSLER DODGE JE
3550 BROAD ST
SAN LUIS OBISPO, CA
(805)543-7321

TERMINAL I.D.: 55645231

[redacted]

SALE
BATCH: 000091 INV: 674533
DATE: MAY 31, 13 TIME: 09:57:20
AUTH NO: 567841

TOTAL $1240.99
GENERAL MERCHANDISE 00

SC MAGNANO

X_____
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

3550 Broad Street, San Luis Obispo, CA 93401
(805) 543-7310 • (800) 549-8500 • FAX (805) 549-7399

**** In Progress ****

SO #: 674533
Tag #: 1156

* Service Invoice Customer Copy *

Auth#:

Customer No:	**MAGNAN2**	**Advisor:** KELLY		**Invoice Date:** 05/22/2013	**Term:** CASH
[redacted]		**License No**	**Odometer In**	**Odometer Out**	**Delivery Date** / **Stock No**
TEMPLETON, CA 93465		[redacted]	121971	121973	
Home: (000) 000-0000 **Bus:**	(000) 000-0000	**Year**	**Make**	**Model**	**Model No** / **Color**
Cell: ([redacted] **Today:**	(000) 000-0000	2010	DODGE	RAM 1500	PW7-Bright
Email:		**Vehicle ID No**		**Selling Dealer**	**SO Date** / **InServ Date** / **Location**
		3D73Y3CL1AG[redacted]			05/20/2013 / 1156

Request/Complaint **Type** **CSR#** **Amount**

LABOR	660.00
PARTS	537.95
SUPPLIES	0.00
SUBTOTAL	**1,197.95**
SALES TAX	43.04
TOTAL INVOICE	**1,240.99**

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

RECEIVED
MAY 31 2013
BY: AmeX

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS: MONDAY THRU FRIDAY: 8:00 A.M. TO 5:30 P.M.
SATURDAY: 9:00 A.M. TO 5:00 P.M. CLOSED SUNDAYS

VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS IN ORDER TO SERVE YOU BETTER WE SUGGEST YOU CALL FOR A SERVICE APPOINTMENT

WE ACCEPT THE FOLLOWING CREDIT CARDS AMERICAN EXPRESS, DISCOVER, MASTERCARD AND VISA

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 you have any question pertaining to this work order please contact your service advisor.

Thank You

COLE CHRYSLER DODGE

[redacted]
$1197.95
[redacted]

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS SHEET

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. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE x _____

3550 Broad Street, San Luis Obispo, CA 93401
(805) 543-7310 • (800) 549-8500 • FAX (805) 549-7399

** In Progress **

SO #: 674533
Tag #: 1156

* Service Invoice Customer Copy *

Auth#:

Customer No:	MAGNAN2	Advisor: KELLY	Invoice Date: 05/22/2013	Term: CASH
[redacted]		License No	Odometer In	Odometer Out	Delivery Date	Stock No
TEMPLETON, CA [redacted]		[redacted]	121971	121973		
Home: (000) 000-0000	Bus: (000) 000-0000	Year	Make	Model	Model No	Color
		2010	DODGE	RAM 1500		PW7-Bright
Cell: [redacted]	Today: (000) 000-0000	Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
Email:		3D73Y3CL1AG[redacted]		05/20/2013		1156

		Request/Complaint		Type	CSR#	Amount
1	100	TOWED IN - - OWNER STATES LEFT FRONT STEERING LINKAGE BROKEN				
	100	VERIFY CONCERN - -BROKEN LEFT FRONT TIE ROD - - REPLACE ALL TIE RODS, DRAK LINK AND STEERING DAMPNER WITH UPGRADED KET. PERFORM WHEEL ALIGNMENT. ROAD TESTED - - ALL OK		CLAB	8313	605.00
	100	REPLACE SERPENTINE BELT		CLAB	8313	55.00
	1	52122362AH	STEERING STEERING	Cserv		372.00
	1	5154661AC	DAMPER STEERING	Cserv		86.10
	1	53041138AE	BELT SERPENTINE	Cserv		79.85
		Technician	9575 Armon			
					Request Total	1,197.95
2	100	CUST STATES BRAKES STILL SHAKE SINCE WE DID BRAKE JOB - - SEE HIST.				
	100	INSPECTED BRAKES - SEE HISTORY - -DE-GLAZE FRONT ROTORS AS NEEDED AND RETESTED - -ALL OK		CLAB	8313	0.00
		Technician	1004 Joseph			
					Request Total	0.00

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS: MONDAY THRU FRIDAY: 8:00 A.M. TO 5:30 P.M.
SATURDAY: 9:00 A.M. TO 5:00 P.M. CLOSED SUNDAYS

VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS IN ORDER TO SERVE YOU BETTER WE SUGGEST YOU CALL FOR A SERVICE APPOINTMENT

WE ACCEPT THE FOLLOWING CREDIT CARDS: AMERICAN EXPRESS, DISCOVER, MASTERCARD AND VISA

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 you have any question pertaining to this work order please contact your service advisor

Thank You

COLE CHRYSLER DODGE

[redacted]

$

[redacted]

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS SHEET

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. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

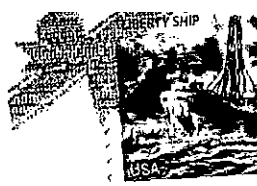
CUSTOMER SIGNATURE x _____

[redacted]

Paso Robles, CA

SANTA BARBARA CA 93

23 DEC 2013 PM 1 T



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

RECEIVED
DEC 27
By

48321+8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.24.13

VIN (FIRST 9 DIGITS) 3D7KS29A7

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

(**NO**) **YES**

BEDROCK TRANSMISSION,LLC

5125 W. US. ROUTE 36
PIQUA, OH 45356
937-615-9404

Customer	Acct: 297	License	VIN	Year
[redacted]			3D7KS29A77G[redacted]	2007
PIQUA, OH [redacted]		Make: Dodge		Model: Ram 2500
[redacted]		Engine: 6.7L DIESEL		Transmission: 68RFE
		In Mileage Out: 189530	Fleet #	P.O. Number
Prod Date	AC/PS	State Insp		Written By:

Problem Statements

TRANSMISSION LEAKING
REAR SEAL LEAKING
DRIVER SIDE FRONT MAKING NOISE
SERVICE TRANSMISSION

Recommended Services

FLUID EXCHANGE AND FILTER
U-Joint - Front Axle Shaft Left
U-Joint - Front Axle Shaft Right
Pinion Seal

Labor Operations

Tech	Type	Description	Price
T-1	Lab	FLUID EXCHANGE AND FILTER	$67.37
T-1	Lab	U-Joint - Front Axle Shaft Left	$202.11
T-1	Lab	U-Joint - Front Axle Shaft Right	$202.11
T-1	Lab	Pinion Seal	$101.06
T-1	Lab	Ball Joints	$134.74
T-1	Lab	Tie Rod End - Inner & Tie Rod End - Outer	$84.21
		Labor Total	$791.60

Parts

Part Description	Status	Qty	Price Ea.	Total
Seal, Shift Lever	N	1.00	$1.88	$1.88
Filter, 4wd	N	1.00	$9.23	$9.23
Filter, Cooler Return, Spin on Type	N	1.00	$14.89	$14.89
Pinion Seal - Rear Axle	N	1.00	$37.98	$37.98
U-Joint - Front Axle Shaft	N	2.00	$64.80	$129.60
AUTOMATIC TRANSMISSION FLUID SYNTHETIC (SCHAEFFER)	N	18.00	$9.02	$162.36
Ball Joint - Lower - Front Susp	N	2.00	$111.76	$223.52
Ball Joint - Upper - Front Susp	N	2.00	$101.83	$203.66
Tie Rod End - Inner Right;At Pitman Arm;6.54" Long	N	1.00	$41.21	$41.21
Tie Rod End - Outer Right;33.5" Long	N	1.00	$113.33	$113.33
Tie Rod End - Inner Left;46.50" Long	N	1.00	$120.60	$120.60
Tie Rod End - Outer Left;6.10" Length	N	1.00	$59.67	$59.67
			Parts Total	$1,117.93

Pre-Pay		Payment
$0.00	Cash	
$0.00	Check	
	Chk #	
$0.00	Credit	$2,038.42
	Type	
	Expires	
$0.00	Paid	$2,038.42

Total Tax	$128.89
Supplies	
Disposal	
Environ.	

Taxable Parts	$1,117.93
NonTax Parts	$0.00
Total Parts	$1,117.93
Labor	$791.60
Sublet	$0.00
NonTax Labor	$0.00
NonTax Sublet	$0.00
Total Labor	$791.60

I acknowledge notice and oral approval of an increase in the original estimated price.

.....

Twelve month or 15,000 mile warranty, unless otherwise noted.

Signature or Initial Date

Date	12/4/2013
RO #	217
RO Total	$2,038.42
Balance Due	$0.00

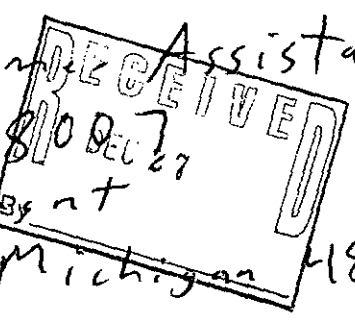
Copyright © 2001-2013 Management Feedback Systems, Inc. All Rights Reserved.

[redacted]

Covington OH. [redacted]

Chrysler Customer Assistance
P. O. Box 21-8007
Attn: Reimbursement
Auburn Hills, Michigan 48321





48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.24.13

VIN (FIRST 9 DIGITS) 3D3KS29A7

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

12/24/2013

DEAR

Sir

I talked back in
October 2012 to MEGAN
AND I not happy with the
tie rod problem AND I
am Lucky I was not killed
Enclosed you will find a copy
of Billed that it cost
me to have problem
Repaired this D.D not
Enclude the cost of
tow Thank you

[redacted]

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D3KS29A78G[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.

772#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number)

8G[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 _____

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

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

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law

U.S. Department of Transportation

NHTSA

8G158294 N62 [redacted]

PORTLAND, IN [redacted]

CHRYSLER DODGE Jeep. RAM

Buds in Celina

945 S. Main Street P.O. Box 256
Celina, Ohio 45822
Phone 419-586-7000
Fax 419-586-7100
www.budschrysler.com

R/O	VIN			DATE IN
[illegible]37	[illegible]D3KS29A78G[redacted]	[redacted]		10/30/[illegible]
YEAR	MAKE	MODEL	COLOR	TIME IN
[illegible]016	DODGE	RAM 2500 M	Silver U	08:[illegible]
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED
[illegible]4361	64361	00/00/00	IN	10/30/[illegible]
SEE ALSO		H: [redacted]		WRITER TYLER

PORTLAND IN [redacted] 24.12-RANDY G

(1) C/S THAT THE TIE ROD ON THE RIGHT SIDE IS BROKE
TECH REPLACED THE TIE ROD END AND DRAG LINK AND SHOCK TEST DORVE AND EVERYTHING IS OKAY AT THIS TIME

(Tech:21) F

Labor		T21		317.02
52122362AH	(STEERING)		1	376.95
5154661AA	(DAMPER)		1	89.36
6502835	(NUT)		4	11.60
Total Labor				317.02
Total Parts				477.91
Total Repair (Customer)				794.93

(2) REPLACE THE ANTENNA

(Tech:21) F

Labor		T21	3	.[illegible]
56043311AC	(MAST)		1	43.[illegible]
Total Parts				43.94
Total Repair (Internal)				43.[illegible]

(3) TWO WHEEL ALIGNMENT - INCLUDES ALL FACTORY ADJUSTMENTS - SHIMMING, GRINDING STRUT TOWERS AND KNOCKOUTS ARE EXTRA
(Tech:21) B

Labor	T21	49.[illegible]
Total Labor		49.[illegible]
Total Repair (Customer)		49.[illegible]

Next Service Lube-Oil-Filter

	W/C	INT.		CUSTOMER
		.00	Labor	366.[illegible]
		43.94	Parts	477.[illegible]
		.00	Sublet	.00
		.00	Shop Supplie	25.00
		.00	Oil/Grease	.00
		43.94	Sub Total	869.88
		.00	Tax	60.89
		43.94	Total (Cash)	930.77

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. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

X CUSTOMER SIGNATURE

49687 Customer Copy

CK# 2850

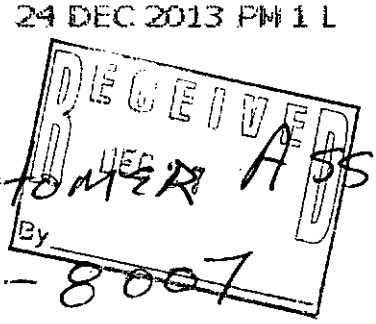
©2010 The Reynolds and Reynolds Company. All rights reserved. CC653896 O (09/10)

[redacted]
Portland, IN [redacted]

INDIANAPOLIS IN 460

24 DEC 2013 PM 1 L





Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, Mi.
48321-80

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7MX48C1

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

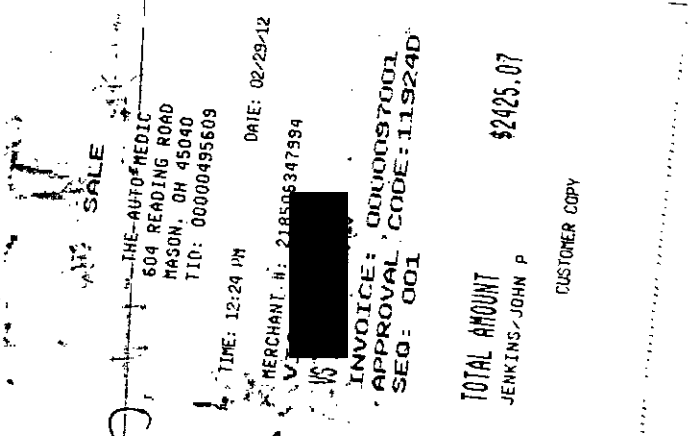
12.22.13

[redacted]

MASON, OHIO

[redacted]

[redacted]


SALE
THE-AUTO-MEDIC
604 READING ROAD
MASON, OH 45040
TID: 00000495609
DATE: 02/29-12
TIME: 12:24 PM
MERCHANT #: 218506347994
INVOICE: 000009700
APPROVAL CODE: 11924D
SEQ: 001
TOTAL AMOUNT $2425.07
JENKINS/JOHN P
CUSTOMER COPY

Customer Service,

Please find enclosed Bill & VISA Payment for Replacing a "Tie Rod" as well as all Ball Joints & Both hub Assymblies.

The truck broke Down at my house & was UNDRIVABLE. I was forced to use a MECHANIC close to my Residense.

I was DISSAPOINTED I had to Rebuild the front END AT 41,206 miles. This is not a work truck, more of a toy for me. My occupation is a [redacted]

Thanks

[redacted]

(2)

THE AUTO MEDIC

604 READING RD.
P O BOX 742
MASON OH 45040
513-398-2886
SEE THE AUTO MEDIC FOR ALL OF YOUR REPAIR NEEDS
OPEN MONDAY - FRIDAY 8AM TO 5PM
NAPA AUTOCARE CENTER - THANK YOU FOR YOUR BUSINESS

2/29/2012 11:12 AM

[redacted]

Invoice # [redacted]

Day Phone :
Eve Phone : [redacted]

Vehicle : 2007 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359
VIN : 3D7MX48C17G[redacted]
Created : 2/28/2012 3:19:08 PM
Complete : 2/29/2012 11:12:27 AM
Invoiced : 2/29/2012 11:12:27 AM

Odometer In : 41206
Odometer Out : 41206

Labor/Notes

Code/Tech*	Description	Price
15*	REPLACE FT END PARTS	$704.00
15*	NEEDS FT END ALIGNMENT!!!!!!!!!!!!!!!!!!!!!!!!!!!!	$0.00

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
2	15*	UPPER BALL JOINTS		$146.81	$293.62
2	15*	LOWER BALL JOINTS		$161.17	$322.34
1	15*	RIGHT OUTER TIE ROD		$175.07	$175.07
2	15*	FT HUB BEARING ASSEMBLIES		$322.18	$644.36
1	15*	FT DISC BRAKE PADS		$82.72	$82.72
1	15*	SHOP MATERIAL		$25.00	$25.00
1	15*	LF BACKING PLATE		$29.95	$29.95

Labor	.....	$704.00
Parts	.....	$1,573.06
Sublet/Misc.	.....	$0.00
Shop Material	.....	$0.00
Charges	.....	$0.00
Sales Tax	Tax @ $2,277.06 * 6.5000%	$148.01
	Total Due	$2,425.07

Tech	Certification #
15	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or Inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A $5.00 PER DAY STORAGE FEE. 6 Month or 12,000 Mile Warranty On Repairs.

Customer Signature _____ [redacted]

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]

Mason, OH [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.23.13

VIN (FIRST 9 DIGITS) 3D7KS28T2

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 48018
UNIT# P6628
[redacted]
NORTH ROYALTON, OH [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

[redacted]

INVOICE

PAGE 1

Falls CHRYSLER • JEEP • DODGE
4100 State Road
Cuyahoga Falls, Ohio 44223
Direct: 330-923-3041
330-929-5700
Toll Free: 800-686-2343
800-506-5757
Dealer Code: 42-44463

SERVICE ADVISOR: 557 ANDRIA ALLGOOD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	09	DODGE RAM 2500 PU	3D7KS28T29[redacted]		65867/65867	T833

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP10 DD			17:00 30SEP13		0.00	VISA	01OCT13

R.O. OPENED	READY	OPTIONS:
08:20 30SEP13	15:17 01OCT13	SOLD-STK:P6628 DLR:44463

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A TOW IN TIE ROD BROKE			
CAUSE: .			
19630103 Tie rod end - Replace Outer-Left (2 - Skilled)			
280WSC40			(N/C)
1 68038054AD PACKAGE-OUTER END			(N/C)
FC: 11 PART#: COUNT:			
CLAIM TYPE: F			
AUTH CODE:			
02000350 Set Toe Adjustment / Steering Wheel Center Set Toe Adjustment / Steering Wheel Center			
280WSC40			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: F			
AUTH CODE:			
CUSTOMER PAY DEDUCTIBLE FOR LINE A			140.56
65867 TIE ROD END ON DRIVER SIDE BROKE REPLACED TIE ROD END SET TOE OK AT THIS TIME			

****

ALL REPAIRS AND CHARGES HAVE BEEN EXPLAINED TO CUSTOMER SATISFACTION INITIAL HERE_____

IF NOT COMPLETELY SATISFIED LET US KNOW
THANK YOU AGAIN FOR CHOOSING FALLS C.J.D

"another place that you can count on"

Disclaimerof 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 warranty 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 he manufacturer's warranty.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	140.56
TOTAL CHARGES	140.56
LESS INSURANCE	0.00
SALES TAX	9.48
PLEASE PAY THIS AMOUNT	150.04

CUSTOMER COPY

12-13-10

[redacted]
North Royalton, OH [redacted]

CLEVELAND OH 440
23 DEC 2013 PM 5 L

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

RECEIVED
DEC 27

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12 20 13

VIN (FIRST 9 DIGITS) 3D73Y4CL5

VIN (LAST 8 DIGITS) BG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Truck and Tractor
1470 Pickett Park Hwy/ P O BOX 431
Jamestown, TN. 38556
Phone - 931-879-1991 Fax - 931-879-1991
Thank you for your business

INVOICE
4587

INVOICE

Print Date : 10/04/2013

[redacted]
[redacted]
Jamestown, TN [redacted]

2010 Dodge - Pickup R3500

Lic # :
Unit # :
Vin # : 3D73Y4CL5BG[redacted]
Hat # :

Odometer In :

Cust ID : 936 Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
sway bar link 265-3227	1.00	90.88	90.88	service call and labor	125.00
tie rod end 68038054-AD	1.00	101.40	101.40		
shop supplies tts	1.00	6.50	6.50		

Org. Estimate $323.78 Revisions $0.00 Current Estimate $ 323.78 Additional Cost Revised Estimate

Labor:	**125.00**
Parts:	**198.78**
Sublet:	**0.00**
Sub:	**323.78**
Tax:	**0.00**
Total:	**323.78**
Bal Due:	**$323.78**

[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.

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

01.17.07 Copyright Mitchell 1 Invoice

[redacted]

5142

REFERENCE NO.	DESCRIPTION	INVOICE DATE	INVOICE AMOUNT	DISCOUNT TAKEN	AMOUNT PAID
4587		10/4/13	323.78		323.78

CHECK DATE	CHECK NO.	PAYEE	DISCOUNTS TAKEN	CHECK AMOUNT
10/10/13	5142	TRUCK & TRACTOR		$323.78

SFMS00051-1 TO REORDER, CALL YOUR LOCAL SAFEGUARD DISTRIBUTOR AT 706-327-9550 C02WR60020000 B10SF017656
SAFEGUARD. LITHO USA SFSL205 0673681125

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y4CL5BG[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.

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

BG538314 N49 061934

[redacted]

JAMESTOWN, TN [redacted]

061934/#63093/N49

[redacted]

Jamestown, Tennessee [redacted]

RECEIVED
DEC 27

UNITED STATES PO
02 1P
00008001
MAILED FR

CHRYSLER CUSTOMER ASSISTANCE
P.O. BOX 21-8007
AUBURN HILLS, MI. 48321-8007

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.18.13

VIN (FIRST 9 DIGITS) 3D7UT2CL9

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 37354

131912

INVOICE

DUPLICATE 1
PAGE 2

Mac Haik
CHRYSLER Jeep DODGE

5255 S. IH 35 · GEORGETOWN, TEXAS 78626
P.O. BOX 2837 · GEORGETOWN, TX 78627
(512) 930-7900
www.machaikonline.com

[redacted]
MARBLE FALLS, TX [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 737 ADRIAN STEPHENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	11	DODGE RAM 2500	3D7UT2CL9BG[redacted]		97389/97394	T866

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25OCT11 IS			17:30 23OCT13		100.00	CASH	23OCT13

R.O. OPENED	READY	OPTIONS:
12:14 22OCT13	09:58 23OCT13	ENG:6.7_Liter

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 59.95 OTHER: 0.00 TOTAL LINE D: 59.95

****

E** ENTERPRISE 1 DAY
CAUSE: RENTAL
RENT RENTAL VEHICLE
999 HOUSE TECH LIC#: 9999
WSC
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

SUBL 1 DAY RENT INV#D415918 PO#45198
PO#131912
WSC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

EST: 100.00 22OCT13 12:14 SA: 737

EST: 249.90 22OCT13 14:20 SA: 737

CONTACT:

PAID OCT 23 2013

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 14.99

MC SF

CUSTOMER PAY DEDUCTIBLE FOR LINE A 161.75

MHI DODGE CHRYSLER JEEP SV
5255 S INTERSTATE 35
GEORGETOWN, TX 78626
(512) 930-7900

Ref #: 0016

Sale

Merchant ID: 000000418111

XXXXXXXXXXXX[redacted]

Entry Method: Swiped

Total: $ 402.88

10/23/13 11:57:14
Inv #: 131912 Appr Code: 01442J
Apprvd: Online Batch#: 000343

Customer Copy

THANK YOU COME AGAIN
PLEASE COME AGAIN!

