

AQ14-003

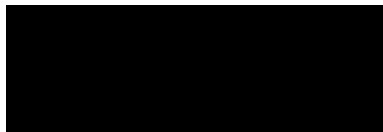
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



1-6-2014

To whom it may concern;

This is a copy of the steering and front end work I had done. I am submitting this for reimbursement if it is the correct work done. The name on the repair bill is different due to a family member took it in for repairs while I was stationed in Japan with the Navy.

Thank you for your help,

Tucson Az. 

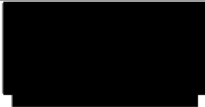
YOU'RE IMPORTANT
You may receive a survey from Dodge in the next few days. If for any reason you cannot grade us **COMPLETELY SATISFIED** please call us at (520) 292-3860

1-6-2014

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Thank you for your help,

Tucson Az. 



850 West Auto Mall Drive
Tucson, AZ 85705
(520) 292-3850
DEALER #44628



TUCSON AUTO MALL



WWW.JIMCLICK.COM

CUSTOMER NO. 323071		ADVISOR PETER ALVARADO		TAG NO. D359		INVOICE DATE 07/20/12		INVOICE NO. DDC5667761	
VEHICLE I.D. NO. 06/DODGE TRUCK/RAM 3500/QUAD 140.5WB		YEAR / MAKE / MODEL		LABOR RATE		COLOR		STOCK NO.	
VEHICLE I.D. NO. 3 D 7 L X 3 8 C 0 6 G		R.T.E. NO.		R.O. NO.		R.O. DATE 07/16/12		SELLING DEALER NO.	
BUSINESS PHONE		COMMENTS		DELIVERY DATE		DELIVERY MILES		PRODUCTION DATE	
JOB# 1 CHARGES		LABOR FRONTEND		C# 1 04DOZ		TECH(S) :4963		400.00	

BALL JOINTS AND TIE ROD ENDS LOOSE INSPECT AND ADVISE
UPON INSPECTION, SOME OF THE STEERING LINKAGE TIE ROD
ENDS WERE FOUND TO BE LOOSE, THE RT FRONT HUB WAS ALSO
FOUND TO BE LOOSE, BALL JOINTS NAD THE TRACK BAR ARE OK.
REPLACED THE STEERING LINKAGE WITH THE UPDATED PARTS.
CAMBER IS OUT A LITTLE, BUT CAN ONLY BE CORRECTED WITH
OFFSET BALL JOINTS. TEST DROVE THE VEHICLE TO VERIFY
PROPER OPERATION.
THERE IS OTHER WORK THAT THE TRUCK NEEDS. STEERING GEAR
BOX, FRONT TIRES, RT REAR AXLE SEAL AND POSSIBLY E-BRAKE
SHOES.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
1	1		52122362-AH	STEERING 19027003	426.72
3	3		6505623-AA	NUT HEX L 19015005	4.38
1	1		5179955-AA	HUB BRAKE 5005006	460.00
1	1		68039930-AA	ARM PITMA 19027002	83.25
TOTAL - PARTS					983.11
LABOR					400.00
TOTAL - LAB					1383.11

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.01 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$685.95 (+TAX) ON 07/17/12 AT 02:17pm
BY MICHAEL LIDDELL
COMMENTS
APPROVED REVISED ESTIMATE (# 2) OF \$1485.40 (+TAX) ON 07/17/12 AT 04:26pm
BY MICHAEL LIDDELL
COMMENTS
LEFT MESSAGE FOR MICHAEL 7-17-12 #975-5009 012:35
STATUS REPORT DIAGNOSIS COMPLETE

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

YOU'RE IMPORTANT
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PAID
JUL 20 2012

1-6-2014

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Tucson Az. 



850 West Auto Mall Drive
Tucson, AZ 85705
(520) 292-3850
DEALER #44628



TUCSON AUTO MALL



WWW.JIMCLICK.COM

CUSTOMER NO. 323071		ADVISOR PETER ALVARADO		TAG NO. D359		INVOICE DATE 07/20/12		INVOICE NO. DDG5667761	
VEHICLE I.D. NO. 06/DODGE TRUCK/RAM 3500/QUAD 140.5WB		YEAR / MAKE / MODEL		COLOR		STOCK NO.		DELIVERY DATE	
VEHICLE I.D. NO. 3 D 7 L X 3 8 C 0 6 G		R.O. NO.		R.O. DATE 07/16/12		SELLING DEALER NO.		PRODUCTION DATE	
BUSINESS PHONE		COMMENTS		MO: 135574					

LABOR FRONTEND JOB# 1 CHARGES

" " - CUSTOMER STATES
UPON INSPECTION, SOME OF THE STEERING LINKAGE TIE ROD
ENDS WERE FOUND TO BE LOOSE, THE RT FRONT HUB WAS ALSO
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BOX, FRONT TIRES, RT REAR AXLE SEAL AND POSSIBLY "E" BRAKE
SHOES.

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3	1		6505623-AA	NUT HEX L 19015005	4.38
1	1		5179955-AA	HUB BRAKE 5005006	460.00
1	1		68039930-AA	ARM PITMA 19027002	83.25
TOTAL - PARTS					983.11
LABOR					400.00
TOTAL - LAB					1383.11

JOB# 1 JOURNAL PREFIX DDCS JOB# 1 TOTAL

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STATUS REPORT DIAGNOSIS COMPLETE
975-5009

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

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PAID
JUL 20 2012

1-6-2014

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Thank you for your help,



Tucson Az.



CUSTOMER NO. 323071

ADVISOR PETER ALVARADO

4728

D359

INVOICE DATE 07/20/12

INVOICE NO. DDG5667761

TUCSON, AZ

VEHICLE I.D. NO. 3 D 7 L X 3 8 C 0 6 G

R.T.E. NO. 06/DODGE TRUCK/RAM 3500/QUAD 140.5WB

SALE DATE 07/16/12

COMMENTS

JOB# 1 CHARGES

LABOR

J# 1 04DOZ

FRONTEND

TECH(S): 4963

400.00

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TOTAL - PARTS

LABOR

PARTS

JOB# 1 JOURNAL PREFIX DDCS JOB# 1 TOTAL

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STATUS REPORT DIAGNOSIS COMPLETE

975-5009

PAID

JUL 20 2012

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850 West Auto Mall Drive
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TUCSON AUTO MALL



AQ14-003

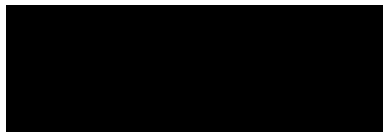
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

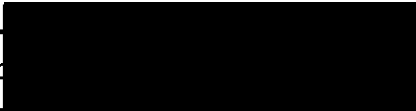
01/15/14

POSTED DATE :

VIN (FIRST 9 DIGITS)

3D7MX49C3

VIN (LAST 8 DIGITS)

6 G 

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX49C36G [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

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

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

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 _____



Riverside Autoplex L.L.C.



916 South George Nigh Expway • McAlester, Oklahoma 74501
(918) 423-2288 • Fax (918) 421-8923
riversideauto@hotmail.com

CUSTOMER NO 38785	ADVISOR TARA N ARNOLD	37900	TAG NO 499	INVOICE DATE 01/06/14	INVOICE NO. CHCS152714
[REDACTED] [REDACTED] STRINGTOWN, OK [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 156,075	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 06/DODGE TRUCK/RAM 3500/MEGA 160.5WB			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 D 7 M X 4 9 C 3 6 G			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 01/06/14
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE		COMMENTS		

MO: 156076

LABOR & PARTS
J# 1 01MAZ MAINTENANCE MISC. HOURS: TECH(S):38505 WARRANTY
RECALL N62
NO REPAIR NEEDED HAS ALREADY BEEN REPAIRED
JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITER

TOTALS

*****CASH () CREDIT CARD () CHECK () NO. ()*****	TOTAL LABOR....	0.00
*****CHARGE () CONTROL ()*****	TOTAL PARTS....	0.00
*****PO# ()*****	TOTAL SUBLET....	0.00
*****AUT#()*****	TOTAL G.O.G....	0.00
***** SPECIAL NOTICE SPECIAL NOTICE SPECIAL NOTICE *****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

*IF YOU ARE NOT COMPLETELY SATISFIED WITH THE SERVICE YOU
*HAVE RECEIVED CALL JIMMY TAYLOR SERVICE MANAGER*****
*****[918]423-5291 OR [918]423-2288*****
*****YOUR COMMENTS WILL BE APPRECIATED*****
*NOTICE REPAIRS REQUIRING THE USE OF GENUINE HONDA, CHRYSLER
DODGE AND JEEP PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000
MILES THIS INCLUDES PARTS AND LABOR ON CUSTOMER PAY REPAIRS
ALL OTHER PARTS CARRY THEIR OWN WARRANTY (90 DAYS ON LABOR).

ANY WARRANTIES ON THE PRODUCT
SOLD HEREBY ARE THOSE MADE BY
THE MANUFACTURER. THE SELLER,
RIVERSIDE AUTOPLEX LLC, HEREBY
EXPRESSLY DISCLAIMS ALL WAR-
RANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND RIVERSIDE
AUTOPLEX LLC NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CON-
NECTION WITH THE SALE OF SAID
PRODUCTS.

X _____
CUSTOMER'S SIGNATURE

NOT RESPONSIBLE FOR LOSS OR DAM-
AGE TO CARS OR ARTICLES LEFT IN
CARS IN CASE OF FIRE, THEFT OR ANY
OTHER CAUSE BEYOND OUR CONTROL
OR FOR ANY DELAYS CAUSED BY
UNAVAILABILITY OF PARTS OR DELAYS IN
PARTS SHIPMENT BY THE SUPPLIER OR
TRANSPORTER.

Thank You
FOR BRINGING
YOUR
AUTOMOBILE
TO US
FOR
SERVICE.

CUSTOMER SIGNATURE _____

Georges' Auto Repair Services LLC.
1000 East Court Street
P.O.Box 666
Atoka, OK 74525

Invoice

Date 8/31/2012
Invoice # 1686

PAID
08/31/2012

Bill To

tax excemnt #

Ship To

P.O. #
Terms

Ship Date 8/31/2012
Due Date 8/31/2012
Other

Item	Description	Qty	Price	Amount
Parts	fuel filter	1	38.97	38.97
shop supplies 2	shop supplies		38.97	38.97
~~Labor~~	~~labor for all~~		1,581.24	1,581.24
alignment	alignment		85.00	85.00

Subtotal \$3,909.09
Sales Tax (6.5%) \$0.00
Total \$3,909.09
Payments/Credits -\$3,909.09
Balance Due \$0.00

Georges' Auto Repair Services LLC.
plata3j@hotmail.com

580-889-3300
580-889-3300

Georges' Auto Repair Services LLC.
1000 East Court Street
P.O.Box 666
Atoka, OK 74525

Invoice

Date 8/31/2012
Invoice # 1686

PAID
08/31/2012

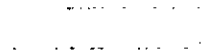
Bill To



tax exemnt #



Ship To



P.O. #
Terms

Ship Date 8/31/2012
Due Date 8/31/2012
Other

Item	Description	Qty	Price	Amount
Parts	front upper ball joints	2	162.82	325.64
Parts	lower ball joints	2	95.99	191.98
Parts	steering stabilizer shock	1	65.00	65.00
Parts	front shocks	2	95.73	191.46
Parts	outer tie rod end left front	1	45.95	45.95
Parts	outer tie rod end right front	1	125.50	125.50
Parts	drag link	1	185.00	185.00
Parts	inner tie rod end	1	44.05	44.05
Parts	sway bar links front	2	64.05	128.10
Parts	front sway bar bushings	1	30.49	30.49
Parts	rear brake pads	1	57.61	57.61
Parts	rear wheel seals	2	34.56	69.12
Parts	rear u joints	3	45.75	137.25
Parts	rear parking brake shoes	1	84.35	84.35
Parts	new a/c compressor	1	263.00	263.00
Parts	a/c dryer	1	36.74	36.74
Parts	a/c liquid line	1	25.54	25.54
Fluid	a/c flush		12.99	12.99
Fluid	a/c Freon	3	14.99	44.97
Fluid	a/c oil	1	9.99	9.99
Fluid	engine oil rattela 15w40		67.46	67.46
Parts	oil filter	1	8.97	8.97
Parts	air filter	1	13.75	13.75

Subtotal

Sales Tax (6.5%)

Total

Payments/Credits

Balance Due

Georges' Auto Repair Services LLC.
plata3j@hotmail.com

580- 889-3300
580-889-3300

**RIVERSIDE AUTOPLEX
(918) 421-8922
WHOLESALE PARTS WAREHOUSE
MCLESTER, OK 74501**

VEHICLE CHECKUP

Customer Name

3 7 7 3 1 6

VIN Number

R.O. Number

Phone

Vehicle Year/Model

1

Date _____

☒ Checked and OK
☐ Will need future attention
☒ Requires immediate attention
☐ Not applicable

VEHICLE CHECKLIST

VEHICLE CHECKUP PLUS

VEHICLE CHECKUP PLUS

Left Axle Boots

Left Front Strut

Battery Check

Brake Fluid

Power Steering Fluid

Front Differential

Hoses

Motor Oil

Belts

Engine Coolant

Air Filter

Headlamps

Right Axle Boots

Left Front Tire Tread Depth /32nds

Left Front Brake Pads

Wiper Washer Fluid

Left Front Wiper

Steering/Suspension

Oil Change Interval Indicator Reset

Left Rear Tire Tread Depth /32nds

Left Rear Brakes

Left Rear Shock

Right Front Tire Tread Depth /32nds

Right Front Brake Pads

Right Front Strut

Cabin Air Filter

Right Front Wiper

Right Rear Tire Tread Depth /32nds

Right Rear Brakes

Right Rear Shock

VEHICLE CHECKUP

Spare Tire Tread Depth /32nds

Rear Wiper

Taillamps

Transfer Case

U-Joints

Transmission Fluid

Exhaust System

ORIGINAL - CUSTOMER COPY. CANARY - DEALER FILE. PINK - FOLLOW-UP FILE.

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Printed in U.S.A.

1-7-2014

To Whom It may Concern

I am writing to you in request
for a reimbursement on the repairs done
to our truck in 8-31-2012.

We would appreciate it if you could
do this in a timely matter.

The case # [REDACTED]

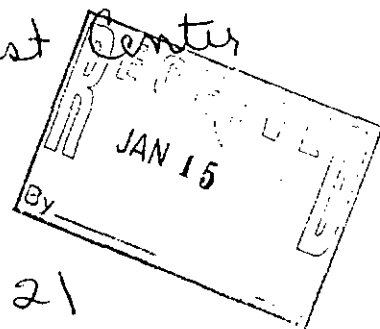
Thank you,

[REDACTED]



Stringtown, OK [redacted]

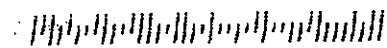
Chrysler Customer Assist
P.O. Box 218007
Auburn Hills, Mi



48321

Case # [redacted]

4832138007



Georges' Auto Repair Services LLC.
1000 East Court Street
P.O.Box 666
Atoka, OK 74525

Invoice

Date 1/21/2014
Invoice # 2522

PAID
01/21/2014

Bill To

tax excemnt # [REDACTED]
2006 dodge ram 3500 diesel 4x4

Ship To

P.O. #
Terms

Ship Date 1/21/2014
Due Date 1/21/2014
Other

Item	Description	Qty	Price	Amount
Parts	front suspensions track bar [dealer]	1	284.00	284.00T
Labor	replace front track bar assembly		85.00	85.00

Subtotal	\$369.00
Sales Tax (6.5%)	\$18.46
Total	\$387.46
Payments/Credits	-\$387.46
Balance Due	\$0.00

Georges' Auto Repair Services LLC.
plata3j@hotmail.com

580- 889-3300
580-889-3300

AQ14-003

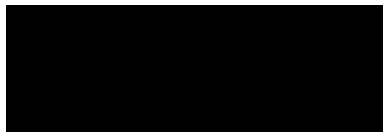
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



[REDACTED]

contacts #

[REDACTED]

Thanks

[REDACTED]

File #

I sent this information to you
twice guys let me know something
please for a refund due to
I asking for a truck piece broke
recall, my hit a fence, but not a
and I hit a fence, but not a
car thank god. for 1 1/2 months
take me in couldn't wait I had
said Feb, the only vehicle I had
this was go to work.
had to go to work.

[REDACTED]

name #

VIN # 307KS28C856

RATLIFF'S AUTO REPAIR
 210 Sattick Rd
 Hueysville, KY 41640
 606-358-0008

1-7-14

CUSTOMER NAME: [REDACTED]
 ADDRESS: 050 Rm 2500
 DATE: [REDACTED]

QUAN.	DESCRIPTION	PRICE	AMOUNT
	24 T.C. Rod		63.00
	17 T.C. Rod		40.00
	Inner T.C. Rod		39.00
	Labor		65.00
	TOTAL		207.00

TAX: [REDACTED]

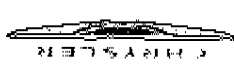
Thank You!

ALL claims and returned goods MUST be accompanied by this bill.

Rec'd by: [REDACTED]

Form # NC-2407
 Reorder from Avery Dennison (800) 543-6650

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.



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

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

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

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>.

Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. 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.

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 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.

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.

What your dealer will do...
Your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than 1/2 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. 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.

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.

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.

Dear [REDACTED]
Safety Act.

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

This notice applies to your vehicle (VIN: 3D7KS28C85G [REDACTED])

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528



Left Tie Rod
1-800-912-1117

contacts #

Thanks

File #

I sent this information to you
twice guys
please let me know something
asked for a refund due to
recall, my truck piece broke
and I hit a fence, but not a
car thank god. No dealership would
take me in for 1 1/2 months
said Feb, the only vehicle I had
this was to go to work.
had to go to work.

name #

VIN # 307KS28C856

RATLIFF'S AUTO REPAIR
 210 Sattick Rd
 Hueysville, KY 41640
 606-358-0008

1-7-14

CUSTOMER NAME	DATE	ADDRESS
[REDACTED]	[REDACTED]	050 Rm 2500

QUAN.	DESCRIPTION	PRICE	AMOUNT
	24 T.C. Rod		63.00
	17 T.C. Rod		40.00
	Inner T.C. Rod		39.00
	Labor		65.00
	TOTAL		207.00

ALL claims and returned goods MUST be accompanied by this bill.

0006121

Rec'd by _____

Form #NC-2407

Reorder from Avery Dennison (800) 543-6650

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.



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

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

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

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>.

Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. 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.

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

If you need help...

to order them before your appointment. Please bring this letter with you to your dealer.

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

However, additional time may be necessary depending on service schedules.

linkage replacement is required, the work will take an additional 1 hour to complete.

linkage component(s) if required. The inspection will take less than 1/2 hour. If

your dealer will inspect the steering linkage on your truck and replace steering

Chrysler will repair your vehicle free of charge (parts and labor). To do this,

Chrysler will repair your vehicle free of charge (parts and labor). To do this,

warning.

conditions. This could cause a loss of directional control and/or crash without

The left tie rod ball stud on your truck may fracture under certain driving

with MOPAR service parts.

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

Dear [REDACTED]

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

Safety Act.

This notice applies to your vehicle (VIN: 3D7KS28C85C [REDACTED])

Left Tie Rod

158-00-912-1117

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

Left Tie Rod

CHRYSLER

[REDACTED]

contacts #

[REDACTED]

Thanks

[REDACTED]

File #

I sent this information to you
twice guys
please let me know something
for a refund due to
I asking for a truck piece broke
recall, my hit a fence, but not a
and I hit a fence, but not a
car thank god. for 1 1/2 months
take me in. Couldn't wait I had
said Feb, the only vehicle I had
this was go to work.
had to go to work.

[REDACTED]

name #

V.I.N # 307KS28C856

RATLIFF'S AUTO REPAIR
 210 Sattick Rd
 Hueysville, KY 41640
 606-358-0008

1-7-14

CUSTOMER NAME	DATE	ADDRESS
[REDACTED]	[REDACTED]	050 Rm 2500

QUAN.	DESCRIPTION	PRICE	AMOUNT
	24 T.C. Rod		63.00
	17 T.C. Rod		40.00
	Inner T.C. Rod		39.00
	Labor		65.00
	TOTAL		207.00

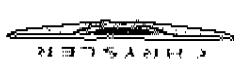
ALL claims and returned goods MUST be accompanied by this bill.

0006121

Rec'd by _____

Form # NC-2407

Reorder from Avery Dennison (800) 543-6650



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.

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

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

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

1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safecar.gov>.

1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at

may submit a written complaint to the Administrator, National Highway Traffic Safety Administration,

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you

Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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.

www.dodge.com/ownersreg.

on the card apply to you or your vehicle. You may also update this information on the web at

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed

contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

If you have questions or concerns which your dealer is unable to resolve, please

dealer.

to order them before your appointment. Please bring this letter with you to your

Schedule a service appointment. Ask the dealer to hold the parts for your vehicle or

Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to

However, additional time may be necessary depending on service schedules.

linkage replacement is required, the work will take an additional 1 hour to complete.

linkage component(s) if required. The inspection will take less than 1/2 hour. If

your dealer will inspect the steering linkage on your truck and replace steering

Chrysler will repair your vehicle free of charge (parts and labor). To do this,

warning.

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

with MOPAR service parts.

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

Dear [REDACTED]

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

Safety Act.