Notice Pursuant to §70.001 Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	149.90
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	75.00
MISC. CHARGES	176.74
TOTAL CHARGES	401.64
LESS INSURANCE	0.00
SALES TAX	1.24
PLEASE PAY THIS AMOUNT	402.88

CUSTOMER COPY

CUSTOMER #: 37354

[redacted]

MARBLE FALLS, TX [redacted]

HOME: [redacted] CONT: N/A

BUS: CELL:

131912

INVOICE

DUPLICATE 1
PAGE 1

Mac Haik

CHRYSLER DODGE Jeep

5255 S. IH 35 · GEORGETOWN, TEXAS 78626
P.O. BOX 2837 · GEORGETOWN, TX 78627
(512) 930-7900
www.machaikonline.com

SERVICE ADVISOR: 737 ADRIAN STEPHENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	11	DODGE RAM 2500	3D7UT2CL9BG[redacted]		97389/97394	T866

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25OCT11	IS		17:30 23OCT13		100.00	CASH	23OCT13

R.O. OPENED	READY	OPTIONS:
12:14 22OCT13	09:58 23OCT13	ENG:6.7_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THE TIE ROD END BROKE ADVISE SEE SERVICE CONTRACT
CAUSE:

02000350 SET TOE ADJUSTMENT/STEERING WHEEL CENTER
691 MUEHL,TRAVIS LIC#: S90479L
WSC (N/C)
1 68038054AD PACKAGE-OUTER END (N/C)
02000350 SET AND CENTER
691 MUEHL,TRAVIS LIC#: S90479L
WSC (N/C)

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

****

B** CENTEX
00 TOWING
999 HOUSE TECH LIC#: 9999
C 0.00 0.00
SUBL TOW IN INV#17092 PO#45181
PO#131912
C 75.00 75.00

PARTS: 0.00 LABOR: 0.00 OTHER: 75.00 TOTAL LINE B: 75.00

****

C** TRUCK/JEEP ALIGNMENT
Z18T TRUCK/JEEP ALIGNMENT
691 MUEHL,TRAVIS LIC#: S90479L
C 89.95 89.95

PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE C: 89.95

****

D** CAR AND LIGHT TRUCK BALANCE AND ROTATION (EXCLUDES DUALLY TRUCKS AND AFTERMARKET WHEELS)
Z35 BALANCE TIRES
691 MUEHL,TRAVIS LIC#: S90479L
C 1-800-521-2779 59.95 59.95

Notice Pursuant to §70.001 Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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

EAN HOLDINGS, LLC, 503 LEANDER RD STE 2, GEORGETOWN, TX 786268449 (512) 930-9313

RENTAL AGREEMENT
415918

REF#
66FJBY

RENTER
[redacted]

DATE & TIME OUT
10/22/2013 12:26 PM

DATE & TIME IN
10/23/2013 11:41 AM

BILLING CYCLE
24-HOUR

VEH #1 2013 RAM B150 SLT2
VIN# 1C6RR6GP6DS[redacted]
LIC# BVP0536
MILES DRIVEN 146

BILL TO ACCOUNT
MAC HAIK DODGE CHRYSLER JEEP**
ATTN: STEPHENSON, ADRIAN
PO BOX 2837
GEORGETOWN, TX 78627

CLAIM INFO
PO#. 45198
SHOP: MAC HAIK DODGE CHRYSLER JEEP
PHONE: (512) 930-7900
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	10/22 - 10/23	1	DAY	$45.00	$45.00
REFUELING CHARGE	10/22 - 10/23				$0.00
			Subtotal:		**$45.00**
Taxes & Surcharges					
MOTOR VEHICLE RENTAL TAX	10/22 - 10/23			10%	$4.67
TEXAS REIMBURSEMENT FEE	10/22 - 10/23	1	DAY	$1.70	$1.70
			Total Charges:		**$51.37**
Bill-To / Deposits					
MAC HAIK DODGE CHRYSLER JEEP**					
TIME & DISTANCE	10/22 - 10/23	1	DAY		
MOTOR VEHICLE RENTAL TAX	10/22 - 10/23	1	PERCENT	10%	
TEXAS REIMBURSEMENT FEE	10/22 - 10/23	1	DAY		
			Subtotal:		**($35.00)**

Total Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$16.37	[redacted]	xxxxxxxxxxxx[redacted] PENDING

10/23/2013

TXBRS
TEXAS BUILDING & ROOFING, INC.
3413 Hwy. 281 North
Marble Falls, TX 78654

AUSTIN TX
RIO GRANDE DISTRICT
18 DEC 2013 PM 5 L

RECEIVED
DEC 27
By

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

Attn. Reimbursement

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.21.13

VIN (FIRST 9 DIGITS) 3D7MX48A0

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00003

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

December 20, 2013

To Whom It May Concern:

Please find enclosed the letter for the safety recall notice. I have left the card with my information attached, along with receipts from where I paid out of pocket in December 2012 to fix the problem. If you need any further information please call me at [redacted] or my wife, [redacted] at [redacted]

Sincerely,

[redacted]

DIXIE AUTO PARTS

P.O. BOX 726
PELL CITY, AL 35125

Sold to

Street

City

Date 12-7-12

CASH	CHARGE
✓	
C.O.D.	CREDIT MEMO

Salesman | Customer's Order No. | Rec'd on Acct. | Shipped VIA | TERMS

QUAN. SHIPPED	QUAN. ORD'D.	NUMBER	DESCRIPTION	LIST	NET	AMOUNT
2		8017	Sbyards & Struts 50%			100 00
2		8092				100 00
						200 00
					Tax	
					TOTAL	

Recieved By

ALL Claims and returned goods MUST be accompanied by this bill

Gilreath Printing (205) 884-7800

B&M MUFFLER & AUTO SERVICE

3315 Cogswell Ave. • Pell City, AL 35125 • (205) 814-4041

Custom Exhaust Work • 4 Wheel Alignment • Oil Changes
Brakes • Struts • Shocks • A/C Service • General Repair
Tires • Diagnostic Testing

AUTO REPAIR ORDER

NAME [redacted]
ADDRESS
CITY, STATE

QUAN.	PART NO.	NAME OF PART	PRICE	
		upper ball joints	195	98
		lower ball joints	181	98
		tie rod/Alignment Serv.	159	99
		Pinion seal	16	99
		Wheel seal	24	99
		Hardware kit	14	99
2		rear rotors	193	98
		Pads	74	99
		Miscr. shoes	79	99
		TOTAL PARTS	950	88

Pd in Cash

CUSTOMER'S INFORMATION

DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED
12-14-12		[redacted]

YEAR • MAKE • MODEL: 07 Dodge RAM 3500
SERIAL NO.
MOTOR NO.
LICENSE NO.
ODOMETER
WRITTEN BY

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

Pinion seal labor	67	50
Shock labor	270	00
Brake labor	236	25
H. ERN labor	45	
Alignment	64	99

GAS, OIL & GREASE		ACCESSORIES		
GALS. GAS				LABOR ONLY
QTS. OIL				PARTS 950 88
LBS. GREASE				ACCESSORIES
TOTAL GAS OIL & GREASE				GAS, OIL, & GREASE
				MISC. MERCHANDISE
				SUBLET REPAIRS
☐ RETAIN PARTS		fluids		Shop supplies 20 00
☐ DESTROY PARTS		TOTAL ACCESSORIES		TAX 95 99
AUTHORIZED BY				TOTAL 2109 71

MECHANICS RECOMMENDATIONS

ESTIMATE AMOUNT • PARTS & LABOR ▶

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, TRUCK OR 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 CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

B & M Muffler & Auto Service not responsible for theft, damage, or any valuables left in vehicles on premises. 90 day warranty on labor - excluding parts.

1. I request an estimate in writing before you begin repairs
2. Please proceed with repairs, but call me before continuing if the price will exceed $
3. I do not want an estimate

AUTO REPAIR ORDER

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MX48A07G**[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

7C [redacted] N62 160353

[redacted]

PELL CITY, AL [redacted]

160353/#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]

Last Name

Street Addr

City Pell City

State AL Zip Code [redacted]

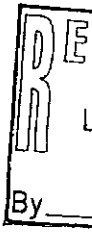
Email Address [redacted]

From: [redacted]
469 Woodhaven Way
Pell City, AL 35128



7011 3





ReadyPost

Document Mailer

483

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS29CX

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS29CX6G[redacted]

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

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.**
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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

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.

476795

DATE 2-17-13

NAME [redacted]

ADDRESS

ORDER NO.

CITY, STATE, ZIP

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT

QUAN.	DESCRIPTION	PRICE	AMOUNT
1	labor on repairing		
2	Steering Parts on		
3	2006 Dodge Ram		
4	2500		
5	and to change		
6	front end lined		
7	up		
8			
9		$125.00	
10			
11	Paid in full		
12	Thankyou		
13			
14			
RECEIVED BY		TAX	
		TOTAL	

adams 24705

Parts $52.38

Labors $125.00

Total $177.38

This includes Tax on the $48.95

Thankyou

[redacted]

Great people, great products, great prices!SM

CARQUEST AUTO PARTS

G & W AUTO PARTS & MACHINE SHOP
208 UPPER RIVER RD.
GALLIPOLIS OH 45631
(740) 446-1813
SHOP 24/7 AT CARQUEST.COM
VISIT US AT CARQUESTOFGALLIPOLIS.COM
LOCALLY OWNED & OPERATED

PAGE 1 OF 2
REF# 152545

21201302151459100001089240000152545353

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

SEE CARQUEST STORE FOR DETAILS OF THE COAST TO COAST GUARANTEE.

BILL TO [redacted]
CROWN CITY, OH [redacted]

[redacted]
CROWN CITY, OH [redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES ID	TEAMMATE ID	FORM OF PYMT.
[redacted]	550092	02/15/13	[redacted]		JACOB	MC

	MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
	THIS TICKET CONTAINS PARTS FOR A:							
	2006 DODGE RAM 2500 5.9L 359 CID 6 CYL DIESEL							
1	PCH 410-1080 RAYBESTOS PREMIUM CHASSIS	1	1	191.99	93.63	0.00	93.63	Y/Y
2	PCH 401-1920 RAYBESTOS PREMIUM CHASSIS	1	1	54.99	26.87	0.00	26.87	Y/Y
3	PCH 401-1919 RAYBESTOS PREMIUM CHASSIS	1	1	99.99	48.95	0.00	48.95	Y/Y
4	PCH 410-1081 RAYBESTOS PREMIUM CHASSIS	1	1	189.99	92.98	0.00	92.98	Y/Y

CQEXP101

WARRANTY DISCLAIMER: The manufacturer's warranty, if any, constitutes the only warranty with respect to the sale of all goods. SELLER HEREBY EXPRESSELY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Seller does not authorize any person to grant any warranty or assume any liability by Seller.

SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT

09:32 AM RECEIVED BY X

Left tie Rod

CUSTOMER COPY

PAY THIS AMOUNT ▶

CONTINUED

Great people, great products, great prices!SM

CARQUEST AUTO PARTS

G & W AUTO PARTS & MACHINE SHOP
208 UPPER RIVER RD.
GALLIPOLIS OH 45631
(740) 446-1813
SHOP 24/7 AT CARQUEST.COM
VISIT US AT CARQUESTOFGALLIPOLIS.COM
LOCALLY OWNED & OPERATED

PAGE 2 OF 2
REF# 152545

[redacted]

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

SEE CARQUEST STORE FOR DETAILS OF THE COAST TO COAST GUARANTEE.

[redacted]
CROWN CITY, OH [redacted]

[redacted]
CROWN CITY, OH [redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES ID	TEAMMATE ID	FORM OF PYMT.
14591-108924	550092	02/15/13	GRADY JOHNSON		JACOB	MC

MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
10:30 RUN							

CQEXP101

WARRANTY DISCLAIMER: The manufacturer's warranty, if any, constitutes the only warranty with respect to the sale of all goods. SELLER HEREBY EXPRESSELY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Seller does not authorize any person to grant any warranty or assume any liability by Seller.

SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT
				262.43	17.71		

09:32 AM RECEIVED BY X 280.14

CUSTOMER COPY

PAY THIS AMOUNT ▶ 280.14

[redacted]

Vallipalis Ohio

[redacted]

Chrysler Customes Assistance
P.O. Box 21-8007,
Auburn Hills mi 48321-8007
ATTention; Reimtureement

RECEIVED
DEC 27
By

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.23.13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler Customer Assistance,

This is my third Dodge Ram 3500, I have never had some many problems with the front end of a truck like this one.

Enclosed is the bill for repairs to the front end of my 2008 Ram 3500.

The steering box also went at 60,000 miles, and the ball joints would not pass state inspection.

Enclosed is the bill with the repairs that were done, that I paid in full.

See what you can do for reimbursement:

Thanks,.

[redacted]

Valley Truck & Trailer Repair, Inc

1825 John Brady Drive
Muncy, PA 17756

Invoice

Date	Invoice #
1/16/2013	38389

Bill To

[redacted]

Serial No./ V.I.N.	Year, Make, Model	Terms	License No.	Veh. No./Milage
	2008 Dodge Dually	Due on receipt		61537

Quantity	Description	Rate	Amount
	Replace steering gear box	285.00	285.00T
	Replace driver side outer tie rod end and inner tie rod		
	Alignment	95.00	95.00T
1	410-1080 tie rod - inner **life time guarantee	118.79	118.79T
1	277616 Steering gear box	143.49	143.49T
1	ES3625 tie rod - outer *** life time guarantee	119.77	119.77T
	Shop supplies	22.50	22.50T
	Sales Tax	6.00%	47.07

Total $831.62

033150/#63093/N49

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 [N49]

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

☒ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name [redacted]

Last Name

Street Address

City Muncy

State Pa Zip Code [redacted]

Email Address [redacted]

[redacted]

Muncy, Pa. [redacted]



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE :

12.20.13

VIN (FIRST 9 DIGITS) 3C63DRJL1

VIN (LAST 8 DIGITS) CG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

JACKSONVILLE
CHRYSLER JEEP DODGE

CHRYSLER Jeep Dodge

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
95891	ALEX 1426	6295	11/02/13	CHCS354054
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 228,675	COLOR	STOCK NO.
TAYLORS, SC [redacted]	CAR/MODEL CODE 12/DODGE TRUCK/RAM 3500/CREW 169WB 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3C63DRJL1CG[redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/01/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 228679

JOB# 1 CHARGES

LABOR

J# 1 45CHZ STEERING/SUSPENSION TECH(S):582 109.95
C/S BALL JOINT BROKE
LF TIE ROD BROKEN AT KNUCKLE/BALL JOINT
REPLACE DRIVERS SIDE TIE ROD.
NOTE...LF SWAY BAR LINK BENT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		68038054-AD	PACKAGE 0 19027003	123.70	123.70
				TOTAL - PARTS		123.70

MISC	CODE	DESCRIPTION	CONTROL NO	
	DISC15P	15% PARTS DISCOUNT		-18.56
	DISC15S	15% SERVICE DISCOUNT		-16.49
		TOTAL - MISC		-35.05

JOB# 1 TOTALS

LABOR	109.95
PARTS	123.70
MISC	-35.05
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	198.60

JOB# 2 CHARGES

LABOR

J# 2+01CHZALIGNTRUCK *F.E. ALIGN TRUCK TECH(S):582 69.95
ALIGN TRUCK FRONT-END, SET TOE AND CENTER STEERING WHEEL
PERFORM FRONT END ALIGN
SERVICE COMPLETED

MISC	CODE	DESCRIPTION	CONTROL NO	
	DISC15S	15% SERVICE DISCOUNT		-10.49
		TOTAL - MISC		-10.49

JOB# 2 TOTALS

LABOR	69.95
MISC	-10.49
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL	59.46

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLY/HAZARD WASTE FEE		20.24
		TOTAL - MISC		20.24

COMMENTS
TOW

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. Parts and Labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER SIGNATURE CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

Shop Supplies and Waste Disposal

*** This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or disposal [s. 559.904(4)].**

Tire and Battery Disposal Fee

*** The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].**

Data Source, Inc. 888-445-7690

JACKSONVILLE
CHRYSLER JEEP · DODGE

CHRYSLER Jeep Dodge

PAID
M C
NOV 0 2 2013

CELL: [redacted]

CUSTOMER NO.	SALES REP	TAG NO.	INVOICE DATE	INVOICE NO.
95891	ALEX 1426	6295	11/02/13	CHC354054

LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO.
		228,675		

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
12/DODGE TRUCK/RAM 3500/CREW 169WB 4		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3C63DRJL1CG[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/01/13

[redacted]
TAYLORS, SC [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO:. 228679

TOTALS

******** METHOD OF PAYMENT **********
*
* CASH.....*
*
* CREDIT CARD.....*
*
* CUSTOMER CHECK #.....*
****

TOTAL LABOR....	179.90
TOTAL PARTS....	123.70
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	20.24
TOTAL MISC DISC	-45.54
TOTAL TAX.....	19.49
TOTAL INVOICE $	**297.79**

I AGREE THAT THE ACTIONS TAKEN TO ADDRESS MY CONCERNS HAVE BEEN ADEQUATELY EXPLAINED TO ME.

CUSTOMER SIGNATURE

JACKSONVILLE CHRYSLER
11101 NURSERY FIELDS DR
JACKSONVILLE, FL 322563
11/02/2013 18:22:59
MID: 000000005434444 TID: 04767907
345724250880

CREDIT CARD
MC SALE

[redacted] XXXXXXXXXXX[redacted]

INVOICE	354054
Batch #:	000192
Approval Code:	322896
Entry Method:	Swiped
Mode:	Online
SALE AMOUNT	$297.79

CUSTOMER COPY

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. Parts and Labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER SIGNATURE CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

Shop Supplies and Waste Disposal

*** This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or disposal [s. 559.904(4)].**

Tire and Battery Disposal Fee

*** The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].**

Data Source, Inc. 888-445-7690

CHRYSLER

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

This notice applies to your vehicle (VIN: **3C63DRJL1CG**[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.chrysler.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.

050331#63093/N49

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

VIN (Last 8 Characters of Vehicle Identification Number)

C G [redacted]

Notification Code

N 4 9

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 _____

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.20.13

VIN (FIRST 9 DIGITS) 3D7UT2CL9

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7UT2CL9AG**[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.

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Customer Services / Field Operations
Chrysler Group LLC

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RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

Plach Automotive Inc.

1101 N. Shawano St., P.O. Box 286
New London, WI 54961
(920) 982-5512

RO	VIN		DATE IN
16422	3D7UT2CL9AG[redacted]	[redacted]	05/20/13
YEAR	MAKE	MODEL	COLOR	TIME IN
2010	DODGE	RAM 2500	DK. GRAY	08:51
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED
82857	82857	00/00/00	[redacted]	05/21/13 09:00
SOLD	[redacted]	[redacted]	( ) -	WRITER
				MARK

[redacted] NEW LONDON WI [redacted]

(1) REPLACED BROKEN LEFT OUTER TIE ROD END
SET TOE IN

Labor	[11]	15	27.00	131.25
NPN	(ES800532 END)	1		91.26
Total Labor			27.00	131.25
Total Parts				91.26
Total Repair (Customer)				222.51

(Tech:11)

(2) TOWED IN

Labor	[11]	10	18.00	75.00
Total Labor			18.00	75.00
Total Repair (Customer)				75.00

(Tech:11)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	25	0	0	25	
Total Labor	206.25	.00	.00	206.25	78.2%
Total Parts	91.26	.00	.00	91.26	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	297.51	.00	.00	297.51	(N/A)

PAID ON 5/21/2013

TRUCK BROKE DOWN ON ROAD AND WAS TOWED IN AND FIXED AT NEAREST PLACE.

W/C	INT		CUSTOMER
.00	.00	Labor	206.25
.00	.00	Parts	91.26
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Waste Disp/ Su	16.50
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	314.01
.00	.00	Tax	15.70
.00	.00	Tax2	1.58
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CASH)	331.29

[redacted]
New London, WI [redacted]

MILWAUKEE WI 532
20 DEC 2013 PM 4 L

CHRYSLER CUSTOMER ASSISTANCE
P.O. BOX 21-8007
AUBURN HILLS, MI
48321-8007

RECEIVED
DEC 27
By

ATT: REIMBURSEMENT 48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12-24-13

VIN (FIRST 9 DIGITS) 1D7KS28D6

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Milby Automotive
2413 E Main Street
Lancaster, OH. 43130
Phone - 740-687-5762
Family Owned Since 1971

INVOICE
7463
Org. Est. # 018223

INVOICE

Print Date : 05/03/2011

[redacted]
Rushville, OH [redacted]
Home [redacted]
Cust ID : 957 Ref # :

2006 Dodge - Pickup R2500
5.7L, V8, VIN (D)
Lic # : [redacted]
Unit # :
Vin # : 1D7KS28D66J[redacted]
Hat # :

Odometer In : 90466
Odometer Out : 90466

Part Description	Qty	Sale	Extended
Front Axle Shaft Joint	2.00	96.10	192.20
Shop Supplies/Environmental		20.80	20.80

Labor Description	Extended
Replace Front Axle Shaft Joints - Both Sides	260.00

MILBY AUTOMOTIVE
2413 E MAIN ST
LANCASTER OH 43130
740-687-5762

Terminal #: 00000001
MAY 03, 11 1:24 PM

[redacted]

SALE
BATCH #: 427
REF#: 001
AUTH #: 268610

AMOUNT $527.54

APPROVED

CUSTOMER COPY

[Technicians : Milby, Tom 1; .,]

Org. Estimate $503.75 Revisions $0.00 Current Estimate $ 503.75 Additional Cost Revised Estimate

[Payments -]

Labor:	**260.00**
Parts:	**213.00**
Sublet:	**0.00**
Sub:	**473.00**
Tax:	**30.75**
Total:	**503.75**
Bal Due:	**$503.75**

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 15,000 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 Invoic1a

LANCASTER OH 43130
Opening Salesperson 12931672 Home# [redacted] Work# [redacted]
Addl Repairs may be authorized by Phone#

Item Number	Item Description	Qty	Price Each	Extended
RNC	ROTATION NO CHARGE ALL WHEEL 12943598 FINK, JOEY M.	1		
5079280	24" NEW LATITUDE WIPER BLADE 5079280	1	19.99	19.99
WIPERLAB	WIPER INSTALL 12943598 FINK, JOEY M.	1	2.00	2.00
5079280	24" NEW LATITUDE WIPER BLADE 5079280	1	19.99	19.99
WIPERLAB	WIPER INSTALL 12943598 FINK, JOEY M.	1	2.00	2.00
RECSUS	RECOMMEND SUSPENSION REPAIRS	1		
RECALIGN	RECOMMEND WHEEL ALIGNMENT	1		
MSG	MESSAGE	1		
LOWER AND UPPER BALL JOINT ON THE PASS SIDE				
PA	Price Adjustmnt	1-		
mpsc	Service Promotion	1-	10.00	10.00-
FELAB	/10TH HOUR LABOR STEERING/SUSPENSION LABOR 12943598 FINK, JOEY M.	17	8.40	142.80
XPFE	UPPER BALL JOINT PASS SIDE OUTSIDE PURCHASE FRONT END New 12943598 FINK, JOEY M.	1	119.99	119.99
XPFE	LOWER BALL JOINT PASS SIDE OUTSIDE PURCHASE FRONT END New 12943598 FINK, JOEY M.	1	119.99	119.99
WA	WHEEL ALIGNMENT 6 Months / 6000 Mile 12943598 FINK, JOEY M.	1	79.99	79.99
PA	Price Adjustmnt	1-		
ccac	Alignment Credit	1-	25.30	25.30-
MSG	MESSAGE	1		
BEATING MILBY				
PA	Price Adjustmnt	1-		
CCWC	SERVICE WARRANTY CREDIT	1-	240.00	240.00-
XPBR	RF HUB ASSBLY New 12943598 FINK, JOEY M.	1	240.00	240.00

[redacted] [redacted] 539.38-

APPR 879450

CUSTOMER COPY

NTB®
TIRES • SERVICE • BRAKES • BATTERIES

How did we do? Receive a $10 off oil change coupon on your next visit. Please, complete the survey at www.tkcares.com Use password 16842891 00001

OH NATL TIRE & BAT # 285
1725 RIVER VALLEY CIRCLE N
LANCASTER OH 43130

* FINAL BILL -INVOICE** Page 2
Invoice# [redacted] - RI
Order Num 16842891 - WI
Date/Time In..... 03/04/11 12:11:42
Date/Time Promised.. 03/05/11 10:17:42

2006 DODGE PICKUP RAM 2500
Tag: PFR8962 St: OH Mileage: 87775
Engine:_____ VIN# 1D7KS28D66J[redacted]

Customer: [redacted] PO#: Ship To:

Opening Salesperson 12931672 Home# [redacted] Work# [redacted]
Addl Repairs may be authorized by Phone#

Item Number	Item Description	Qty	Price Each	Extended

IF YOU HAVE A QUESTION OR CONCERN PLEASE SPEAK TO OUR STORE MANAGER, DAVID A. BRUZZESE AT (740) 681-9490

MERCHANT = White Copy
CUSTOMER = Yellow Copy

THANK YOU!
TIRE KINGDOM, Inc.
LANCASTER OH STORE
1725 RIVER VALLEY CIRCLE N
LANCASTER OH 43130
Telephone: 740 681-9490

Store #: 285
Merchant #: 0002 306625002855 001
Invoice #: 47077135 RI 03/05/11 10:17 AM

Account #: [redacted]
Type:

Reference #: 00000004
Batch #: 064001
Auth #: 379450

Sale Amount: $ 539.38

I agree to pay above total amount according to card issuer agreement.

[redacted]

Special Credit:	
Total Charges..	746.75
Total Credits..	275.30-
Sub-Total.....	471.45
New Tire Fees**	.00
Shop Fees(*)	35.00
All Taxes.....	32.93
Payments.....	539.38-
Net Amount.....	.00

PLEASE PAY ABOVE AMOUNT.
THANK YOU! Closer:02890297

I have received the goods and services as represented on this invoice. If this is a credit card purchase I agree to pay and comply with the cardholders agreement with the issuer. *This charge represents costs and profits to the vehicle repair facility for miscellaneous Shop Supply or Waste Disposal.

Customer Signature_____

PLEASE SEE REVERSE SIDE FOR WARRANTY,TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

CUSTOMER COPY

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **1D7KS28D66J[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

6[redacted] N62 199567

[redacted]

RUSHVILLE, OH [redacted]

199567/#63094/N62

[redacted]

West Rushville, Ohio [redacted]

COLUMBUS OH 431

24 DEC 2013 PM 7 L

RECEIVED
DEC 27
By

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

~~Attention~~ Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.23.13

VIN (FIRST 9 DIGITS) 3D7KS28D8

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

PATTERSON
MARSHALL CHRYSLER DODGE JEEP

3435 East End Blvd. South
Marshall, Texas 75672
(903) 935-9355 (800) 945-1344

NOTICE PURSUANT TO § 70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with § 9.503, Texas Business and Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

Signature of person responsible or agent for person responsible for payment

I hereby authorize the repair work herein set forth to be done along with the necessary material. "With regard to automobiles left on the premises of Patterson, we are not responsible or liable for any loss, theft, or damage to automobiles or any article left in automobiles that results from any cause whatsoever which includes the ordinary negligence of Patterson, in no event shall the liability of Patterson exceed $100.00 when a loss results from its negligence." I hereby grant your employees permission to operate the vehicle on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby grant an express mechanic's lien on the vehicle to secure the amount of repairs thereto. (Parts & Labor), such obligation payable in Marshall, Harrison County, Texas. I acknowledge receipt of a copy hereof. Terms Strictly Cash Unless Arrangements Made.

SIGNED _____

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
27596	WILLIAM SIMMONS 23679	935	11/05/13	CHCS110961

LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO.
		Approx. 125,000 ~~96,110~~		

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
08/DODGE TRUCK/RAM 2500/QUAD 160.5WB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 8 D 8 8 G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/04/13

[redacted]
WEST MONROE, LA [redacted]
[redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: ~~96110~~

LABOR & PARTS

J# 1 02CHZ *SUSPENSION DIAGN TECH(S):17221 150.00
CUSTOMER STATES TIE ROD CAME APART WHILE DRIVING
INSTALLED OUTER TIE ROD END AND CHECKED OUT GOOD

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		68038054-AD	PACKAGE 0 19027003	115.66	115.66
				JOB # 1 TOTAL PARTS		115.66
				JOB # 1 TOTAL LABOR & PARTS		265.66

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		26.57
JOB # A	DRF	DOCUMENT RETENTION FEE		3.50
			TOTAL - MISC	30.07

COMMENTS
DELETED OPERATION(S)
04CHZ28POINT MULTI-POINT INSPECT. 19CHZ *STEERING DIAGNOSE

TOTALS

TOTAL LABOR....	150.00
TOTAL PARTS....	115.66
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	30.07
TOTAL MISC DISC	0.00
TOTAL TAX.....	9.54
TOTAL INVOICE $	**305.27**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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. Payable in Harrison County, Texas.

Pd Ck# 7210

11-5-13
New Tie Rod End
(Driver Side)

SIC. Mgr.
Tony

The Reynolds and Reynolds Company_ ERAINTINVE CC680069 O (04/06)

CUSTOMER #: [redacted]

398625

INVOICE

DUPLICATE 1
PAGE 1

Peters
CHEVROLET · CHRYSLER · JEEP · DODGE

HWY 259 N · P.O. BOX 5550 · LONGVIEW, TEXAS 75608
TELEPHONE 903-757-3720
www.peterscars.com

[redacted]

LONGVIEW, TX [redacted]
HOME: CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 8351 ANDREW PEOPLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	DODGE RAM2500	3D7KS28D88G[redacted]	[redacted]	128852/128852	T6131

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUL08 DD			WAIT 14NOV13			CASH	14NOV13

R.O. OPENED	READY	OPTIONS:
10:23 14NOV13	12:25 14NOV13	ENG:5.7_Liter_SMPI

LINE OPCODE TECH TYPE HOURS	LIST	NET.	TOTAL
A ALIGNMENT (4-WHEEL)			
M115 ALIGNMENT (4-WHEEL)			
8392 CEMP		59.95	59.95
PARTS: 0.00 LABOR: 59.95 OTHER: 0.00		TOTAL LINE A:	59.95
128852 CUSTOMER REQUESTS 4 WHEEL ALIGNMENT 1.20 PERFORMED 4 WHEEL ALIGNMENT			
**********			
B "FREE" MULTI PT INSPECTION			
M140 "FREE" MULTI PT INSPECTION			
8392 CCH		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
128852 20 POINT 0.10 20 POINT			
**********			

EST: 79.95 14NOV13 10:23 SA: 8351

CONTACT: WILL WAIT...

ALIGNMENT

PAID
NOV 14 2013
BY

11-14-13
CK#

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	59.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	59.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	59.95

CUSTOMER COPY

CHRYSLER

Left Tie Rod

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

This notice applies to your vehicle (VIN: **3D7KS28D88G**[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.

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

8C234738 N49 120286

[redacted]

WEST MONROE, LA [redacted]

120286/#63093/N49

[redacted]
West Monroe, LA.

SHREVEPORT LA 710

23 DEC 2013 PM 2 L

Chrysler Customer Assistance
PO BX 21-8007
Auburn Hills, MI. 48321-8007

RECEIVED
DEC 27
By

ATTN: Reimbursement

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.23.13

VIN (FIRST 9 DIGITS) 3D7MX48A6

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

(NO)

YES

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. The Seller hereby expressly disclaims all warranties, either expressed 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 this sale.

CELL: [redacted]

Customer Number	Advisor		Tag Number	Invoice Date	Invoice Number
[redacted]	JIMMY ZEIMET	671	3417	12/03/13	3DCS353005
HUNSAKER MEATS TOW IN	Labor Rate	License Number	Mileage 180,212	Color /ST	Stock Number
	Year/Make/Model 07/DODGE TRUCK/RAM 3500/QUAD 160.5WB			Delivery Date	Delivery Miles
	Vehicle I.D. Number 3D7MX48A67G[redacted]			Selling Dealer Number	Production Date
	F.T.E. Number	P.O. Number		R.O. Date 11/30/13	
Residence Phone	Business Phone	Comments			MO: 180212

JOB# 1 CHARGES

LABOR

J#.1120DOZ ... LIGHT DUTY ... TECH(S):9872 ... 315.00

TOW IN TIE ROD END BROKE
R+R AND REPLACE BOTH OUTER TIE ROD ENDS AND ALIGNMENT
9872 -- 3.0

PARTS QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
1		68038054-AD	PACKAGE 0	104.00	104.00
1		68038055-AD	PACKAGE 0	180.00	180.00
1		68034233-AA	ADJUSTER	85.25	85.25
				TOTAL - PARTS	369.25

JOB# 1 TOTALS

LABOR	315.00
PARTS	369.25
JOB# 1 JOURNAL PREFIX 3DCS JOB# 1 TOTAL	684.25

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A SS	SHOP SUPPLIES		28.35
		TOTAL - MISC	28.35

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $800.00 (+TAX)

COMMENTS
DELETED OPERATION(S)
20DOZRC GEN RECALLS

TOTALS

VISIT US AT OUR WEBSITE www.westvalleydodge.com

TOTAL LABOR....	315.00
TOTAL PARTS....	369.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	28.35
TOTAL MISC DISC	0.00
TOTAL TAX.....	48.81
TOTAL INVOICE $	**761.41**

W VALLEY DODGE SERVICE
4175 WEST 3500 SOUTH
WESTVALLEYCITY UT84120
(801) 955-7448

TERMINAL ID.: 002
MERCHANT #: 5509616

[redacted] EXP:**/**

SALE SWIPED
BATCH: 000145
Dec 03, 13 INV: 353005
RRN: 353005010129 AUTH: 061512 14:16
TOTAL $761.41

MIKE HUNSAKE MEATS INC

CUSTOMER COPY

12/3/13

SF832753 Q (03/06)

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: 3D7MX48A67G[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): J35

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.

[redacted]
Tooele UT [redacted]

SALT LAKE CITY UT 840

23 DEC 2013 PM 1 L



RECEIVED
DEC 27

Chysler Customer Assistance
PO Box 21-8007
Auburn Hills MI 48321-8007

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12.23.13

VIN (FIRST 9 DIGITS) 3D7MX38L5

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00080033

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

12/23/2013

• • •

[redacted]

Willington, CT [redacted]

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

To Whom it May Concern,

In response to safety recall N49/NHTSA 13V-529, left tie rod ball joint fracture, I am enclosing a copy of my receipt for such repair I had done on September 3rd, 2013. Our truck experienced the fracture and required immediate replacement prior to the recall. Vin# 3D7MX38L59G[redacted]

As itemized in my original receipt : tie rod $98.98, labor $39, and alignment of the front wheels, $84.95. Total : $222.93

Thank you in advance for your timely attention to this matter.

Sincerely,

[redacted]

MORRISON AND JOHNSON
391 MERROW ROAD
TOLLAND, CT. 06084
Phone - 860-872-4265 Fax - 860-872-1502

INVOICE
16914

INVOICE

Print Date : 09/03/2013

[redacted]
Willington, CT [redacted]
Cellular[redacted]
Cust ID : 1950

Ref # :

2009 Dodge - Pickup R3500
6.7L, In-Line6, VIN (L)
Lic # : [redacted]
Unit # : AUTO. 4X4
Vin # : **3D7MX38L59G**[redacted]
Hat # :

Odometer In : 49577

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
FRONT TIE ROD END ES800532	1.00	98.98	98.98	Remove and replace four inch tail pipe.Fabricate and weld exhaust hanger.Install clamps.	48.75
4-INCH EXHAUST PIPE	1.00	160.00	160.00	*Remove and replace left front outer tie rod end.*	39.00
EXHAUST CLAMP 36441	2.00	15.66	31.32	Two wheel alignment	84.95
SHOP MATERIAL	1.00	7.75	7.75	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.	
				Hazardous Materials	2.87

Org! Estimate $503.70	Revisions $0.00	Current Estimate $ 503.70	Additional Cost	Revised Estimate

[Payments -]

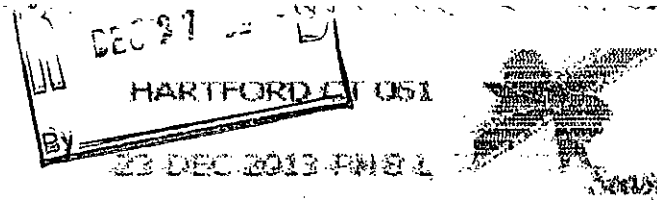
Labor:	**175.57**
Parts:	**298.05**
Sublet:	**0.00**
Sub:	**473.62**
Tax:	**30.08**
Total:	**503.70**
Bal Due:	**$503.70**

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.

SIGNATURE..... [redacted] ..... Date..9/3/2013..... Time.....

01.17.07 Copyright Mitchell 1 Invoic1

[redacted]
Willington, CT [redacted]



Chrysler Customer Assistance
PO BOX 21-8007
Auburn Hills, MI 48321-8007

ATTN: REIMBURSEMENT

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12-23-13

VIN (FIRST 9 DIGITS) 3D7UT2CL6

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Dave Smith Frontier Sales and Service
1902 N. 4th St.
Coeur D' Alene, ID 83814
(208) 667-6053

[redacted]
COEUR D ALENE, ID [redacted]

Remit to: I W. Cameron
Kellogg, ID 83837
(208) 784-1208 Ext.1201



SERVICE ADVISOR DEAN BOUTTU

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
28AUG13	29AUG13	26492XA	3D7UT2CL6AG[redacted]	26492XA	T692		29AUG13	117320

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
15:22	10:36	10	DODGE RAM3500	[redacted]		26DEC12	2112	2112

MILEAGE IN	MILEAGE OUT	LICENSE NO.
101161	101161	47DVE

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUST STATES LEFT TIE ROD END BROKE WHILE DRIVING					
CAUSE: VERIFY LEFT OUTER TIE ROD END BROKEN					
R9 STEERING					
4970 CP				36.00	36.00
1 68038054AD					
PACKAGE-OUTER END			104.00	74.22	74.22
REMOVE AND REPLACE LEFT OUTER TIE ROD END. PROTECTIVE SVC CONT, 800-242-9442, AUTH# PRO 1739955. 12/12 WARRANTY. CONT PAY $74.62					
B WORLD CLASS INSPECTION					
99P WORLD CLASS INSPECTION					
4970 CP				0.00	0.00
COMPLETED INSPECTION					
C** PERFORM FRONT END ALIGNMENT					
2WA FRONT END ALIGNMENT					
4970 CP				59.95	59.95
PERFORMED FRONT END ALIGNMENT. PROTECTIVE SVC CONT, 800-242-9442, AUTH# PRO1739955. 12/12 WARRANTY					

[redacted]

DAVE SMITH FRONTIER SALES AND SE
1902 N 4TH ST
COEUR D ALENE, ID. 83814
208-784-1208

Merchant ID: 8006985512
Term ID: 00173400000000698551200

Sale

[redacted]

Entry Method: Swiped
Total: $ 180.00
08/29/13 14:25:03
Inv #: 000087 Appr Code: 032516
Apprvd: Online

Customer Copy
THANK YOU!

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	95.95
PARTS AMOUNT	74.22
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	170.17
LESS INSURANCE	0.00
SALES TAX	4.45
PLEASE PAY THIS AMOUNT	174.62

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.

X [redacted]

THANKS FOR BEING OUR GUEST TODAY!
WE COMPLETED THE SERVICE WRITE-UP PROCESS WITH OUR CUSTOMER AND HAVE REVIEWED THE COMPL ETED REPAIRS WITH THE CUSTOMER. IF FOR ANY RE ASON YOU ARE NOT COMPLETLY SATISIFIED WITH OUR SERVICE, PLEASE CONTACT DAN CRIDER AT 208-667-6053 EXT. 3524

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XSI1C

CUSTOMER COPY

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL6AG[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.

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

AG [redacted] N49 224694
[redacted]
COEUR D ALENE, ID [redacted]

224694/#63093/N49

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

VIN (Last 8 Characters of Vehicle Identification Number)

AG [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 _____

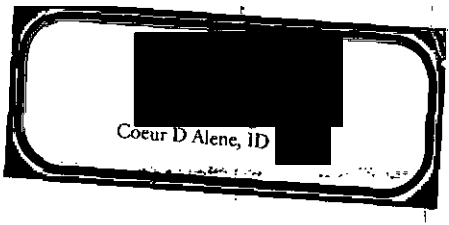
Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____



Chryl
PoB
Aubu

4682

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12-23-13

VIN (FIRST 9 DIGITS) 1D7KS28D8

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Centerville Service Center
140 N. Main St.
Centerville, OH. 45459
Phone - 937-433-5122 Fax - 937-433-8552

-Serving People, Fixing Cars-

INVOICE
16061
Org. Est. # 026287

INVOICE

Work Completed Date : 08/28/2013 Print Date : 08/28/2013

[redacted]
Dayton, OH [redacted]
Home [redacted] --- Cellular [redacted]
Cust ID : 325

2006 Dodge - Pickup R2500
Lic # : [redacted] OH Odometer In : 90722
Unit # :
Vin # : **1D7KS28D86J**[redacted]
Hat # : Ref # :

Part Description	Qty	Sale	Extended
Remanufactured Steering Gear	1.00	297.65	297.65
Air Induction Service Kit	1.00	74.13	74.13
BG Two part Power Steering Flush Kit	1.00	71.75	71.75
Shop Supplies		28.87	28.87

Labor Description	Extended
Steering wheel is very stiff and has 0 return. Check and advise. Test drove and check steering u-joints. Found problem to be internal to the steering gearbox.	44.84
STEERING GEAR - Remove & Replace - [Includes: Adjust toe-in on Rack & Pinion type gears. DOES NOT include alignment.] - R2500,R3500,4WD	193.69
4 Wheel Alignment 4 Wheel Alignment	69.95
Fuel/Air Induction System Service Safely cleans carbon deposits from the throttle bore and intake. Cleans valves, injectors and combustion chamber.	62.77
Power steering fluid flush 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.	62.77

[Technicians : Turner, Joe]

Org. Estimate **$ 51.82** Revisions **$ 933.39** Current Estimate **$ 985.21**

Revision # 1, Previous Estimate Amount - 51.82, Additional Cost - 777.95, Revised Estimate - 829.77, Parts: $371.78 Labor: $326.41 Sublet: $0.00 Taxes & Fees: $79.76 Authorized by - Anousheh, Alan, Date - 8/27/2013, Time - 9.42 AM, Initiated By - Shop, Phone Number - Cellular:937-470-4877

Revision # 2, Previous Estimate Amount - 825.94, Additional Cost - 155.44, Revised Estimate - 981.38, Parts: $717.5 Labor: $62.77 Sublet: $0.00 Taxes & Fees: $20.92 Authorized by - Anousheh, Alan, Date - 8/27/2013, Time - 10:37 AM, Initiated By - Shop, Phone Number - Cellular:937-470-4877

Labor:	**$434.02**
Parts:	**$472.40**
Sublet:	**$0.00**
Sub:	**$906.42**
Tax:	**$63.45**
Total:	**$969.87**
Bal Due:	**$0.00**

[Payments - Visa - $969.87]

www.CentervilleServiceCenter.com

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 or for any7 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 descrinbed on streets, highways or elsewhere for the purpose of testing and/or inspection.

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

 Copyright (c) 2013 Mitchell Repair Information Company, LLC InvHrsNpPartNos 11.18.10JD

VIN#
1D7KS28D86J [redacted]

[redacted]

12-21-13

IN REFERENCE TO THE #

N62-NHTSA-13V-528 RECALL

This condition happend to me on the road and I almost lost the control of the vehicle. I managed to get myself to a shop and fix the problem. I will still schedule an appointment to make sure everything is done right. Thank you, Alicja Anuszek

CENTREVILLE SERVICE CENT
140 N MAIN ST
CENTERVILLE, OH 45459
937-433-5122

C O P Y
08/28/2013 16:09:06
Sale:

Transaction # 9
Card Type: [redacted]
Acc: **********
Exp; Date: **/**
Entry: Swiped
Amount: 969.87

Reference No.:
324020202288
Auth.Code: 06100C
Response:APPROVAL 06100C
Sequence Number: 0009

CUSTOMER COPY

THANK YOU

Centerville Ohio

COLUMBUS OH 431

23 DEC 2013 PM 5 L



RECEIVED
BY

CHRYSLER CUSTOMER ASSISTANCE
P. O. BOX 21-8007
AUBURN HILLS, MI 48321-8007

ATTN: REIMBURSEMENT

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Villa Court Senior Community
1220 Villa Court Drive

Telephone: (218) 644-3331
Fax: (218) 644-3505
Cromwell, Minnesota 55726

VILLA VISTA
CARDINAL COURT

FAX HEADER SHEET

DATE: 1-14-14 **TIME:** 10:05

SENT TO: Chrysler Customer Assistance

ATTENTION: Reimbursement

FAX # CALLED: 1-877-768-5076

TOTAL # OF PAGES SENT (INCLUDING HEADER): 5

SENT BY: [redacted]
(SENT FROM FAX # 218-644-3505)

COMMENTS:

Safety Recall Reimbursement

Case # [redacted]

E-mail address [redacted]

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CROMWELL AUTOMOTIVE REPAIR

1311 KALLI RD
Cromwell, MN 55726
Shop Phone: (218) 644-3100
Fax: (218) 644-3101

Invoice
1479
Estimate Ref #0
Date Printed: 11/05/2013
Printed Time: 5:16 pm

Time Promised:

Hat/Ref:

2006 DODGE RAM 3500 SLT L6 5.9L 359CID FI DIESEL T C
VIN:
License: Mileage In: 0 Date Written: 11/05/2013
Unit #: Mileage Out: 80,000 Written By:
DOM: Save Old Parts: No

Home: Work:
Cell:

Job Name	Description	Technician	Qty	List	Extended
Job #1	**Install Steering Parts.**				
Labor 001	Work Requested - Install Steering Parts.		4.00	65.00	260.00
Labor 001	Work Requested - Install Ball Joints		2.50	65.00	162.50
Labor 001	Work Requested - Install Blower Resistor		0.20	65.00	13.00
Part	Tie Rod		1.00	105.00	105.00
Part	Tie Rod End		1.00	59.00	59.00
Part	Steering Damper		1.00	50.00	50.00
Part	Upper Ball Joint		1.00	87.00	87.00
Part	Lower Ball Joint		1.00	94.00	94.00
Part	Blower Resistor		1.00	75.00	75.00

1800 992 1997

1-877-768-5076

Payment Date	Type	Method	Amount
		Payment Totals:	

Parts:	$470.00
Labor:	$435.50
Sublet:	$0.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$0.00
Tax Total:	$32.31
Invoice Total:	**$937.81**

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 _____

Cloquet Service Center

340 Scanlon Way
Cloquet, MN 55720
(218) 879-2131

Customer	R Acct: 6048	License	VIN	Year
[redacted]		[redacted]	3D7MX48C96G[redacted]	2006
Cloquet, MN [redacted]		Make: DODGE	Model: RAM	
[redacted]		Engine	Transmission: AUTO	
		In Mileage Out: 80238	Fleet #	P.O. Number
Prod Date	FWD/2/4/AW: 4WD / AC/PS	Color: MAROON	Next Svce	Written By:

Problem Statements:

ALIGN WHEELS---------- STEERING COLUMN WAS REATTACHED

Recommended Services:

NEEDS REAR U-JOINT ON REAR DRIVESHAFT

Labor Operations:

Tech	Type	Description	Price
CS	Lab	COMPUTERIZED ALIGNMENT---TRUCKS	$59.95

CLOQUET SERVICE CENT
340 SCANLON WAY
CLOQUET, MN. 55720
218-879-2131

Merchant ID: 8024142161
Term ID: 00754200080024142161000

Sale

[redacted]

Entry Method: Swiped

Total: $ 63.85

11/07/13 10:53:38
Inv #: 000000002 Appr Code: 302865
Approvd: Online

Customer Copy

THANK YOU!

Labor Total $59.95

Parts:

Status	Qty	Price Ea.	Total

Parts Total

Authorization:

Date	Time	Amount	Emp.	Comment / Reason

Pre-Pay		Payment
$0.00	Cash	
$0.00	Check	
	Chk #	
$0.00	Credit	
	Type	
	Expires	
$0.00	Paid	$0.00

Total Tax	
	$0.00
Supplies	$3.90
Disposal	
Environ	

Taxable Parts	$0.00
NonTax Parts	$0.00
Total Parts	$0.00
Labor	$59.95
Sublet	$0.00
NonTax Labor	$0.00
NonTax Sublet	$0.00
Total Labor	$59.95

Service warranty: 12 mo. or 12,000 mi. on parts, 6 mo. on labor. Disclaimer: CSC is not responsible for loss or damage to articles or vehicles in parking lot due to fire, theft, vandalism or any other causes beyond our control.

Signature or Initial Date

Date	11/6/2013
RO #	32128
RO Total	$63.85
Balance Due	$63.85

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[redacted]

2 truck tires @ $100/tire

11-6-13 Pd - Sandy Olson

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX48C96G[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

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Villa Court Senior Community
1220 Villa Court Drive

Telephone: (218) 644-3331
Fax: (218) 644-3505
Cromwell, Minnesota 55726

VILLA VISTA
CARDINAL COURT

FAX HEADER SHEET

DATE: 1-14-14 **TIME:** 10:05

SENT TO: Chrysler Customer Assistance

ATTENTION: Reimbursement

FAX # CALLED: 1-877-768-5076

TOTAL # OF PAGES SENT (INCLUDING HEADER): 5

SENT BY: [redacted]
(SENT FROM FAX # 218-644-3505)

COMMENTS:

Safety Recall Reimbursement

Case # [redacted]

E-mail address [redacted]

CONFIDENTIALITY NOTE: the information contained in this facsimile message is legally privileged and confidential, intended only for the use of the addressee. If the reader of this message is not the intended recipient, you are notified that any dissemination, distribution or copying of this telecopy is strictly prohibited. If you received this copy in error, please notify us by telephone or fax and return the original message to the address above via US mail. We will reimburse reasonable costs incurred to notify us and return the message. Thank you.

CROMWELL AUTOMOTIVE REPAIR

1311 KALLI RD
Cromwell, MN 55726
Shop Phone: (218) 644-3100
Fax: (218) 644-3101

Invoice
1479
Estimate Ref #0
Date Printed: 11/05/2013
Printed Time: 5:16 pm

Time Promised:

Hat/Ref:

2006 DODGE RAM 3500 SLT L6 5.9L 359CID FI DIESEL T C
VIN:
License:
Unit #:
Mileage In: 0
Mileage Out: 80,000
DOM:
Date Written: 11/05/2013
Written By:
Save Old Parts: No

Home: Work:
Cell:

Job Name	Description	Technician	Qty	List	Extended
Job #1	**Install Steering Parts.**				
Labor 001	Work Requested - Install Steering Parts.		4.00	65.00	260.00
Labor 001	Work Requested - Install Ball Joints		2.50	65.00	162.50
Labor 001	Work Requested - Install Blower Resistor		0.20	65.00	13.00
Part	Tie Rod		1.00	105.00	105.00
Part	Tie Rod End		1.00	59.00	59.00
Part	Steering Damper		1.00	50.00	50.00
Part	Upper Ball Joint		1.00	87.00	87.00
Part	Lower Ball Joint		1.00	94.00	94.00
Part	Blower Resistor		1.00	75.00	75.00

1800 992 1997

1-877-768-5076

Payment Date	Type	Method	Amount
		Payment Totals:	

Parts:	$470.00
Labor:	$435.50
Sublet:	$0.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$0.00
Tax Total:	$32.31
Invoice Total:	**$937.81**

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 _____

Cloquet Service Center

340 Scanlon Way
Cloquet, MN 55720
(218) 879-2131

Customer	R Acct: 6048	License	VIN	Year
[redacted]		[redacted]	3D7MX48C96G[redacted]	2006
Cloquet, MN[redacted]		Make: DODGE	Model: RAM	
[redacted]		Engine	Transmission: AUTO	
		In Mileage Out: 80238	Fleet #	P.O. Number
Prod Date	FWD/2/4/AW: 4WD / AC/PS	Color: MAROON	Next Svce	Written By:

Problem Statements:

ALIGN WHEELS---------- STEERING COLUMN WAS REATTACHED

Recommended Services:

NEEDS REAR U-JOINT ON REAR DRIVESHAFT

Labor Operations:

Tech	Type	Description	Price
CS	Lab	COMPUTERIZED ALIGNMENT---TRUCKS	$59.95

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340 SCANLON WAY
CLOQUET, MN. 55720
218-879-2131

Merchant ID: 8024142161
Term ID: 00754200080024142161000

Sale

[redacted]

Entry Method: Swiped

Total: $ 63.85

11/07/13 10:53:38
Inv #: 000000002 Appr Code: 302865
Approvd: Online

Customer Copy

THANK YOU!