This notice applies to your vehicle (VIN: 3D7KS28C85G [REDACTED])

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528



Left Tie Rod
1-800-912-1117

AQ14-003

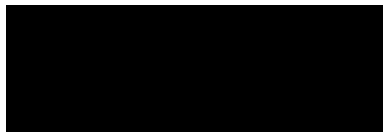
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/23/14

POSTED DATE:

1-15-14

VIN (FIRST 9 DIGITS)

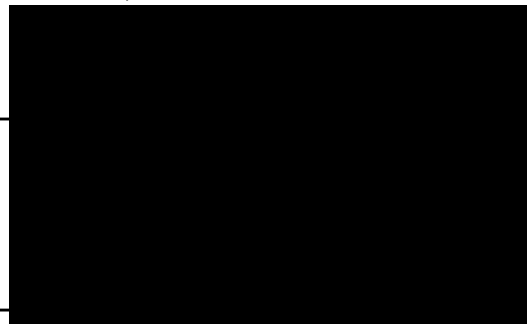
1D7K028DX

VIN (LAST 8 DIGITS)

3 J



FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 1D7KU28DX3J [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.

**DODGE****Jeep****SRT**



PARTS INVOICE

CUST NO	TAX EXEMPT NUMBER	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO
206741		303-457-4042		PENDING	TIMOTHY	08/18/12	513032 JER

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THORNTON, CO

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SHIP QTY	B Q QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	52122362-AH STEERING 19027003	436C	350.99	350.99	350.99
3	0	6505623-AA NUT HEX L 19015005	105E1	2.00	2.00	6.00
1	0	68039930-AA ARM PITMA 19027002	314A	84.00	84.00	84.00
1	0	5154661-AB DAMPER ST 19030006	121J2	153.00	153.00	153.00
SUBTOTAL						593.99
TAX						50.51
FREIGHT						0.00
PAY THIS AMOUNT						644.50

The Pro Mission:
To Provide the Most Rewarding
Experience for both Customer
and Employee - by Satisfying the
Needs of each beyond their
Expectations.

WE PROVIDE PARTS FOR THE
FOLLOWING: CHRYSLER, JEEP,
PLYMOUTH, DODGE, DODGE
TRUCK, EAGLE.

ALL CLAIMS AND RETURNED
GOODS MUST BE ACCOMPANIED
BY THIS BILL. NO
RETURNS ON ELECTRICAL OR
SPECIAL ORDER PARTS. NO
RETURNS AFTER 30 DAYS.
15% HANDLING CHARGE ON
RETURNED PARTS. RETURNED
PARTS MUST BE IN ORIGINAL
CONTAINERS.

DISCLAIMER OF WARRANTIES: Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, **PRO CHRYSLER JEEP DODGE**, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and **PRO CHRYSLER JEEP DODGE**, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER'S SIGNATURE X

CUSTOMER COPY



A Perfect Experience Every Time

1800 WEST 104th AVENUE
THORNTON, COLORADO 80234-3602
DIRECT WHOLESALE 720-240-2023
TOLL FREE 1-800-932-7326 • FAX 303-469-5345
www.projeep.com

100% PAGE 1 OF 1
NET504



PRO CHRYSLER JEEP
1800 W 104TH AVE
THORNTON, CO 80234

08/18/2012
MAY 10 10:10
12731956-99

APD

SALE

CARD #

INVOICE

Batch #

Approval #

Entry Men

Mode

Tax Amount

SALE AMOUNT

XXX 4685-
0003
000937
889072
Swiped
Online
\$0.00

\$644.50

CUSTOMER COPY

To whom it concerns,

I'm sending this letter and copy of receipt in response per my conversation with Julie at Chrysler on 01/13/2014 in regards to the recall notice I received and the inspection that was done on my truck by Pro Chrysler Dodge on 104th St. in Northglenn, Co. on 01/13/2014. I was advised that I needed to have the steering linkage system replaced on my truck. On 08/18/2012 I had just replaced this steering linkage system per their advisement of Pro Chrysler Dodge for a problem I was having with the front steering/suspension (horrible wobble), I had purchased from the dealership the so called "steering system upgrade" and installed it myself, now I'm told I need to replace it per the recall notice? I'm requesting a refund of (\$644.50) for the steering system that I had purchased and installed, now that Pro Chrysler Dodge is going to replace it again per the recall notice, telling me that the steering system I purchased is at risk/defective.

Sincerely,





Thornton CO

DENVER CO 802

15 JAN 2014 PM 4 1

JAN 13

Chrysler recall assistance center

P.O. BOX 21-8007

Auburn Hill, MI 48321

48321002121



AQ14-003

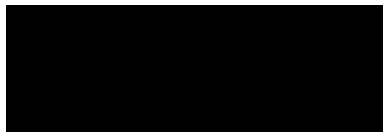
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



[illegible]

1501 Exchange Street

150113' 0.0544

PAGE 7

SERVICE ADVISOR

WARRANTY COND

CUSTOMER # 3237

340793

SUPERIOR VEHICLE GROUP

San Antonio Chrysler Jeep

WARRANTY

2011 Exchange Street

Corpus Christi, TX 78401

409-300-0504

MONTICELLO, AR

DEPT 1247

RECEIVED

DATE:

CONT:

SALES OF A/C FOR

11/11/10 FOR A/C FOR

COLOR

YEAR

MAKE/MODEL

MP

1ST

DATE OF PURCHASE

1ST

11/11/10 DODGE RAM 3500

11/11/10 DODGE RAM 3500

11/11/10 DODGE RAM 3500

DEL. DATE

PROD. DATE

WARR. EXT.

PROCESSED

DATE

DATE

DATE

DATE

RECEIVED

READY

11/11/10 DODGE RAM 3500

DATE

DATE

RECEIVED

READY

11/11/10 DODGE RAM 3500

11/11/10 DODGE RAM 3500

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11/11/10 DODGE RAM 3500

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FINISH

EXPIRATION

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CORE, SALES, & COME TOTALS

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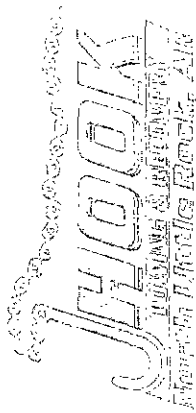
11/11/10

We Appreciate Your Business

WARRANTY CODE

Form ID#

Call 800-222-4444
Toll Free 1-800-222-4444



1-800-222-4444
Toll Free 1-800-222-4444

2014 Ford Towing & Repair Services

"We are Heavy Duty"

Call 800-222-4444
Toll Free 1-800-222-4444

2014 Ford Towing & Repair Services

Date

Name

Req. By

Address

Phone

City, State

Cell

Year & Make

Model

Color

License #

Purchase Order No.

Pick up location

taken to

Description of Work

WHICH ARE DAMAGED AREA(S) ON VEHICLE

STORAGE

LOCATION

DATE

TIME

BY

DAY

YEAR

MONTH

DAY

YEAR

MONTH

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TIME

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Part Number: CBUFN491AA		Order Type: Daily - C	Qty: 1

Part Number: CBUFN491AA

Order Type: Daily - C

Qty: 1

Part Description:

Qual ID: None

Part Description: PACKAGE

Sheet: 5

List Price: 144.00 USD

Rulings: VR-WRFF 32

Dealer Net: 86.00 USD

Superseded From:

Price Symbol: B

Length: 35.29 inches

Core/Deposit: 0.00 USD

Width: 7.75 inches

Part Type Code: 19-027-003

Height: 3.19 inches

Wholesale Comp: 0.00

Risk: 0.00

Credit:

Commercial Price: 144.00 USD

/per

Servicing PDC	Uncommitted Stock	Servicing PDC
DAL	0	NAT
WAR	0	MSA
SHR	0	MLV
DAL	0	DA
DAL	0	MI
DA	0	DA
DAL	0	DA
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DAL	0	DA
DAL	0	DA
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AQ14-003

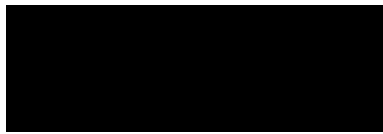
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE :

1-7-14

VIN (FIRST 9 DIGITS)

3D7NY4868

VIN (LAST 8 DIGITS)

4G 

FIRST NAME:

LAST NAME :



CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ **NO**

☐ **YES**

Performance Diesel
1501 n Ashland ave
DePere Wi 54115
www.perfdiesel.com



Date	Invoice #
4/10/2012	19512

Bill To
[REDACTED]
Green Bay, WI [REDACTED]

04/13/2012

YEAR	MAKE
2004	DODGE
MODEL	MILEAGE
3500	183183

Wisconsin's largest light duty diesel Service Center & Warehouse

P.O. #	TERMS	FLEET #/L P #	VIN NUMBER	ENGINE	PHONE
	Due on receipt		3D7MV48C84G [REDACTED]	5.9L 305 c	
Item	Description	Qty/Time	Rate	Amount	
Labor	INSPECT FRONT END AND REPAIR AS NECESSARY. INSPECTED FRONT SUSPENSION AND STEERING. NEEDS UPPER AND LOWER BALL JOINTS ON BOTH SIDES. BOTH INNER TIE RODS LOOSE AND RIGHT OUTER TIE ROD END LOOSE. REMOVED AND REPLACED ALL WORN COMPONENTS. SUBLET FOR ALIGNMENT AFTER REPAIRS.	6	86.00	516.00T	
FLEET LABOR 10%	FLEET DISCOUNT ON LABOR 10%		-10.00%	-51.60	
K7467	BALL JOINT	2	114.22	228.44T	
K7460	BALL JOINT	2	105.09	210.18T	
MOODS1464	DRAG LINK	1	121.78	121.78T	
ES3624	TIE ROD END	1	36.80	36.80T	
DEL45A6011	ADJUSTER	1	45.45	45.45T	
DS1463	TIE ROD END	1	144.15	144.15T	
5006813	UNIVERSAL JOINT	1	78.31	78.31T	
Labor	INSTALL BD SUPER B TURBOCHARGER AND DODGE PULS EXHAUST MANIFOLD. ***CUSTOMER PUE PAY FOR REPAIRS.***	3	86.00	258.00T	
FLEET LABOR 10%	FLEET DISCOUNT ON LABOR 10%		-10.00%	-25.80	
1045987	MANIFOLD, EXHAUST PULSE 2003-07 DODGE 5.9L		499.95	499.95T	
Labor	INSTALL WOBBLE STOPPER	1	86.00	86.00T	
1092005	BD Diesel Steering Box Stabilizers 2003-2008 2500/3500 4X4	1	219.45	219.45T	

I HEREBY AUTHORIZE the above repair work to be done along with the necessary material. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. I UNDERSTAND THAT ALL CHARGES ARE DUE UPON DELIVERY OF THIS VEHICLE. IF PAYMENT IS DEFERRED, I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM THE BILLING DATE. IF PAYMENT IN FULL IS NOT MADE BY THEN, I HEREBY AGREE TO PAY A PENALTY CHARGE AT THE RATE OF 1.5% PER MONTH (18% ANNUM) ON THE DECLINING UNPAID BALLANCE UNTIL PAID IN FULL. ** ESTIMATE.....

I DO NOT WANT A ESTIMATE

Subtotal

Sales Tax (5.5%)

Total

Balance Due

\$40.00 restocking fee on all Performance Parts returned within 30 days of purchase. No returns after 30 days.





Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MU48C84C[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.



DODGE



Jeep

SRT



CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

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

IMPORTANT! SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



4C

N62

262025

GREEN BAY, WI



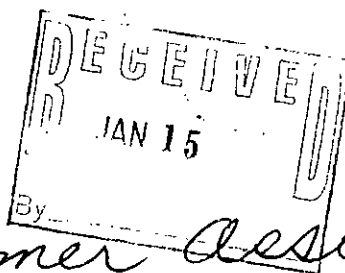
262025/#63094/N62

262025

[Redacted]
Green Bay, WI
[Redacted]

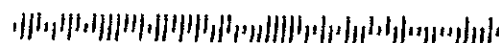
GREEN BAY WI 543

07 JAN 2014 PM 2 L



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

attn: Reimbursement



AQ14-003

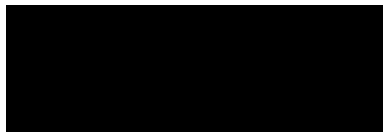
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/13/2014

POSTED DATE:

2-6-14

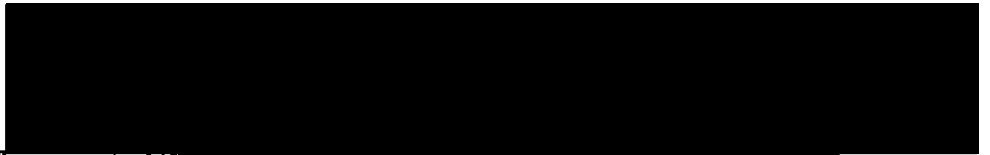
VIN (FIRST 9 DIGITS)

3C7WDSBLX

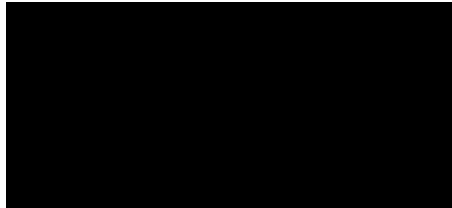
VIN (LAST 8 DIGITS)

CG 

FIRST NAME:



LAST NAME :



CAIR :

0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

To

February 6, 2014

Customer Assistance

Auburn Hills

Attn:-Reimbursement

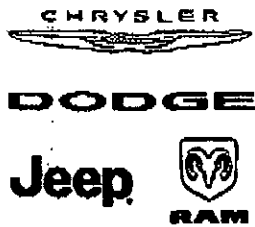
Hi,

This is regarding your notification code N49. I am submitting herewith the invoice for the parts purchased for the truck with VIN number 3C7WDSBLXCG112178. The truck broke down on the freeway. Will you consider the reimbursement for the tow truck and for the labor too? If yes I can submit those invoices too.

Thanks

for AVAR Construction Inc.

Fremont CA



FREMONT

CHRYSLER DODGE JEEP RAM
PROUD MEMBER OF DEL GRANDE DEALER GROUP

39639 Balentine Drive · Newark, CA 94560
Phone (510) 656-8700

13411

Notice: This invoice must accompany all claims and returned merchandise. All merchandise must be returned in original container and in saleable condition. No refunds after (10) days, a 20% handling charge will be assessed on all returns. Special ordered items not picked up in (14) days will be returned to the factory warehouse. Merchandise purchased by check refundable after check clears bank. No cash refunds. Subject to warranty term and conditions listed on reverse side. **NO RETURN ON ELECTRICAL OR SPECIAL ORDER PARTS.**

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
23 MAY 13		23 MAY 13		13411

S
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ACCOUNT NO. [REDACTED]

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PAGE 1 OF 1

FREMONT, CA [REDACTED]

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT	
		375489		CASH	NEWARK CA	
QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	0	68038055AD	SOP PACKAGE-OU	180.00	144.00	144.00
1	0	68038054AD	3042 PACKAGE-OU	104.00	83.20	83.20
1	0	68034233AA	SOP ADJUSTER-T	85.25	68.20	68.20
VIN# CG [REDACTED]						
					PARTS	295.40
					FREIGHT	0.00
					SALES TAX	26.59
					TOTAL	\$321.99
CUSTOMER'S SIGNATURE						
X						

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when taking a break; and 4) follow all manufacturer instructions regarding proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

CUSTOMER COPY



AVAR Construction, Inc.
47375 Fremont Blvd. | Fremont CA 94538

FFB 13

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

neopost
02/06/2014

US POSTAGE



48321002121



AQ14-003

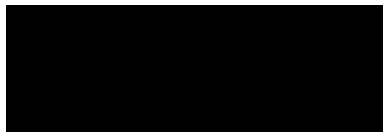
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE :

1-7-14

VIN (FIRST 9 DIGITS)

3D7KS28D9

VIN (LAST 8 DIGITS)

6G

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

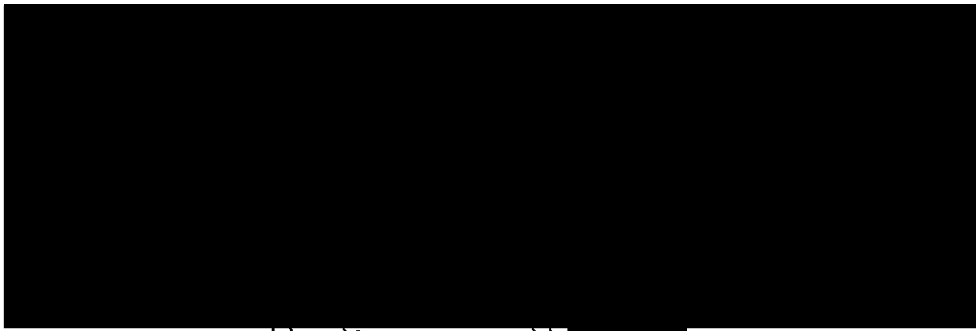
NO

YES

Jan. 6th, 2014

To Whom It May Concern,

My husband + I have just recently paid for repairs on this truck due to the tire nut loosening while driving to work during the week of December 16th, 2013. Because we had not yet received the safety recall, we had the truck repaired at a local service shop. The invoice for this service is attached. We are requesting reimbursement for this service. If you should need further information from us, please contact us via the following:



Hudson, WI

Thanks.





CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28D96G [REDACTED]).

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

Dear [REDACTED]

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

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

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

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

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

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

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

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): H46

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.



DODGE



Jeep

SRT





592 Schommer Drive
Hudson, WI 54016
715-386-8100

THANK YOU FOR YOUR BUSINESS!

INVOICE #: 0038032



Date: 12/20/13

Center: 1

Page 1 of 2

Customer: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
Home: ([REDACTED]) Ext: JESSICA
Cell: ([REDACTED]) Ext:

Vehicle: 2006 DODT RAM 2500 PICKUP
License: [REDACTED] Color: GREY
VIN: 3D7KS28D96G [REDACTED]
Engine: V8-345 5.7L Trans: AUTO
Mileage: 72836 Sub: SLT

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description	Reason for Replacement	Price	
Service Requests:					
towed in rf tie rod end broke, tie rod was in the tire					
TOW001	DW	HOOK UP CHARGE	85.00		85.00
TOW010	DW	MILEAGE	44.00		44.00
SSP900	DW	Remove & Replace Tie Rod &/Or Ends - Each	154.75	607.76	762.51
Additional Remove & Replace Tie Rod &/Or Ends - One					
1.00	2693257	R INNER TIE ROD END		74.83	
1.00	2696102	L INNER TIE ROD END		207.99	
1.00	2693256	L OUTER TIE ROD END		96.31	
1.00	2696103	RIGHT OUTER T ROD E		182.93	
1.00	2691123	STEER PT		45.70	
SSP900	DW	Remove & Replace Steering Dampener	55.80	101.93	157.73
1.00	SC2964	STABILIZER CYL		101.93	
WA 100	DW	Computerized 4-Wheel Alignment.	63.99		63.99
CAD058	DW	Goodyear Coupon \$25 off	-25.00		-25.00

OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation

12/20/2013 5:28:04 Successful transAuth: [REDACTED]

Ref: 508068

\$ 1,149.46 [REDACTED] ***** [REDACTED] Signature X [REDACTED] Agrees to Pay Total Amount According to Card Issuer Agreement

"Motor Vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

We warrant our repair parts and labor for 12 months or 12,000 miles, whichever comes 1st, with certain exceptions. Maintenance procedures are exempt. Details are available upon request.

Customer agrees to: 1. Pay all collection costs and/or attorney's fees in the event default is made in any payment due.

2. If automobile is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembling) may be charged. 3. Cars left after work is completed may be subject to a storage fee. 4.

Terms are Cash, unless arrangements have been made prior to authorization.

I have read and understand the above and acknowledge receipt of an estimate, receipt of the merchandise and services set forth herein and a copy of this sales invoice.

Customer
Signature X

Date

Labor: \$378.54
Parts: \$709.69
Sublet: \$0.00
Other Fees: \$0.00
Shop Supplies: \$0.00
Subtotal: \$1,088.23
Sales Tax: \$61.23

Paid By: Total: \$1,149.46
Pay Ref: Paid: \$1,149.46
Due: \$0.00

Thank you for your business. We appreciate it!



592 Schommer Drive
Hudson, WI 54016
715-386-8100

THANK YOU FOR YOUR BUSINESS!

INVOICE #: 0038032



Date: 12/20/13

Center: 1

Page 2 of 2

Customer: [REDACTED]
Address: [REDACTED]
City: HUDSON, WI [REDACTED]
Home: ([REDACTED]) Ext: JESSICA
Cell: ([REDACTED]) Ext:

Vehicle: 2006 DODT RAM 2500 PICKUP
License: [REDACTED] Color: GREY
VIN: 3D7KS28D96G [REDACTED]
Engine: V8-345 5.7L Trans: AUTO
Mileage: 72836 Sub: SLT

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description	Reason for Replacement	Price	

Payments:

[REDACTED], \$1149.46, on 12/20/13

CardNo: [REDACTED], AuthorizationNo: [4895]

OK	Bad	Recommendation	OK	Bad	Recommendation	OK	Bad	Recommendation

12/20/2013 5:28:04 Successful transAuth: 4895

Ref: 508068

\$ 1,149.46

Signature X

[REDACTED] Agrees to Pay Total Amount According to Card Issuer Agreement

"Motor Vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911"

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I have read and understand the above and acknowledge receipt of an estimate, receipt of the merchandise and services set forth herein and a copy of this sales invoice.

Customer

Signature X

Date

Thank you for your business. We appreciate it!