Labor Total $59.95

Parts:

Status	Qty	Price Ea.	Total

Parts Total

Authorization:

Date	Time	Amount	Emp.	Comment / Reason

Pre-Pay		Payment
$0.00	Cash	
$0.00	Check	
	Chk #	
$0.00	Credit	
	Type	
	Expires	
$0.00	Paid	$0.00

Total Tax	
	$0.00
Supplies	$3.90
Disposal	
Environ	

Taxable Parts	$0.00
NonTax Parts	$0.00
Total Parts	$0.00
Labor	$59.95
Sublet	$0.00
NonTax Labor	$0.00
NonTax Sublet	$0.00
Total Labor	$59.95

Service warranty: 12 mo. or 12,000 mi. on parts, 6 mo. on labor. Disclaimer: CSC is not responsible for loss or damage to articles or vehicles in parking lot due to fire, theft, vandalism or any other causes beyond our control.

Signature or Initial Date

Date	11/6/2013
RO #	32128
RO Total	$63.85
Balance Due	$63.85

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[redacted]

2 truck tires @ $100/tire

11-6-13 Pd - Sandy Olson

CHRYSLER

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Dear [redacted]

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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.

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Customer Services / Field Operations
Chrysler Group LLC

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1220 Villa Court Drive

Telephone: (218) 644-3331
Fax: (218) 644-3505
Cromwell, Minnesota 55726

VILLA VISTA
CARDINAL COURT

FAX HEADER SHEET

DATE: 1-14-14 **TIME:** 10:05

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ATTENTION: Reimbursement

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TOTAL # OF PAGES SENT (INCLUDING HEADER): 5

SENT BY: [redacted]
(SENT FROM FAX # 218-644-3505)

COMMENTS:

Safety Recall Reimbursement

Case # [redacted]

E-mail address [redacted]

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Estimate Ref #0
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Hat/Ref:

2006 DODGE RAM 3500 SLT L6 5.9L 359CID FI DIESEL T C
VIN:
License: Mileage In: 0 Date Written: 11/05/2013
Unit #: Mileage Out: 80,000 Written By:
Home: Work: DOM: Save Old Parts: No
Cell:

Job Name	Description	Technician	Qty	List	Extended
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Labor 001	Work Requested - Install Steering Parts.		4.00	65.00	260.00
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Labor 001	Work Requested - Install Blower Resistor		0.20	65.00	13.00
Part	Tie Rod		1.00	105.00	105.00
Part	Tie Rod End		1.00	59.00	59.00
Part	Steering Damper		1.00	50.00	50.00
Part	Upper Ball Joint		1.00	87.00	87.00
Part	Lower Ball Joint		1.00	94.00	94.00
Part	Blower Resistor		1.00	75.00	75.00

1800 992 1997

1-877-768-5076

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Labor:	$435.50
Sublet:	$0.00
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Tax Total:	$32.31
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Authorized By _____ Date _____ Time _____

Cloquet Service Center

340 Scanlon Way
Cloquet, MN 55720
(218) 879-2131

Customer	R Acct: 6048	License	VIN	Year
[redacted]		[redacted]	3D7MX48C96G[redacted]	2006
Cloquet, MN [redacted]		Make: DODGE	Model: RAM	
[redacted]		Engine	Transmission: AUTO	
		In Mileage Out: 80238	Fleet #	P.O. Number
Prod Date	FWD/2/4/AW: 4WD / AC/PS	Color: MAROON	Next Svce	Written By:

Problem Statements:

ALIGN WHEELS---------- STEERING COLUMN WAS REATTACHED

Recommended Services:

NEEDS REAR U-JOINT ON REAR DRIVESHAFT

Labor Operations:

Tech	Type	Description	Price
CS	Lab	COMPUTERIZED ALIGNMENT---TRUCKS	$59.95

CLOQUET SERVICE CENT
340 SCANLON WAY
CLOQUET, MN. 55720
218-879-2131

Merchant ID: 8024142161
Term ID: 00754200080024142161000

Sale

[redacted]

Entry Method: Swiped

Total: $ 63.85

11/07/13 10:53:38
Inv #: 000000002 Appr Code: 302865
Approvd: Online

Customer Copy

THANK YOU!

Labor Total $59.95

Parts:

Status	Qty	Price Ea.	Total

Parts Total

Authorization:

Date	Time	Amount	Emp.	Comment / Reason

Pre-Pay		Payment
$0.00	Cash	
$0.00	Check	
	Chk #	
$0.00	Credit	
	Type	
	Expires	
$0.00	Paid	$0.00

Total Tax	
	$0.00
Supplies	$3.90
Disposal	
Environ	

Taxable Parts	$0.00
NonTax Parts	$0.00
Total Parts	$0.00
Labor	$59.95
Sublet	$0.00
NonTax Labor	$0.00
NonTax Sublet	$0.00
Total Labor	$59.95

Service warranty: 12 mo. or 12,000 mi. on parts, 6 mo. on labor. Disclaimer: CSC is not responsible for loss or damage to articles or vehicles in parking lot due to fire, theft, vandalism or any other causes beyond our control.

Signature or Initial Date

Date	11/6/2013
RO #	32128
RO Total	$63.85
Balance Due	$63.85

Copyright © 2001-2011 Management Feedback Systems, Inc.™ All Rights Reserved.

[redacted]

2 truck tires @ $100/tire

11-6-13 Pd - Sandy Olson

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX48C96G[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.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-07 16:24:02.958926
Files Not Recieved: 0

YARBROUGH BROTHERS TOWING
PO BOX 7254
SANTA ROSA CA 95407-7254
707-584-5000

Bill To:

[redacted]

SR, CA
(707) -

Reg Owner

Invoice# [redacted]	
Invoice Date	**Dispatch#**
01/04/14	488291

Dispatch#	Vehicle Information	Storage In Date	Storage Out Date	Lot#	Keys Info
488291	06 DOD 2500 BLUE Lic[redacted]	/ /	/ /		

Purchase Order Number	Vehicle Towed From	Vehicle Towed To
CC#8176	2101 FLORAL WAY X MARC	LITHIA DODGE

Calling Acct#	Reference#	Member#	Expires	R-Type	Rec	Inrt	Arvd	Intow	Clear	Tag#
YCSH	243747				13:14	14:56	:	:	16:20	243747

Driver	Truck	Quantity	Item Description	Unit Price	Extended Price
KEVIN	2901	1.00	FLATBED (NIGHT)	70.00	70.00

Sub Total	$70.00
Total	$70.00
Received	70.00
Paid By	CRD
Balance	0.00

PLEASE REMIT PAYMENT TO: YARBROUGH BROS TOWING INC
P.O. BOX 7254
SANTA ROSA, CA 95407-7254

Customer Signature X

Jan 7, 2014

ATTN: MAE

FOLLOWING IS THE PAID INVOICE FOR THE TOW TRUCK WE USED OVER THE WEEKEND. THE CASE # IS ACTUALLY INSIDE THE TRUCK AT THE DODGE DEALERSHIP SO I WON'T HAVE THAT UNTIL TONIGHT.

OWNER INFORMATION:

[redacted]

MONTE RIO, CA [redacted]

CELL [redacted]
HOME

2006 DODGE RAM 2500 Lic# [redacted]

VIN # 1D7K528C66J[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 1D3KU2862

VIN (LAST 8 DIGITS) 3J[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted] – [redacted]

[redacted]

Elizabeth, Co [redacted]

1 D3KU28623J [redacted]

NEW COUNTRY AUTO
1240 CARBON JUNCTION
DURANGO, CO 81301
970-385-4822

Merchant ID: A0107648
Record Num.: 0019

Sale

[redacted] Entry Method: Key Entered

Total:	$ 575.56
05/10/12	12:31:04
Invt. 000025	Appr Code: 058569
Approved: Online	Batch#: 000153
AVS Code:	N
TRN Ref #:	282131666649374
Validation Code:	3XKJ

THANK YOU!
PLEASE COME AGAIN!

CARDHOLDER COPY

FORD
LINCOLN

TOYOTA
KIA

1200 Carbon Junction
Durango, Colorado 81301
(970) 385-4822
PARTS DIRECT LINE (970) 385-4822 & 382-0840

NEW COUNTRY
AUTO CENTER

JEEP
DODGE
CHRYSLER

333 So. Broadway
Cortez, Colorado 81321
(970) 565-3748

!!!!!!PARTS AND SERVICE DEPARTMENTS ARE OPEN

Visit Our Web Site: http://www.newcountryautocenter.com

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
80776 [redacted]				MC/VISA	WAYNE HULLET	05/10/12	291555 CHR

BILL TO
[redacted]
HOLDEN, ME [redacted]

SHIP TO
THANKS CURTIS
970 764 5971
1D3KU28623J596462

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION		BIN	LIST	NET	AMOUNT
0	1	68039930-AA	ARM PITMAN	1902700	83.25	83.25	0.00
0	1	52122362-AH	STEERING STEERI	1902700	350.00	350.00	0.00
0	2	6505623-AA	NUT HEX LOCK	1901500	2.00	2.00	0.00
0	2	V8016665-AA	JOINT NONE	2012046	49.95	49.95	0.00

CHECK PAID CASH
MAY 10 2012
NEW COUNTRY

CHECK PAID
MAY 10 2012
NEW COUNTRY

SUBTOTAL	0.00
DEP. AMT	579.59
TAX	0.00
FREIGHT	0.00
PAY THIS AMOUNT	579.59

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

DISCLAIMER OF WARRANTIES:
Any warranties of the products sold hereby are those made by the manufacturer. The seller, NEW COUNTRY AUTO CENTER, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and NEW COUNTRY AUTO CENTER neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

RETURN POLICY

- NO RETURNS ON ELECTRICAL ITEMS.
- 20% RESTOCKING FEE ON ALL RETURNED ITEMS.
- NO REFUND ON FREIGHT CHARGES.
- NO RETURNS AFTER 20 DAYS.
- NO RETURNS WITHOUT THIS INVOICE.
- NO REFUNDS ON SPECIAL ORDER ITEMS.
- NO RETURNS WITHOUT APPROVAL.
- NO RETURN CREDIT IF NOT IN ORIGINAL UNDAMAGED BOX.
- SPECIAL ORDERS WILL BE RETURNED AFTER 30 DAYS.

Thank You!

CUSTOMER COPY

PARTS INVOICE

[redacted]

Elizabeth Co.

[redacted]

DENVER CO 802

03 JAN 2014 PM 3 L

JAN 16

By

Chrysler Assistance Ce

P.O. Box 21-8007

Auburn Hills, Michigan

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

12/27/13

POSTED DATE : 12-23-13

VIN (FIRST 9 DIGITS) 3D73Y4CL5

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000020

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**



December 23, 2013

Chrysler Customer Assistance
P.O. Box 21-8004
Auburn Hills, MI 48321-8007

Attn: Reimbursement

Subject: Safety Recall N49 / NHTSA 13V-529 (VIN: 3D73Y4CL5BG[redacted]

Dear Chrysler Customer Assistance:

In response to the subject safety recall, please note that our left lie rod ball stud did fracture and was subsequently repaired. The proof of repair is attached and our request for reimbursement includes the cost for towing, repair of the defective part, and alignment of the vehicle. The amount of these items total $525.89 as outlined on the attached paid invoice from the repair shop that completed the work.

If you have any questions please feel free to contact us at [redacted] or email at [redacted]

Sincerely,

[redacted]

President

PO BOX E · SEVENTH & ALLEGHENY · GLASSPORT PA 15045 · (412) 672-9212 · FAX (412) 672-2416

Myers Auto Service

409 Steubenville Pike
Burgettstown, PA 15021-0000
Shop Phone: (724) 729-3000
Fax: (724) 729-3015
Email: myersautoservice@yahoo.com
Web Address: Equipment # SX12197

Repair Order

15074

Estimate Ref #1,914
Date Printed: 11/07/2013
Printed Time: 11:04 am

Hat/Ref:

Time Promised

[redacted]
Glassport, PA [redacted]
Home [redacted] Work: fax [redacted]
Cell:

2011 DODGE RAM 3500 1
VIN: 3D73Y4CL5BG[redacted]
License: [redacted]
Unit #:
DOM:

Mileage In: 0
Mileage Out: 119,744

Date Written: 11/05/2013
Written By:
Save Old Parts: No

Job Name		Description	Technician	Qty	List	Extended
Job #1						
Labor	TOWING	Work Requested - TOWED IN 11/01/13 61 MILES AT $3.75 = $228.75 + $65 HOOKUP FEE = $293.75		1.00	275.00	275.00
Job #2						
Labor	TIRE MB	Work Requested - MOUNT AND BALANCE 6 TIRES		6.00	10.00	60.00
Part	107191265	235/80/17 FIRESTONE TRANSFORCE A/T		6.00	184.50	1,107.00
Labor	TIRE DISP	Work Requested - DISPOSAL		6.00	2.50	15.00
Job #3						
Labor	Labor	Work Requested - REPLACE FRONT BRAKE PADS AND ROTORS REPLACE FRONT CALIPERS		2.50	60.00	150.00
Part	8057	FRONT PADS		1.00	68.40	68.40
Part	48880736	FRONT ROTOR		2.00	93.60	187.20
Labor	Labor	Work Requested - REPLACE REAR BRAKE PADS AND ROTORS REPLACE REAR WHEEL SEALS DROP AXLE TO REMOVE OLD ROTORS AND PADS REPLACE REAR WHEEL SEALS		3.00	60.00	180.00
Part	8508	REAR BRAKE PADS		1.00	74.89	74.89
Part	48880733	REAR ROTOR		2.00	87.10	174.20
Part	5724A	FRONT CALIPER W/ HARDWARE		2.00	92.30	184.60
Part	28545	REAR WHEEL SEAL		2.00	32.60	65.20
Job #4						
Labor	Labor	Work Requested - REPLACE FRONT SHOCKS		1.00	60.00	60.00
Part	76522	FRONT SHOCK		2.00	65.22	130.44
Job #5						
Labor	Labor	Work Requested - REPLACE LEFT FRONT OUTER TIE ROD END CHECK AND SET TOE		1.50	60.00	90.00
Part	2693740	OUTER TIE ROD		1.00	65.89	65.89
Job #6						
Labor	DOC	Work Requested - DIESEL OIL CHANGE LUBE & FILTER		1.00	0.00	0.00
Part	7620	OIL FILTER		1.00	7.80	7.80
Part	550019916	1GAL 15W40 ROTELLA OIL		3.50	17.50	61.25

Myers Auto Service

409 Steubenville Pike
Burgettstown, PA 15021-0000
Shop Phone: (724) 729-3000
Fax: (724) 729-3015
Email: myersautoservice@yahoo.com
Web Address: Equipment # SX12197

Repair Order

15074

Estimate Ref #1,914
Date Printed: 11/07/2013
Printed Time: 11:04 am

Hat/Ref:

Time Promised:

[redacted]
Glassport, PA [redacted]
Home: [redacted] Work: fax [redacted]
Cell:

2011 DODGE RAM 3500 1
VIN: 3D73Y4CL5BG[redacted]
Licens[redacted]
Unit #:
DOM:

Mileage In: 0
Mileage Out: 119,744

Date Written: 11/05/2013
Written By:
Save Old Parts: No

Job #7				
Labor INSP	Work Requested - STICKER# BRAKES 12/B TIRES 17/32	1.00	18.00	18.00
Job #8				
Labor Alignment	Work Requested - TAKEN FOR ALIGNMENT	1.00	95.00	95.00

V. Maint 5680
11/7/13 11/7/13

Payment Date	Type	Method	Amount
Payment Totals:			

Parts:	$2,126.87
Labor:	$943.00
Sublet:	$0.00
Misc:	$0.00
Hazmat:	$10.00
Supplies:	$12.50
Tax Total:	$184.19
Invoice Total:	**$3,276.56**

Thank you for your business! We value our customers like extended family.

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 _____

TRI-STATE
Industrial Services, Inc.
P.O. Box E
Glassport, PA 15045

neopost
12/23/2013
US POSTAGE

FIRST
$0
ZI
041L

RECEIVED
DEC 27
By

Chrysler Customer Assistance
PO Box 21-8004
Auburn Hills MI 48321-8007

Attn: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



To Chrysler Group LLC.

I'm writing in regard's the safety recall notice I received for my 2003 dodge ram. I have had parts replaced due to the steering problems I had and replaced components of the front end myself. I was looking for reimbursement for the parts and labor if they were part of the recall. Please feel free to call with any questions or concerns. The information on parts that were replaced and information about the truck are on the following pages. Thanks [redacted]

[redacted]

Thornton, co. [redacted]

[redacted]

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0002908

Date : 2/15/2012 Page 1 of 1

Orig Est #: Center : 9

Customer [redacted]	**Vehicle :** 2003 DODG RAM 2500 PICKUP
Address :	**License** [redacted] **CLR :** RED
City : WESTMINSTER, CO [redacted]	**VIN :** 3D7KU28693G [redacted]
Cell : ([redacted] **Ext :**	**ENGINE :** 5.9 DIESEL **TRANS :** AUTO
Work : (303) - **Ext :**	**Mileage :** 111012 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		CHECK 4X4 OPERATION, CHECK SYSTEM					
0		REPLACE LEAKING FRONT PINION SEAL, ADD NEW GEAR OIL TO FRONT & REAR DIFFERENTIAL.			95.00	55.68	150.68
	1.00	5086697-AB	FRONT PINION SEAL			18.10	
	2.00	75-140	SYNTHETIC OIL			37.58	
0		TRANSFER CASE INTERNAL FAILURE. REMOVE TRANSFER CASE, DISASSEMBLE, & INSPECT. INSTALL NEW TRANSFER CASE CHAIN, REPLACE REAR SEAL,REPLACE SHIFT FORK SHOES, & ADD ATF +4 FLUID.			475.00	234.93	709.93
	1.00	5086328-AA	TRANSFER CASE CHAIN			149.00	
	1.00	5086341	REAR SEAL			48.25	
	3.00	5086318	SHIFT FORK SHOES			16.35	
	3.00	ATF+4	AUTOMATIC TRANSMISSION			21.33	

		Payments:					
		MSTR CHARG VISA, $885.89, on 02/15/12					
		CardNo: [**********3416], AuthorizationNo: []					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$570.00
Parts :	$290.61
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$860.61
Sales Tax :	$25.28
Total :	$885.89
Paid :	$885.89
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0004205

Date : 7/13/2012 Page 1 of 1

Orig Est #: Center : 9

Customer [redacted]	**Vehicle :** 2003 DODG RAM 2500 PICKUP
Address :	**License** [redacted] **CLR :** RED
City : WESTMINSTER, CO [redacted]	**VIN :** 3D7KU28693G [redacted]
Cell : [redacted] **Ext :**	**ENGINE :** 5.9 DIESEL **TRANS :** AUTO
Work : (303) - **Ext :**	**Mileage :** 114894 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests: CHECK OVER VEHICLE					
0		INSTALL NEW FRONT & REAR BRAKE ROTORS & PADS. BLEED SYSTEM. PARTS SUPPLIED. ROTATE TIRES, ADJUST TIRE PRESSURE. CHECK ALIGNMENT, CHECK DRIVELINE, CHECK FRONT STEERING & SUSPENSION. INSTALL NEW LEFT INNER TIE ROD ASSEMBLY. CHANGE ENGINE OIL & FILTER			490.00	194.16	684.16
	1.00	27620	OIL FILTER			8.11	
	12.00	15/40	DIESEL OIL			46.80	
	1.00	DS1464	INNER TIE ROD ASSEMBLY			139.25	
0		FRONT END WANDERING NOT CORRECTED WITH NEW INNER TIE ROD. CHECK STEERING. EXCESSIVE PLAY IN STEERING DUE TO LOOSE STEERING COUPLER. INSTALL UPDATED BORGENSON 951 STEERING SHAFT.			95.00	285.57	380.57
	1.00	BORGENSON 951	STEERING SHAFT			285.57	

		Payments: MSTR CHARG VISA, $1105.99, on 07/13/12					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$585.00
Parts :	$479.73
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$1,064.73
Sales Tax :	$41.26
Total :	$1,105.99
Paid :	$1,105.99
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0005137

Date : 1/2/2013 Page 1 of 1

Orig Est #: Center : 7

Customer [redacted]	Vehicle : 2003 DODG RAM 2500 PICKUP
Address :	License [redacted] CLR : RED
City : WESTMINSTER, CO [redacted]	VIN : 3D7KU28693G [redacted]
Cell : [redacted] Ext :	ENGINE : 5.9 DIESEL TRANS : AUTO
Work : (303) - Ext :	Mileage : 120604 UNIT :

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		CHECK COOLANT LEAKS, CHECK ABS LIGHT ON.					
0		WATER PUMP IS LEAKING. INSTALL NEW WATER PUMP & GASKET. SCAN COMPUTER, LOOSE WHEEL BEARING/DAMAGED SENSOR. REPLACE RIGHT FRONT HUB ASSEMBLY. REPLACE HI MOUNT BRAKE LIGHT & LICENSE BULB.			332.50	682.96	1015.46
	1.00	5086959AB	WATER PUMP			350.00	
	1.00	912	LICENSE BULB			2.09	
	1.00	194	BULB			1.82	
	1.00	BRG BR930502	WHEEL HUB WITH SENSOR			329.05	

		Payments:					
		MSTR CHARG VISA, $1074.19, on 01/02/13					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$332.50
Parts :	$682.96
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$1,015.46
Sales Tax :	$58.73
Total :	$1,074.19
Paid :	$1,074.19
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0005973

Date : 6/13/2013 Page 1 of 1

Orig Est #: Center : 7

Customer [redacted]	**Vehicle :** 2003 DODG RAM 2500 PICKUP
Address :	**License :** [redacted] **CLR :** RED
City : WESTMINSTER, CO[redacted]	**VIN :** 3D7KU28693G[redacted]
Cell : ([redacted] **Ext :**	**ENGINE :** 5.9 DIESEL **TRANS :** AUTO
Work : (303) - **Ext :**	**Mileage :** 125171 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		SERVICE, CHECK NOISE IN RIGHT FRONT WHEEL					
OIL005		CHANGE ENGINE OIL AND FILTER, CHECK ALL FLUIDS ADD WHERE NEEDED, GREASE CHASSI			25.50	54.09	79.59
	1.00	27630	OIL FILTER			7.29	
	12.00	DIESEL OIL	DIESEL OIL			46.80	
0		ADVISED CUSTOMER THAT NO PROBLEMS WERE FOUND WITH RIGHT FRONT WHEEL. BRAKES OK			0.00		
		AT THIS TIME. WHEEL HUB ASSEMBLY OK AT THIS TIME					
0		REPLACE FUEL FILTER			58.80	21.14	79.94
	1.00	3585XE	FUEL FILTER			21.14	

		Payments:					
		MSTR CHARG VISA, $166.00, on 06/13/13					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$84.30
Parts :	$75.23
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$159.53
Sales Tax :	$6.47
Total :	$166.00
Paid :	$166.00
Due :	$0.00

Signature X _____

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7KU28693G[redacted]**.

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

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 Group LLC.

To Chrysler Group LLC.

I'm writing in regard's the safety recall notice I received for my 2003 dodge ram. I have had parts replaced due to the steering problems I had and replaced components of the front end myself. I was looking for reimbursement for the parts and labor if they were part of the recall. Please feel free to call with any questions or concerns. The information on parts that were replaced and information about the truck are on the following pages. Thanks [redacted]

[redacted]

Thornton, co. [redacted]

[redacted]

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0002908

Date : 2/15/2012 Page 1 of 1

Orig Est #: Center : 9

Customer [redacted]
Address :
City : WESTMINSTER, CO [redacted]
Cell : ([redacted] **Ext :**
Work : (303) - **Ext :**

Vehicle : 2003 DODG RAM 2500 PICKUP
License [redacted] **CLR :** RED
VIN : 3D7KU28693G [redacted]
ENGINE : 5.9 DIESEL **TRANS :** AUTO
Mileage : 111012 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		CHECK 4X4 OPERATION, CHECK SYSTEM					
0		REPLACE LEAKING FRONT PINION SEAL, ADD NEW GEAR OIL TO FRONT & REAR DIFFERENTIAL.			95.00	55.68	150.68
	1.00	5086697-AB	FRONT PINION SEAL			18.10	
	2.00	75-140	SYNTHETIC OIL			37.58	
0		TRANSFER CASE INTERNAL FAILURE. REMOVE TRANSFER CASE, DISASSEMBLE, & INSPECT. INSTALL NEW TRANSFER CASE CHAIN, REPLACE REAR SEAL,REPLACE SHIFT FORK SHOES, & ADD ATF +4 FLUID.			475.00	234.93	709.93
	1.00	5086328-AA	TRANSFER CASE CHAIN			149.00	
	1.00	5086341	REAR SEAL			48.25	
	3.00	5086318	SHIFT FORK SHOES			16.35	
	3.00	ATF+4	AUTOMATIC TRANSMISSION			21.33	

		Payments:					
		MSTR CHARG VISA, $885.89, on 02/15/12					
		CardNo: [**********3416], AuthorizationNo: []					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!
X_____

Labor :	$570.00
Parts :	$290.61
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$860.61
Sales Tax :	$25.28
Total :	$885.89
Paid :	$885.89
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0004205

Date : 7/13/2012 Page 1 of 1

Orig Est #: Center : 9

Customer [redacted]	**Vehicle :** 2003 DODG RAM 2500 PICKUP
Address :	**License** [redacted] **CLR :** RED
City : WESTMINSTER, CO [redacted]	**VIN :** 3D7KU28693G [redacted]
Cell : [redacted] **Ext :**	**ENGINE :** 5.9 DIESEL **TRANS :** AUTO
Work : (303) - **Ext :**	**Mileage :** 114894 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests: CHECK OVER VEHICLE					
0		INSTALL NEW FRONT & REAR BRAKE ROTORS & PADS. BLEED SYSTEM. PARTS SUPPLIED. ROTATE TIRES, ADJUST TIRE PRESSURE. CHECK ALIGNMENT, CHECK DRIVELINE, CHECK FRONT STEERING & SUSPENSION. INSTALL NEW LEFT INNER TIE ROD ASSEMBLY. CHANGE ENGINE OIL & FILTER			490.00	194.16	684.16
	1.00	27620	OIL FILTER			8.11	
	12.00	15/40	DIESEL OIL			46.80	
	1.00	DS1464	INNER TIE ROD ASSEMBLY			139.25	
0		FRONT END WANDERING NOT CORRECTED WITH NEW INNER TIE ROD. CHECK STEERING. EXCESSIVE PLAY IN STEERING DUE TO LOOSE STEERING COUPLER. INSTALL UPDATED BORGENSON 951 STEERING SHAFT.			95.00	285.57	380.57
	1.00	BORGENSON 951	STEERING SHAFT			285.57	

Payments:
MSTR CHARG VISA, $1105.99, on 07/13/12

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$585.00
Parts :	$479.73
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$1,064.73
Sales Tax :	$41.26
Total :	$1,105.99
Paid :	$1,105.99
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0005137

Date : 1/2/2013 Page 1 of 1

Orig Est #: Center : 7

Customer [redacted]	Vehicle : 2003 DODG RAM 2500 PICKUP
Address :	License [redacted] CLR : RED
City : WESTMINSTER, CO [redacted]	VIN : 3D7KU28693G [redacted]
Cell : [redacted] Ext :	ENGINE : 5.9 DIESEL TRANS : AUTO
Work : (303) - Ext :	Mileage : 120604 UNIT :

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		CHECK COOLANT LEAKS, CHECK ABS LIGHT ON.					
0		WATER PUMP IS LEAKING. INSTALL NEW WATER PUMP & GASKET. SCAN COMPUTER, LOOSE WHEEL BEARING/DAMAGED SENSOR. REPLACE RIGHT FRONT HUB ASSEMBLY. REPLACE HI MOUNT BRAKE LIGHT & LICENSE BULB.			332.50	682.96	1015.46
	1.00	5086959AB	WATER PUMP			350.00	
	1.00	912	LICENSE BULB			2.09	
	1.00	194	BULB			1.82	
	1.00	BRG BR930502	WHEEL HUB WITH SENSOR			329.05	

		Payments:					
		MSTR CHARG VISA, $1074.19, on 01/02/13					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$332.50
Parts :	$682.96
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$1,015.46
Sales Tax :	$58.73
Total :	$1,074.19
Paid :	$1,074.19
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0005973

Date : 6/13/2013 Page 1 of 1

Orig Est #: Center : 7

Customer [redacted]	**Vehicle :** 2003 DODG RAM 2500 PICKUP
Address :	**License :** [redacted] **CLR :** RED
City : WESTMINSTER, CO[redacted]	**VIN :** 3D7KU28693G[redacted]
Cell : ([redacted] **Ext :**	**ENGINE :** 5.9 DIESEL **TRANS :** AUTO
Work : (303) - **Ext :**	**Mileage :** 125171 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		SERVICE, CHECK NOISE IN RIGHT FRONT WHEEL					
OIL005		CHANGE ENGINE OIL AND FILTER, CHECK ALL FLUIDS ADD WHERE NEEDED, GREASE CHASSI			25.50	54.09	79.59
	1.00	27630	OIL FILTER			7.29	
	12.00	DIESEL OIL	DIESEL OIL			46.80	
0		ADVISED CUSTOMER THAT NO PROBLEMS WERE FOUND WITH RIGHT FRONT WHEEL. BRAKES OK			0.00		
		AT THIS TIME. WHEEL HUB ASSEMBLY OK AT THIS TIME					
0		REPLACE FUEL FILTER			58.80	21.14	79.94
	1.00	3585XE	FUEL FILTER			21.14	

		Payments:					
		MSTR CHARG VISA, $166.00, on 06/13/13					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$84.30
Parts :	$75.23
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$159.53
Sales Tax :	$6.47
Total :	$166.00
Paid :	$166.00
Due :	$0.00

Signature X _____

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7KU28693G[redacted]**.

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

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

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FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

To Chrysler Group LLC.

I'm writing in regard's the safety recall notice I received for my 2003 dodge ram. I have had parts replaced due to the steering problems I had and replaced components of the front end myself. I was looking for reimbursement for the parts and labor if they were part of the recall. Please feel free to call with any questions or concerns. The information on parts that were replaced and information about the truck are on the following pages. Thanks [redacted]

[redacted]

Thornton, co[redacted]

[redacted]

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0002908

Date : 2/15/2012 Page 1 of 1

Orig Est #: Center : 9

Customer [redacted]
Address :
City : WESTMINSTER, CO [redacted]
Cell : ([redacted] **Ext :**
Work : (303) - **Ext :**

Vehicle : 2003 DODG RAM 2500 PICKUP
License [redacted] **CLR :** RED
VIN : 3D7KU28693G [redacted]
ENGINE : 5.9 DIESEL **TRANS :** AUTO
Mileage : 111012 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
0		CHECK 4X4 OPERATION, CHECK SYSTEM REPLACE LEAKING FRONT PINION SEAL, ADD NEW GEAR OIL TO FRONT & REAR DIFFERENTIAL.			95.00	55.68	150.68
	1.00	5086697-AB	FRONT PINION SEAL			18.10	
	2.00	75-140	SYNTHETIC OIL			37.58	
0		TRANSFER CASE INTERNAL FAILURE. REMOVE TRANSFER CASE, DISASSEMBLE, & INSPECT. INSTALL NEW TRANSFER CASE CHAIN, REPLACE REAR SEAL,REPLACE SHIFT FORK SHOES, & ADD ATF +4 FLUID.			475.00	234.93	709.93
	1.00	5086328-AA	TRANSFER CASE CHAIN			149.00	
	1.00	5086341	REAR SEAL			48.25	
	3.00	5086318	SHIFT FORK SHOES			16.35	
	3.00	ATF+4	AUTOMATIC TRANSMISSION			21.33	

		Payments:					
		MSTR CHARG VISA, $885.89, on 02/15/12					
		CardNo: [**********3416], AuthorizationNo: []					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!
X_____

Labor :	$570.00
Parts :	$290.61
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$860.61
Sales Tax :	$25.28
Total :	$885.89
Paid :	$885.89
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0004205

Date : 7/13/2012 Page 1 of 1

Orig Est #: Center : 9

Customer [redacted]
Address :
City : WESTMINSTER, CO [redacted]
Cell : [redacted] Ext :
Work : (303) - Ext :

Vehicle : 2003 DODG RAM 2500 PICKUP
License [redacted] CLR : RED
VIN : 3D7KU28693G[redacted]
ENGINE : 5.9 DIESEL TRANS : AUTO
Mileage : 114894 UNIT :

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests: CHECK OVER VEHICLE					
0		INSTALL NEW FRONT & REAR BRAKE ROTORS & PADS. BLEED SYSTEM. PARTS SUPPLIED. ROTATE TIRES, ADJUST TIRE PRESSURE. CHECK ALIGNMENT, CHECK DRIVELINE, CHECK FRONT STEERING & SUSPENSION. INSTALL NEW LEFT INNER TIE ROD ASSEMBLY. CHANGE ENGINE OIL & FILTER			490.00	194.16	684.16
	1.00	27620	OIL FILTER			8.11	
	12.00	15/40	DIESEL OIL			46.80	
	1.00	DS1464	INNER TIE ROD ASSEMBLY			139.25	
0		FRONT END WANDERING NOT CORRECTED WITH NEW INNER TIE ROD. CHECK STEERING. EXCESSIVE PLAY IN STEERING DUE TO LOOSE STEERING COUPLER. INSTALL UPDATED BORGENSON 951 STEERING SHAFT.			95.00	285.57	380.57
	1.00	BORGENSON 951	STEERING SHAFT			285.57	

Payments:
MSTR CHARG VISA, $1105.99, on 07/13/12

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!
X_____

Labor :	$585.00
Parts :	$479.73
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$1,064.73
Sales Tax :	$41.26
Total :	$1,105.99
Paid :	$1,105.99
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0005137

Date : 1/2/2013 Page 1 of 1

Orig Est #: Center : 7

Customer [redacted]	Vehicle : 2003 DODG RAM 2500 PICKUP
Address :	License [redacted] CLR : RED
City : WESTMINSTER, CO [redacted]	VIN : 3D7KU28693G [redacted]
Cell : [redacted] Ext :	ENGINE : 5.9 DIESEL TRANS : AUTO
Work : (303) - Ext :	Mileage : 120604 UNIT :

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		CHECK COOLANT LEAKS, CHECK ABS LIGHT ON.					
0		WATER PUMP IS LEAKING. INSTALL NEW WATER PUMP & GASKET. SCAN COMPUTER, LOOSE WHEEL BEARING/DAMAGED SENSOR. REPLACE RIGHT FRONT HUB ASSEMBLY. REPLACE HI MOUNT BRAKE LIGHT & LICENSE BULB.			332.50	682.96	1015.46
	1.00	5086959AB	WATER PUMP			350.00	
	1.00	912	LICENSE BULB			2.09	
	1.00	194	BULB			1.82	
	1.00	BRG BR930502	WHEEL HUB WITH SENSOR			329.05	

		Payments:					
		MSTR CHARG VISA, $1074.19, on 01/02/13					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$332.50
Parts :	$682.96
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$1,015.46
Sales Tax :	$58.73
Total :	$1,074.19
Paid :	$1,074.19
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0005973

Date : 6/13/2013 Page 1 of 1

Orig Est #: Center : 7

Customer [redacted]	**Vehicle :** 2003 DODG RAM 2500 PICKUP
Address :	**License :** [redacted] **CLR :** RED
City : WESTMINSTER, CO[redacted]	**VIN :** 3D7KU28693G[redacted]
Cell : ([redacted] **Ext :**	**ENGINE :** 5.9 DIESEL **TRANS :** AUTO
Work : (303) - **Ext :**	**Mileage :** 125171 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		SERVICE, CHECK NOISE IN RIGHT FRONT WHEEL					
OIL005		CHANGE ENGINE OIL AND FILTER, CHECK ALL FLUIDS ADD WHERE NEEDED, GREASE CHASSI			25.50	54.09	79.59
	1.00	27630	OIL FILTER			7.29	
	12.00	DIESEL OIL	DIESEL OIL			46.80	
0		ADVISED CUSTOMER THAT NO PROBLEMS WERE FOUND WITH RIGHT FRONT WHEEL. BRAKES OK			0.00		
		AT THIS TIME. WHEEL HUB ASSEMBLY OK AT THIS TIME					
0		REPLACE FUEL FILTER			58.80	21.14	79.94
	1.00	3585XE	FUEL FILTER			21.14	

		Payments:					
		MSTR CHARG VISA, $166.00, on 06/13/13					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$84.30
Parts :	$75.23
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$159.53
Sales Tax :	$6.47
Total :	$166.00
Paid :	$166.00
Due :	$0.00

Signature X _____

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7KU28693G[redacted]**.

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

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 Group LLC.

To Chrysler Group LLC.

I'm writing in regard's the safety recall notice I received for my 2003 dodge ram. I have had parts replaced due to the steering problems I had and replaced components of the front end myself. I was looking for reimbursement for the parts and labor if they were part of the recall. Please feel free to call with any questions or concerns. The information on parts that were replaced and information about the truck are on the following pages. Thanks [redacted]

[redacted]

Thornton, co. [redacted]

[redacted]

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0002908

Date : 2/15/2012 Page 1 of 1

Orig Est #: Center : 9

Customer [redacted]
Address :
City : WESTMINSTER, CO [redacted]
Cell : ([redacted] **Ext :**
Work : (303) - **Ext :**

Vehicle : 2003 DODG RAM 2500 PICKUP
License [redacted] **CLR :** RED
VIN : 3D7KU28693G [redacted]
ENGINE : 5.9 DIESEL **TRANS :** AUTO
Mileage : 111012 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
0		CHECK 4X4 OPERATION, CHECK SYSTEM REPLACE LEAKING FRONT PINION SEAL, ADD NEW GEAR OIL TO FRONT & REAR DIFFERENTIAL.			95.00	55.68	150.68
	1.00	5086697-AB	FRONT PINION SEAL			18.10	
	2.00	75-140	SYNTHETIC OIL			37.58	
0		TRANSFER CASE INTERNAL FAILURE. REMOVE TRANSFER CASE, DISASSEMBLE, & INSPECT. INSTALL NEW TRANSFER CASE CHAIN, REPLACE REAR SEAL,REPLACE SHIFT FORK SHOES, & ADD ATF +4 FLUID.			475.00	234.93	709.93
	1.00	5086328-AA	TRANSFER CASE CHAIN			149.00	
	1.00	5086341	REAR SEAL			48.25	
	3.00	5086318	SHIFT FORK SHOES			16.35	
	3.00	ATF+4	AUTOMATIC TRANSMISSION			21.33	

		Payments:					
		MSTR CHARG VISA, $885.89, on 02/15/12					
		CardNo: [**********3416], AuthorizationNo: []					

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!
X_____

Labor :	$570.00
Parts :	$290.61
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$860.61
Sales Tax :	$25.28
Total :	$885.89
Paid :	$885.89
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0004205

Date : 7/13/2012 Page 1 of 1

Orig Est #: Center : 9

Customer [redacted]	**Vehicle :** 2003 DODG RAM 2500 PICKUP
Address :	**License** [redacted] **CLR :** RED
City : WESTMINSTER, CO [redacted]	**VIN :** 3D7KU28693G[redacted]
Cell : [redacted] **Ext :**	**ENGINE :** 5.9 DIESEL **TRANS :** AUTO
Work : (303) - **Ext :**	**Mileage :** 114894 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests: CHECK OVER VEHICLE					
0		INSTALL NEW FRONT & REAR BRAKE ROTORS & PADS. BLEED SYSTEM. PARTS SUPPLIED. ROTATE TIRES, ADJUST TIRE PRESSURE. CHECK ALIGNMENT, CHECK DRIVELINE, CHECK FRONT STEERING & SUSPENSION. INSTALL NEW LEFT INNER TIE ROD ASSEMBLY. CHANGE ENGINE OIL & FILTER			490.00	194.16	684.16
	1.00	27620	OIL FILTER			8.11	
	12.00	15/40	DIESEL OIL			46.80	
	1.00	DS1464	INNER TIE ROD ASSEMBLY			139.25	
0		FRONT END WANDERING NOT CORRECTED WITH NEW INNER TIE ROD. CHECK STEERING. EXCESSIVE PLAY IN STEERING DUE TO LOOSE STEERING COUPLER. INSTALL UPDATED BORGENSON 951 STEERING SHAFT.			95.00	285.57	380.57
	1.00	BORGENSON 951	STEERING SHAFT			285.57	

		Payments: MSTR CHARG VISA, $1105.99, on 07/13/12					

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WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$585.00
Parts :	$479.73
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$1,064.73
Sales Tax :	$41.26
Total :	$1,105.99
Paid :	$1,105.99
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0005137

Date : 1/2/2013 Page 1 of 1

Orig Est #: Center : 7

Customer [redacted]	**Vehicle :** 2003 DODG RAM 2500 PICKUP
Address :	**License** [redacted] **CLR :** RED
City : WESTMINSTER, CO [redacted]	**VIN :** 3D7KU28693G [redacted]
Cell : [redacted] **Ext :**	**ENGINE :** 5.9 DIESEL **TRANS :** AUTO
Work : (303) - **Ext :**	**Mileage :** 120604 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests: CHECK COOLANT LEAKS, CHECK ABS LIGHT ON.					
0		WATER PUMP IS LEAKING. INSTALL NEW WATER PUMP & GASKET. SCAN COMPUTER, LOOSE WHEEL BEARING/DAMAGED SENSOR. REPLACE RIGHT FRONT HUB ASSEMBLY. REPLACE HI MOUNT BRAKE LIGHT & LICENSE BULB.			332.50	682.96	1015.46
	1.00	5086959AB	WATER PUMP			350.00	
	1.00	912	LICENSE BULB			2.09	
	1.00	194	BULB			1.82	
	1.00	BRG BR930502	WHEEL HUB WITH SENSOR			329.05	

Payments:
MSTR CHARG VISA, $1074.19, on 01/02/13

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.
WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$332.50
Parts :	$682.96
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$1,015.46
Sales Tax :	$58.73
Total :	$1,074.19
Paid :	$1,074.19
Due :	$0.00

Signature X _____

AUTOMOTIVE SPECIALISTS, INC.

7175 NEWTON STREET
WESTMINSTER, CO 80030
303 650-1348

Repair Order # 0005973

Date : 6/13/2013 Page 1 of 1

Orig Est #: Center : 7

Customer [redacted]	**Vehicle :** 2003 DODG RAM 2500 PICKUP
Address :	**License :** [redacted] **CLR :** RED
City : WESTMINSTER, CO[redacted]	**VIN :** 3D7KU28693G[redacted]
Cell : ([redacted] **Ext :**	**ENGINE :** 5.9 DIESEL **TRANS :** AUTO
Work : (303) - **Ext :**	**Mileage :** 125171 **UNIT :**

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		SERVICE, CHECK NOISE IN RIGHT FRONT WHEEL					
OIL005		CHANGE ENGINE OIL AND FILTER, CHECK ALL FLUIDS ADD WHERE NEEDED, GREASE CHASSI			25.50	54.09	79.59
	1.00	27630	OIL FILTER			7.29	
	12.00	DIESEL OIL	DIESEL OIL			46.80	
0		ADVISED CUSTOMER THAT NO PROBLEMS WERE FOUND WITH RIGHT FRONT WHEEL. BRAKES OK			0.00		
		AT THIS TIME. WHEEL HUB ASSEMBLY OK AT THIS TIME					
0		REPLACE FUEL FILTER			58.80	21.14	79.94
	1.00	3585XE	FUEL FILTER			21.14	

		Payments:					
		MSTR CHARG VISA, $166.00, on 06/13/13					

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X_____

Labor :	$84.30
Parts :	$75.23
Sublet :	$0.00
Other Fees :	$0.00
Supply Charg	$0.00
Subtotal :	$159.53
Sales Tax :	$6.47
Total :	$166.00
Paid :	$166.00
Due :	$0.00

Signature X _____

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N62 / NHTSA 13V-528*

This notice applies to your vehicle (VIN: **3D7KU28693G[redacted]**.

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

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

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FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 0 00 000 0 0 0

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Forestwood Industrial
P.O. BOX 842310
1340 WEST FIELD AVENUE
HILDALE, UT 84784
Ph: (435) 874-2527
Fax: (435) 874-2255

case # [redacted]
cell # [redacted]

Invoice

Date	Invoice #
2/11/2013	13351

Bill To	Ship To
[redacted] Hildale, UT [redacted]	[redacted] Hildale, UT [redacted]

P.O. Number	Terms	Rep	Via	F.O.B.

Quantity	Description	Price Each	Amount
1	Parts # 52106795AE TRACK BAR	747.86	747.86T
1	1 Hr Labor performed at the automotive Shop	75.00	75.00T
	SALES TAX	5.95%	48.96

Invoice Total	$871.82
Payments/Credits	$0.00
Balance Due	$871.82

563392/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number) [6J[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 _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Hildale UT [redacted]

Chry
P.O.Bo
Aubu

48321

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



FAX

Sent From: CopyCats
420 S. Liveoak
Lampasas TX 76550

Phone: 512.556.3394

Fax: 512.556.0500

TO:

FROM: [redacted]

FAX #: 1-877-768-5076

FAX #:

DATE: Jan 17 2014

 # OF PAGES:

Message:

Recall



☐ Urgent ☐ Please Comment

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

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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 [redacted]
Last Name [redacted]
Street Address [redacted]
City [redacted] Memphis
State [redacted] Texas Zip Code [redacted]
Email Address _____

435980/#63094/N62

```
*--- 2 of 2 - Dealer: MB-S ----------------------------------------------------*
RO No: 230794      Opened: 07DEC11   Closed: 07DEC11   Mileage: 112060
Line Code: A  Booker: 137            Comeback: N
Complaint:        CUST STATES DRIVERS SIDE TIEROD END BROKE OFF AT WHEEL
Cause:
SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.........................
137     705     CC    00                  REPLACED BROKEN DRIVERS SIDE OUTER TIE
                                          ROD END
                      PARTS$      121.45 LABOR$      100.00 MISC$        0.00
137     705     CM    AL2                 ALIGNMENT 2 WHEEL
                      PARTS$        0.00 LABOR$       79.95 MISC$        0.00
Line Code: B  Booker: 137            Comeback: N
Complaint: 23P    PERFORM 23-POINT VEHICLE CHECKUP----PARKED_____
Cause:
SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.........................
137     705     IAS   23P                 PERFORM 23-POINT VEHICLE CHECKUP----PA
                                          RKED_____
                      PARTS$        0.00 LABOR$        6.30 MISC$        0.00
        COMMENTS: SUGGEST:BRAKE FLUID SER $69.25,POWER STEERING S
                  ER $83.55,FRONT AND REAR DIFF SER $128.08 EACH,
                  TRANS SER $165.00,FUEL FILTER $80.00,COOLANT FL

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

[redacted]

Lampasas Texas

[redacted]

Phone [redacted]

today day mileage 117,000

Case # [redacted]

Benny Boyd

CHRYSLER

JAMES SOUTHARDS
Assistant Service Manager
jsouthards@bennyboyd.com

DODGE

Jeep

Five Star Award For Excellence

www.bennyboyd.com
601 North Key Avenue
Lampasas, TX 76550

(512) 556-4880
800 760-4880
Fax: (512) 556-3150
Cell: (512) 525-4881

FAX

Sent From: CopyCats
420 S. Liveoak
Lampasas TX 76550

Phone: 512.556.3394

Fax: 512.556.0500

TO:

FROM: [redacted]

FAX #: 1-877-768-5076

FAX #:

DATE: Jan 17 2014

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Message:

Recall



☐ Urgent ☐ Please Comment

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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

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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 [redacted]
Last Name [redacted]
Street Address [redacted]
City [redacted] Zip Code [redacted]
State [redacted]
Email Address _____

435980/#63094/N62

```
*--- 2 of 2 - Dealer: MB-S ----------------------------------------------------*
RO No: 230794      Opened: 07DEC11   Closed: 07DEC11   Mileage: 112060
Line Code: A  Booker: 137            Comeback: N
Complaint:        CUST STATES DRIVERS SIDE TIEROD END BROKE OFF AT WHEEL
Cause:
SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.........................
137     705     CC    00                  REPLACED BROKEN DRIVERS SIDE OUTER TIE
                                          ROD END
                      PARTS$      121.45 LABOR$      100.00 MISC$        0.00
137     705     CM    AL2                 ALIGNMENT 2 WHEEL
                      PARTS$        0.00 LABOR$       79.95 MISC$        0.00
Line Code: B  Booker: 137            Comeback: N
Complaint: 23P    PERFORM 23-POINT VEHICLE CHECKUP----PARKED_____
Cause:
SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.........................
137     705     IAS   23P                 PERFORM 23-POINT VEHICLE CHECKUP----PA
                                          RKED_____
                      PARTS$        0.00 LABOR$        6.30 MISC$        0.00
        COMMENTS: SUGGEST:BRAKE FLUID SER $69.25,POWER STEERING S
                  ER $83.55,FRONT AND REAR DIFF SER $128.08 EACH,
                  TRANS SER $165.00,FUEL FILTER $80.00,COOLANT FL

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

[redacted]

Lampasas Texas

[redacted]

Phone [redacted]

today day mileage 117,000

Case # [redacted]

Benny Boyd

CHRYSLER

JAMES SOUTHARDS
Assistant Service Manager
jsouthards@bennyboyd.com

DODGE

Jeep

Five Star Award For Excellence

www.bennyboyd.com
601 North Key Avenue
Lampasas, TX 76550

(512) 556-4880
800 760-4880
Fax: (512) 556-3150
Cell: (512) 525-4881

FAX

Sent From: CopyCats
420 S. Liveoak
Lampasas TX 76550

Phone: 512.556.3394

Fax: 512.556.0500

TO:

FROM: [redacted]

FAX #: 1-877-768-5076

FAX #:

DATE: Jan 17 2014

 # OF PAGES:

Message:

Recall



☐ Urgent ☐ Please Comment

with MOPAR service parts.