Labor :	\$378.54
Parts :	\$709.69
Sublet :	\$0.00
Other Fees :	\$0.00
Shop Supplies :	\$0.00
Subtotal :	\$1,088.23
Sales Tax :	\$61.23

Paid By : Total : \$1,149.46

Pay Ref : Paid : \$1,149.46
Due : \$0.00

265645/#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

66

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 _____

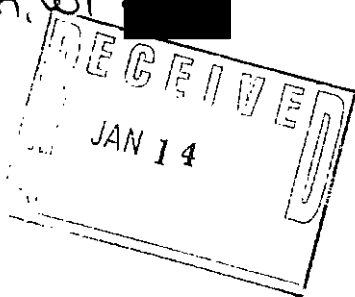
City _____

State _____ Zip Code _____

Email Address _____

[REDACTED]

Hudson, WI [REDACTED]



Chris
Po
Aus
Att

AQ14-003

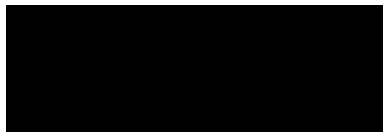
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

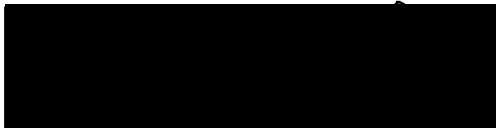
POSTED DATE :

1/7/14

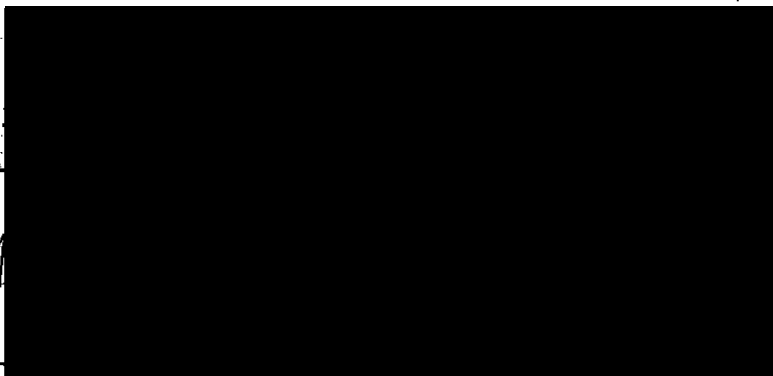
VIN (FIRST 9 DIGITS)

3D7MX48C2

VIN (LAST 8 DIGITS)

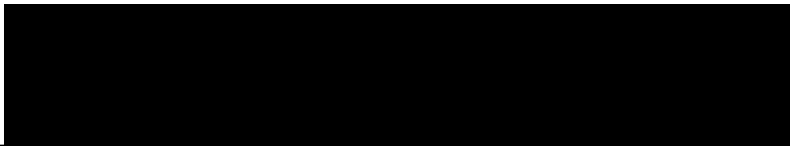
CG 

FIRST NAME:



LAST NAME :

CAIR :



NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES



2045 BURTON DRIVE MT PLEASANT, TX 75455
(903) 572-4371 (888) 28-DODGE

NO RETURN ON SPECIAL ORDER PARTS,
ELECTRICAL PARTS OR TRIM PARTS

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The dealer hereby
excludes all warranties, either express or implied, including warranties of merchantability or fitness for a
particular purpose, and neither dealer nor authorized any other person to assume for it any other person to
assume for it any liability in connection with the sale of said parts and accessories.
All claims are subject to a 22% restocking fee.

DATE ORDERED 11	YOUR ORDER NO	DATE SHIPPED 11	INVOICE DATE 11	INVOICE NUMBER 82137

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ACCOUNT NO 99

RETAIL CASH SALE

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PAGE 1 OF 1

Mopar Warranty -

7607 2543 -

SHIP VIA	SLSM	BL NO	TERMS	FOB			
	272		CASH	MT. PLEASANT, TX			
ORD	SHIP	BO	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	68038054AC	1268 PACKAGE-IN	119 60	104 00	104 00
<i>L/outer tie rod broken -</i>							
<i>VIN 26G 114630</i>							
<i>MILES - 98025</i>							

**Thank
You
For
Your
Business!**

Puerto Rico Pittsburg Tx

PARTS	104.00
SUBLET	
FREIGHT	0.00
SALES TAX	8.58

CUSTOMER C

ELLIOTT

CHRYSLER DODGE JEEP

2045 BURTON DRIVE
MT PLEASANT, TX 75455
(903) 572-4371 (888) 28-DODGE

X

*CK
Recalls*

E COPY

58

No other warranty
or fitness for a
other person to

DATE ORDERED 11	YOUR ORDER NO	DATE SHIPPED 11	INVOICE DATE 11

ACCOUNT NO 99

RETAIL CASH SALE

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SHIP VIA	SLSM	BL NO	TERMS	
	272		CASH	
ORD	SHIP	BO	PART NUMBER	DESCRIPTION
1	1	0	68038054AC	1268 PACKAGE-T

PARTS	104.00
SUBLET	
FREIGHT	0.00
SALES TAX	8.58
TOTAL	\$112.58

CUSTOMER # 20820

145396

PITTSBURG, TX

WORKORDER

PAGE 2

ELLIOTT

CHRYSLER DODGE JEEP

2045 BURTON DRIVE
MT PLEASANT TX 76455
(903) 572-4371 (888) 28 DODGE

HOME

CONT N/A

BUS

CELL

SERVICE ADVISOR 120 WILHITE, PAUL G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	06	DODGE RAM 3500	3D7MX48C26G		98025/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
27OCT11 IS							
27OCT11 DD			17 00 27OCT11		0 00	CASH	
RO OPENED		READY		OPTIONS ENG 5 9 Liter Turbo Diesel			
27OCT2011 14 29							
LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS			
# A	85CHZ		W	OUTER TIE ROD BROKEN (OVER COUNTER SALES)			

19630/03

(11) N/C

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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES

X

CUSTOMER SIGNATURE

MT PLEASANT TIRE AND BRAKE
1811 S. FERGUSON RD
MT PLEASANT TX 75455
(903) 577-1818

Jan 12, 2011 17:14

*** CREDIT SALE ***

Transaction #: 3361
Batch #: 273
Card Type: VISA
Card #: xxxxxxxxxxxx
Exp Date: xxxx
Entry Mode: Swiped
Reference #: 101223406554

Authorization Code:
APPROVAL 406554

SALE AMOUNT \$44.95

NO SIGNATURE REQUIRED

THANK YOU
HAVE A NICE DAY!

*** CUSTOMER COPY ***

**1811 West Ferguson Road
Mount Pleasant, Texas 75455
(903) 577-1818**

All claims and returned goods MUST be accompanied by this bill.

153750

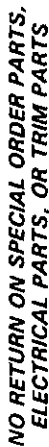
NEBS To Reorder:
800-225-6380 or nebs.com

Thank You

**202 N. Greer Blvd.
PITTSBURG, TEXAS 75686
(903) 856-6531**

All claims and returned goods MUST be accompanied by this bill.

Thank You



2045 BURTON DRIVE • MT. PLEASANT, TX 75455
(903) 572-4371 • (888) 28-DODGE

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

All returns are subject to a 20% restocking fee.

DATE ORDERED 11	YOUR ORDER NO.	DATE SHIPPED 11	INVOICE NUMBER 82137

ACCOUNT NO. 99

ACCOUNT NO
RETAIL CASH SALE

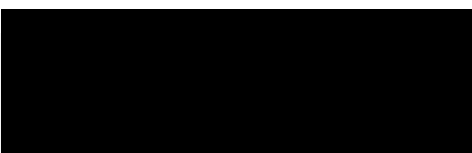
SI-210

SHIP VIA						SLSM.		8/L NO.		TERMS				P.O.B.	
						272				CASE				MT	
ORD						SHIP		B.O		PART NUMBER		DESCRIPTION		LIST	
														NET AMOUNT	
														PLEASANT TX	

***Thank
You
For
Your
Business***

PARTS	104.00
SUBLET	
FREIGHT	0.00
SALES TAX	8.58
TOTAL	\$112.58

Copyright 2000 ADP, Inc.



Pittsburg, TX

Chrysler Cus
P.O. Box 21-8
Auburn Hills, M

AQ14-003

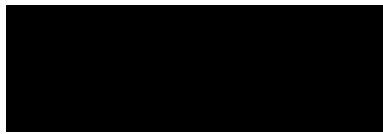
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



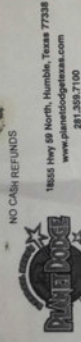
Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-20 21:57:44.323064

Files Not Recieved: 0

I have been trying to use scans from my computer but your website keeps giving problems about cookies or something. If you have a problem with this or have another email for me to send it to just call me. [REDACTED] Thanks



NO CASH REFUNDS

1855 Hwy 59 North, Humble, Texas 77338
www.planetdodgeplanet.com
281.389.7100

CUST NO.	TAX EXEMPT NUMBER	CURT. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE
99999			WALK-IN	PENDING	YANIRA MATA	01/23/12
CASH OR CHECK WALK IN CUSTOMER NONE ON FILE HUMBLE, TX 77338						
SHIP QTY	B. Q. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	5212362-AG STEERING	19027003	350.00	350.00	15% RET TO CHARGE ON RETURNS
1	0	68039930-AA ARM PITMA	19027002	80.75	80.75	• NO REFUND DAY
1	0	6505623-AA NUT HEX L	19015005	1.95	1.95	• NO REFUND ELECTRICAL
1	0	5154661-AA DAMPER ST	19030006	149.00	149.00	• NO RETURN ORDER PART
188523						
307KS29A5864						
KINGMAN, TX						
ALL CORES MUST BE RETURNED IN THE ORIGINAL BOX BEFORE CREDIT IS ISSUED						
					SUBTOTAL	585.60
					TAX	48.31
					FREIGHT	0.00
					PAY THIS AMOUNT	633.91

CUSTOMER COPY

PARTS INVOICE

09:32:21

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-02-03 19:45:46.644078

Files Not Recieved: 0

RECEIPT

PLANET DODGE CHRYSLER JEE
18555 HWY 59
Humble, TX 77338
Phone

Order Number : 77384
Transaction Type : Sale

Total : 633.91 USD

Cardholder Information

Name [REDACTED]
Credit Card Type : [REDACTED]
Credit Card Number : #####

Level II Fields

Purchase Order Number : 77384

Signature :
X

AQ14-003

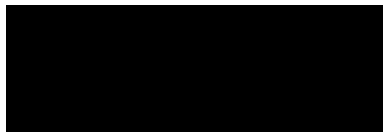
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jan 07 11:32:12 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2005 Dodge 3500 5.9 diesel engine

Comments:

I bought an '05 dodge diesel 3500 4x4 in Bonham, TX in about '06 or '07. When I bought it, it had a straight exhaust pipe with no catalytic converter or muffler that I specified I wanted fixed. Also, the flatbed was barely welded on. I live over 100 miles away from this dealership & when it was delivered to me, the problem wasn't fixed. Then I made an agreement with them to take it to a local shop have it fixed and they would reimburse me. They only partially reimbursed me. Soon after this issue, the truck would not crank easily. After holding the key in the on position and trying to crank it, it would still take several tries to get it to crank. I took it to Jack O'Diamonds in Longview (no longer in business) and paid \$100 to get it "fixed." Didn't improve the situation. I took it back to Jack O'Diamonds because something in the 6 speed transmission area was banging when you disengaged the clutch. They replaced the transfer case with another \$100 fee. It still made the banging noise. My next problem came about when the steering arm popped out while I was exiting a major road. I almost ran over a car at a red light and a pole and had to drive straight into a parking lot across from the exit, as I couldn't steer my truck. I was pulling a 16 foot trailer with a 4000lb glycol tower on it and had just been going about 65 mph. before exiting. Luckily no one was hurt or killed. I had to have the truck towed to a repair shop to have the steering arm replaced. Since Jack O'Diamonds wasn't available anymore, the nearest dodge dealership was in Marshall, and they said I would have to have it towed to them at my expense. With it being a 1 ton and Marshall being over 20 miles away, it wasn't something I could afford. I had it towed directly across the highway from where it originally broke down and had it fixed there. My mom, at the time, had a similar truck, which was an '05 dodge diesel 4x4, but single wheel. She received a recall notice for this steering arm problem about a week after my steering arm popped out, but I never received a notice. I called the Chrysler corporation to get it

reimbursed (since it WAS a recall issue) but I just got the run-around. So basically, I paid for a recall issue all on my own. Not too long after that, the engine started missing and using large amounts of oil like it had blow-by and was puffing white smoke, this at about 75,000 miles. I took it to the dealership in Marshall to have it looked at and they called me back and said it needed a new \$13,000 engine. I asked them what was wrong with it and they said that the K&N air filter was letting sand in the engine and had ruined the engine. On the box of the K&N air filter, it said "OEM replacement, will not void warranty." It was a new air filter with less than 10,000 miles on it. I called K&N, and they told me to take pictures of the turbo and the cylinder walls of the block. I explained to K&N that the dealership would not tear the engine down until I paid the \$13,000, because they weren't covering the problem under the extended warranty that I was paying extra money for, but they needed proof. So I was kind of stuck and didn't know what to do. I couldn't send pictures to K&N, and the dealership wouldn't work on my truck without money that I definitely didn't have, seeing as at that point we were in the middle of a recession. I had to let the truck go back and I surrendered it to the dealership. It also had a fuel related problem, that potentially washed the cylinder walls out and created the blow-by. I am a STICKLER for vehicle maintenance and always always always changed the oil and maintained my vehicle. When I purchased the truck, there was not a power programmer on the truck and I did not put a programmer on the truck, just so you know. I had a friend that had a truck identical to mine, and had to replace the engine two different times for the EXACT SAME PROBLEM. I had several other friends with the same truck, same story, same problem. 2005 must've been a bad year for diesel trucks, because the 5.9 dodge diesel engine and 6.0 ford diesel engine barely would make it to 100,000 miles without blowing up. Now I have this debt hanging over my head with Citibank (the truck financier) who has a lien on my home because my extended warranty didn't warranty anything and the dealership just wanted money, not to help me resolve the problem. No one wanted to fix, everyone just wanted to point fingers and give excuses and I'm stuck with all the bills. I recently scrapped my '95 ford powerstroke with a perfectly good 7.3 diesel engine that I had just spent \$1400 to fix front end problems, and it would still go into an uncontrollable deathwobble. The truck was too dangerous to sell to an individual, because of the deathwobble, but the engine, with 2x the miles of the dodge engine, was in perfect running condition. Im telling you this because you may think that I can't maintain a vehicle, but that is incorrect. I don't think I need to tell you that the 5.9 diesel engine was a problem and frequently went out on people, especially people

here in the southern oilfield, who actually put the truck to work like it's advertised to be able to do. Instead of fixing the problem or even recalling it, you left the customer with the bill.

Sender Information:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jan 09 11:58:42 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Ram Assistance Center. Your email is important to us.

I am sorry to learn of the concerns raised regarding the issues experienced with your prior vehicle.

I appreciate the time taken to bring this matter to our attention.

Any component can be subject to a defect, and often times, failure is an isolated incident that is not indicative of a part design problem.

Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.

Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

If at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email, Thomas.

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

2005 Dodge 3500 5.9 diesel engine

Comments:

I bought an '05 dodge diesel 3500 4x4 in Bonham, TX in about '06 or '07.

When I bought it, it had a straight exhaust pipe with no catalytic converter or muffler that I specified I wanted fixed. Also, the flatbed was barely welded on. I live over 100 miles away from this dealership & when it was delivered to me, the problem wasn't fixed. Then I made an agreement with them to take it to a local shop have it fixed and they would reimburse me. They only partially reimbursed me. Soon after this issue, the truck would not crank easily. After holding the key in the on position

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VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

██████████

Middle Initial:

Last Name:

██████████

Address 1:

████████████████████

Address 2:

City:

Beckville

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

AQ14-003

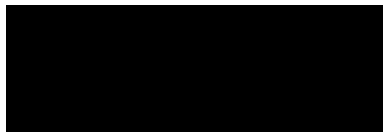
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



629956/#S3054/N62



SAN JOSE, CA

N62

629956



Issued in Accordance
With Federal Law

U.S. Department of
Transportation



SAFETY RECALL NOTICE

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

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

629956#S3054IN62



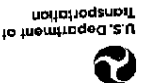
SAN JOSE, CA

N62

629956



Issued in Accordance
With Federal Law



IMPORTANT! SAFETY RECALL NOTICE

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

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

AQ14-003

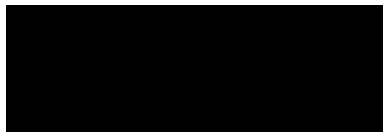
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-09 14:29:19.015347

Files Not Recieved: 0

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-11-07 15:47:02.222501

Files Not Recieved: 0

WING'S REPAIR & TOWING

609 YORK RD., P.O. BOX 264

AVOCA, IA 51521

712-307-6300

24 HOUR SERVICE

CUSTOMER'S ORDER NO.

DATE

10/13/13

NAME

PHONE NO.

ADDRESS

CITY

STATE

2011 Dodge Ram

SOLD BY

CASH

CHECK

CHARGE

COD

ON ACCT.

PAID OUT

MDSE. RETD.

QUANTITY

DESCRIPTION

PRICE

AMOUNT

4 hrs.

Hookup & Flatbed Dodge
from NE City to customer's
residence. Weekend Rate Sunday Eve.135.⁰⁰ hr.

540.00

Att Jay Ext 66132

Reference #

Net 10

TAX

37.80

TOTAL

577.80

Received By

Thank You

15071

All claims and returned goods MUST be accompanied by this bill. I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or employees permission to operate the vehicle 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 therein. The above work has been completed to our satisfaction.

RJ'S TOWING

6328 GROVER ST.
OMAHA, NEBRASKA 68106
(402) 738-8000

No 25573

Agero

PO # 500509700

PHONE CELL 345-4192 EMAIL

REQUESTED BY

10/14/13 8:00AM Jared

YEAR MAKE/MODEL COLOR MARION 13 D-7 UT CL 2 BG 56 59 46

DRIVER Dodge Ram 2500

REGISTRATION NO. TAG 218 SDW

LOCATION OF VEHICLE 4045 315th St. Persia, IA 2545 E 2nd Ave S, Fremont

TOWED TO Gene Steffy

MILEAGE 71.3 SERVICE TIME 651 EXTRA TIME

FINISH 40651 START 162611 TOTAL 581

TOTAL 62

DAMAGE RELEASE

I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I PROGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOWING SERVICE RESPONSIBLE FOR SUCH DAMAGE SHOULD IT RESULT.

SIGNATURE OF CAR OWNER OR AGENT

VEHICLE WILL NOT BE RELEASED UNTIL TOWING SERVICE IS PAID

DATE

REMARKS:

Covered for 48 miles into w.
Customer paid \$59.92 via CC
for overages.
\$1.50 per mile dead head miles
Approved by Lakisha Ext. 52709

Denny B

SIGNATURE TOW OPERATOR

DATE

MILEAGE CHG.	240.00
TOWING CHG.	42.00
LABOR CHG.	
STORAGE CHG.	
Taxes	19.74
TOTAL	301.74

Thank You For Your Business!

TSO INC

Att Jay Ext 66132

Reference #

AQ14-003

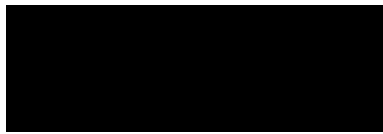
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE :

2-10-14

VIN (FIRST 9 DIGITS)

1D7KS38A4

VIN (LAST 8 DIGITS)

75

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES



CHRYSLER

Left Tie Rod

X of # [redacted] Email case Number A764591

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

#927

This notice applies to your vehicle (VIN: 1D7KS28A47J596445).

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

Dear [redacted]

New Rep # [redacted] Chrysler Recall Assistance Center

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.

P.O. Box 21-8007 - Auburn Hills, Mich.

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.



DODGE

CHRYSLER

Jeep

SRT



Alfred Miller
210 Chester Street
San Antonio, Texas 78209

(210)824-0662

(210)824-0434 Fax

January 10, 2014
Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hill, MI 48321-8007

Re: Reference # [REDACTED]

To Whom It May Concern:

Enclosed you will find a copy of both my safety recall notice for VIN 1D7KS28A47J [REDACTED] and a copy of my receipt for having this repair made at my own expense on November 9, 2012.

Please reimburse me for this repair which I was forced to make before the recall notice was issued.

You may contact me at the above address or by telephone at [REDACTED]
[REDACTED]

Sincerely yours,

[REDACTED]

Invoice #: **100331**
Tag #: **2960**

Service Advisor: **2005 LEVI ATKINSON**

Customer # **9195**

BUS:

SAN ANTONIO, TX 78209-
HOME: 210-828-6008

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
WHITE	07	DODGE 2500 CLUB 4X4	1D7KS28A4 7		187534	187534
DEL DATE	WARR. EXP.	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT
01JAN07		08NOV12	17:00 08NOV12	09NOV12		DISC
OPTIONS: ENG:6.7 Liter Turbo Diesel						

A CUST STATES THE TIE ROD BROKE
01 REPLACED COMPLETE STEERING LINKAGE

1	52122362AH	2250 CXMIS	2.50	2.50	6125	26250		262.50	262.50
	STEERING-STEERING				21500	35900	0	516.00	359.00
1	68039930AA ARM-PITMAN				2500	4170	0	81.25	41.70
1	5154661AA DAMPER-STEERING				9180	13600	0	257.04	136.00
	ALIGN 4 WHEEL ALIGNMENT								136.00

B 16 POINT INSPECTION
9016 16 POINT INSPECTION

2005 CXMIS	0.00	0.00	0	0				0.00	0.00

SPECIAL NOTE
YOU WILL BE RECEIVING A CUSTOMER SERVICE SURVEY FROM DIAMLER-CHRYSLER. PLEASE TAKE THE TIME TO FILL IT OUT AS THIS IS OUR "REPORT CARD" FOR OUR SERVICE ADVISORS. IF FOR ANY REASON YOU CANNOT RATE THEM "COMPLETELY SATISFIED", PLEASE LET US KNOW, THANKS

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/46001	34249	8820		2/46800	53670	33180	
2/32400	4428	0		1/20210	92347	*****	DISCU



CECIL ATKINSON MOTORS, INC.