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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.

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Chrysler Group LLC

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435980/#63094/N62

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code N62

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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 [redacted]
Last Name [redacted]
Street Address [redacted]
City [redacted] Memphis
State [redacted] Texas Zip Code [redacted]
Email Address _____

```
*--- 2 of 2 - Dealer: MB-S ----------------------------------------------------*
RO No: 230794      Opened: 07DEC11   Closed: 07DEC11   Mileage: 112060
Line Code: A  Booker: 137            Comeback: N
Complaint:        CUST STATES DRIVERS SIDE TIEROD END BROKE OFF AT WHEEL
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Press B, S#, Return for next page, EST#, ?, or E to Exit:
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[redacted]

Lampasas Texas

[redacted]

Phone [redacted]

today day mileage 117,000

Case # [redacted]

Benny Boyd

CHRYSLER

JAMES SOUTHARDS
Assistant Service Manager
jsouthards@bennyboyd.com

DODGE

Jeep

Five Star Award For Excellence

www.bennyboyd.com
601 North Key Avenue
Lampasas, TX 76550

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800 760-4880
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FAX

Sent From: CopyCats
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Lampasas TX 76550

Phone: 512.556.3394

Fax: 512.556.0500

TO:

FROM: [redacted]

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Recall



☐ Urgent ☐ Please Comment

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435980/#63094/N62

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code N62

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Owner's title *(check one if applicable)*:
☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name [redacted] MI [redacted]
Last Name [redacted]
Street Address [redacted]
City [redacted] Zip Code [redacted]
State [redacted]
Email Address _____

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[redacted]

Lampasas Texas

[redacted]

Phone [redacted]

today day mileage 117,000

Case # [redacted]

Benny Boyd

CHRYSLER

JAMES SOUTHARDS
Assistant Service Manager
jsouthards@bennyboyd.com

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Jeep

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Cell: (512) 525-4881

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KU28D4

VIN (LAST 8 DIGITS) 4G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0020 00020

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

January 7, 2014

Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007
Attn: Reimbursement
Case# [redacted]

Dear Sir/Madam;

Per the attached recall for the 2004 Dodge RAM 2500 Truck, with the left tie rod ball stud issue, I am requesting a reimbursement for funds that I spent in February of 2013 to repair this issue. Please see the attached invoice where the repair was completed.

If you have further questions or concerns please call me at [redacted]

Sincerely,

[redacted]

CASE # [redacted]

Anderson Automotive
1040 Comercial Drive
Lawrenceburg, KY 40342

NAM [redacted] PHONE
ADDRES [redacted]
CITY, STATE, ZIP Lawrenceburg KY [redacted]
2ND AUTHORIZED NA [redacted] PHONE [redacted]

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

QTY	PART NO.	NAME OF PART	PRICE		WARRANTY YRS
2		Upper Ball Joints	171	26	
2		Lower Ball Joints	300	12	
2		Front Cal	241	54	
2		Brake ~~Calipers~~ Hoses	193	56	
2		Front Rotors	199	42	
1		Front PADS	62	92	
2		Front HUBS	444	52	
1		Axle U-Joint	67	18	
		TOTAL PARTS	1570	82	

MECHANICS RECOMMENDATIONS

Estimated cost $ _____ Estimate Charge _____ Basis for Charge _____

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 [illegible] THE CHARGE MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) 2-26-13 A.M. P.M.
CUSTOMER'S ORDER NO.
PROMISED (DATE & TIME) A.M. P.M.
YEAR • MAKE • MODEL 04 Dodge Ram 2500
SERIAL #/VIN D44G128121
MOTOR #
LICENSE NO.
ODOMETER
WRITTEN BY

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

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*	
Replaced 4 Ball Joints ~~Calipers~~ Hubs ~~Hoses~~ ~~Rotors~~	247 50
Replaced Calipers, Hosers, Rotors	165 00
Replaced UF Axle U-Joint	55 00
Alignment	55 00

METHOD OF PAYMENT: ☒ CHECK ☐ CHARGE ☐ CASH

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.

LABOR ☐ FLAT RATE ☐ HOURLY ☐ BOTH

GUARANTEED ITEM(S) _____

GUARANTEE EFFECTIVE UNTIL:
TIME _____
MILEAGE _____

☐ RETAIN PARTS ☐ DESTROY PARTS

AUTHORIZED BY

LABOR ONLY	522 50
PARTS	1570 82
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
STORAGE FEE	2643 32
TAX	94 24
TOTAL ▶	2157 56

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

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KU28D44G[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.
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CASE# [redacted]

Customer Services / Field Operations
Chrysler Group LLC

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RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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CHRYSLER GROUP LLC
Mail Stop 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

XX #1

4G[redacted] N62 189866
[redacted]
LAWRENCEBURG, KY [redacted]

189866/#63094/N62

189866/#63094/N62

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

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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]

Lawrenceburg, Ky

[redacted]

RECEIVED
JAN 16
By

[redacted]

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

TO WHOM IT MAY CONCERN:

HERE IS THE RECIEPT FOR A LEFT SIDE TIE ROD END THAT BROKE ON MY 2003 DODGE 2500, THANKFULLY I WAS IN A PARKING LOT WHEN THE VEHICLE LOST CONTROL.

I AM REQUESTING REIMBURSEMENT FOR THIS PURCHASE DUE TO RECALL, PLEASE SEE CASE NUMBER BELOW FOR DETAILS, THANK-YOU

ATTN: CASE # [redacted]

[redacted]

SUNAPEE N.H. [redacted]

Service & Parts Department Hours:
Mon-Fri 7:30 to 5:30
• Wed. Nights Til 8 • Sat 8 to 12

kcpDodge.com

Keene CHRYSLER Jeep DODGE

410 Winchester St. • Keene

357-0808
800-848-0623

Date 09/28/13 13:20:44 **Routing**

PARTS INVOICE

Ticket #	148231	**RETAIL CASH**			148231
Customer #	CASH				
Bill To	[redacted]		Ship To	Same as Bill To	
Address 1					
Address 2					
City/State					
Phone Number		Sales Person	VB	P.O.Number	03 RAM 2500
Shipping Notes					

Order	Ship	Part #	Bin	Description	List	Price	Total
1	1	68038054AD	230D	PACKAGE OUTER END	104.00	104.00	104.00

Invoice Pre Tax Total---->	**$**	**104.00**
Sales Tax On Above---->	$	0.00
Deposit---->	$	0.00
Total Amount Due---->	**$**	**104.00**

THANK YOU FOR CHOOSING KEENE CHRYSLER JEEP DODGE!
*RESTOCKING:
Minimum $10.00 per line item on returned parts.
Maximum 45 days from purchase to return an item.
(see below for additional information)

ATTN: CASE # [redacted]

NO REFUNDS WITHOUT THIS NOTICE

No Refunds on Special Ordered Parts. No Refunds On Electrical Parts.

20% Handling Charge On Items Accepted For Return

All Return Parts Must Be In Original Undamaged Package

All 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 Or Fitness For A Particular Purpose, And Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With Said Products.

Signature _____

[redacted]

[redacted] MANCHESTER NH 030

SWANZEY N.H. [redacted]

07 JAN 2014 PM 2 L

JAN 14



CHRYSLER CUSTOMER ASSISTANCE
P.O. BOX 21-8007,
AUBURN HILLS, MI 48321-8007
ATTN: REIMBURSEMENT

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1/9/14

VIN (FIRST 9 DIGITS) 3D7Ms48CX

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 5840979

46544

INVOICE

PAGE 1

A FIVE STAR DEALER
NICHOLS DODGE CHRYSLER JEEP
988 Plantation Drive · P.O. Box 2509
BURLINGTON, N.C. 27216-2509
Sales (336) 229-6901 · Parts (336) 229-1105
Service (336) 229-9415
Toll Free 1-800-951-1105
www.nicholsdodge.com

[redacted]
ELON, NC [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 42 SCOTT WICKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	DODGE RAM 3500	3D7MS48CX5[redacted]		124350/124353	T940

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31AUG05 DD			17:00 05AUG13			CASH	05AUG13

R.O. OPENED	READY	OPTIONS:
01AUG13	05AUG13	ENG:5.9_Liter_Turbo

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A OIL CHANGE, LUBE AND FILTER-DIESEL			
3KD OIL CHANGE, LUBE AND FILTER-DIESEL			
60 CBL		18.40	18.40
1 5083285AA FILTER-ENGINE OIL	16.75	16.75	16.75
12 68024966MA *OIL	6.80	6.80	81.60
**********			
B CHECK THE FRONT AND REAR BRAKES AND ADVISE!			
BRAKES CHECK THE FRONT AND REAR BRAKES AND ADVISE!			
60 CBL		0.00	0.00
124350 SEE LINE F..			
**********			
C PASSENGER SIDE A/C NOT COOLING WELL			
A/C CHECK A/C OPERATION & ADVISE			
60 CBL		119.00	119.00
1 4798219 DYES-LEAK DETECTION	9.00	5.82	5.82
1 82300101AB *REFRIGANT-R134A	21.94	9.79	9.79
124350 PERFORMED DOOR TEST. PASSED. SUSPECTED LOW R3EFRIGERENT LEVEL. EVACUATED AND RECHARGED A/C SYSTEM. RECOVERED 1.11 LBS OF FREON. RECHARGED TO 1.91 LBS OF FREON.			
**********			
D CHECK PASSENGER OUTSIDE DOOR HANDLE			
DOOR REPAIR			
60 CBL		127.50	127.50
1 55276882AB HANDLE-FRONT DOOR EXTERIOR	65.18	57.52	57.52
124350 FOUND RIGHT OUTER DOOR HANDLE HAD BROKEN INTERNALLY. REPLACED RIGHT OUTER DOOR HANDLE ASSEMBLY.			
**********			
E 16 POINT INSPECTION (CHRYSLER)			
16 16 POINT INSPECTION (CHRYSLER)			
60 CD		0.00	0.00
**********			
F** OP. #24N REPLACE FRONT BRAKE PADS & RESURFACE ROTORS			
24N OP. #24N REPLACE FRONT BRAKE PADS & RESURFACE			

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	

CUSTOMER COPY

CUSTOMER #: 5840979

46544

INVOICE

PAGE 2

A FIVE STAR DEALER
NICHOLS
DODGE · CHRYSLER · JEEP
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Service (336) 229-9415
Toll Free 1-800-951-1105
www.nicholsdodge.com

[redacted]

ELON, NC [redacted]
HOME: CONT: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 42 SCOTT WICKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	DODGE RAM 3500	3D7MS48CX5G[redacted]		124350/124353	T940

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31AUG05 DD			17:00 05AUG13			CASH	05AUG13

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo
01AUG13	05AUG13	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	ROTORS							
			60	CBL			180.00	180.00
1	V1013267		PAD KIT-FRONT DISC BRAKE			75.00	72.81	72.81
124350 REPLACED FRONT BRAKE PADS. MACHINED FRONT BRAKE ROTORS.								
**********								
G** INSPECT THE STEERING SYSTEM...CK AND ADVISE / /								
	STEERING INSPECT THE STEERING SYSTEM...CK AND ADVISE							
			60	CBL			212.50	212.50
1	6505623AA		NUT-HEX LOCK			5.40	2.18	2.18
1	52122362AH		STEERING-STEERING			372.00	360.81	360.81
1	68039930AA		ARM-PITMAN			47.41	41.83	41.83
1	5154661AC		*DAMPER-STEERING			132.84	119.17	119.17
124350 FOUND STEERING LINKAGE WORN. REPLACED PITTMAN ARM. REPLACED STEERING LINKAGES. REPLACED DAMPNER ASSEMBLY.								
**********								
H** REPLACE FUEL FILTER - DIESEL TYPE								
	24A REPLACE FUEL FILTER-EFI TYPE							
			60	CBL			42.50	42.50
1	68001914AB		FILTR PKG-FUEL			35.90	29.04	29.04
124350 REPLACED FUEL FILTER								
**********								
I** REPLACE AIR FILTER								
	24L REPLACE AIR FILTER							
			60	CBL			0.00	0.00
1	53034249AA		FILTER-AIR			37.84	33.41	33.41
124350 REPLACED AIR FILTER								
**********								
J** FOUND BOTH FRONT AXLE U-JOINTS BAD								
	AXLE WORK							
			60	CBL			212.50	212.50
2	V8016665AA		JOINT			56.38	49.75	99.50
124350 REPLACED BOTH FRONT AXLE U-JOINTS								
**********								

Customer

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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

CUSTOMER #: 5840979

46544

INVOICE

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DODGE CHRYSLER JEEP
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[redacted]

ELON, NC [redacted]

PAGE 3

HOME:
BUS: [redacted]
CONT: [redacted]
CELL:

SERVICE ADVISOR: 42 SCOTT WICKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	DODGE RAM 3500	3D7MS48CX5[redacted]		124350/124353	T940

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31AUG05 DD			17:00 05AUG13			CASH	05AUG13

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo
01AUG13	05AUG13	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
K**	OP. #24E FRONT SUSPENSION ALIGNMENT						
	24E	OP. #24E FRONT SUSPENSION ALIGNMENT					
		60	CD			42.95	42.95

****

HAZARDOUS WASTE DISPOSAL FEE & SHOP SUPPLIES 15.00

THANK YOU FOR ALLOWING US TO SERVE YOU!
ANY QUESTIONS OR COMMENTS?? PLEASE CONTACT
YOUR NICHOLS DODGE CHRYSLER JEEP SERVICE TEAM
SERVICE MANAGER - JUSTIN BORST
SHOP FOREMAN - DEREK SIMMONS
SERVICE ADVISORS - EDDIE CLAYTON, SCOTT WICKER
VICKI MOON, AMANDA TUCK, NICOLE MATHERLY

Customer

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	955.35
PARTS AMOUNT	930.23
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1900.58
LESS INSURANCE	0.00
SALES TAX	62.79
PLEASE PAY THIS AMOUNT	1963.37

CUSTOMER COPY

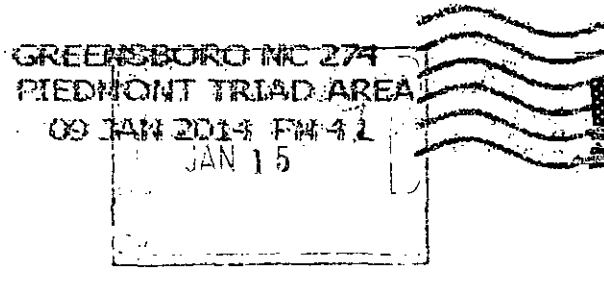
Case #[redacted]
Actual Mileage: 127,071
Mailing Address: [redacted]
Burlington NC [redacted]
Day Time Phone: [redacted]
Night Time Phone: [redacted]
VIN: 3D7MS48CX5G[redacted]
Registered to:
[redacted]

FLEISCHER

INDUSTRIAL CONTROLS

INC.

P. O. Box 1303 - 315 N. Church Street
Burlington, NC 27216



Chrysler Recall Assistance Center

P.O. Box 21-8007

Auburn Hills, Michigan

48321-8007

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7KS19D6

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

LANDERS MCLARTY
CHRYSLER-JEEP-DODGE

6533 UNIVERSITY DRIVE N.W.
HUNTSVILLE, AL 35806
(256) 830-6450

CUST NO.	TAX EXEMPT NUMBER	CUST P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
1633				CRED CD	BILL	12/18/13	367488 CHR

BILL TO
CASH
6533 UNIVERSITY DR NW
HUNTSVILLE, AL 35806-1717

SHIP TO

SHIP QTY	B.O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	52122362-AJ STEERING 19027003	N/STK	350.00	350.00	350.00
1	0	5154661-AC DAMPER ST 19030006	03313	119.00	119.00	119.00
1	0	6502473 BOLT HEX 17014001	00603	4.35	4.35	4.35
1	0	6502835 NUT HEX F 17015030	00603	1.70	1.70	1.70

PAID 12/18/13
CASH ___ CHECK ___ CC VISA

DISCLAIMER OF WARRANTY: Any warranties on the products sold hereby are those 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
NO RETURNS ON ELECTRICAL PARTS OR PARTS THAT HAVE BEEN INSTALLED. A 20% HANDLING CHARGE WILL BE CHARGED ON ALL RETURNED PARTS.
NO RETURNS ON SPECIAL ORDERS.
NO RETURNS WITHOUT THIS INVOICE.

IN THE EVENT THIS CONTRACT IS PLACED WITH AN ATTORNEY FOR COLLECTION, I AGREE TO PAY A REASONABLE ATTORNEY'S FEE.
WE HOLD SPECIAL ORDERS FOR 30 DAYS.

RECEIVED IN GOOD CONDITION BY: _____

SUBTOTAL	475.05
TAX	38.01
FREIGHT	0.00
PAY THIS AMOUNT	513.06

CUSTOMER COPY

45 PAGE 1 OF 1
NET642

PARTS INVOICE

LANDERS MCLARTY CHRYSLER DODGE J
6533 UNIVERSITY DRIVE
HUNTSVILLE, AL 35806
(256) 830-6450

Sale

Merchant ID: 542929803783661
Term ID: LK128945
12/18/13 08:06:31
Batch#: 000223 Inv #: 000003
Ticket: 367488

[redacted] Entry Method: S

Seq.#: 0003 Appr Code: 054773
Total:$ 513.06

APPROVED

Customer Copy

THANK YOU!

Attention
Crysler Recall Assistance Center

Vehicle Owner
[redacted]
Huntsville AL [redacted]
Vin:# 3D7KS19D16[redacted]

Millage at service: 149210
Current millage: 150605

Parts Purchase date 12/18/13
Parts install date 12/20/13

Reason for this letter is because I bought & replaced these parts before receiving leter of recall due to issues. Feel only fair to be reimbursed.

[redacted]

[redacted]
HSV AL

Crysler R
P.O. Box
Auburn

49321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 3D6W24ETO

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

066554#63093/N49

[redacted]

Newark, OH [redacted]

PLEASE [redacted]
IF ANY OF IT [redacted]

VIN (Last 8 Characters of Vehicle Identification Number)

Qualification Code

B G [redacted] 8 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 _____

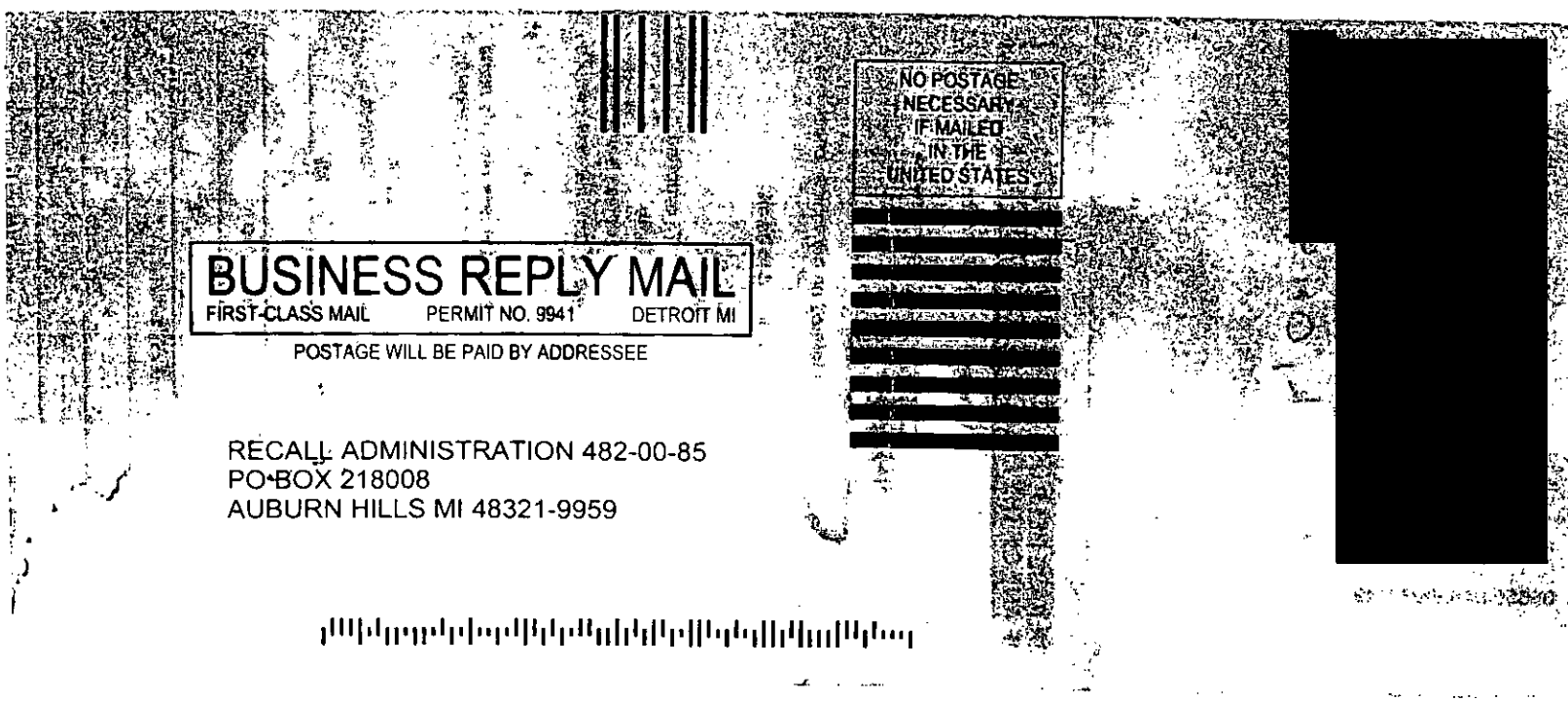
Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____


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

JAE'S TOWING RECOVERY
1697 HEBRON RD.
HEATH OH 43056

DATE: 12/12/13 TIME: 11:01
MERCHANT ID: JA39903543001

CREDIT CARD
[redacted] SALE

CARD#	**********
EXPIRATION DATE	**/**
SEQ:	047005
INVOICE:	1733
APPROVAL CODE:	044991
ENTRY METHOD:	SWIPED

PRODUCT	QTY	PRICE	AMOUNT
GEN AUTO MERCH			960.58

TOTAL AMOUNT: $960.58

APPROVED 044991

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

1733

JAE'S TOWING & REPAIR

1697 HEBRON RD.
HEATH, OH 43056
740-323-4076

I-70 & SR 79
BUCKEYE LAKE, OH 43008
740-928-5071 • FAX: 740-323-3635

NAM [redacted]

DATE 12-10-13

ADDRESS #430 CITY STATE ZIP

MAKE	TYPE OR MODEL	YEAR	RECEIVED
DODGE	RAM 3500 HD.	6-2011	A.M. P.M.

V.I.N. 3D6WZ4ET0BG [redacted] PROMISED A.M. P.M.

ODOMETER	LICENSE NO	DEL. DATE	PHONE WHEN READY	REPAIR ESTIMATE
39145	[redacted]	10/5	YES ☐ NO ☐	$

ORDER WRITTEN BY GD HOME PHONE WORK PHONE

OTHER INSTRUCTIONS

QTY	PART NUMBER	DESCRIPTION	PRICE	LABOR
		BUSTED TIE ROD DRIVER SIDE.		
1	269-3240	L.O Tie Rod End	99 79	
1	269-1194	Tie Rod Adj Sleeve	37 48	
1	269 6123	R inner tie Rod	186 07	
1	269-1195	Tie Rod Adj Sleeve	37 48	
1	269 3704	Drag link	102 36	
1	38055	Tie Rod end	26 74	
127.		REPLACE COMPLETE STEERING LINKAGE ASSEMBLY & GREASE JOINTS 2.5x74-		185 00
		TOW TO BAR SHOP FOR REPAIR		97 50

SUBLET REPAIRS

QTS. OIL @

LBS. GREASE @

ENVI. CHARGE

GAS, OIL & GREASE GALS. GAS @

ACCOUNT	AMOUNT

INT C	INT S	CLM. C	CLM. S
MISC Shop Supplies			
7.50			

	C	S
TOTAL LABOR		185 00
TOTAL PARTS		67 08
ACCESSORIES		
GAS, OIL, GREASE MISC		7 50
SUBLET REPAIRS TOW		97 50
TAX		7 50
TOTAL		360 58

PARTS WARRANTY - TO THE EXTENT PERMITTED BY STATE OR LOCAL LAW, ANY WARRANTIES ON THE PRODUCTS SOLD HEREIN 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.

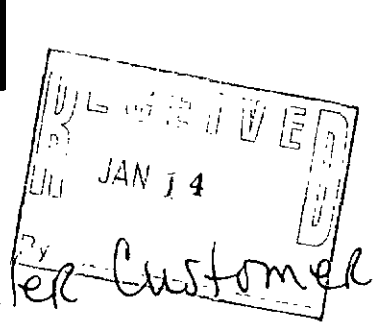
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

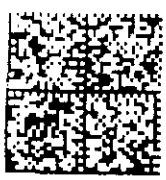
I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND /OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

X

[redacted]

Newark, Ohio [redacted]





U.S. POSTAGE

ZIP 43055 $
02 1W
000 384311

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

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Bay Area Hospital

Fax

BAY AREA HOSPITAL
Unit 3D
1775 THOMPSON RD
COOS BAY, OREGON 97420
PHONE: [redacted]
Fax: (541) 269-8326

This fax contains privileged and confidential information intended only for the addressee. If you receive this information in error, please notify us by telephone to arrange for return of the original document to us. If these documents are part of a medical record, they may not be disclosed to anyone without the specific written authorization of the person involved. (HIPAA Privacy Regulations 164.502). If there is any difficulty with this transmission, please call us for assistance

DATE: 01/06/14

TO: Chrysler / Dodge

FAX NUMBER: 1877-768-5076

NUMBER OF PAGES (including coversheet): 6

FROM: [redacted]

MESSAGE:

Thank you!

Case# [redacted]

VIN# 3D7KS29A27G[redacted]

01/06/2013

To Whom It May Concern regarding case # [redacted]

My 2007 Dodge Ram 2500 did experience the problem indicated on the safety recall N62/NHTSA 13V-528. We purchased this truck form our local Dodge/Jeep/Chrysler dealer in Coos Bay Oregon in 2008, VIN# 3D7KS29A27G[redacted] Mileage at date of service was 58,251 (as indicated on repair receipt also faxed), current mileage is 64,300.

For further questions please contact me a[redacted]

Thank you[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS29A27C**[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.

2160

AUTO REPAIR ORDER

Howell Automotive
874 E. 7th Place
Coquille, OR 97423
(541) 396-2540

NAME [redacted]
ADDRESS
CITY, STATE

QUAN.	PART NO.	NAME OF PART	PRICE
1	SET	STEERING LINKAGE LIST 489.58	422.80
		SUBLET: SET TOE IN	28.50
		TOTAL PARTS	

MECHANICS RECOMMENDATIONS

ESTIMATE AMOUNT • PARTS & LABOR ➤

CUSTOMER'S INFORMATION

DATE 12.6.2012
CUSTOMER'S ORDER NO.
WHEN PROMISED [redacted]
YEAR • MAKE • MODEL 2007 DODGE 4x4
SERIAL NO.
MOTOR NO.
LICENSE NO.
ODOMETER 58251
WRITTEN BY LEN

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

REPLACE COMPLETE STEERING LINKAGE — 72.00

GAS, OIL & GREASE	ACCESSORIES		
GALS. GAS			
QTS. OIL			
LBS. GREASE			
TOTAL GAS OIL & GREASE			
☐ RETAIN PARTS ☐ DESTROY PARTS		TOTAL ACCESSORIES	

LABOR ONLY	72.00
PARTS	422.80
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	28.50
FREIGHT	32.00
TAX	