"WHEN THE PRODUCTS ARE SIMILAR THE DEALER MAKES THE DIFFERENCE"

2630 E. Main
UVALDE, TEXAS 78801
(830) 278-4124 • 1-800-299-5391
Fax# (830) 278-9227
www.carmtr.com

CUSTOMER'S SIGNATURE

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.502, 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

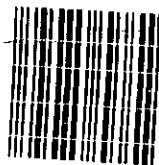
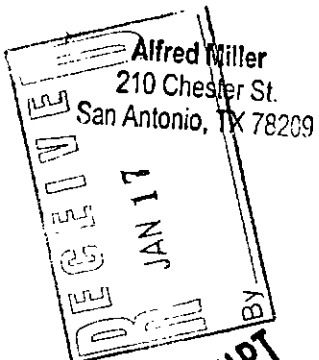
STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

LABOR AMOUNT	342.49
PARTS AMOUNT	536.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	879.19
ADJUSTMENTS	0.00
SALES TAX	44.28
PLEASE PAY THIS AMOUNT	923.47

CERTIFIED MAIL™



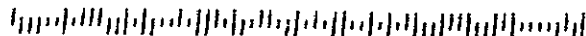
1000

48321

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

48321-8007

48321-8007



AQ14-003

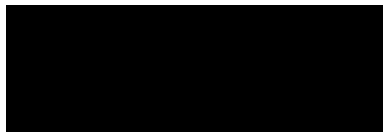
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



CAR/# [REDACTED]

[REDACTED]

Plattsburgh NY [REDACTED]

I am Look For Reimbursement

FOR	N62	Repair All of Front end
	SABER	did own repairs
	Recall	

PHONE # [REDACTED]

miles on Trunk 84152

Service is our best part.

Store # 06635
 (518) 566-6173
 496 STATE ROUTE 3
 PLATTSBURGH NY 12901
 11/13/2012 15:35:28 REG 05
 Cashier: Brone V.

ITEM	QTY	PRICE	TOTAL
TIE ROD END 1 EA DRIVE		26950472	
DWDS1463	1	\$32.89	\$32.89
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515065	
DS1464	1	\$105.99	\$105.99
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515646	
ES3625	1	\$55.49	\$55.49
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515635	
ES3624	1	\$29.19	\$29.19
LIMITED LIFETIME REPLACEMENT			
BALL JOINT 1 EA MOOG		21880559	
K7460	2	\$85.99	\$171.98
LIMITED LIFETIME REPLACEMENT			
BALL JOINTS MOOG		20516802	
K7467	1	\$92.99	\$92.99
LIMITED LIFETIME REPLACEMENT			
BALL JOINTS MOOG		20516802	
K7467	1	\$92.99	\$92.99
LIMITED LIFETIME REPLACEMENT			
Deposit Made			\$0.00
Account#06635-005-014719-12			

Scan to perform SOLD pickup



505-014719-12

Sub Total	\$581.52
Ti Tax @ 8.0000%	\$46.52
Total	\$628.04

Transaction #6439

CARD TYPE: Visa

ACCOUNT #: *****

AUTH CODE: 04988B

AMOUNT: \$628.04

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Scan to RETURN Items

Z7KML1FJNR1JVF



Transaction #6439

Thank you for shopping at Advance Auto Parts



FAC# 7085874

FAC# 3160005

CHRYSLER • DODGE • JEEP • CHEVROLET • BUICK

7440 US Route 9 • P.O. Box 245 • Elizabethtown, NY 12932 • Phone: 518-873-6386 • Fax: 518-873-6488

SO No: 156353

*** Service Invoice Customer Copy ***

Auth#:

Page 1

Tag#:

Customer No : [REDACTED]	Advisor : TIMOTHY	Invoice Date : 12/03/2012	Term : CASH
PLATTSBURGH N [REDACTED]	License No [REDACTED]	Odometer In 84152	Odometer Out 84154
Home: [REDACTED]	Year Make 2005 Dodge	Model RAM 2500	Model No DH7H41
Cell: [REDACTED]	Vehicle ID No 3D7KS28C55C [REDACTED]	Selling Dealer	Color RED
Email: [REDACTED]		SO Date 12/03/2012	InServ Date 10/21/2004
Today: [REDACTED]			Location

**REQUEST/COMPLAINT
CORRECTIONS**

TYPE	CSR#	TU	Amount

1	2	TWO WHEEL ALIGNMENT	
	2	TWO WHEEL ALIGNMENT	
			CP 1362 1.2 \$99.95

Technician : 0025 CHRISTOPHER

Request Total \$99.95

LABOR	\$99.95
PARTS	\$0.00
OIL/GAS	\$0.00
MISC.	\$0.00
SUPPLIES	\$0.00
SUBLET/TOW	\$0.00
ENV FEE	\$0.00

SUBTOTAL \$99.95

SALES TAX \$7.75

WARR DEDUCTIBLE \$0.00

OTHER DEDUCTIBLE \$0.00

TOTAL INVOICE \$107.70**EXCLUSION OF WARRANTIES**

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"LIMITED LABOR WARRANTY"

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DATE _____

CUSTOMER SIGNATURE _____

CAR/# [REDACTED]

[REDACTED]

Plattsburgh NY [REDACTED]

I am Look For Reimbursement

FOR	N62	Repair All of Front end
	SABER	did own repairs
	Recall	

PHONE # [REDACTED]

miles on Trunk 84152

Service is our best part.

Store # 06635
 (518) 566-6173
 496 STATE ROUTE 3
 PLATTSBURGH NY 12901
 11/13/2012 15:35:28 REG 05
 Cashier: Brone V.

ITEM	QTY	PRICE	TOTAL
TIE ROD END 1 EA DRIVE		26950472	
DWDS1463	1	\$32.89	\$32.89
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515065	
DS1464	1	\$105.99	\$105.99
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515646	
ES3625	1	\$55.49	\$55.49
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515635	
ES3624	1	\$29.19	\$29.19
LIMITED LIFETIME REPLACEMENT			
BALL JOINT 1 EA MOOG		21880559	
K7460	2	\$85.99	\$171.98
LIMITED LIFETIME REPLACEMENT			
BALL JOINTS MOOG		20516802	
K7467	1	\$92.99	\$92.99
LIMITED LIFETIME REPLACEMENT			
BALL JOINTS MOOG		20516802	
K7467	1	\$92.99	\$92.99
LIMITED LIFETIME REPLACEMENT			
Deposit Made			\$0.00
Account#06635-005-014719-12			

Scan to perform SOLD pickup



505-014719-12

Sub Total	\$581.52
Ti Tax @ 8.0000%	\$46.52
Total	\$628.04

Transaction #6439

CARD TYPE: Visa

ACCOUNT #: *****

AUTH CODE: 04988B

AMOUNT: \$628.04

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Scan to RETURN items

Z7KML1FJNR1JVF



Transaction #6439

Thank you for shopping at Advance Auto Parts



FAC# 7085874

FAC# 3160005

CHRYSLER • DODGE • JEEP • CHEVROLET • BUICK

7440 US Route 9 • P.O. Box 245 • Elizabethtown, NY 12932 • Phone: 518-873-6386 • Fax: 518-873-6488

SO No: 156353

*** Service Invoice Customer Copy ***

Auth#:

Page 1

Tag#:

Customer No : [REDACTED]	Advisor : TIMOTHY	Invoice Date : 12/03/2012	Term : CASH
PLATTSBURGH N [REDACTED]	License No [REDACTED]	Odometer In 84152	Odometer Out 84154
Home: [REDACTED]	Year Make 2005 Dodge	Model RAM 2500	Model No DH7H41
Cell: [REDACTED]	Vehicle ID No 3D7KS28C55C [REDACTED]	Selling Dealer	Color RED
Email: [REDACTED]		SO Date 12/03/2012	InServ Date 10/21/2004
Today: [REDACTED]			Location

**REQUEST/COMPLAINT
CORRECTIONS**

1 2 TWO WHEEL ALIGNMENT
2 TWO WHEEL ALIGNMENT

TYPE	CSR#	TU	Amount
CP	1362	1.2	\$99.95

Technician : 0025 CHRISTOPHER

Request Total \$99.95

LABOR	\$99.95
PARTS	\$0.00
OIL/GAS	\$0.00
MISC.	\$0.00
SUPPLIES	\$0.00
SUBLET/TOW	\$0.00
ENV FEE	\$0.00

SUBTOTAL \$99.95

SALES TAX \$7.75

WARR DEDUCTIBLE \$0.00

OTHER DEDUCTIBLE \$0.00

TOTAL INVOICE \$107.70**EXCLUSION OF WARRANTIES**

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DATE _____

CUSTOMER SIGNATURE _____

CAR/# [REDACTED]

[REDACTED]

Plattsburgh NY [REDACTED]

I am Look For Reimbursement

FOR	N62	Repair All of Front end
	SABER	did own repairs
	Recall	

PHONE # [REDACTED]

miles on Trunk 84152

Service is our best part.

Store # 06635
 (518) 566-6173
 496 STATE ROUTE 3
 PLATTSBURGH NY 12901
 11/13/2012 15:35:28 REG 05
 Cashier: Brone V.

ITEM	QTY	PRICE	TOTAL
TIE ROD END 1 EA DRIVE		26950472	
DWDS1463	1	\$32.89	\$32.89
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515065	
DS1464	1	\$105.99	\$105.99
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515646	
ES3625	1	\$55.49	\$55.49
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515635	
ES3624	1	\$29.19	\$29.19
LIMITED LIFETIME REPLACEMENT			
BALL JOINT 1 EA MOOG		21880559	
K7460	2	\$85.99	\$171.98
LIMITED LIFETIME REPLACEMENT			
BALL JOINTS MOOG		20516802	
K7467	1	\$92.99	\$92.99
LIMITED LIFETIME REPLACEMENT			
BALL JOINTS MOOG		20516802	
K7467	1	\$92.99	\$92.99
LIMITED LIFETIME REPLACEMENT			
Deposit Made			\$0.00
Account#06635-005-014719-12			

Scan to perform SOLD pickup



505-014719-12

Sub Total	\$581.52
Ti Tax @ 8.0000%	\$46.52
Total	\$628.04

Transaction #6439

CARD TYPE: Visa

ACCOUNT #: *****

AUTH CODE: 04988B

AMOUNT: \$628.04

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Scan to RETURN items

Z7KML1FJNR1JVF



Transaction #6439

Thank you for shopping at Advance Auto Parts



FAC# 7085874

FAC# 3160005

CHRYSLER • DODGE • JEEP • CHEVROLET • BUICK

7440 US Route 9 • P.O. Box 245 • Elizabethtown, NY 12932 • Phone: 518-873-6386 • Fax: 518-873-6488

SO No: 156353

*** Service Invoice Customer Copy ***

Auth#:

Page 1

Tag#:

Customer No : [REDACTED]	Advisor : TIMOTHY	Invoice Date : 12/03/2012	Term : CASH
PLATTSBURGH N [REDACTED]	License No [REDACTED]	Odometer In 84152	Odometer Out 84154
Home: [REDACTED]	Year Make 2005 Dodge	Model RAM 2500	Model No DH7H41
Cell: [REDACTED]	Vehicle ID No 3D7KS28C55C [REDACTED]	Selling Dealer	SO Date 12/03/2012
Email: [REDACTED]			InServ Date 10/21/2004
Today: [REDACTED]			Location

**REQUEST/COMPLAINT
CORRECTIONS**

TYPE	CSR#	TU	Amount

1	2	TWO WHEEL ALIGNMENT	
	2	TWO WHEEL ALIGNMENT	
			CP 1362 1.2 \$99.95

Technician : 0025 CHRISTOPHER

Request Total

\$99.95

LABOR	\$99.95
PARTS	\$0.00
OIL/GAS	\$0.00
MISC.	\$0.00
SUPPLIES	\$0.00
SUBLET/TOW	\$0.00
ENV FEE	\$0.00

SUBTOTAL \$99.95

SALES TAX \$7.75

WARR DEDUCTIBLE \$0.00

OTHER DEDUCTIBLE \$0.00

TOTAL INVOICE \$107.70**EXCLUSION OF WARRANTIES**

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DATE _____

CUSTOMER SIGNATURE _____

CAR/#
[REDACTED]

[REDACTED]

Plattsburgh NY [REDACTED]

I am Look For Reimbursement

For N62 Repair All of Front end/
safety did own repairs
Recall

Phone # [REDACTED]

miles on Trunk 84152

Service is our best part.

Store # 06635
 (518) 566-6173
 496 STATE ROUTE 3
 PLATTSBURGH NY 12901
 11/13/2012 15:35:28 REG 05
 Cashier: Brone V.

ITEM	QTY	PRICE	TOTAL
TIE ROD END 1 EA DRIVE		26950472	
DWDS1463	1	\$32.89	\$32.89
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515065	
DS1464	1	\$105.99	\$105.99
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515646	
ES3625	1	\$55.49	\$55.49
LIMITED LIFETIME REPLACEMENT			
TIE RODS / ENDS MOOG		20515635	
ES3624	1	\$29.19	\$29.19
LIMITED LIFETIME REPLACEMENT			
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LIMITED LIFETIME REPLACEMENT			
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K7467	1	\$92.99	\$92.99
LIMITED LIFETIME REPLACEMENT			
BALL JOINTS MOOG		20516802	
K7467	1	\$92.99	\$92.99
LIMITED LIFETIME REPLACEMENT			
Deposit Made			\$0.00
Account#06635-005-014719-12			

Scan to perform SOLD pickup



505-014719-12

Sub Total	\$581.52
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Transaction #6439

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ACCOUNT #: *****

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Z7KML1FJNR1JVF



Transaction #6439

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FAC# 7085874

FAC# 3160005

CHRYSLER • DODGE • JEEP • CHEVROLET • BUICK

7440 US Route 9 • P.O. Box 245 • Elizabethtown, NY 12932 • Phone: 518-873-6386 • Fax: 518-873-6488

SO No: 156353

*** Service Invoice Customer Copy ***

Auth#:

Page 1

Tag#:

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Home: [REDACTED]	Year Make 2005 Dodge	Model RAM 2500	Model No DH7H41
Cell: [REDACTED]	Vehicle ID No 3D7KS28C55C [REDACTED]	Selling Dealer	SO Date 12/03/2012
Email: [REDACTED]			InServ Date 10/21/2004
Today: [REDACTED]			Location

**REQUEST/COMPLAINT
CORRECTIONS**

TYPE	CSR#	TU	Amount

1	2	TWO WHEEL ALIGNMENT	
	2	TWO WHEEL ALIGNMENT	
			\$99.95

Technician : 0025 CHRISTOPHER

Request Total \$99.95

LABOR	\$99.95
PARTS	\$0.00
OIL/GAS	\$0.00
MISC.	\$0.00
SUPPLIES	\$0.00
SUBLET/TOW	\$0.00
ENV FEE	\$0.00

SUBTOTAL \$99.95

SALES TAX \$7.75

WARR DEDUCTIBLE \$0.00

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DATE _____

CUSTOMER SIGNATURE _____

AQ14-003

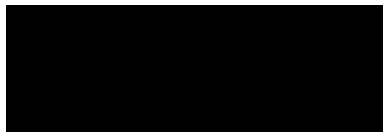
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/21/14

POSTED DATE :

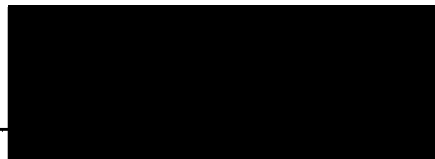
1-13-14

VIN (FIRST 9 DIGITS)

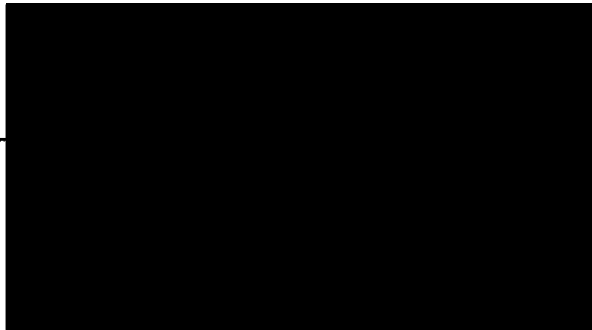
1D7KS28D2

VIN (LAST 8 DIGITS)

7J



FIRST NAME:



LAST NAME :



CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO

YES

Wright Automotive, LLC

630 North 3050 East, Suite B2
Saint George, Utah 84790
(435) 256-6593

Invoice

Date	Invoice #
8/21/2013	9650

Bill To
[REDACTED]

PAID
08/21/2013

Recall notice
7J [REDACTED] N62

Vehicle	Terms
	Due on receipt

Quantity	Description	Rate	Amount
	2007 Dodge Ram 2500 VIN-ID7KS28D27 [REDACTED] lic plate [REDACTED] miles 117,734 Customer states that she was told that there are a couple tie rod ends that the loose and she would like to get them fixed. Please inspect and report-We found three tie rod ends to be loose, we also found upper and lower ball joints to be loose. Recommend replacing all loose parts.		
1	Tie rod end at pitman arm	25.60	25.60T
1	Right outer tie rod end	78.01	78.01T
1	Connecting tie rod end	107.60	107.60T
1.5	Labor to replace tie rod ends	70.00	105.00T
1	Alignment	49.95	49.95T
	Upper and lower ball joints parts and labor \$813.60 with alignment for free within 6 months. Utah State Sales Tax	6.25%	22.89
	Legal		

	Total	\$389.05

Wright Automotive, LLC

630 North 3050 East, Suite B2
Saint George, Utah 84790
(435) 256-6593

Invoice

Date	Invoice #
11/7/2013	10497

Bill To

PAID
11/08/2013

Vehicle	Terms
	Due on receipt

Quantity	Description	Rate	Amount
	2007 Dodge Ram 2500 lic plate# miles 119,970		
2	Upper ball joints Heavy duty	95.35	190.70T
2	Lower ball joints Heavy duty	101.35	202.70T
6	Labor to replace upper and lower ball joints	70.00	420.00T
1	Alignment	49.95	49.95T
-1	Discount	49.95	-49.95T
	Utah State Sales Tax	6.25%	813.40 50.84
	Legal		

	Total	\$864.24

[Redacted]

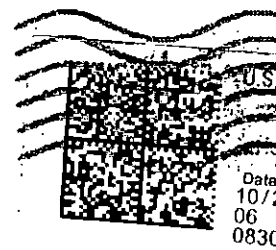
St George UT [Redacted]

PROVO UT 846

13 JAN 2014 PM 1 T

DELIVER

JAN 21



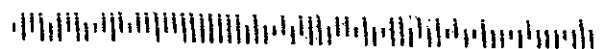
Chrysler Customer Assistance

Attn: Reimbursement

P.O. Box 21-8007

Auburn Hills, MI 48321-8007

483218007



AQ14-003

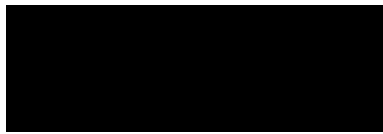
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-09 10:14:09.831193

Files Not Recieved: 0

Please see attached file.

Please contact me for any questions or concerns



This information is in regards to the N62 Recall on my 2005 model year dodge Truck. I have had these repairs done previous to the Recall being issued. It is my Understanding that I am eligible for a refund for the amount I paid for the repairs.

Attached please find all my service documents along with paid in full paperwork, from the dealership. I would like to be refunded for the amount I paid in repairs as well as applicable tax which I have paid. Below and attached please find all pertinent information

CASE # [REDACTED]

[REDACTED]

Herriman Utah [REDACTED]

Date of Purchase: March 14, 2005

Date of Repair March 1, 2013

Vin # 3DLS38C55G [REDACTED]

Model: Dodge Ram Truck 3500

Mileage at time of service 52114

Current mileage 55308

Dealer Name, service and Purchase: Larry H miller in Sandy Utah

My contact number [REDACTED]

Please feel free to contact me should you need any additional information.