TOTAL	555.30

AUTHORIZED BY

Notice: Warranty on the parts we use is the responsibility of the manufacturer not Howell Automotive.

Case # [redacted]
Vin # 3D7KS29A27G[redacted]

Total

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP DODGE OF EUGENE #59
2121 MARTIN LUTHER KING JR. BLVD. · EUGENE, OR 97401
PHONE: (541) 343-1700 · TOLL FREE: (800) 437-6496
PARTS FAX: (541) 343-5303 · OFFICE FAX: (541) 343-6151
LITHIA FIAT OF EUGENE #234
80 CENTENNIAL LOOP · EUGENE, OR 97401 · (541) 334-3100 · FAX: (541) 334-3199
REMIT PAYMENT TO: LITHIA MOTORS PAYMENT PROCESSING
P.O. BOX 1647 · MEDFORD, OR 97501-0249

ALL RETURNS AND EXCHANGES REQUIRE THIS ORIGINAL INVOICE
NO REFUNDS ON SPECIAL ORDERS
T NO REFUNDS AFTER 30 DAYS
E 20% HANDLING CHARGE ON ALL RETURNED PARTS
R NO RETURNS ON ELECTRICAL PARTS
M REFUND ON PURCHASES PAID BY CHECK ARE
S REFUNDED AFTER CHECK CLEARS
PRICES SUBJECT TO CHANGE WITHOUT NOTICE

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
04 DEC 12		04 DEC 12	04 DEC 12	211005

SOLD TO ACCOUNT NO. [redacted]
[redacted]
COQUILLE, OR [redacted]

SHIP TO [redacted]
COQUILLE, OR [redacted]

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO	TERMS	F.O.S.
	83113	[redacted]	CASH	EUGENE OR 10:15

ORD.	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
3	3		06505623AA	T-HEX LOCK	2.00	1.56	4.68
1	1		068039930AA	ARM-PITMAN	41.70	32.50	32.50
1	1		052122362AH	G-STEERING	359.00	279.50	279.50
1	1		05154661AB	R-STEERING	85.10	66.37	66.37
1	1		06502835	LANGE LOCK	1.70	1.30	1.30
			Part number	6502835		replaces	6502697

Jeep Dodge
DEC - 4 2012
JL59

CHRYSLER
Jeep
DODGE

If legal action becomes necessary to collect payment for the above parts or any additional parts authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

X _____
Received By

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

PARTS	384.35
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$384.35

CUSTOMER COPY

case # [redacted]

Vin # 3D7KS29427G[redacted]

Parts

Green Light Express

(541) 915-8063

STRAIGHT BILL OF LADING

1063

PAYABLE TO: [redacted]
CRESWELL, OR [redacted]

DATE 12-5-1

CHECK HERE IF SHIPMENT IS C.O.D. ☐

TO [redacted]

ADDRESS

CITY Coquille STATE Or. ZIP

FROM Lithia Dodge

ADDRESS MLK Blvd.

CITY Eug STATE Or. ZIP

NO. PACKAGES	X	DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS	* Weight Subject to Cor.	RATE	EXTENSION
		T-Hex Lock			
		arm - Pitman			
		& Steering			
		Large Lock			

ADVANCE	❷	
C.O.D. AMOUNT	❷	
C.O.D. FEE	❷	
TOTAL CHARGES	❷	29.00

Subject to Section 7 of conditions. If this shipment is to be delivered to the consig without recourse on the consignor, the consignor shall sign the following statem The carrier shall not make delivery of this shipment without payment of freight and other lawful charges.

(Signature of Consignor)

IF CHARGES ARE TO BE PREPAID WR HERE PREPAID

If the shipment moves between two ports carrier by water, the law requires that the of lading shall state whether it is carrier's shipper's weight.

Received $ to apply in prepayment of the charges on property described hereon

AGENT OR CASHIER

Per

(The signature here acknowledges only th amount prepaid.)

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading, the property described above in apparent outward good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated above which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of said property over all or any portion of said route to destination and as to each party at any time interested in all or any said property that every service to be performed hereunder shall be subject to all the bill of lading terms and conditions in the governing classification on the date of shipment.
Shipper hereby certifies that he is familiar with all the bill of lading terms and conditions in the governing classification and the said terms and conditions are hereby agreed to by the shipper and accepted for himself, and his assigns. IN CONSIDERATION FOR ANY EXTENSION OF CREDIT.

NUMBER OF PIECES RECEIVED →

X Denotes Hazardous Material

SHIPPER'S SIGNATURE X

PERMANENT ADDRESS OF SHIPPER

AGENT OR DRIVER [redacted] DATE 12-5-1

Thank You!

396-2540

Ref. No. [redacted]

Case # [redacted]

Vin # 3D7KS29A27[redacted]

Parts

Bay Area Hospital

Fax

BAY AREA HOSPITAL
Unit 3D
1775 THOMPSON RD
COOS BAY, OREGON 97420
PHONE: [redacted]
Fax: (541) 269-8326

This fax contains privileged and confidential information intended only for the addressee. If you receive this information in error, please notify us by telephone to arrange for return of the original document to us. If these documents are part of a medical record, they may not be disclosed to anyone without the specific written authorization of the person involved. (HIPAA Privacy Regulations 164.502). If there is any difficulty with this transmission, please call us for assistance

DATE: 01/06/14

TO: Chrysler / Dodge

FAX NUMBER: 1877-768-5076

NUMBER OF PAGES (including coversheet): 6

FROM: [redacted]

MESSAGE:

Thank you!

Case# [redacted]

VIN# 3D7KS29A27G[redacted]

01/06/2013

To Whom It May Concern regarding case #[redacted]

My 2007 Dodge Ram 2500 did experience the problem indicated on the safety recall N62/NHTSA 13V-528. We purchased this truck form our local Dodge/Jeep/Chrysler dealer in Coos Bay Oregon in 2008, VIN# 3D7KS29A27G[redacted] Mileage at date of service was 58,251 (as indicated on repair receipt also faxed), current mileage is 64,300.

For further questions please contact me a[redacted]

Thank you[redacted]

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS29A27C**[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.

2160

AUTO REPAIR ORDER

Howell Automotive
874 E. 7th Place
Coquille, OR 97423
(541) 396-2540

NAME [redacted]
ADDRESS
CITY, STATE

QUAN.	PART NO.	NAME OF PART	PRICE
1	SET	STEERING LINKAGE LIST 489.58	422.80
		SUBLET: SET TOE IN	28.50
		TOTAL PARTS	

MECHANICS RECOMMENDATIONS

ESTIMATE AMOUNT • PARTS & LABOR ➤

CUSTOMER'S INFORMATION

DATE 12.6.2012 | CUSTOMER'S ORDER NO. | WHEN PROMIS [redacted]
YEAR • MAKE • MODEL 2007 DODGE 4x4 | SERIAL NO. | MOTOR NO.
LICENSE NO. | ODOMETER 58251 | WRITTEN BY LEA

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

REPLACE COMPLETE STEERING LINKAGE — 72.00

GAS, OIL & GREASE	ACCESSORIES		
GALS. GAS			LABOR ONLY 72.00
QTS. OIL			PARTS 422.80
LBS. GREASE			ACCESSORIES
TOTAL GAS OIL & GREASE			GAS, OIL & GREASE
☐ RETAIN PARTS ☐ DESTROY PARTS	TOTAL ACCESSORIES		MISC. MERCHANDISE
			SUBLET REPAIRS 28.50
			FREIGHT 32.00
			TAX
AUTHORIZED BY			TOTAL 555.30

Notice: Warranty on the parts we use is the responsibility of the manufacturer not Howell Automotive.

Case # [redacted]
VIN # 3D7KS29A27G[redacted]

Total

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP DODGE OF EUGENE #59
2121 MARTIN LUTHER KING JR. BLVD. · EUGENE, OR 97401
PHONE: (541) 343-1700 · TOLL FREE: (800) 437-6496
PARTS FAX: (541) 343-5303 · OFFICE FAX: (541) 343-6151
LITHIA FIAT OF EUGENE #234
80 CENTENNIAL LOOP · EUGENE, OR 97401 · (541) 334-3100 · FAX: (541) 334-3199
REMIT PAYMENT TO: LITHIA MOTORS PAYMENT PROCESSING
P.O. BOX 1647 · MEDFORD, OR 97501-0249

ALL RETURNS AND EXCHANGES REQUIRE THIS ORIGINAL INVOICE
NO REFUNDS ON SPECIAL ORDERS
T NO REFUNDS AFTER 30 DAYS
E 20% HANDLING CHARGE ON ALL RETURNED PARTS
R NO RETURNS ON ELECTRICAL PARTS
M REFUND ON PURCHASES PAID BY CHECK ARE
S REFUNDED AFTER CHECK CLEARS
PRICES SUBJECT TO CHANGE WITHOUT NOTICE

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
04 DEC 12		04 DEC 12	04 DEC 12	211005

SOLD TO [redacted] ACCOUNT NO. [redacted]
[redacted]
COQUILLE, OR [redacted]

SHIP TO [redacted]
COQUILLE, OR [redacted]

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO	TERMS	F.O.B.
	83113	[redacted]	CASH	EUGENE OR 10:15

ORD.	SHIP	P.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
3	3		06505623AA	T-HEX LOCK	2.00	1.56	4.68
1	1		068039930AA	ARM-PITMAN	41.70	32.50	32.50
1	1		052122362AH	G-STEERING	359.00	279.50	279.50
1	1		05154661AB	R-STEERING	85.10	66.37	66.37
1	1		06502835	LANGE LOCK	1.70	1.30	1.30
			Part number	6502835		replaces	6502697

Jeep Eagle
DEC - 4 2012
JI59

CHRYSLER
Jeep
DODGE

If legal action becomes necessary to collect payment for the above parts or any additional parts authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

X _____
Received By

PARTS	384.35
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$384.35

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER COPY

case # [redacted]

Vin # 3D7KS29427G[redacted]

Parts

Green Light Express

(541) 915-8063

STRAIGHT BILL OF LADING

1063

PAYABLE TO: [redacted]
CRESWELL, OR [redacted]

DATE 12-5-1

CHECK HERE IF SHIPMENT IS C.O.D. ☐

TO [redacted]

ADDRESS

CITY Coquille STATE Or. ZIP

FROM Lithia Dodge

ADDRESS MLK Blvd.

CITY Eug STATE Or. ZIP

NO. PACKAGES	X	DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS	* Weight Subject to Cor.	RATE	EXTENSION
		T-Hex Lock			
		Arm - Pitman			
		& Steering			
		Large Lock			

ADVANCE	❷	
C.O.D. AMOUNT	❷	
C.O.D. FEE	❷	
TOTAL CHARGES	❷	29.00

Subject to Section 7 of conditions. If this shipment is to be delivered to the consig without recourse on the consignor, the consignor shall sign the following statem The carrier shall not make delivery of this shipment without payment of freight and other lawful charges.

(Signature of Consignor)

IF CHARGES ARE TO BE PREPAID WR HERE PREPAID

If the shipment moves between two ports carrier by water, the law requires that the of lading shall state whether it is carrier's shipper's weight.

Received $ to apply in prepayment of the charges on property described hereon

AGENT OR CASHIER

Per

(The signature here acknowledges only th amount prepaid.)

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading, the property described above in apparent outward good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated above which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of said property over all or any portion of said route to destination and as to each party at any time interested in all or any said property that every service to be performed hereunder shall be subject to all the bill of lading terms and conditions in the governing classification on the date of shipment.
Shipper hereby certifies that he is familiar with all the bill of lading terms and conditions in the governing classification and the said terms and conditions are hereby agreed to by the shipper and accepted for himself, and his assigns. IN CONSIDERATION FOR ANY EXTENSION OF CREDIT.

NUMBER OF PIECES RECEIVED →

X Denotes Hazardous Material

SHIPPER'S SIGNATURE X PERMANENT ADDRESS OF SHIPPER

AGENT OR DRIVER [redacted] DATE 12-5-1

Thank You!

396-2540

Ref. No. [redacted]

Case # [redacted]

Vin # 3D7KS29A27[redacted]

Parts

Bay Area Hospital

Fax

BAY AREA HOSPITAL
Unit 3D
1775 THOMPSON RD
COOS BAY, OREGON 97420
PHONE: [redacted]
Fax: (541) 269-8326

This fax contains privileged and confidential information intended only for the addressee. If you receive this information in error, please notify us by telephone to arrange for return of the original document to us. If these documents are part of a medical record, they may not be disclosed to anyone without the specific written authorization of the person involved. (HIPAA Privacy Regulations 164.502). If there is any difficulty with this transmission, please call us for assistance

DATE: 01/06/14

TO: Chrysler / Dodge

FAX NUMBER: 1877-768-5076

NUMBER OF PAGES (including coversheet): 6

FROM: [redacted]

MESSAGE:

Thank you!

Case# [redacted]

VIN# 3D7KS29A27G[redacted]

01/06/2013

To Whom It May Concern regarding case #[redacted]

My 2007 Dodge Ram 2500 did experience the problem indicated on the safety recall N62/NHTSA 13V-528. We purchased this truck form our local Dodge/Jeep/Chrysler dealer in Coos Bay Oregon in 2008, VIN# 3D7KS29A27G[redacted] Mileage at date of service was 58,251 (as indicated on repair receipt also faxed), current mileage is 64,300.

For further questions please contact me a[redacted]

Thank you[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS29A27C**[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.

2160

AUTO REPAIR ORDER

Howell Automotive
874 E. 7th Place
Coquille, OR 97423
(541) 396-2540

NAME [redacted]
ADDRESS
CITY, STATE

QUAN.	PART NO.	NAME OF PART	PRICE
1	SET	STEERING LINKAGE LIST 489.58	422.80
		SUBLET: SET TOE IN	28.50
		TOTAL PARTS	

MECHANICS RECOMMENDATIONS

ESTIMATE AMOUNT • PARTS & LABOR ➤

CUSTOMER'S INFORMATION

DATE 12-6-2012 | CUSTOMER'S ORDER NO. | WHEN PROMISED [redacted]
YEAR • MAKE • MODEL 2007 DODGE 4x4 | SERIAL NO. | MOTOR NO.
LICENSE NO. | ODOMETER 58251 | WRITTEN BY LEN

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

REPLACE COMPLETE STEERING LINKAGE — 72.00

GAS, OIL & GREASE	ACCESSORIES		
GALS. GAS			LABOR ONLY 72.00
QTS. OIL			PARTS 422.80
LBS. GREASE			ACCESSORIES
TOTAL GAS OIL & GREASE			GAS, OIL & GREASE
☐ RETAIN PARTS ☐ DESTROY PARTS	TOTAL ACCESSORIES		MISC. MERCHANDISE
			SUBLET REPAIRS 28.50
			FREIGHT 32.00
			TAX
AUTHORIZED BY			TOTAL 555.30

Notice: Warranty on the parts we use is the responsibility of the manufacturer not Howell Automotive.

Case # [redacted]
VIN # 3D7KS29A27G[redacted]

Total

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP DODGE OF EUGENE #59
2121 MARTIN LUTHER KING JR. BLVD. · EUGENE, OR 97401
PHONE: (541) 343-1700 · TOLL FREE: (800) 437-6496
PARTS FAX: (541) 343-5303 · OFFICE FAX: (541) 343-6151

LITHIA FIAT OF EUGENE #234
80 CENTENNIAL LOOP · EUGENE, OR 97401 · (541) 334-3100 · FAX: (541) 334-3199
REMIT PAYMENT TO: LITHIA MOTORS PAYMENT PROCESSING
P.O. BOX 1647 · MEDFORD, OR 97501-0249

ALL RETURNS AND EXCHANGES REQUIRE THIS ORIGINAL INVOICE
NO REFUNDS ON SPECIAL ORDERS
T NO REFUNDS AFTER 30 DAYS
E 20% HANDLING CHARGE ON ALL RETURNED PARTS
R NO RETURNS ON ELECTRICAL PARTS
M REFUND ON PURCHASES PAID BY CHECK ARE
S REFUNDED AFTER CHECK CLEARS
PRICES SUBJECT TO CHANGE WITHOUT NOTICE

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
04 DEC 12		04 DEC 12	04 DEC 12	211005

SOLD TO [redacted] ACCOUNT NO. [redacted]
COQUILLE, OR [redacted]

SHIP TO [redacted]
COQUILLE, OR [redacted]

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	83113	[redacted]	CASH	EUGENE OR 10:15

ORD.	SHIP	P.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
3	3		06505623AA	T-HEX LOCK	2.00	1.56	4.68
1	1		068039930AA	ARM-PITMAN	41.70	32.50	32.50
1	1		052122362AH	G-STEERING	359.00	279.50	279.50
1	1		05154661AB	R-STEERING	85.10	66.37	66.37
1	1		06502835	LANGE LOCK	1.70	1.30	1.30
			Part number	6502835		replaces	6502697

Jeep Eagle
DEC - 4 2012
JI59

CHRYSLER Jeep DODGE

If legal action becomes necessary to collect payment for the above parts or any additional parts authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

X _____
Received By

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

PARTS	384.35
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$384.35

CUSTOMER COPY

case # [redacted]

Vin # 3D7KS29427G[redacted]

Parts

Green Light Express

(541) 915-8063

STRAIGHT BILL OF LADING

1063

PAYABLE TO: [redacted]
CRESWELL, OR [redacted]

DATE 12-5-1

CHECK HERE IF SHIPMENT IS C.O.D. ☐

TO [redacted]

ADDRESS

CITY Coquille STATE Or. ZIP

FROM Lithia Dodge

ADDRESS MLK Blvd.

CITY Eug STATE Or. ZIP

NO. PACKAGES	X	DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS	* Weight Subject to Cor.	RATE	EXTENSION
		T-Hex Lock			
		Arm - Pitman			
		& Steering			
		Large Lock			

ADVANCE	❷	
C.O.D. AMOUNT	❷	
C.O.D. FEE	❷	
TOTAL CHARGES	❷	29.40

Subject to Section 7 of conditions. If this shipment is to be delivered to the consig without recourse on the consignor, the consignor shall sign the following statem The carrier shall not make delivery of this shipment without payment of freight and other lawful charges.

(Signature of Consignor)

IF CHARGES ARE TO BE PREPAID WR HERE PREPAID

If the shipment moves between two ports carrier by water, the law requires that the of lading shall state whether it is carrier's shipper's weight.

Received $____ to apply in prepayment of the charges on property described hereon

AGENT OR CASHIER

Per ____

(The signature here acknowledges only th amount prepaid.)

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading, the property described above in apparent outward good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated above which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of said property over all or any portion of said route to destination and as to each party at any time interested in all or any said property that every service to be performed hereunder shall be subject to all the bill of lading terms and conditions in the governing classification on the date of shipment.
Shipper hereby certifies that he is familiar with all the bill of lading terms and conditions in the governing classification and the said terms and conditions are hereby agreed to by the shipper and accepted for himself, and his assigns. IN CONSIDERATION FOR ANY EXTENSION OF CREDIT.

NUMBER OF PIECES RECEIVED →

X Denotes Hazardous Material

SHIPPER'S SIGNATURE X

PERMANENT ADDRESS OF SHIPPER

AGENT OR DRIVER [redacted] DATE 12-5-1

Thank You!

396-2540

Ref. No. [redacted]

Case # [redacted]

Vin # 3D7KS29A27[redacted]

Parts

Bay Area Hospital

Fax

BAY AREA HOSPITAL
Unit 3D
1775 THOMPSON RD
COOS BAY, OREGON 97420
PHONE: [redacted]
Fax: (541) 269-8326

This fax contains privileged and confidential information intended only for the addressee. If you receive this information in error, please notify us by telephone to arrange for return of the original document to us. If these documents are part of a medical record, they may not be disclosed to anyone without the specific written authorization of the person involved. (HIPAA Privacy Regulations 164.502). If there is any difficulty with this transmission, please call us for assistance

DATE: 01/06/14

TO: Chrysler / Dodge

FAX NUMBER: 1877-768-5076

NUMBER OF PAGES (including coversheet): 6

FROM: [redacted]

MESSAGE:

Thank you!

Case# [redacted]

VIN# 3D7KS29A27G[redacted]

01/06/2013

To Whom It May Concern regarding case # [redacted]

My 2007 Dodge Ram 2500 did experience the problem indicated on the safety recall N62/NHTSA 13V-528. We purchased this truck form our local Dodge/Jeep/Chrysler dealer in Coos Bay Oregon in 2008, VIN# 3D7KS29A27G[redacted] Mileage at date of service was 58,251 (as indicated on repair receipt also faxed), current mileage is 64,300.

For further questions please contact me a[redacted]

Thank you[redacted]

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS29A27C[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.

2160

AUTO REPAIR ORDER

Howell Automotive
874 E. 7th Place
Coquille, OR 97423
(541) 396-2540

NAME [redacted]
ADDRESS
CITY, STATE

QUAN.	PART NO.	NAME OF PART	PRICE
1	SET	STEERING LINKAGE LIST 489.58	422.80
		SUBLET: SET TOE IN	28.50
		TOTAL PARTS	

MECHANICS RECOMMENDATIONS

ESTIMATE AMOUNT • PARTS & LABOR ➤

CUSTOMER'S INFORMATION

DATE 12.6.2012 | CUSTOMER'S ORDER NO. | WHEN PROMISED [redacted]
YEAR • MAKE • MODEL 2007 DODGE 4x4 | SERIAL NO. | MOTOR NO.
LICENSE NO. | ODOMETER 58251 | WRITTEN BY LEN

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

REPLACE COMPLETE STEERING LINKAGE — 72.00

GAS, OIL & GREASE	ACCESSORIES		
GALS. GAS			LABOR ONLY 72.00
QTS. OIL			PARTS 422.80
LBS. GREASE			ACCESSORIES
TOTAL GAS OIL & GREASE			GAS, OIL & GREASE
☐ RETAIN PARTS ☐ DESTROY PARTS	TOTAL ACCESSORIES		MISC. MERCHANDISE
			SUBLET REPAIRS 28.50
			FREIGHT 32.00
			TAX
AUTHORIZED BY			TOTAL 555.30

Notice: Warranty on the parts we use is the responsibility of the manufacturer not Howell Automotive.

Case # [redacted]
Vin # 3D7KS29A27G[redacted]

Total

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP DODGE OF EUGENE #59
2121 MARTIN LUTHER KING JR. BLVD. · EUGENE, OR 97401
PHONE: (541) 343-1700 · TOLL FREE: (800) 437-6496
PARTS FAX: (541) 343-5303 · OFFICE FAX: (541) 343-6151
LITHIA FIAT OF EUGENE #234
80 CENTENNIAL LOOP · EUGENE, OR 97401 · (541) 334-3100 · FAX: (541) 334-3199
REMIT PAYMENT TO: LITHIA MOTORS PAYMENT PROCESSING
P.O. BOX 1647 · MEDFORD, OR 97501-0249

ALL RETURNS AND EXCHANGES REQUIRE THIS ORIGINAL INVOICE
NO REFUNDS ON SPECIAL ORDERS
T NO REFUNDS AFTER 30 DAYS
E 20% HANDLING CHARGE ON ALL RETURNED PARTS
R NO RETURNS ON ELECTRICAL PARTS
M REFUND ON PURCHASES PAID BY CHECK ARE
S REFUNDED AFTER CHECK CLEARS
PRICES SUBJECT TO CHANGE WITHOUT NOTICE

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
04 DEC 12		04 DEC 12	04 DEC 12	211005

SOLD TO ACCOUNT NO. [redacted]