Thank you

CUSTOMER #: 721736

53996

LARRY H. MILLER

CHRYSLER JEEP DODGE RAM SANDY

ACCOUNTING

10905 S. AUTOMALL DRIVE SANDY, UTAH 84070

Chrysler (801) 553-5550

Dodge (801) 553-5550

www.lhmchryslerjeep.com

HERRIMAN, UT

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C55G		52114/52114	T2022
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	PAYMENT	INV DATE
14MAR05 DD			17:00 01MAR13		LCA	01MAR13
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:90929 DLR:08011 ENG:5.9L				
07:08 01MAR13	17:06 01MAR13	TRN:4-SPD_AUTO				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A Lube, oil and filter change (Diesel up to 12 qts)

CAUSE: MAINTENANCE

1D Lube, oil and filter change (Diesel up to 12 qts)

437 MAYES, JARROD LIC#: 0437

CLCA 1.73 0.50 1000 1441

14.41 14.41

1 5083285AA FILTER-ENGINE

OIL

1035 1720

0

17.20

17.20

17.20

12 68055893AA 15W40

3024 3480

0

2.90

2.90

34.80

PARTS:

52.00

LABOR:

14.41

OTHER:

0.00

TOTAL LINE A:

66.41

VERSION 1 (EMP# 437, 01MAR13 16:10): 52114 LOF COMPLETE

B MULTI POINT "ROAD READY" VEHICLE INSPECTION

15 MULTI POINT "ROAD READY" VEHICLE INSPECTION

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.00 0 0

0.00

0.00

PARTS:

0.00

LABOR:

0.00

OTHER:

0.00

TOTAL LINE B:

0.00

VERSION 1 (EMP# 437, 01MAR13 16:10): 52114 COMPLETE

C CUSTOMER STATES THAT THE TRUCK LEAKING TRANS FLUID CHECK AND ADVISE

200 REPLACED LEAKING TRANS RANGE SENSOR

437 MAYES, JARROD LIC#: 0437

C10 0.00 2.00 4000 18900

189.00

189.00

1 56045489AC

SWITCH-NEUTRAL, SAFETY,

BACK UP

2715

4073

0

45.25

40.73

40.73

PARTS:

40.73

LABOR:

189.00

OTHER:

0.00

TOTAL LINE C:

229.73

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 INSPECTED AND FOUND

TRANSMISSION TANGE SENSOR LEAKING. REPLACED RANGE SENSOR.

D State Inspection

CAUSE: SAFETY INSPECTION

13 State Inspection

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.40 800 800

8.00

8.00

PARTS:

0.00

LABOR:

8.00

OTHER:

0.00

TOTAL LINE D:

8.00

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 STATE INSPECTION COMPLETE

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer, LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

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I have received a demonstration/explanation of repairs.

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	

SVC FILE COPY

CUSTOMER #: 721736

53996

LARRY H. MILLER

CHRYSLER JEEP DODGE RAM SANDY

ACCOUNTING

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Dodge (801) 553-5550

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PAGE 2

HERRIMAN, UT

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C550		52114/52114	T2022
DEL DATE	PROD. DATE	WAHR. EXP.	PROMISED	PD NO.	PAYMENT	INV. DATE
14MAR05 DD			17:00 01MAR13		LCA	01MAR13
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:90929 DLR:08011 ENG:5.9L TRN:4-SPD_AUTO				
07:08 01MAR13	17:06 01MAR13					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

E DIESEL EMISSIONS TEST

14D DIESEL EMISSIONS TEST

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.50 1000 1000

10.00 10.00

14C Emissions Certificate

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.00 0 650

6.50 6.50

PARTS: 0.00 LABOR: 16.50 OTHER: 0.00 TOTAL LINE E: 16.50

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 EMISSIONS TEST COMPLETE

F** Automatic transmission service (Synthetic. add for second filter if equipped)

CAUSE: MAINTENANCE

6S Automatic transmission service (Synthetic. add for second filter if equipped)

437 MAYES, JARROD LIC#: 0437

C10 0.00 1.00 2000 10500

105.00 105.00

1 52118789 FILTER-VALVE

BODY

1365 2048

0

22.75

20.48

20.48

1 2464324AC GASKET-OIL

PAN

1550 2327

0

25.85

23.27

23.27

7 68055894AA ATF

2156 3752

0

5.95

5.36

37.52

PARTS: 81.27 LABOR: 105.00 OTHER: 0.00 TOTAL LINE F: 186.27

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 TRANS SERVICE COMPLETE

G** Gearbox service (3 Box)

CAUSE: MAINTENANCE

7DS Gearbox service (3 Box)

437 MAYES, JARROD LIC#: 0437

C10 0.00 2.10 4200 22050

220.50

220.50

3 68055894AA ATF

924 1608

0

5.95

5.36

16.08

6 5102232AA

*LUBRICANT-AXLE

9510 14256

0

26.40

23.76

142.56

PARTS: 158.64 LABOR: 220.50 OTHER: 0.00 TOTAL LINE G: 379.14

VERSION 1 (EMP# 437, 01MAR13 16:12): 52114 FRONT DIFF REAR DIFF AND

T-CASE SERVICE COMPLETE

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I have received a demonstration/explanation of repairs.

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	

SVC FILE COPY

CUSTOMER #: 721736

53996

LARRY H. MILLER
CHRYSLER JEEP DODGE RAM SANDY

ACCOUNTING

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PAGE 3

HERRIMAN, UT

HOME

BUS:

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C555		52114/52114	T2022
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
14MAR05 DD			17:00 01MAR13		LCA	01MAR13

R.O. OPENED

CUSTOMER NOTIFIED

OPTIONS: STK:90929 DLR:08011 ENG:5.9L
TRN:4-SPD_AUTO

07:08 01MAR13 17:06 01MAR13

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

H** Fuel filter replacement (Diesel)

CAUSE: MAINTENANCE

16A Fuel filter replacement (Diesel)

437 MAYES, JARROD LIC#: 0437

C10 0.00 0.50 1000

5250

52.50

52.50

1 68001914AB FILTR

PKG-FUEL

1735

3825

0

42.50

38.25

38.25

PARTS: 38.25 LABOR: 52.50 OTHER: 0.00 TOTAL LINE H: 90.75

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 REPLACED FUEL FILTER

I** DIESEL INJECTION FLUSH

4FD DIESEL INJECTION FLUSH

437 MAYES, JARROD LIC#: 0437

C10 0.00 1.00 2000

10500

105.00

105.00

1 205 DIESEL KIT

2980

3330

0

37.00

33.30

33.30

PARTS: 33.30 LABOR: 105.00 OTHER: 0.00 TOTAL LINE I: 138.30

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 INJECTION FLUSH COMPLETE

J** REPLACE LEAKING FRT DIFF PINION SEAL

900 REPLACED LEAKING FRT DIFF PINION SEAL

437 MAYES, JARROD LIC#: 0437

C10 0.00 1.50 3000

14175

141.75

141.75

1 5086697AB SEAL-DRIVE

PINION

1440

2160

0

24.00

21.60

21.60

PARTS: 21.60 LABOR: 141.75 OTHER: 0.00 TOTAL LINE J: 163.35

VERSION 1 (EMP# 437, 01MAR13 16:12): 52114 REPLACED LEAKING FRONT

DIFF PINION SEAL

K** REPLACE TIERODS WITH UPDATED KIT WITH ALIGNMENT

700 REPLACED TIERODS WITH UPDATED KIT

437 MAYES, JARROD LIC#: 0437

C10 0.00 3.00 6000

28350

283.50

283.50

1 52122362AH

STEERING-STEERING

21500

32310

0

359.00

323.10

323.10

1 5154661AC

*DAMPER-STEERING

5000

7502

0

83.35

75.02

75.02

1 6502835 NUT-HEX FLANGE

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I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

877 768 5070

SVC FILE COPY

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

Call #
address
Name

CUSTOMER #: 721736

53996

LARRY H. MILLER

CHRYSLER JEEP DODGE RAM SANDY

ACCOUNTING

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PAGE 4

HERRIMAN, UT

HOME

BUS:

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C55G		52114/52114	T2022
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
14MAR05 DD			17:00 01MAR13		LCA	01MAR13
H.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:90929 DLR:08011 ENG:5.9L				
07:08 01MAR13	17:06 01MAR13	TRN:4-SPD_AUTO				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

LOCK 155 153 0 1.70 1.53 1.53

10A Align Front And Rear Suspension

437 MAYES, JARROD LIC#: 0437

C10 0.00 1.50 3000 7995 79.95 79.95

PARTS: 399.65 LABOR: 363.45 OTHER: 0.00 TOTAL LINE K: 763.10

VERSION 1 (EMP# 437, 01MAR13 16:12): 52114 INSTALLED UPDATED

STEERING KIT, DAMPNER AND NUT.

VERSION 2 (EMP# 437, 01MAR13 16:12): 52114 INSTALLED UPDATED

STEERING KIT, DAMPNER AND NUT. COMPLETED ALIGNMENT

L** RECALL H46

CAUSE: RECALL

19H46183 Safety Recall H46 - Replace Safety

Recall H46 (2 - skilled)

437 MAYES, JARROD LIC#: 0437

W 0.21 0.50 1000 4651 46.51 46.51

1 CBCZH461 ARM-PITMAN 930 1302 0 15.50 13.02 13.02

FC: PART#: COUNT:

CLAIM TYPE: S

AUTH CODE:

930 1302 TPARTS

1000 4651 TLABOR

PARTS: 13.02 LABOR: 46.51 OTHER: 0.00 TOTAL LINE L: 59.53

VERSION 1 (EMP# 437, 01MAR13 16:13): 52114 INSPECTED STEERING

LINKAGE AND REPLACED PITMAN ARM ONLY.

M** LANDCAR MAINTENANCE CONTRACT

LMC LANDCAR MAINTENANCE CONTRACT

437 MAYES, JARROD LIC#: 0437

COMC 0.00 0.00 0 0 0.00 0.00

MISC LANDCAR MAINTENANCE CONTRACT

PO#53996

COMC 16500 16500 165.00 165.00

PARTS: 0.00 LABOR: 0.00 OTHER: 165.00 TOTAL LINE M: 165.00

VERSION 1 (EMP# 437, 01MAR13 16:12): 52114 OK

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I have received a demonstration/explanation of repairs.

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	

SVC FILE COPY

CUSTOMER #: 721736

53996

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HERRIMAN, UT

HOME

CONT

BUS:

CELL

PAGE 5

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C55		52114/52114	T2022
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
14MAR05 DD			17:00 01MAR13		LCA	01MAR13
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:90929 DLR:08011 ENG:5.9L				
07:08 01MAR13	17:06 01MAR13	TRN:4-SPD_AUTO				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

N** 10% OFF TO HELP CUSTOMER OUT

INFO INFORMATION ONLY

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.00 0 0

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE N: 0.00

VERSION 1 (EMP# 437, 01MAR13 16:12): 52114 OK

EST: 0.00 01MAR13 07:08 SA: 163

EST: 979.75 01MAR13 07:08 SA: 163

CONTACT: .

EST: 119.95 01MAR13 07:19 SA: 163

CONTACT: .

EST: 979.75 01MAR13 08:13 SA: 163

CONTACT: .

EST: 2,392.80 01MAR13 10:05 SA: 163

CONTACT: .

EST: 2,542.80 01MAR13 10:10 SA: 163

CONTACT: .

CUSTOMER PAY SHOP SUPPLIES FOR RE 0 3000 30.00

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I have received a demonstration/explanation of repairs.

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	

SVC FILE COPY

CUSTOMER #: 721736

53996

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PAGE 6

HERRIMAN, UT

HOME: [REDACTED] ** PRE-INVOICE **

BUS: [REDACTED] SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C550		52114/52114	T2022

DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	PAYMENT	INV DATE
14MAR05 DE			17:00 01MAR13		LCA	01MAR13

R.O. OPENED CUSTOMER NOTIFIED OPTIONS: STK:90929 DLR:08011 ENG:5.9L

07:08 01MAR13 17:00 01MAR13 TRN:4-SPD_AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

I have received a Demonstration/Explanation of Repairs.

All MOPAR parts carry a limited warranty. See your Service Advisor for details.

Cash Check Credit Card

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-01-13	08:03	09:09	1.10	W	437	A	
	10:09	10:09	0.00	W	437	A	
	13:12	13:12	0.00	W	437	A	
	15:31	16:09	0.63	W	437	A	
	16:10	16:23	0.21	W	437	L	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
111/4400	119161	26200		111/4700	73704	48985	
111/4770	8840	6104		112/14430	2450	1800	
111/4420	4651	1000		111/4720	1302	930	
111/4458	0	0		111/4458	16500	16500	53996
112/17193A	3000	0		111/3140	14866	0	
112/16431	2618	*****		111/2200	5953	*****	
111/2205	5500	*****		111/6431	1500	*****	
111/2040	228903	*****					

CHRYSLER

MAR 01 2013

SP/100

COST, SALE, & COMP TOTALS 101519 229608 0

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I have received a demonstration/explanation of repairs.

CUSTOMER

DESCRIPTION	TOTALS
LABOR AMOUNT	1191.61
PARTS AMOUNT	825.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	195.00
TOTAL CHARGES	2212.05
LESS INSURANCE	55.00
SALES TAX	146.98
PLEASE PAY THIS AMOUNT	2304.03

SVC FILE COPY

2289.03
1008

437

CUSTOMER #: 721736

53996



 WORKORDER
 REPRINT
 PAGE 1

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Dodge (801) 553-5550

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SERVICE ADVISOR: 163 BORDERS, ANDREW

HERRIMAN, UT

GRAY	05	DODGE Ram 3500	3D7LS38C55G	52114/	T2022
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO.	PAYMENT
14MAR05 DD			17:00 01MAR13		CASH
H.O. OPENED		CUSTOMER NOTIFIED		OPTIONS: STK:90929 DLR:08011 ENG:5.9L	
01MAR2013 07:08		TRN:4-SPD_AUTO			

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A 1D CEMP Lube, oil and filter change (Diesel up to 12 qts)

B 15 IDFRE MULTI POINT "ROAD READY" VEHICLE INSPECTION

C 200 CPD CUSTOMER STATES THAT THE TRUCK LEAKING TRANS FLUID
CHECK AND ADVISE

D 13 IDFRE State Inspection

E 14D IDFRE DIESEL EMISSIONS TEST

TRANS RANGE SENSOR \$299.5

FRONT DIFF PIVON SEAL \$189.5

TIE ROD KIT \$150.00
ALTERN

RAM

T-1500

CHRYSLER

MAR 01 2013

\$1410

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller, Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or AGM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerobics, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and oil.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste includes: Oil, gasoline, antifreeze, freon, tires, batteries, etc.

I hereby authorize LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY to perform repair work to my vehicle as described under "Instructions" above including installation of materials and parts. In order to have repairs performed I UNDERSTAND AND AGREE:

- A. The dealership is not responsible for loss or damage to my vehicle or its contents in case of fire or theft or for any damage not caused directly by the dealership, or for damage from freezing due to lack of anti-freeze.
- B. The dealership is not liable to me for any losses caused by unavailability or delays in delivery of parts.
- C. The dealership's employees can drive my vehicle on the public streets for testing and inspection purposes.
- D. I will pay the dealership for tear-down, inspection and re-assembly even if no repairs are made.
- E. I will pay for all repairs performed and parts and materials installed in my vehicle and the dealership may hold my vehicle until repairs are paid for in full, including storage charges.
- F. I will promptly pay all amounts due to the dealership. If not paid within 5 days after all repair work is completed, I will pay interest at the rate of 1 1/2 % per month (A.P.R. 18%), plus storage charges not to exceed \$15.00 per day.
- G. If a dispute arises over this agreement, I will pay to the dealership its costs of collection, including attorney fees, court costs and other legal expenses.

PRELIMINARY ESTIMATE \$ 0.00

All parts removed will be discarded unless otherwise requested prior to commencement of work. Save parts ☐

AUTHORIZED BY X 980 01MAR 07:08 163

REVISED ESTIMATE (1) 120 DATE 01MAR TIME 07:19 BY 163

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

SERVICE MANAGER COPY



CUSTOMER #: 721736

53996

LARRY H. MILLER
CHRYSLER JEEP DODGE RAM SANDY

ACCOUNTING

10906 S. AUTOMALL DRIVE · SANDY, UTAH 84070

Chrysler (801) 553-5950

Dodge (801) 553-5550

www.lhmchryslerjeep.com

PAGE 1

HERRIMAN, UT

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C55G		52114/52114	T2022
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
14MAR05 DD			17:00 01MAR13		LCA	01MAR13

 R.O. OPENED CUSTOMER NOTIFIED OPTIONS: STK:90929 DLR:08011 ENG:5.9L
 TRN:4-SPD_AUTO

07:08 01MAR13 17:06 01MAR13

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A Lube,oil and filter change (Diesel up to 12 qts)

CAUSE: MAINTENANCE

1D Lube,oil and filter change (Diesel up to 12 qts)

437 MAYES, JARROD LIC#: 0437

CLCA 1.73 0.50 1000 1441

14.41 14.41

1 5083285AA FILTER-ENGINE

OIL

1035

1720

0

17.20

17.20

17.20

12 68055893AA 15W40

3024

3480

0

2.90

2.90

34.80

PARTS:

52.00 LABOR:

14.41

OTHER:

0.00

TOTAL LINE A:

66.41

VERSION 1 (EMP# 437,01MAR13 16:10): 52114 LOF COMPLETE

B MULTI POINT "ROAD READY" VEHICLE INSPECTION

15 MULTI POINT "ROAD READY" VEHICLE INSPECTION

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.00 0 0

0.00

0.00

PARTS:

0.00 LABOR:

0.00

OTHER:

0.00

TOTAL LINE B:

0.00

VERSION 1 (EMP# 437,01MAR13 16:10): 52114 COMPLETE

C CUSTOMER STATES THAT THE TRUCK LEAKING TRANS FLUID CHECK AND ADVISE

200 REPLACED LEAKING TRANS RANGE SENSOR

437 MAYES, JARROD LIC#: 0437

C10 0.00 2.00 4000 18900

189.00 189.00

1 56045489AC

SWITCH-NEUTRAL, SAFETY,

BACK UP

2715

4073

0

45.25

40.73

40.73

PARTS:

40.73 LABOR:

189.00

OTHER:

0.00

TOTAL LINE C:

229.73

VERSION 1 (EMP# 437,01MAR13 16:11): 52114 INSPECTED AND FOUND

TRANSMISSION TANGE SENSOR LEAKING. REPLACED RANGE SENSOR.

D State Inspection

CAUSE: SAFETY INSPECTION

13 State Inspection

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.40 800 800

8.00

8.00

PARTS:

0.00 LABOR:

8.00

OTHER:

0.00

TOTAL LINE D:

8.00

VERSION 1 (EMP# 437,01MAR13 16:11): 52114 STATE INSPECTION COMPLETE

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SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

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

ACCOUNTING COPY FOR CASH

CUSTOMER #: 721736

53996

LARRY H. MILLER
CHRYSLER JEEP DODGE RAM SANDY

ACCOUNTING

10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070

Chrysler (801) 553-5950

Dodge (801) 553-5550

www.lhmchryslerjeep.com

HERRIMAN, UT

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C55G		52114/52114	T2022
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
14MAR05 DE			17:00 01MAR13		LCA	01MAR13
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:90929 DLR:08011 ENG:5.9L TRN:4-SPD_AUTO				
07:08 01MAR13	17:06 01MAR13					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

E DIESEL EMISSIONS TEST

14D DIESEL EMISSIONS TEST

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.50 1000 1000

10.00 10.00

14C Emissions Certificate

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.00 0 650

6.50 6.50

PARTS: 0.00 LABOR: 16.50 OTHER: 0.00 TOTAL LINE E: 16.50

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 EMISSIONS TEST COMPLETE

F** Automatic transmission service (Synthetic. add for second filter if equipped)

CAUSE: MAINTENANCE

6S Automatic transmission service (Synthetic. add for second filter if equipped)

437 MAYES, JARROD LIC#: 0437

C10 0.00 1.00 2000 10500

105.00 105.00

1 52118789 FILTER-VALVE

BODY

1365

2048

0

22.75

20.48

20.48

1 2464324AC GASKET-OIL

PAN

1550

2327

0

25.85

23.27

23.27

7 68055894AA ATF

2156

3752

0

5.95

5.36

37.52

PARTS: 81.27 LABOR: 105.00 OTHER: 0.00 TOTAL LINE F: 186.27

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 TRANS SERVICE COMPLETE

G** Gearbox service (3 Box)

CAUSE: MAINTENANCE

7DS Gearbox service (3 Box)

437 MAYES, JARROD LIC#: 0437

C10 0.00 2.10 4200 22050

220.50 220.50

3 68055894AA ATF

924

1608

0

5.95

5.36

16.08

6 5102232AA

*LUBRICANT-AXLE

9510

14256

0

26.40

23.76

142.56

PARTS: 158.64 LABOR: 220.50 OTHER: 0.00 TOTAL LINE G: 379.14

VERSION 1 (EMP# 437, 01MAR13 16:12): 52114 FRONT DIFF REAR DIFF AND

T-CASE SERVICE COMPLETE

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SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

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

ACCOUNTING COPY FOR CASH

CUSTOMER #:

HERRIMAN, UT

HOME:

BUS:

CONT:

CELL:

ACCOUNTING

PAGE 3

SERVICE ADVISOR: 163 ANDREW BORDERS

LARRY H. MILLER

CHRYSLER JEEP DODGE RAM SANDY

10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070

Chrysler (801) 553-5950

Dodge (801) 553-5550

www.lhmchryslerjeep.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C55G		52114/52114	T2022
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
14MAR05 DD			17:00 01MAR13		LCA	01MAR13
R.O. OPENED		CUSTOMER NOTIFIED		OPTIONS: STK:90929 DLR:08011 ENG:5.9L TRN:4-SPD_AUTO		

07:08 01MAR13 17:06 01MAR13

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

H** Fuel filter replacement (Diesel)

CAUSE: MAINTENANCE

16A Fuel filter replacement (Diesel)

437 MAYES, JARROD LIC#: 0437

C10 0.00 0.50 1000 5250

52.50 52.50

1 68001914AB FILTR

PKG-FUEL

1735 3825

0

42.50

38.25

38.25

PARTS: 38.25 LABOR: 52.50 OTHER: 0.00 TOTAL LINE H: 90.75

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 REPLACED FUEL FILTER

I** DIESEL INJECTION FLUSH

4FD DIESEL INJECTION FLUSH

437 MAYES, JARROD LIC#: 0437

C10 0.00 1.00 2000 10500

105.00 105.00

1 205 DIESEL KIT

2980 3330

0

37.00

33.30

33.30

PARTS: 33.30 LABOR: 105.00 OTHER: 0.00 TOTAL LINE I: 138.30

VERSION 1 (EMP# 437, 01MAR13 16:11): 52114 INJECTION FLUSH COMPLETE

J** REPLACE LEAKING FRT DIFF PINION SEAL

900 REPLACED LEAKING FRT DIFF PINION SEAL

437 MAYES, JARROD LIC#: 0437

C10 0.00 1.50 3000 14175

141.75 141.75

1 5086697AB SEAL DRIVE

PINION

1440 2160

0

24.00

21.60

21.60

PARTS: 21.60 LABOR: 141.75 OTHER: 0.00 TOTAL LINE J: 163.35

VERSION 1 (EMP# 437, 01MAR13 16:12): 52114 REPLACED LEAKING FRONT

DIFF PINION SEAL

K** REPLACE TIERODS WITH UPDATED KIT WITH ALIGNMENT

700 REPLACED TIERODS WITH UPDATED KIT

437 MAYES, JARROD LIC#: 0437

C10 0.00 3.00 6000 28350

283.50 283.50

1 52122362AH

STEERING-STEERING

21500 32310

0

359.00

323.10

323.10

1 5154661AC

*DAMPER-STEERING

5000 7502

0

83.35

75.02

75.02

1 6502835 NUT-HEX FLANGE

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SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

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

ACCOUNTING COPY FOR CASH

CUSTOMER #: [REDACTED]

ACCOUNTING

**LARRY H. MILLER
CHRYSLER JEEP DODGE RAM SANDY**

10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070

Chrysler (801) 553-5950

Dodge (801) 553-5550

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HERRIMAN, UT [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C55G[REDACTED]		52114/52114	T2022
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
14MAR05 DI			17:00 01MAR13		LCA	01MAR13

R.O. OPENED: 07:08 01MAR13
CUSTOMER NOTIFIED: 17:06 01MAR13
OPTIONS: STK:90929 DLR:08011 ENG:5.9L
TRN:4-SPD_AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

LOCK						155	153	0	1.70	1.53	1.53

10A Align Front And Rear Suspension

437 MAYES, JARROD LIC#: 0437

C10	0.00	1.50	3000	7995		79.95	79.95

PARTS: 399.65 LABOR: 363.45 OTHER: 0.00 TOTAL LINE K: 763.10

VERSION 1 (EMP# 437, 01MAR13 16:12): 52114 INSTALLED UPDATED

STEERING KIT, DAMPNER AND NUT.

VERSION 2 (EMP# 437, 01MAR13 16:12): 52114 INSTALLED UPDATED

STEERING KIT, DAMPNER AND NUT. COMPLETED ALIGNMENT

L** RECALL H46

CAUSE: RECALL

19H46183 Safety Recall H46 - Replace Safety

Recall H46 (2 - Skilled)

437 MAYES, JARROD LIC#: 0437

W	0.21	0.50	1000	4651		46.51	46.51

1 CBCZH461 ARM-PITMAN			930	1302	0	15.50	13.02	13.02

FC: PART#: COUNT:

CLAIM TYPE: S

AUTH CODE:

930	1302	TPARTS
1000	4651	TLABOR

PARTS: 13.02 LABOR: 46.51 OTHER: 0.00 TOTAL LINE L: 59.53

VERSION 1 (EMP# 437, 01MAR13 16:13): 52114 INSPECTED STEERING

LINKAGE AND REPLACED PITMAN ARM ONLY.

M** LANDCAR MAINTENANCE CONTRACT

LMC LANDCAR MAINTENANCE CONTRACT

437 MAYES, JARROD LIC#: 0437

COMC	0.00	0.00	0	0		0.00	0.00

MISC LANDCAR MAINTENANCE CONTRACT

PO#53996

COMC			16500	16500		165.00	165.00

PARTS: 0.00 LABOR: 0.00 OTHER: 165.00 TOTAL LINE M: 165.00

VERSION 1 (EMP# 437, 01MAR13 16:12): 52114 OK

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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	

ACCOUNTING COPY FOR CASH

CUSTOMER #:

ACCOUNTING

LARRY H. MILLER
CHRYSLER JEEP DODGE RAM SANDY

10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070

Chrysler (801) 553-5950

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HERRIMAN, UT 84003

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C55G [REDACTED]		52114/52114	T2022
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
14MAR05 DL			17:00 01MAR13		LCA	01MAR13

R.O. OPENED

CUSTOMER NOTIFIED

 OPTIONS: STK:90929 DLR:08011 ENG:5.9L
 TRN:4-SPD_AUTO

07:08 01MAR13 17:06 01MAR13

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

N** 10% OFF TO HELP CUSTOMER OUT

INFO INFORMATION ONLY

437 MAYES, JARROD LIC#: 0437

IDFRE 0.00 0.00 0 0

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE N: 0.00

VERSION 1 (EMP# 437,01MAR13 16:12): 52114 OK

EST: 0.00 01MAR13 07:08 SA: 163

EST: 979.75 01MAR13 07:08 SA: 163

CONTACT: .

EST: 119.95 01MAR13 07:19 SA: 163

CONTACT: .

EST: 979.75 01MAR13 08:13 SA: 163

CONTACT: .

EST: 2,392.80 01MAR13 10:05 SA: 163

CONTACT: .

EST: 2,542.80 01MAR13 10:10 SA: 163

CONTACT: .

CUSTOMER PAY	SHOP SUPPLIES FOR RE	0	3000	30.00

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I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

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

ACCOUNTING COPY FOR CASH

CUSTOMER #: [REDACTED]

ACCOUNTING

LARRY H. MILLER
CHRYSLER JEEP DODGE RAM SANDY

10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070

Chrysler (801) 553-5950

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HERRIMAN, UT 84003-1010

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 163 ANDREW BORDERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	DODGE Ram 3500	3D7LS38C55G [REDACTED]		52114/52114	T2022
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
14MAR05 DD			17:00 01MAR13		LCA	01MAR13
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:90929 DLR:08011 ENG:5.9L TRN:4-SPD_AUTO				
07:08 01MAR13	17:06 01MAR13					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

I have received a Demonstration/Explanation of Repairs.

All MOPAR parts carry a limited warranty. See your Service Advisor for details.

Cash Check Credit Card

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-01-13	08:03	09:09	1.10	W	437	A	
	10:09	10:09	0.00	W	437	A	
	13:12	13:12	0.00	W	437	A	
	15:31	16:09	0.63	W	437	A	
	16:10	16:23	0.21	W	437	L	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
111/4400	119161	26200		111/4700	73704	48985	
111/4770	8840	6104		112/14430	2450	1800	
111/4420	4651	1000		111/4720	1302	930	
111/4458	0	0		111/4458	16500	16500	53996
112/17193A	3000	0		111/3140	14866	0	
112/16431	2618	*****		111/2200	5953	*****	
111/2205	5500	*****		111/6431	1500	*****	
111/2040	228903	*****					

COST, SALE, & COMP TOTALS 101519 229608 0

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM SANDY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Sandy, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	1191.61
PARTS AMOUNT	825.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	195.00
TOTAL CHARGES	2212.05
LESS INSURANCE	55.00
SALES TAX	146.98
PLEASE PAY THIS AMOUNT	2304.03

ACCOUNTING COPY FOR CASH

AQ14-003

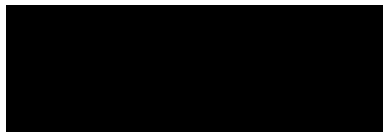
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

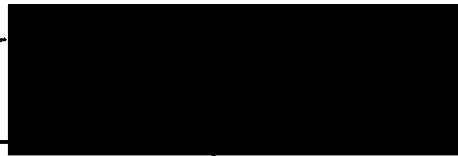
POSTED DATE :

VIN (FIRST 9 DIGITS)

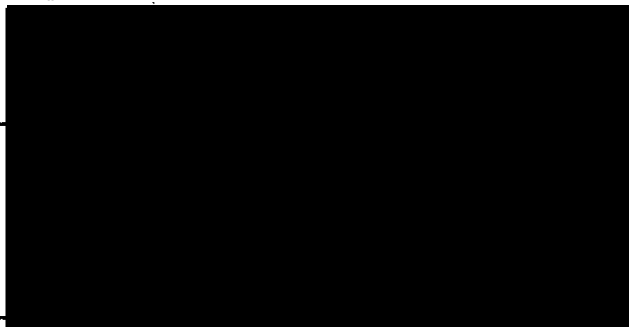
1D7KS28C1

VIN (LAST 8 DIGITS)

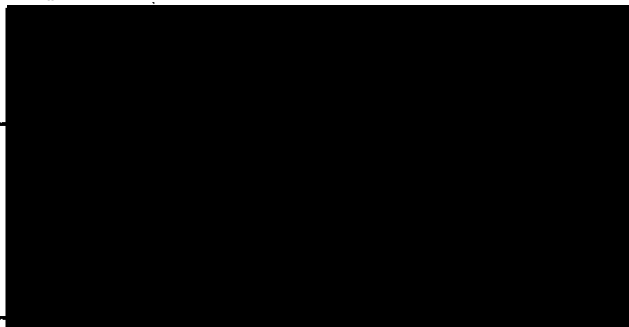
6J



FIRST NAME:



LAST NAME :



CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

To: Customer Assistance,

Just received the safety recall notice by mail, and did experience a loss of control from the vehicle to include the death wobble. Once the vehicle was taken to Nichols Dodge Chrysler Jeep it was explained to me that your company was aware of this issue/problem with steering control long before the safety recall notice was sent. It was also explained to me that no replacements and or corrections had been established at that time therefore, due to the uncontrollable and unsafe actions that the vehicle presented while in operation and with the recommendations from Nichols Dodge Chrysler Jeep manager and maintenance professionals I elected to have the following service completed on my 2006 Dodge 2500. All receipts are enclosed.



CUSTOMER #:



INVOICE

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

ENTERPRISE, AL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 42 SCOTT WICKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	06	DODGE RAM 2500	1D7KS28C16J		84819/84824	T433	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11AUG06 DD			17:00 24NOV12			CASH	24NOV12
R.O. OPENED		READY	OPTIONS: ENG:5.9_Liter_Turbo_Diesel				
23NOV12		24NOV12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A TRUCK HAS BAD STEERING WOBBLE

STEERING-INSPECT THE STEERING SYSTEM...CK AND ADVISE

27 CD

270.00 270.00

1 52122362AH STEERING-STEERING

359.00 359.00 359.00

1 68039930AA ARM-PITMAN

45.87 45.87 45.87

1 5154661AB *DAMPER-STEERING

91.91 91.91 91.91

84819 VERIFIED CUSTOMERS CONCERN OF STEERING WOBBLE AT HIGHWAY SPEEDS. REPLACED ENTIRE STEERING DRAG LINK ASSEMBLY. REPLACED PITMAN ARM. REPLACED STEERING STABILIZER WITH UPGRADED KIT. ROAD TEST OK. CONCERN CORRECTED AFTER REPAIRS.

B 16 POINT INSPECTION (CHRYSLER)

16 16 POINT INSPECTION (CHRYSLER).

27 CD

0.00 0.00

C** FOUND UPPER AND LOWER BALL JOINTS WORN OUT

SUSPENSION INSPECT SUSPENSION/**ADVISE**

27 CD

396.00 396.00

2 5086672AB BALLJOINT-UPPER

120.96 120.96 241.92

2 5086674AB BALLJOINT-LOWER

130.68 130.68 261.36

84819 REPLACED UPPER AND LOWER BALL JOINTS. BOTH LEFT AND RIGHT SIDES. FRONT AXLE.

D** FOUND FRONT STEERING STABILIZER WORN OUT

STEERING-INSPECT THE STEERING SYSTEM...CK AND

ADVISE

27 CD

0.00 0.00

84819 SEE LINE A.

E** OP. #24E FRONT SUSPENSION ALIGNMENT

24E OP. #24E FRONT SUSPENSION ALIGNMENT

27 CD

42.95 42.95

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

STATEMENT OF DISCLAIMER

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

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

Randy
Mechanic

CUSTOMER COPY

CUSTOMER #:

INVOICE



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

ENTERPRISE, AL

PAGE 2

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 42 SCOTT WICKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	06	DODGE RAM 2500	1D7KS28C16J		84819/84824	T433	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11AUG06 DD			17:00 24NOV12			CASH	24NOV12
R.O. OPENED		READY	OPTIONS: ENG:5.9_Liter_Turbo_Diesel				
23NOV12		24NOV12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

F** FOUND REAR PINION SEAL LEAKING

~~LEAK-INSPECT-FOR-FLUID(S)-LEAK-AND ADVISE!~~

27	CD					135.00	135.00
1	5086789AA	SEAL-DRIVE PINION			36.00	36.00	36.00
84819	REPLACED	REAR PINION SEAL					

G** REPLACE FUEL FILTER - DIESEL TYPE.

24A REPLACE FUEL FILTER-EFI TYPE

27	CD					45.00	45.00
1	68001914AB	FILTR PKG-FUEL			34.70	34.70	34.70
84819	REPLACED	FUEL FILTER					

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 MABREY, AMANDA TUCK, JORDAN BUFFKIN

m/c
g/h

NOV 24 2012

Customer

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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	888.95
PARTS AMOUNT	1070.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1974.71
LESS INSURANCE	0.00
SALES TAX	72.28
PLEASE PAY THIS AMOUNT	2046.99

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

CUSTOMER SIGNATURE

CUSTOMER COPY

[REDACTED]
Burlington North Carolina [REDACTED]
[REDACTED]

Customer information

Street:

Zip code:

Cardholder Signature

Transaction information

Sale

Date: 11/24/2012 12:40 PM

Net Amount: \$2,046.99

Card Number: ***** [REDACTED]

Merchant ID: 109021

Auth Code: 024841

Processed as: [REDACTED]

Reference No.: 1006912262

Trace No.: 1010095963

Invoice No.: [REDACTED]

Response Msg: Approved

Entry Method: Swiped

Match AVS: Not Match

Match CV: Not Match

[REDACTED]

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

164606/#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

6J [REDACTED]

N62

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

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

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

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

First Name [REDACTED]

Last Name [REDACTED]

Street Address [REDACTED]

City ENTERPRISE

State AL Zip Code [REDACTED]

Email Address [REDACTED]

ENTERPRISE AL

AQ14-003

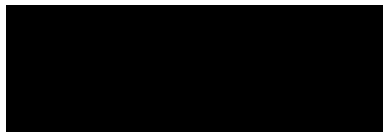
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

12-28-13

VIN (FIRST 9 DIGITS)

3D7KS28D2

VIN (LAST 8 DIGITS)

7G

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

December 28, 2013

Dear Customer Service at Chrysler Group;

Enclosed please find the **Safety Recall** notice we received this week. I have also enclosed the original invoice from the Mechanic and copies of our payments. This was a major safety issue for our family while traveling on the highway, my husband almost lost control of truck - this needed to be fixed immediately!

This total does not include the car rental for \$300.00 to Enterprise in Hyannis, MA from 8/22 - 9/11. If you are willing to also reimburse that expense, let me know & I will forward appropriate paperwork.

Any questions, we can be reached at [REDACTED]

Thank you,
[REDACTED]

VIN# 3D7KS28D27G [REDACTED]

[REDACTED]
Marstons Mills, MA [REDACTED]

Check Image

Print

 [Redacted] 2458
MARSTONS MILLS MA [Redacted] 8-22-13 Date
Pay to the order of GARBITT AUTO \$ 1,000.00
ONE THOUSAND 00/100 Dollars  Security Features Details on Back
 **Citizens Bank** Citizens Circle Account
Massachusetts
For TRUCK [Redacted]
[Redacted] 2458

>211371641<
Cape Cod Coop Bk #006
2013-08-23
0006795521

PAY TO THE ORDER OF
CAPE COD COOPERATIVE BANK
HYANNIS, MA 02601-1800
211371641
FOR DEPOSIT ONLY
RICHARD W. GARBITT
DBA GARBITT AUTO
9065003832

CLOSE

This is an image of an item (check, substitute check, or debit memo) which has posted to your account. Items resulting in a non-sufficient funds situation may not have been paid. Unpaid items will show as a credit item in your account history on the business date following the date the item was presented.

2461

5-7017/2110
43

9/11/13

Date

Pay to the
order of

MARSTONS MILLS MA

Wayne's off Road

\$ 1,561.00

one thousand five hundred sixty one -

Dollars

Serial No.
Date of IssueCitizens Bank
Massachusetts

Citizens Circle Account

For

Mike truck fix

RBS CITIZENS MA 9/11/2013
EPSON R1 1566/15/135/001
0115001204

1300543914

CITIZEN

CITIZEN
BANK
1107104782
WAYNE'S OFFROAD
MARSTONS MILLS MA

CITIZEN



Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28D27G757256)

Lift Kits ~ Wheels/Tires ~ Custom Exhausts ~ Accessories



WAYNE'S
OFF ROAD

80 Kidds Hill Road
Barnstable, MA 02630

508-362-1522

onal Traffic and Motor Vehicle

exists in some 2003 through
the steering linkage replaced

cture under certain driving
control and/or crash without

parts and labor). To do this,
ur truck and replace steering
ill take less than 1/2 hour. If
additional 1 hour to complete.
on service schedules.

ler starting January 6, 2014 to
d the parts for your vehicle or
; this letter with you to your

r is unable to resolve, please
1-800-853-1403.

d if any of the conditions listed
s information on the web at

ired, please send your original
for reimbursement: Chrysler,
Attention: Reimbursement.
sent to you within 60 days.

within a reasonable time, you
Traffic Safety Administration,
ree Vehicle Safety Hotline at

ur safety. Thank you for your

ner Services / Field Operations
Chrysler Group LLC

notice to the lessee within 10 days.

Garbett Auto
Re: 2007 Dodge Ram 2500
4x4

To: [Redacted]
INVOICE Mustang Mills, MA [Redacted]

OK#
2461
9/11/13

Quantity	Description	Unit price	Amount
2	Tie Rod Spring	52	104.00
1	Tie Rod	160	160.00
1	Tie Rod	162	162.00
2	Curvy Links	89	178.00
2	Ball Joints	144	288.00
2	Ball Joints	133	266.00
2	V Joints	80	160.00
1	Damper		55.00
	GEAR OIL		15.00
	Align		75.00
	Laser		800.00

ROAD 1000 = CASH
SALE 1561 =
SUB TOTAL 2263.00
TAX 288.00
TOTAL 2551.00
Chk# 2461



Lift Kits ≈ Wheels/Tires ≈ Custom Exhausts ≈ Accessories



**WAYNE'S
OFF-ROAD**

80 Kidds Hill Road
Barnstable, MA 02630

508-362-1522

Garbutt Auto

Re: 2007 Dodge Ram 2500
4x4

To:

INVOICE Marston Mills, MA

OK#
2461
9/11/13

Your order no Invoice no Date
9/5/13

Quantity	Description	Unit price	Amount
2	Tie Rod Grng	52	104 00
1	Tie Rod	160	160 00
1	Tie Rod	162	162 00
2	Curby Links	89	178 00
2	Ball Joints	144	288 00
2	Ball Joints	133	266 00
2	V Joints	80	160 00
1	Damper		55 00
	Gear oil		15 00
	Align		75 00
	Laser		800 00

ROAD 1000 = CASH
SALE 1561 =
SUB TOTAL 2263 00
TAX 288 00
TOTAL 2551 00
\$2,561.00

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



7G

N62

023054

MARSTONS MILLS, MA



023054/#63094/N62

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

This notice applies to your vehicle (VIN: 3D7KS28D27C [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.

**DODGE****Jeep****SRT**

023054/#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

7G [REDACTED] N62

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

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

This vehicle was (check one if applicable):

- ☒ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

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

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

[REDACTED]
Mastons Mills, MA [REDACTED]

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



4832

AQ14-003

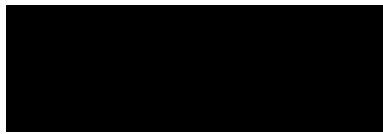
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

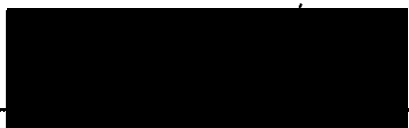
POSTED DATE :

12-24-13

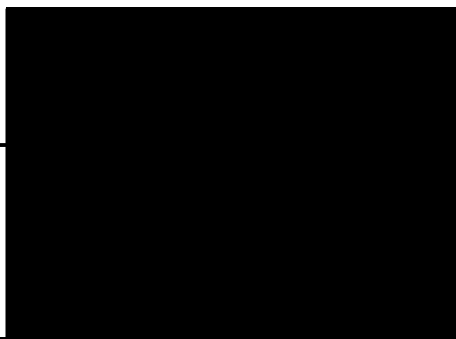
VIN (FIRST 9 DIGITS)

3D7UT2CL9

VIN (LAST 8 DIGITS)

AG 

FIRST NAME:



LAST NAME :

CAIR :

0000000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES



CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL9AC [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>.

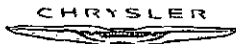
We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

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.