[redacted]
COQUILLE, OR [redacted]

SHIP TO [redacted]
COQUILLE, OR [redacted]

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO	TERMS	F.O.S.
	83113	[redacted]	CASH	EUGENE OR 10:15

ORD.	SHIP	P.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
3	3		06505623AA	T-HEX LOCK	2.00	1.56	4.68
1	1		068039930AA	ARM-PITMAN	41.70	32.50	32.50
1	1		052122362AH	G-STEERING	359.00	279.50	279.50
1	1		05154661AB	R-STEERING	85.10	66.37	66.37
1	1		06502835	LANGE LOCK	1.70	1.30	1.30
			Part number	6502835		replaces	6502697

Jeep Eugene
DEC - 4 2012
JLSG

CHRYSLER Jeep DODGE

If legal action becomes necessary to collect payment for the above parts or any additional parts authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

X _____
Received By

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

PARTS	384.35
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$384.35

CUSTOMER COPY

case # [redacted]

Vin # 3D7KS29427G[redacted]

Parts

Green Light Express

(541) 915-8063

STRAIGHT BILL OF LADING

1063

PAYABLE TO: [redacted]
CRESWELL, OR [redacted]

DATE 12-5-1

CHECK HERE IF SHIPMENT IS C.O.D. ☐

TO [redacted]

ADDRESS

CITY Coquille STATE Or. ZIP

FROM Lithia Dodge

ADDRESS MLK Blvd.

CITY Eug STATE Or. ZIP

NO. PACKAGES	X	DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS	* Weight Subject to Cor.	RATE	EXTENSION
		T-Hex Lock			
		Arm - Pitman			
		& Steering			
		Large Lock			

ADVANCE ❷
C.O.D. AMOUNT ❷
C.O.D. FEE ❷
TOTAL CHARGES ❷29.00

Subject to Section 7 of conditions. If this shipment is to be delivered to the consig without recourse on the consignor, the consignor shall sign the following statem The carrier shall not make delivery of this shipment without payment of freight and other lawful charges.

(Signature of Consignor)

IF CHARGES ARE TO BE PREPAID WR HERE PREPAID

If the shipment moves between two ports carrier by water, the law requires that the of lading shall state whether it is carrier's shipper's weight.

Received $
to apply in prepayment of the charges on property described hereon
AGENT OR CASHIER
Per
(The signature here acknowledges only th amount prepaid.)

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading, the property described above in apparent outward good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated above which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of said property over all or any portion of said route to destination and as to each party at any time interested in all or any said property that every service to be performed hereunder shall be subject to all the bill of lading terms and conditions in the governing classification on the date of shipment.
Shipper hereby certifies that he is familiar with all the bill of lading terms and conditions in the governing classification and the said terms and conditions are hereby agreed to by the shipper and accepted for himself, and his assigns. IN CONSIDERATION FOR ANY EXTENSION OF CREDIT.

NUMBER OF PIECES RECEIVED →

X Denotes Hazardous Material

SHIPPER'S SIGNATURE X PERMANENT ADDRESS OF SHIPPER

AGENT OR DRIVER [redacted] DATE 12-5-1

Thank You!

396-2540

Ref. No. [redacted]

Case # [redacted]

Vin # 3D7KS29A27[redacted]

Parts

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 3D3MU48C4

VIN (LAST 8 DIGITS) 4G[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: **3D3MU48C04G[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.

Salt River Motors

Box 5325
31 CMR Lane
Etna, WY 83118

Phone # [redacted]
Fax # [redacted]

Date	Invoice #
10/25/2013	4622

PAID
10/26/2013

Bill To

[redacted]
Etna, WY [redacted]
[redacted]

Vin #	Technician	Terms	Make & Year	Mileage
	TVC	Due on receipt	04 Dodge R35	199,350

Description	Qty	Rate	Amount
Hub Bearing	1	185.30	185.30T
Right Inner tie rod	1	40.08	40.08T
Right outer tie rod	1	102.29	102.29T
Left outer tie rod	1	40.08	40.08T
Adj sleeve	1	21.44	21.44T
Adj sleeve	1	41.82	41.82T
Left Inner tie rod	1	157.10	157.10T
air filter	1	17.82	17.82T
Alignment		69.95	69.95T
Labor	4	75.00	300.00T

MID VALLEY TIRE
& SERVICE
ETNA, WY 83118

TERMINAL I.D.: 22646801
MERCHANT # : 417000897283001

[redacted]
SALE
BATCH: 000735 INV: 509898
DATE: OCT 26, 13 TIME: 10:36
RRN: 00000000 AUTH:02141C

TOTAL $1024.67

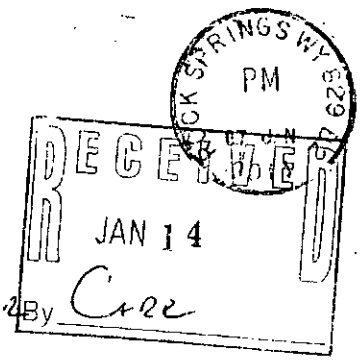
WILLIAM SIMONET

CUSTOMER COPY

All Wheel, All Vechiles must be retorqued after 25 miles of service. This is the owners responsibility. Mid Valley Tire will not be responsible.

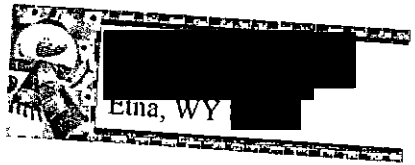
Not responsible for theft or damage to vehicle or contents.

Subtotal	$975.88
Sales Tax (5.0%)	$48.79
Total	$1,024.67



CHRYSLER CUSTOMER CARE
P.O. BOX 21-8004
AUBURN HILLS MI 48321-8004

48321$8004


[redacted]
Etna, WY [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



FAX

MILE HIGH CJD
CHRYSLER JEEP DODGE RAM

3883 Harrison AVE
Butte, MT 59701
406-533-3634 Phone
406-494-2221 Fax

TO: Chrysler Reimbursement FROM: [redacted]
FAX: 877-768-5076 PAGES 2
RE: Case # [redacted] DATE: 1/23/14

Comments:

For [redacted]

CUSTOMER #: 1004925

26510

INVOICE

MILE HIGH CDJ
3883 Harrison Avenue, Butte, MT 59701
Phone (406) 533-3634 Fax (406) 533-6610

[redacted]
MELROSE, MT [redacted]
HOME:
BUS:
CONT: N/A
CELL:

PAGE 1

SERVICE ADVISOR: 11070 KIM MCINTYRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	05	DODGE RAM35	3D7LS38CX5G[redacted]		198790/198790	T695

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			16:00 19SEP12		95.00	CASH	18SEP12

R.O. OPENED	READY	OPTIONS:
08:16 17SEP12	17:19 18SEP12	ENG:5.9_Liter_Turbo

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REPLACE LEFT OUTER TIE ROD PER TECH INSPECTION			
AS AXLES / SUSPENSION			
11163 CPR		209.00	209.00
1 52122362AH STEERING-STEERING	388.50	388.50	388.50
1 5154661AB *DAMPER-STEERING	100.00	100.00	100.00
1 68039930AA ARM-PITMAN	50.00	50.00	50.00
3 6505623AA NUT-HEX LOCK	3.60	3.60	10.80
1 6506276AA NUT-HEX FLANGE LOC	6.00	6.00	6.00
**********			
B REPLACE LEFT WHEEL BEARING PER TECH INSPECTION			
MISC MISC			
11163 CPR		161.50	161.50
1 5103507AA HUB-BRAKE	366.30	366.30	366.30
**********			
C** ALIGNMENT/SET TOE ONLY			
ALIGN 4 WHEEL ALIGNMENT			
11163 CPR		79.95	79.95
**********			

RIGHT CONTROL ARM IS BENT ON
RIGHT SIDE, DRIVER S SIDE
ROTOR IS CRACKED ON THE BACK.

PAID
Date 09-20
CK# 51662

V#56662
1384.05

"I acknowledge notice and oral approval of an increase in the original estimated price.

_____ Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.

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. Any disputes between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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)

DESCRIPTION	TOTALS
LABOR AMOUNT	450.45
PARTS AMOUNT	921.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	1384.05
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1384.05

FILE COPY

FAX

MILE HIGH CJD
CHRYSLER JEEP DODGE RAM

3883 Harrison AVE
Butte, MT 59701
406-533-3634 Phone
406-494-2221 Fax

TO: Chrysler Reimbursement FROM: [redacted]
FAX: 877-768-5076 PAGES 2
RE: Case # [redacted] DATE: 1/23/14

Comments:

For [redacted]

CUSTOMER #: 1004925

26510

INVOICE

MILE HIGH CDJ
3883 Harrison Avenue, Butte, MT 59701
Phone (406) 533-3634 Fax (406) 533-6610

[redacted]

MELROSE, MT [redacted]
HOME:
BUS:
CONT: N/A
CELL:

PAGE 1

SERVICE ADVISOR: 11070 KIM MCINTYRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	05	DODGE RAM35	3D7LS38CX5G[redacted]		198790/198790	T695

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			16:00 19SEP12		95.00	CASH	18SEP12

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo
08:16 17SEP12	17:19 18SEP12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REPLACE LEFT OUTER TIE ROD PER TECH INSPECTION			
AS AXLES / SUSPENSION			
11163 CPR		209.00	209.00
1 52122362AH STEERING-STEERING	388.50	388.50	388.50
1 5154661AB *DAMPER-STEERING	100.00	100.00	100.00
1 68039930AA ARM-PITMAN	50.00	50.00	50.00
3 6505623AA NUT-HEX LOCK	3.60	3.60	10.80
1 6506276AA NUT-HEX FLANGE LOC	6.00	6.00	6.00
**********			
B REPLACE LEFT WHEEL BEARING PER TECH INSPECTION			
MISC MISC			
11163 CPR		161.50	161.50
1 5103507AA HUB-BRAKE	366.30	366.30	366.30
**********			
C** ALIGNMENT/SET TOE ONLY			
ALIGN 4 WHEEL ALIGNMENT			
11163 CPR		79.95	79.95
**********			

RIGHT CONTROL ARM IS BENT ON
RIGHT SIDE, DRIVER S SIDE
ROTOR IS CRACKED ON THE BACK.

V#56062
1384.05

PAID
Date 09-20
CK# 56062

"I acknowledge notice and oral approval of an increase in the original estimated price.

_____ Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.

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. Any disputes between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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)

DESCRIPTION	TOTALS
LABOR AMOUNT	450.45
PARTS AMOUNT	921.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	1384.05
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1384.05

FILE COPY

FAX

MILE HIGH CJD
CHRYSLER JEEP DODGE RAM

3883 Harrison AVE
Butte, MT 59701
406-533-3634 Phone
406-494-2221 Fax

TO: Chrysler Reimbursement FROM: [redacted]
FAX: 877-768-5076 PAGES 2
RE: Case # [redacted] DATE: 1/23/14

Comments:

For [redacted]

CUSTOMER #: 1004925

26510

INVOICE

MILE HIGH CDJ
3883 Harrison Avenue, Butte, MT 59701
Phone (406) 533-3634 Fax (406) 533-6610

[redacted]
MELROSE, MT [redacted]
HOME:
BUS:
CONT: N/A
CELL:

PAGE 1

SERVICE ADVISOR: 11070 KIM MCINTYRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	05	DODGE RAM35	3D7LS38CX5G[redacted]		198790/198790	T695

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			16:00 19SEP12		95.00	CASH	18SEP12

R.O. OPENED	READY	OPTIONS:
08:16 17SEP12	17:19 18SEP12	ENG:5.9_Liter_Turbo

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REPLACE LEFT OUTER TIE ROD PER TECH INSPECTION			
AS AXLES / SUSPENSION			
11163 CPR		209.00	209.00
1 52122362AH STEERING-STEERING	388.50	388.50	388.50
1 5154661AB *DAMPER-STEERING	100.00	100.00	100.00
1 68039930AA ARM-PITMAN	50.00	50.00	50.00
3 6505623AA NUT-HEX LOCK	3.60	3.60	10.80
1 6506276AA NUT-HEX FLANGE LOC	6.00	6.00	6.00
**********			
B REPLACE LEFT WHEEL BEARING PER TECH INSPECTION			
MISC MISC			
11163 CPR		161.50	161.50
1 5103507AA HUB-BRAKE	366.30	366.30	366.30
**********			
C** ALIGNMENT/SET TOE ONLY			
ALIGN 4 WHEEL ALIGNMENT			
11163 CPR		79.95	79.95
**********			

RIGHT CONTROL ARM IS BENT ON
RIGHT SIDE, DRIVER S SIDE
ROTOR IS CRACKED ON THE BACK.

PAID
Date 09-20
CK# 56062

V#56062
1384.05

"I acknowledge notice and oral approval of an increase in the original estimated price.

_____ Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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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. Any disputs between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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)

DESCRIPTION	TOTALS
LABOR AMOUNT	450.45
PARTS AMOUNT	921.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	1384.05
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1384.05

FILE COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 3D6WH46A9

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 60000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D6WH46A97G[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

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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] 361471

[redacted]
S COFFEYVILLE, OK [redacted]

361471/#53094/N62

Truitt's Brake, Alignment & Tire Center
1315 W. Hensley
Bartlesville, OK. 74003
Phone - 918-336-3050 Fax - 918-336-1702
A Family Tradition Since 1957

INVOICE
33806
Org. Est. # 034385

Invoice Date : 11/13/2013

INVOICE FROM HISTORY

Work Completed Date : 11/13/2013
Print Date : 12/30/2013

[redacted]
South Coffeyville, OK [redacted]
Spouse [redacted] -- Cell [redacted]
Cust ID : 6714

2007 Dodge - Pickup R3500 - 6.7L, In-Line6 (408CI)
Lic # : [redacted] - OK
Odometer In : 126047
Unit # : 255/75/17e
Vin # : **3D6WH46A97G**[redacted]
Hat # : White
Ref # :

Part Description / Number	Qty	Sale	Extended
Right Inner Tie Rod			
ES3624	1.00	159.63	159.63
Left Outer Tie Rod			
ES3625	1.00	66.48	66.48
Left Inner Tie Rod			
DS1464	1.00	90.73	90.73
Right Outer Tie Rod			
DS1463	1.00	162.73	162.73
Steering Damper			
SC2964	1.00	50.73	50.73

Labor Description	Extended
Tie Rods	125.00
Remove & replace tie rods	
Steering Damper	0.00
Remove & replace steering damper	
Alignment	80.00

Ref# [redacted]

Org. Estimate **$ 780.38** Revisions **$ 0.00** Current Estimate **$ 780.38**

Labor:	**205.00**
Parts:	**530.30**
Sublet:	**$0.00**
Sub:	**735.30**
Tax:	**45.08**
Total:	**780.38**
Bal Due:	**$0.00**

[Payments - Cash - $780.38]

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 is lifetime on most parts and labor is 90 days. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature [redacted] Date 11-12-13 Time

Written By: M. Regina - Technicians : Please Select, Technician

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Claim Information

Claim Number:
8002746370-1
Loss Date:
11/12/2013
Report Date:
11/12/2013
Policy Number:
[redacted]
Insured:
[redacted]
Status:
Closed
Claim Type:
Tow Only
CAT Code:

Agent Information

JUSTIN PUGH INS AGY INC

PO BOX 662
NOWATA OK 74048

Phone Number:
(918)273-3529(Best)

Unit: 8002746370-1-1 ▾ Type: Tow Only Status: Closed

Loss Information
Policy Type: Auto
Loss:Inoperable Problem

Claim Units

Unit Number	Type	Status
[redacted]	Tow Only	Closed

Auto Information
1 - 1 of (1)
PreviousNext

VIN	Model	Year
3D6WH46A97G[redacted]	RAM 3500 CC 4X4 DRW	2007

Contacts

Name	Role	Phone Number	E-mail
[redacted]	Insured		☐
JUSTIN PUGH INS AGY INC	Agent - Farmers	[redacted]	☐

Payments (Indemnity Only)

Unit Number	Unit Type	Status	Total Unit Paid
8002746370-1-1	Tow Only	Paid	$67.77
Total Claim Paid			$67.77

Activities

Claim Number: [redacted]

Type	Description	Created	Status
Other	Created for Agent Info for local db extract	11-12-2013	Done
Unit Created	New Unit Created	11-12-2013	Done
Outbound Correspondence	An Agent Notification has been sent:11/12/2013 15:07:03.005	11-12-2013	Done

More Activities

Unit Number: 8002746370-1-1

Type	Description	Created	Status
Outbound Correspondence	An Agent Notification has been sent:11/12/2013 15:07:03.005	11-12-2013	Done
Unit Created	New Unit Created	11-12-2013	Done

[redacted]

Payment Created	67.77	2013	Done

More Activities

Documents

1 - 1 of (1)

Previous Next

Type	Sub Type	Description	Date Received
Contact Letter	Agent Notification		

[redacted]

[redacted]

So. Coffeyville OK

[redacted]

Chrysler Customer Recall Assis

PO Box 21-8007

Auburn Hills, MI

48321-8007

48321+8007

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-19 18:59:14.703370
Files Not Recieved: 0

[redacted]

CHRYSLER

mailed 1-6-14

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D6WH46A97G[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.
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Truitt's Brake, Alignment & Tire Center
1315 W. Hensley
Bartlesville, OK. 74003
Phone - 918-336-3050 Fax - 918-336-1702
A Family Tradition Since 1957

INVOICE
33806
Org. Est. # 034385

Invoice Date : 11/13/2013

INVOICE FROM HISTORY

Work Completed Date : 11/13/2013 Print Date : 12/30/2013

[redacted]
South Coffeyville, OK [redacted]
Spouse [redacted] --- Cell [redacted]
Cust ID : 6714

2007 Dodge - Pickup R3500 - 6.7L, In-Line6 (408CI)
Lic # : [redacted] - OK Odometer In : 126047
Unit # : 255/75/17e
Vin # : **3D6WH46A97G**[redacted]
Hat # : White Ref # :

Part Description / Number	Qty	Sale	Extended
Right Inner Tie Rod ES3624	1.00	159.63	159.63
Left Outer Tie Rod ES3625	1.00	66.48	66.48
Left Inner Tie Rod DS1464	1.00	90.73	90.73
Right Outer Tie Rod DS1463	1.00	162.73	162.73
Steering Damper SC2964	1.00	50.73	50.73

Labor Description	Extended
Tie Rods Remove & replace tie rods	125.00
Steering Damper Remove & replace steering damper	0.00
Alignment	80.00

Ref#: [redacted]

Org. Estimate **$ 780.38** Revisions **$ 0.00** Current Estimate **$ 780.38**

Labor:	**205.00**
Parts:	**530.30**
Sublet:	**$0.00**
Sub:	**735.30**
Tax:	**45.08**
Total:	**780.38**
Bal Due:	**$0.00**

[Payments - Cash - $780.38]

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 is lifetime on most parts and labor is 90 days. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature [redacted] Date 11-12-13 Time _____

Written By: M, Regina - Technicians : Please Select, Technician

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 JD

Claim Information

Claim Number: [redacted]
Loss Date: 11/12/2013
Report Date: 11/12/2013
Policy Number: 0192475542
Insured: [redacted]
Status: Closed
Claim Type: Tow Only
CAT Code:

Agent Information

JUSTIN PUGH INS AGY INC

PO BOX 662
NOWATA OK 74048

Phone Number:
(918)273-3529(Best)

Unit: 8002746370-1-1 Type: Tow Only Status: Closed

Loss Information
Policy Type: Auto
Loss:Inoperable Problem

Claim Units

Unit Number	Type	Status
8002746370-1-1	Tow Only	Closed

Auto Information
1 - 1 of (1)
PreviousNext

VIN	Model	Year
3D6WH46A97G[redacted]	RAM 3500 CC 4X4 DRW	2007

Contacts

Name	Role	Phone Number	E-mail
[redacted]	Insured		
JUSTIN PUGH INS AGY INC	Agent - Farmers	(918)273-3529	

Payments (Indemnity Only)

Unit Number	Unit Type	Status	Total Unit Paid
8002746370-1-1	Tow Only	Paid	$67.77
Total Claim Paid			$67.77

Activities

Claim Number: [redacted]

Type	Description	Created	Status
Other	Created for Agent Info for local db extract	11-12-2013	Done
Unit Created	New Unit Created	11-12-2013	Done
Outbound Correspondence	An Agent Notification has been sent:11/12/2013 15:07:03.005	11-12-2013	Done

More Activities

Unit Number: 8002746370-1-1

Type	Description	Created	Status
Outbound Correspondence	An Agent Notification has been sent:11/12/2013 15:07:03.005	11-12-2013	Done
Unit Created	New Unit Created	11-12-2013	Done

[redacted]

Payment Created	67.77	2013	Done

More Activities

Documents

1 - 1 of (1)

PreviousNext

Type	Sub Type	Description	Date Received
Contact Letter	Agent Notification		

[redacted]

attn:

Reimbursement

claim # [redacted]

[redacted]

[redacted] fax

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-08 15:33:03.542578
Files Not Recieved: 0

I had to replace the front end parts on my truck already. Attached is the part costs that were used, as purchased from CarQuest. Any Questions, please contact me [redacted] thanks [redacted]

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MX38A28G[redacted]**.

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

Dear H H CONSTRUCTION

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): J35

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

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FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

6 PCH 410-1081 TIE ROD END OUTER	1	1	189.99	102.28	0.00	102.28	Y/N
7 PCH 425-1052 TIE ROD ADJ SLEEVE	1	1	40.49	21.40	0.00	21.40	Y/N

Great people, great products, great prices!℠

CARQUEST AUTO PARTS

BRODHEADSVILLE AUTO PARTS
523 MARION LANE
BRODHEADSVILLE PA 18322

PHONE: (570) 992-1188

PAGE 1 OF 2
REF# 36192

2120140102087620000025001000003619253 8

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

BILL TO
PREFERRED CASH CUSTOMER W1
NO RETURNS ON ELECTRICAL
NO RETURNS W/O RECEI

SEE CARQUEST STORE FOR DETAILS OF THE COAST TO COAST GUARANTEE.

SHIP TO
PREFERRED CASH CUSTOMER
THANK YOU FOR
SHOPPING CARQUEST!!

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES ID	TEAMMATE ID	FORM OF PYMT.
[redacted]	W1	1/2/2014			LEWIEG	CASH

	MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
	THIS TICKET CONTAINS PARTS FOR A:							
	2008 DODGE RAM 3500 6.7L 408 CID 6 CYL DIESEL							
1	**PCH 500-1117** BALL JOINT UPPER	2	2	158.99	85.75	0.00	171.50	Y/N
2	**PCH 505-1311** BALL JOINT LOWER	2	2	174.99	93.52	0.00	187.04	Y/N
3	**PCH 410-1080** TIE ROD END INNER	1	1	191.99	102.99	0.00	102.99	Y/N
4	**PCH 401-1920** TIE ROD END INNER	1	1	54.99	29.56	0.00	29.56	Y/N

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SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT

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INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES ID	TEAMMATE ID	FORM OF PYMT.
[redacted]	W1	1/2/2014			LEWIEG	CASH

	MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
5	**PCH 401-1919** TIE ROD END OUTER	1	1	99.99	53.85	0.00	53.85	Y/N
6	**PCH 410-1081** TIE ROD END OUTER	1	1	189.99	102.28	0.00	102.28	Y/N
7	**PCH 425-1052** TIE ROD ADJ SLEEVE	1	1	40.49	21.40	0.00	21.40	Y/N

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				668.62	40.12		

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