DODGE



Jeep

SRT



Inv Date Cust# Order# Page Inv#
06/22/12 999994 42245 1 40219

C & H TIRE #2, ALMA
100 HWY 54
ALMA, AR 72021
(479)632-5145

License: 345MBC
M. Weight: 45,405 2010 0006 TRUCK

Sold To [REDACTED]
OZARK, AR [REDACTED]

Ship To

Charge

PO# SW M-Phone 0-Phone Ship Via
SW (000)667-3906 (000)667-8096 CUSTOMER PICKUP

Item#	Description	Qty-Ord	Qty-Shp	FET	Price	Net
OPP	REPLACE ALL 4 BALL JOINTS	1	1		781.91	781.91
OPP	GREASE FITTING 3	1	1		0.00	0.00
FEA	FRONT END ALIGNMENT PRINT FURNISHED	1	1		42.95	42.95
HAZ MAT	HAZARDOUS MATERIAL CHARGE	3	3		1.49	1.49
SS	SHOP SUPPLIES CHARGE	3	3		1.50	1.50

FREE ROTATION EVERY 5000 MILES
W/4TIRE PURCHASE! FREE BALANCE
WITH 1ST ROTATE! TPMG EXCLUDED

BANK ONE: 902.36
CASH ON DELIVERY

Sub Tot Parts: 784.90
Sy 5 Labor: 42.95
T 3.0000: 74.51

Inv Total : 902.36

send to:

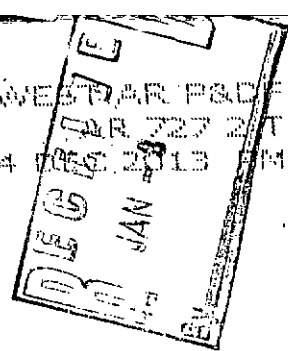


OZARK, AR



████████████████████
OZARK, AR. ██████████

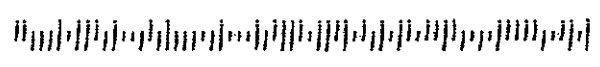
NORTHWEST AR PSDE
JAN 23 2T
24 JAN 2013



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

ATTN: REIMBURSEMENT

48321\$0021



AQ14-003

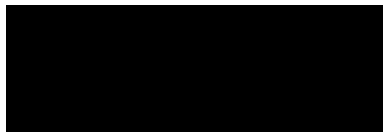
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

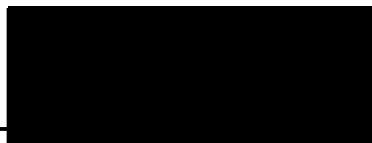
POSTED DATE :

12-27-13

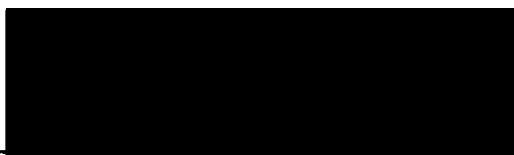
VIN (FIRST 9 DIGITS)

3D7KS28A8

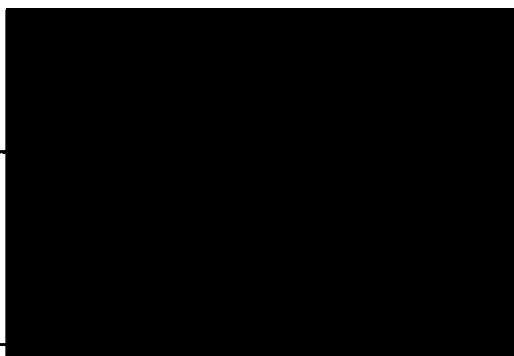
VIN (LAST 8 DIGITS)

8G 

FIRST NAME:



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: 3D7KS28A88G [REDACTED])

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

Dear [REDACTED]

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

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

**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.

CUSTOMER #: [REDACTED]

104030



INVOICE

DUPLICATE 1
PAGE 13115 E. Main Street · Russellville, AR 72802
Phone: (479) 968-4566
www.valleyautos.net

CLARKSVILLE, AR [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 51 JOHN VANRIPER

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
	08	DODGE RAM25		3D7KS28A88G			98471/98471	T855
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 02JUL12			0.00	CASH	06JUL12
R.O. OPENED		READY		OPTIONS: ENG:6.7 LITER TURBO DIESEL				

08:22 02JUL12 10:39 06JUL12

LINE OPCODE TECH TYPE HOURS

A BAD SHIMMY IN FRONT SUSPENSION WHEN HITTING BUMPS

9996-STANDARD							
	3	CC	9.00		684.00	684.00	
1	52121940AB	BAR-FRONT	116.00	116.00	116.00	116.00	
1	52122362AH	STEERING-STEERING	350.00	350.00	350.00	350.00	
1	68039930AA	ARM-PITMAN	83.25	83.25	83.25	83.25	
1	6502473	BOLT-HEX FLANGE HEAD	3.70	3.70	3.70	3.70	
1	6502835	NUT-HEX FLANGE LOCK	1.00	1.00	1.00	1.00	
1	52122370AB	DAMPER-STEERING	158.00	158.00	158.00	158.00	
PARTS:	711.95	LABOR:	684.00	OTHER:	0.00	TOTAL LINE A:	1395.95
REPLACED REPLACED SHOCKS, TRACK BAR, ALIGNMENT, REPLACED FRONT END KIT.							

B. MULTIPOINT INSPECTION CHRYSLER/DODGE

CH100 MULTIPOINT INSPECTION CHRYSLER/DODGE

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

PAID
JUL 06 2012
BY: SB
m/c

HST -		118.66
SERVICE DEPARTMENT HOURS		
Mon - Fri: 7:30 am to 5:30 pm Sat: 8:00 am to 1:00 pm		
DESCRIPTION	TOTALS	
LABOR AMOUNT	684.00	
PARTS AMOUNT	711.95	
GAS, OIL, LUBE	0.00	
SUBLET AMOUNT	0.00	
MISC. CHARGES	0.00	
TOTAL CHARGES	1395.95	
LESS INSURANCE	0.00	
SALES TAX	118.66	
PLEASE PAY THIS AMOUNT	1514.61	

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

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

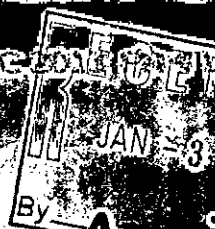
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Clarksville AR

LITTLE ROCK AR 722

27 DEC 2013



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

48321-8007

AQ14-003

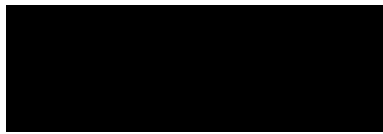
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

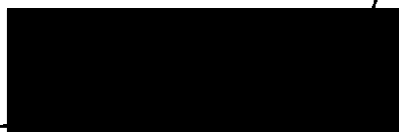
12.21.13

VIN (FIRST 9 DIGITS)

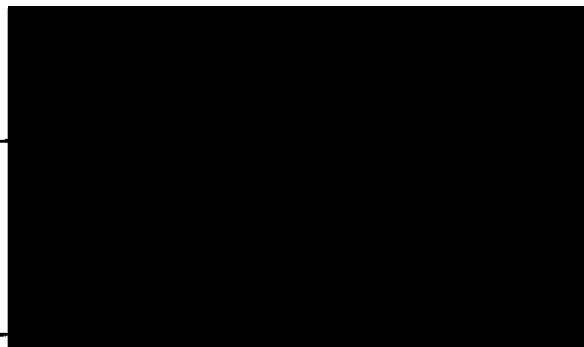
3D7KS28C1

VIN (LAST 8 DIGITS)

6G



FIRST NAME:



LAST NAME :

CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ **NO**

☐ **YES**



Left Tie Rod

1-800-792-1997

IMPORTANT SAFETY RECALL N62/NHTSA 13V-528

590750

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.

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.

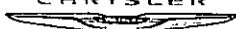
Customer Services / Field Operations
Chrysler Group LLC

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



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.



one if

own.
writer'sname
aged)

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[REDACTED]
Tijeras, NM
[REDACTED]

December 20, 2013

Dodge Chrysler
PO Box 21 - 8007
Amber Hill, MI 48321

Dear Dodge representative

I received a recall notice today on my 2006 Dodge pickup. On May 23, 2011 I had the exact thing happen that is covered in the recall. While driving my left tie rod ball came apart. I was very fortunate that I wasn't going very fast and that there wasn't a lot of traffic around. I was able to get off the road into a parking area. I went to Larry H Miller Chrysler Jeep Dodge ram dealer and was told that I could not purchase a tie rod end that had broken. They told me that I had to purchase all of the linkage essentially on the front end and replace it which I did. I have enclosed a copy of my receipt for the parts to replace the front steering linkage. I was able to replace the linkage myself because I have the experience and the tools. After replacing the parts I took it to the Firestone alignment shop that was nearby and had them press on the new steering box arm, do an alignment and check the general condition of the front end. I cannot find the receipt from Firestone but it was approximately \$117.50. I made a call to the national Highway Traffic and Safety Administration and was told to call the Chrysler customer service line to see about reimbursement for my costs. Today December 12, 2013 at approximately 1:30 PM I called the Chrysler customer service number one 800 992 - 1997 and was told they yes I could submit a claim for reimbursement of my costs for the repairs. I was to include invoices and personal information. So hopefully this is sufficient information so I can receive reimbursements for the repairs. If more information is needed please don't hesitate to call, email or contact me at my address.

Sincerely, *AA*
[REDACTED]

Dodge and Jeep owner

Larry H. Miller

8528 Lomas Blvd NE, Albuquerque, NM 87110

Parts Fax 505-366-2958

Toll Free 888-831-3743

www.lhmabq.com

**ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
RESTOCKING CHARGE MAY APPLY**

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

S
O
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ACCT NO. [REDACTED]

[REDACTED]

S
H
I
P

T
O

TAX NO. [REDACTED]

PAGE 1 OF 1

1

112949

SHIP VIA			SLSM.		B/L NO.	TERMS	F.O.B. POINT
14:49			298				ALBUQUERQUE, NM
QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT	
1	0	52122362AF	STEERING	519	350.00	350.00	350.00
1	0	52122370AB	DAMPER	118	179.55	179.55	179.55
1	0	68039930AA	ARM	126	92.24	92.24	92.24
3	0	6505623AA	NUT	160A	3.17	3.17	9.51
2006 DIESEL 6G246904							
Date Paid:							
Cash _____ Check _____ Credit Card _____							
*****				PARTS			
*****				SUBLET			
Thank You				FREIGHT			
*****				SALES TAX			
CUSTOMER'S SIGNATURE							
X				TOTAL			
				631.30 34			
				0.00			
				44.19			
				\$675.49			

CUSTOMER COPY

[Redacted]

Tijeras, NM

[Redacted]

ALBUQUERQUE NM 870

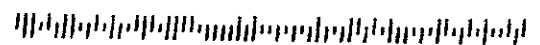
21 DEC 2013 PM 4 L



RECEIVED
JAN - 3
By Assistance

Chrysler Recall Assistance
PO Box 21-8007
Amberhill, MI
48321

48321002121



AQ14-003

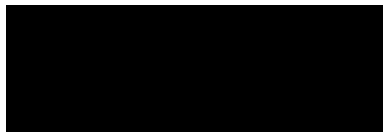
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

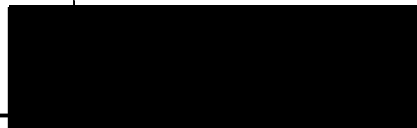
12-28-13

VIN (FIRST 9 DIGITS)

3D7K528A9

VIN (LAST 8 DIGITS)

8G



FIRST NAME:



LAST NAME :



CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES



Paid check
1-17-13

2

WESPAUL'S INC
910 26TH STREET
ANACORTES WA 98221
360-293-6010

1/17/2013 2:21 PM

page 1

Invoice #

Day Phone

Eve Phone

CELL

Vehicle : 2008 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 6.7 L

VIN : 3D7KS28A98G

Created : 1/4/2013 8:24:48 AM

Complete : 1/17/2013 2:20:53 PM

Invoiced : 1/17/2013 2:20:53 PM

Tag/State : / WA

Color : Gold

Odometer In : 55704

Odometer Out : 55704

Labor/Notes

Code/Tech*	Description	Price
WA*	PULL ALL 4 WHEELS AND CHECK BRAKES	\$0.00
BALL JOINTS BAD PULLS TO RIGHT WOULD DO BALL JOINTS FIRST SWAP FRONT TIRES RIGHT TO LEFT AND RECHECK FOR PULLING. MIGHT HAVE A CALIPER PROBLEM.		

Sublet/Misc.

Qty	Code/Tech*	Description	Unit Price	Price
1	WA*	VIRG'S BALL JOINTS	\$950.00	\$950.00
RECOMMEND NEW TIRES				

Labor	\$0.00
Parts	\$0.00
Sublet/Misc.	\$950.00
Shop Supplies	\$0.00
Charges	\$0.00
Sales Tax	Tax @ \$950.00 * 8.2000%
	\$77.90
Total Due	\$1,027.90

Tech :
WA

Certification #

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

Customer Signature



677660/#63094/N62

677660/#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

B G [REDACTED]

N 6 2

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 _____

Last Name _____

Street Address _____

City _____

Anacortes

State _____

WA

Zip Code _____

Email Address _____

ANACORTES, WA
677660



2311 Commercial Ave
Anacortes, WA 98221
360-293-5121

Store: 416
Invoice:
Salesperson: SamE

Work Order 41600052460

Customer Information

Name:

Address:

City, State, ANACORTES, WA

Phone:

Vehicle Information

Vehicle: 2008 DODGE RAM 2500 PICKUP

Color:

Mileage: 58,335

License:

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	16601	PI4 INST TIE ROD END-PASS/LT	\$0.00	\$0.00	\$0.00
1	13606	TIEROD END PASS/LT - INSTALLATION	\$19.50	\$0.00	\$19.50
1	161791	ES3624 TIE ROD END	\$51.12	\$0.00	\$51.12
2	15667	464 FRONT AXLE U-JOINT	\$107.26	\$0.00	\$214.52
2	13534	FRONT AXLE U JOINT INSTALL	\$85.00	\$0.00	\$170.00
1	15812	AL3 THRUST ALIGNMENT-DOM/IMP	\$0.00	\$0.00	\$0.00
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	\$56.25	\$0.00	\$56.25

Parts Subtotal: \$265.64
Labor Subtotal: \$245.75
Sales Tax: \$41.93
Tire Tax: \$0.00

Invoice \$553.32

Payment Method:

CHECK Approval# 8276 Chk# 005811 Acc# *****0351

\$553.32

Wheel Position: RF, LF

Notes To Review With Customer: TIE ROD END AT PITMAN ARM

THANK YOU FOR YOUR BUSINESS

Authorized By:

05-11-13 08:30 AM \$0.00
05-11-13 09:33 AM \$553.32
05-11-13 01:54 PM \$553.32



2311 Commercial Ave
Anacortes, WA 98221
360-293-5121

Store: 416
Invoice:
Salesperson: SamE

Work Order [REDACTED]

Customer Information

Name: [REDACTED]

Address: [REDACTED]

City, State, ANACORTES, WA [REDACTED]

Phone: [REDACTED]

Vehicle Information

Vehicle: 2008 DODGE RAM 2500 PICKUP

Color: [REDACTED]

Mileage: 58,335

License: [REDACTED]

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: 05-11-2013 02:31 PM



[Redacted]
Anacortes, WA

SEATTLE WA 980

28 DEC 2013 PM 1 T



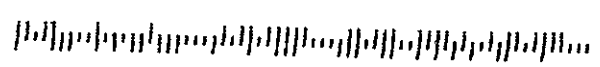
Chrysler Customer Assistance
P.O. Box 21-8007

RECEIVED
JAN - 3
By

Auburn Hills, MI 48321-8007

ATTENTION : Reimbursement

483218007



AQ14-003

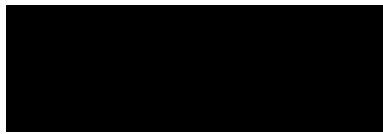
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

12.24.13

VIN (FIRST 9 DIGITS)

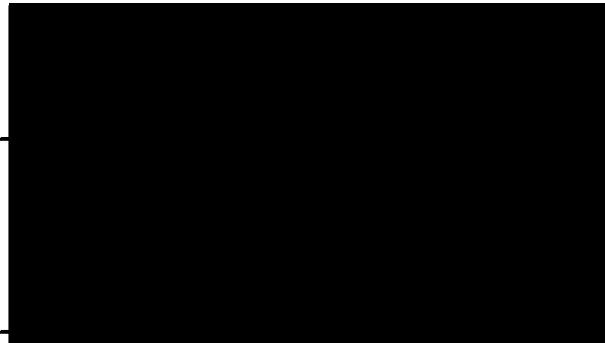
3D7MX38C8

VIN (LAST 8 DIGITS)

7G 

FIRST NAME:

LAST NAME :



CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES



2730 Pacific Avenue
Forest Grove, OR 97116
503-357-3136

Store: 729
Invoice:
Salesperson: CarrieP

Work Order 72900050337

Customer Information

Name:

Address:

City, State, FOREST GROVE, OR

Phone:

Vehicle Information

Vehicle: 2007 DODGE RAM 3500 PICKUP

Color: BLUE

Mileage: 103,474

License:

Comments: ALIGNMENT

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	12857	ALIGNMENT CHECK	\$56.25	\$0.00	\$56.25
1	12815	COMPLIMENTARY ALIGNMENT CHECK	(\$56.25)	\$0.00	(\$56.25)
1	164250	DS1464 INNER TIE ROD END	\$169.17	\$0.00	\$169.17
1	162996	DS1463 OUTER TIE ROD END	\$154.11	\$0.00	\$154.11
1	162932	ES3625 TIE ROD END	\$51.12	\$0.00	\$51.12
1	161791	ES3624 TIE ROD END	\$51.12	\$0.00	\$51.12
2	13606	TIEROD END PASS/LT - INSTALLATION	\$19.50	\$0.00	\$39.00
2	13609	CENTER/Drag LINK INSTALLATION	\$32.25	\$0.00	\$64.50
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	\$56.25	\$0.00	\$56.25

Parts Subtotal: \$425.52

Labor Subtotal: \$159.75

Sales Tax: \$0.00

Tire Tax: \$0.00

Invoice \$585.27

Payment Method:

MD CRDT

\$585.27

Service Checklist: Alignment | Recommended Service | Comments: left camber is low, suspect that ball joint is causing negative
quote provided for replacement

THANK YOU FOR YOUR BUSINESS

Authorized By:

04-06-13 08:46 AM \$0.00

04-06-13 09:04 AM \$585.27

Customer Signature X



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

Invoice Date/Time: 04-06-2013 02:55 PM

Page 1 of 1



Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX38C87G [REDACTED])

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

Dear [REDACTED]

Sold To [REDACTED]

12-14-12

Forest Grove, OR [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.



DODGE



Jeep

SRT



CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

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

IMPORTANT! SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

XX #2



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



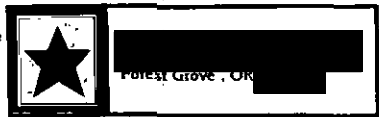
7C [REDACTED] N62

662980

[REDACTED]
FOREST GROVE, OR [REDACTED]



 662980/#63094/N62



PORTLAND OR 970

24 DEC 2013 PM 1 L

Chrysler Customer Assistance

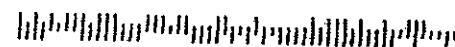
PO Box 21-8007

Auburn Hills, MI.

48321-8007

ATTN: Reimbursement

48321800707



AQ14-003

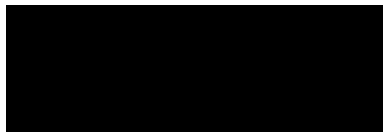
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

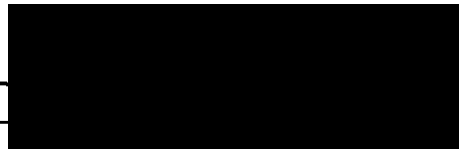
12.28.13

VIN (FIRST 9 DIGITS)

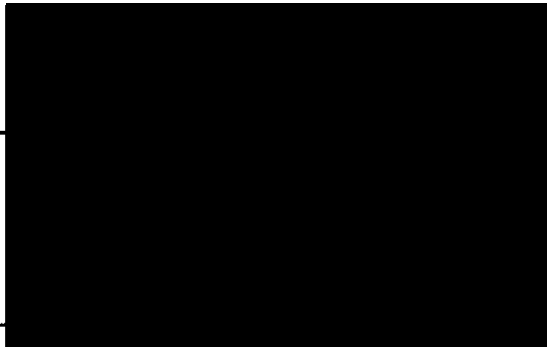
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VIN (LAST 8 DIGITS)

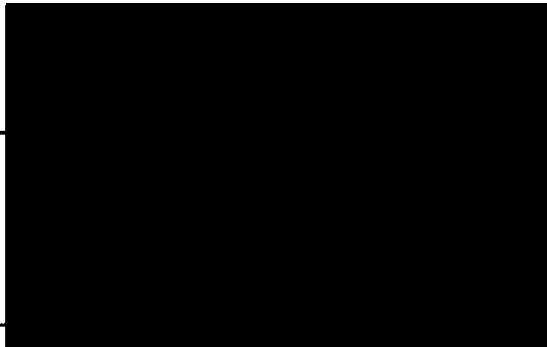
9G



FIRST NAME:



LAST NAME :



CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

LITHIA DODGE OF TRI CITIES,
7171 W CANAL DR
KENNEWICK, WA 99336
509-736-6020

WAKENDODCC
0017340009503824766020

Date: 05/21/2012 10:54:40 AM

CREDIT CARD SALE

CARD NUMBER: ***** [REDACTED] S
TRAN AMOUNT: \$418.47
APPROVAL CD: 21124A
RECORD #: 010
CLERK ID: ka98024
SALES TAX: \$0.00
DESCRIPTION: 218373

Customer Copy

Customer Service -

At the time I purchased my parts to do the repair I was not told there was a recall, Price to repair by dealer was very high so I did the repair but purchased parts from dealer.

[REDACTED]
Kennewick Wa, [REDACTED]

https://v

Cell
[REDACTED]
FAX

VirtualMerchant/transaction.do?dispatchMethod=pri... 5/21/2012

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

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

96

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 _____

**PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY**VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

9G [REDACTED]

L16

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]
Kennewick, WA. [REDACTED]

AQ14-003

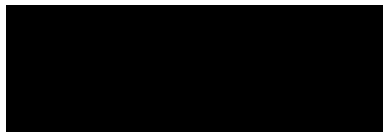
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

12-20-13

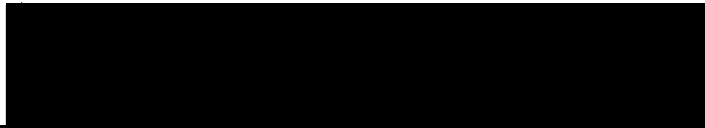
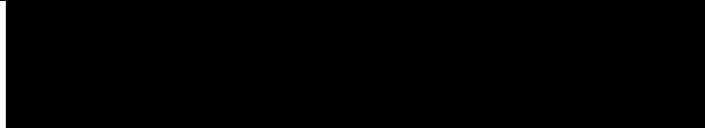
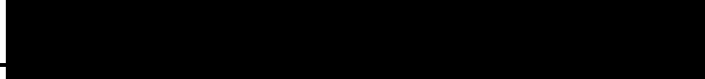
VIN (FIRST 9 DIGITS)

3D7KS28L6

VIN (LAST 8 DIGITS)

9G 

FIRST NAME:

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: 3D7KS28L09G [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.



DODGE



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.



REEDMAN TOLL

AUTO WORLD

1700 E. Lincoln Highway, Langhorne, PA 19047
215-757-4961 www.reedmantoll.com

CHRYSLER

Jeep

DODGE

RAM



MAZDA

CELL: [REDACTED]

CUSTOMER NO. 1888793	ADVISOR ALEXANDER GARCIA	TAG NO. 4792	INVOICE DATE 12/02/13	INVOICE NO. CHCS278548
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 62,900	COLOR BLUE/
LANGHORNE, PA	YEAR / MAKE / MODEL 09/DODGE TRUCK/RAM 2500/QUAD 140.5WB	DELIVERY DATE	DELIVERY MILES	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. 3 D 7 K S 2 8 L 0 9 G	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	11/27/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	DATE COMPLETED	MILEAGE OUT MO: 6290

JOB# 1 CHARGES

LABOR
1 29CHZ-001 STEERING CONCERN #1 HOURS: TECH(S) 5427 199.95
C/S LOST STEERING
BROKEN LINKAGE
TECH DIAG AND FOUND LEFT FRONT OUTER TIE ROD BROKEN
REPLACED OUTER TIE ROD END AND PERFORMED ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	68038054-AD	PACKAGE O 19027003	104.00	104.00
TOTAL - PARTS					104.00

JOB# 1 TOTALS
LABOR 199.95
PARTS 104.00

JOB# 2 CHARGES
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 303.95

LABOR
2 01CHZ-002 STANDARD CAR LOF HOURS: TECH(S) 5427 15.00
Added Operation (AGARCIA @ 11/27/2013 16:52)
STANDARD OIL CHANGE (UP TO 5 QUARTS OIL) PERFORM
CERTIFIED MULTI-POINT INSPECTION
PERFORMED ABOVE SERVICE SEE YOUR SERVICE ADVISOR TO YOUR
MULTI POINT INSPECTION REPORT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	5083285-AA	FILTER EN 9057006	13.10	13.10
	13	68044417-MA	15W40 15W 1081090	4.38	56.94
TOTAL - PARTS					70.04

JOB# 2 TOTALS
LABOR 15.00
PARTS 70.04

JOB# 3 CHARGES
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 85.04

LABOR
3 18CHZ-002 REPLACE BATTERY HOURS: TECH(S) 5427 60.00
Added Operation (AGARCIA @ 11/30/2013 15:01)
CUSTOMER REQUESTS REPLACEMENT BATTERY
BATTERY NOT UP TO SPEC.
RECOMMEND TO REPLACE
REPLACED BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	2	BB065750-AA	BATTERY S 1083001	143.00	286.00
	-2	BB065750-AA	CORE RETURN	18.00	-36.00
TOTAL - PARTS					250.00

REEDMAN TOLL
AUTO WORLD

REEDMAN TOLL
BODY SHOP

OPEN

M-F 7:30 AM to 6:00 PM

Sat 7:30 AM to 1:00 PM

Estimators available 6 days
a week for free estimates
No appointment necessary
(215) 757-4961

REEDMAN TOLL
DISAPPEARING DEDUCTIBLE

Reedman Toll would like
to pay for your
deductible - up to \$500**

**Coupon must be presented at time of write
up. Not valid with any other offer or advertised
specials. Disappearing deductible amount
based on 10% of estimate, up to \$500.

REEDMAN TOLL CORP CEN
1700 E LINCOLN HWY
LANGHORNE, PA. 19047-
215-757-4961

TERMINAL ID.: 003194000002438342003
MERCHANT #: 8002438342

SWIPEO

SALE

RECORD: 8 INU: 0000008
DATE: Dec 02, 13 TIME: 10:50
BATCH: 000748
TRN: 1202155010

AUTH: 003494

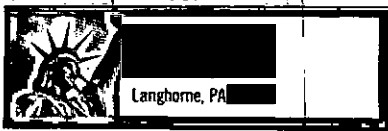
VISA TRAN ID: 803336570103951

APPROVAL 003494

TOTAL \$742.52

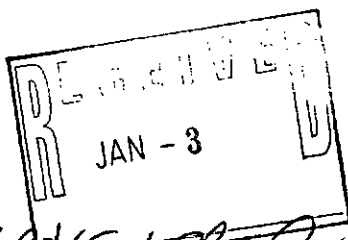
FRANCIS BERGMAYER

CUSTOMER COPY



PHILADELPHIA PA 191

26 DEC 2013 PM 3:1



CHRISTOPHER CUSTOMER ASSISTANCE
P.O. Box 21-8007
AUBURN HILLS, MI 48321-8007

48321800707



AQ14-003

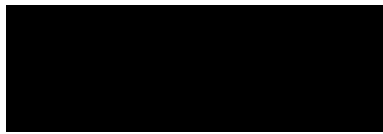
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

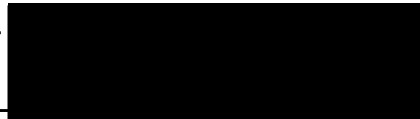
12.27.13

VIN (FIRST 9 DIGITS)

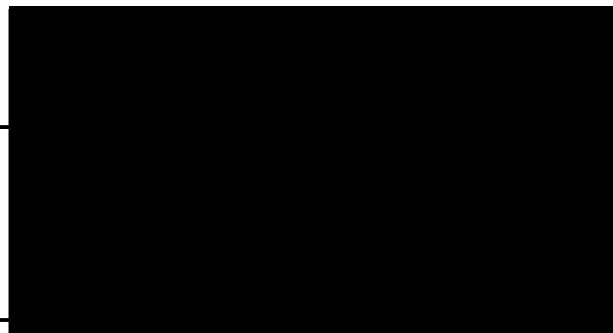
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VIN (LAST 8 DIGITS)

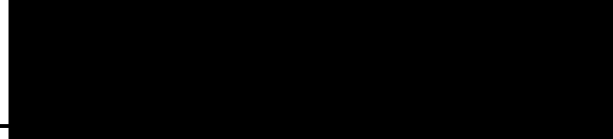
6J



FIRST NAME:



LAST NAME :



CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO

YES

166p2e7.6c66F

OLYMPIC AUTOMOTIVE
13432 MUKILTEO SPEEDWAY
LYNNWOOD, WA 98037
PHONE (425) 742-1355

Date 10-03-12

YOUR AUTOMOTIVE LIFE SAVER

INVOICE 5759

Home
Work

06 DODGE RAM 2500
VIN 1D7KS28D76J
License
Miles 108784

Code	Qty	Stock number	Description	Each	Price
OK U-JOINTS FRONT END					
1	2 *		U-JOINTS	98.99	197.98
1	2 *		HUB BRG ASSMBLIES	399.55	799.10
1	2 *		UPPER BALL JOINTS	134.87	269.74
1	2 *		LOWER BALL JOINTS	154.67	309.34
1	LABOR		REPLACE OR DIAG		440.00

*Paid AMEX
10-4-12*

CODE DESCRIPTIONS		1 - 3 Month or 3000 mile warra
nty. (Parts & L		
		Labor 440.00
		Sublet Labor .00
		Road Service .00
		Parts 1576.16
		Tires & Batteries .00
		EPA Charges .00
		Discount .00
		Shop Supplies 5.00
		SUB TOTAL 2021.16
		SALES TAX 198.07
		TOTAL 2219.23
	GENE PENNOCK	

678751#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

6J [REDACTED]

N62

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

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

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

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

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

[REDACTED]
[REDACTED]
MUKILTEO, WA [REDACTED]

DEC
JA
CHRY
P.O.
AUBU
ATTN

AQ14-003

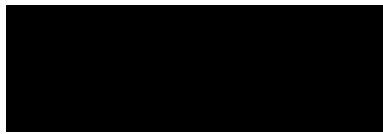
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-10 14:53:52.634680

Files Not Recieved: 0

Case #: [REDACTED]

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D3KS28C66G [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.

**DODGE****Jeep****SRT**



MILLER AUTO GROUP
 35 Rte. 120 P.O. Box 1010 Lebanon, N.H. 03606
 603.448.7002

CUSTOMER NO. 40573	ADVISOR MIKE	TAG NO. 40424	INVOICE DATE 09/05/13	INVOICE NO. CHCS198622
	LABOR RATE	LICENSE NO.	COLOR TAN/	STOCK NO.
		MILEAGE 103,195	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL 06/DODGE TRUCK/RAM 2500/QUAD 140.5WB		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. 3D3KS28C66G		R.O. DATE 08/30/13	REPRINT# 1
SCIENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 103195	

TOTALS-----

 YOUR COMPLETE SATISFACTION *
 IS OUR SERVICE TEAM'S TOP PRIORITY !! *
 IF YOU ARE NOT HAPPY, WE ARE NOT HAPPY !!!!! *
 YOU MAY RECEIVE A SURVEY FROM CHRYSLER REGARDING THE *
 SERVICE PROVIDED TO YOU REGARDING THIS SERVICE VISIT ! *
 IF YOU CAN NOT SCORE US A COMPLETELY SATISFIED, PLEASE *
 CONTACT YOUR SERVICE TEAM MANAGER AS SOON AS POSSIBLE !! *

TOTAL LABOR....	1147.85
TOTAL PARTS....	1977.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	3124.85

CHK []
 DISC [] MC [] AMEX [] DEBIT []

CUSTOMER SIGNATURE _____



MILLER AUTO GROUP

☐ **TRANSPORTATION CLAIM**
 DATE VEHICLE RECEIVED

CARRIER CODE

EXCEPTION CODE

DELIVERY RECEIPT

VESSEL NAME:

VEHICLE CLASS CODE

CONTROL NO.

CERT. MAIL RECEIPT NO.

SHIPPED DATE:

TRANSPORTATION CLAIM - Dealer's Certification: By submission of this claim, the described dealer certifies that any damages and/or loss was not caused from any source other than transporting of this vehicle and that all work has been performed with the charges being true and correct.

Indemnity Agreement: In the absence of the original freight bill and/or Bill of Lading which cannot be furnished, we hereby indemnify the carriers against any loss resulting from a duplicate claim on this vehicle. Manufacturer reserves its right to file additional claims on latent damage which is discovered subsequent to this claim. In consideration of the payment of this claim, Dealer assigns and subrogates to Manufacturer all rights, powers, privileges or remedies it may have against any person, firm or corporation responsible for transportation damage or loss.

☐ **CUST. PAY**

☐ **WRO**

☐ **RECALL**

☐ **FRT.**

☐ **SCC**

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☐ **WARRANTY REPAIR ORDER**
ONE CONDITION PER CLAIM

MFR. I.D. ORIG. INV/RO#

CARLINE ORIG. RO/INV REPAIR DATE

LOP BOOK USED ORIG. RO/INV MILEAGE

DLR. INSTALL BATTERY PRO-RATA



MILLER AUTO GROUP
 603.448.7002

CUSTOMER NO. 40573		ADVISOR MIKE	TAG NO. 40424	INVOICE DATE 09/05/13	INVOICE NO. CHCS198622
LABOR RATE		LICENSE NO.	MILEAGE 103,195	COLOR TAN/	STOCK NO.
YEAR / MAKE / MODEL 06/DODGE TRUCK/RAM 2500/QUAD 140.5WB		VEHICLE I.D. NO. 3D3KS28C66G		DELIVERY DATE	DELIVERY MILES
F.T.E. NO.		P.O. NO.	SELLING DEALER NO.		PRODUCTION DATE
BUSINESS PHONE		COMMENTS		R.O. DATE 08/30/13	REPRINT# 1

MO: 103195

INSPECTION FOUND FRONT BRAKE PADS AND ROTORS WORN AND
 CRACKED
 REPLACED FRONT BRAKE PADS AND ROTORS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JB # 6	2	52121050-AA	ROTOR BRA 5005003	121.00	242.00
JB # 6	1	5093267-AA	SHOE KIT 5003003	151.00	151.00
JOB # 6 TOTAL PARTS					393.00
JOB # 6 TOTAL LABOR & PARTS					492.00

#7+18CH201	HUB/WHEEL BEARING	TECH(S):346	0.00
INSPECTION FOUND RIGHT FRONT HUB WORN TIME/MILEAGE REPLACED RIGHT FRONT HUB, NO LABOR DUE TO REPLACING FRONT AXLE UNIVERSAL JOINTS ON JOB 2			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JB # 7	1	5179955-AA	HUB BRAKE 5005006	290.00	290.00
JOB # 7 TOTAL PARTS					290.00
JOB # 7 TOTAL LABOR & PARTS					290.00

#8+15CH286C27	REAR BRAKES	TECH(S):346	380.00
INSPECTION FOUND REAR BRAKE PADS, ROTORS AND CALIPERS WORN AND SIZED WITH PARKING BRAKE SHOES DELAMINATING CORROSION REPLACED REAR BRAKE PADS, ROTORS, CALIPERS, AND PARKING BRAKE SHOES WITH HARDWARE.			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JB # 8	2	52010144-AA	ROTOR BRA 5005003	132.00	264.00
JB # 8	1	5093257-AA	SHOE KIT 5003003	141.00	141.00
JB # 8	1	5104758-AA	CALIPER D 5005001	197.00	197.00
JB # 8	-1	5104758-AA	CORE RETURN	20.00	-20.00
JB # 8	1	5179334-AB	SHOE KIT 5003004	111.00	111.00
JB # 8	1	5104759-AA	CALIPER D 5005001	181.00	181.00
JB # 8	-1	5104759-AA	CORE RETURN	20.00	-20.00
JOB # 8 TOTAL PARTS					854.00
JOB # 8 TOTAL LABOR & PARTS					1234.00

#9+01CH23	FREE 23 INSPECTION	TECH(S):346	INTERNAL
PERFORM FREE 23 POINT INSPECTION COMPLETED ADVISED CUSTOMER WILL NEED TO REPLACE STEERING TRACK BAR SOON AND PERFORM AN ALIGNMENT AT THE SAME TIME. EST. IS \$460.00			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 9 TOTAL PARTS					0.00
JOB # 9 TOTAL LABOR & PARTS					0.00

COMMENTS
TOP

☐ TRANSPORTATION CLAIM
DATE VEHICLE RECEIVED

CARRIER CODE

EXCEPTION CODE

DELIVERY RECEIPT

VESSEL NAME:

VEHICLE CLASS CODE

CONTROL NO.

CERT. MAIL RECEIPT NO.

SHIPPED DATE:

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☐ CUST. PAY

☐ WRO

☐ RECALL

☐ FRT.

☐ SCC

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☐ WARRANTY REPAIR ORDER
ONE CONDITION PER CLAIM

MFR. I.D. ORIG. INV/ROM

CARLINE ORIG. ROMV REPAIR DATE

LOP BOOK USED ORIG. ROMV MILEAGE

DLR. INSTALL BATTERY PRO-RATA

CUSTOMER NO. 40573	ADVISOR MIKE	TAG NO. 40424	INVOICE DATE 09/05/13	INVOICE NO. CHCS198622
	LABOR RATE	LICENSE NO.	COLOR TAN/	STOCK NO.
	YEAR / MAKE / MODEL 06/DODGE TRUCK/RAM 2500/QUAD 140.5WB	MILEAGE 103,195	DELIVERY DATE	DELIVERY MILES
BROOKFIELD, VT	VEHICLE ID NO. 3D3KS28C66G		SELLING DEALER NO.	PRODUCTION DATE
	F.P.E. NO.		R.D. DATE 08/30/13	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 103195

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
# 1 15CH2INSP BRAKE INSPECTION			TECH(S):346	0.00	
CUSTOMER STATES BRAKES ARE METEL TO METAL VERIFIED FRONT AND REAR BRAKE PADS AND ROTORS ARE WORN REPLACED FRONT AND REAR BRAKES ON JOBS 6 & 7.					
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	
# 2+18CHZ AXLE & DIFFERENTIAL			TECH(S):346	359.95	
CUSTOMER REQUESTS REPLACED LEFT AND RIGHT FRONT AXLE JOINTS. AXLE JOINTS WORN REPLACED FRONT AXLE UNIVERSAL JOINTS.					
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE	
JOB # 2	2	5086665-AE JOINT KIT 2012046	117.00	234.00	
JOB # 2 TOTAL PARTS				234.00	
JOB # 2 TOTAL LABOR & PARTS				593.95	
# 3+18CHZCKDIA CHECK & DIAGNOS			TECH(S):346	149.95	
CUSTOMER REQUESTS REPLACE REAR DRIVESHAFT CENTER UNIVERSAL. UNIVERSAL JOINT WORN REPLACED REAR DRIVESHAFT CENTER UNIVERSAL JOINT.					
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE	
JOB # 3	1	5102157-AE JOINT NON 2012046	112.00	112.00	
JOB # 3 TOTAL PARTS				112.00	
JOB # 3 TOTAL LABOR & PARTS				261.95	
# 4+17CHZ STEERING DEPARTMENT			TECH(S):346	69.00	
CUSTOMER REQUESTS REPLACE LEFT FRONT OUTER TIE ROD END. TIE ROD WORN REPLACED LEFT FRONT OUTER TIE ROD END.					
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE	
JOB # 4	1	NA269-3256 TIE ROD	94.00	94.00	
JOB # 4 TOTAL PARTS				94.00	
JOB # 4 TOTAL LABOR & PARTS				163.00	
# 5+27CHZALIGNMENT ALIGNMENT			TECH(S):346	89.95	
PERFORM ALIGNMENT COMPLETED					
JOB # 5 TOTAL PARTS				0.00	
JOB # 5 TOTAL LABOR & PARTS				89.95	
# 6+15CHZ FRONT BRAKES			TECH(S):346	99.00	

☐ TRANSPORTATION CLAIM
DATE VEHICLE RECEIVED

CARRIER CODE

EXCEPTION CODE

DELIVERY RECEIPT

VESSEL NAME:

VEHICLE CLASS CODE

CONTROL NO.

CERT. MAIL RECEIPT NO.

SHIPPED DATE:

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☐ CUST. PAY

☐ WRO

☐ RECALL

☐ FRT.

☐ SCC

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☐ WARRANTY REPAIR ORDER
ONE CONDITION PER CLAIM

MFR. I.D. ORIG. INV/RO#

CARLINE ORIG. RO/INV REPAIR DATE

LOP BOOK USED ORIG. RO/INV MILEAGE

DLR. INSTALL BATTERY PRO-RATA

AQ14-003

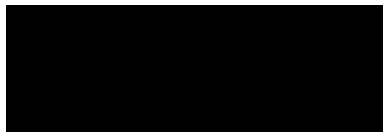
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE :

1-13-14

VIN (FIRST 9 DIGITS)

1D7KS28CX

VIN (LAST 8 DIGITS)

75

FIRST NAME:

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO

YES



Chrysler-Dodge-Jeep-Ram

1305 HWY 96 Bypass
Silsbee, Texas 77656
(409) 385-3796



Jeep



RAM

CELL: [REDACTED]

CUSTOMER NO. 15900	ADVISOR KARI LEON	TAG NO. 22	INVOICE DATE 07/18/13	INVOICE NO. CHCS39258
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 210,913	COLOR
KOUNTZE, TX	YEAR / MAKE / MODEL 07/DODGE TRUCK/RAM 2500/QUAD 140.5WB			DELIVERY DATE
	VEHICLE I.D. NO. 1 D 7 K S 2 8 C X 7 J			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
	P.O. NO.			PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 07/17/13		
COMMENTS				

MO: 210913

JOB# 1 CHARGES

LABOR
J# 1 15CHZ DRIVEABILITY HOURS: 188 TECH(S): 188 198.95
CUST STATES CHECK FRONT END, LEFT SIDE LIKAGE HANGING DOWN
TIE ROD BROKEN. REPLACED TIE ROD AND ADJUSTED TOE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	68038054-AD	PACKAGE 0 19027003	119.60	119.60
TOTAL - PARTS					119.60

SUBLET
PO# 6585 VEND INV# 2310 INV DATE 07/18/13 DESCRIPTION TOW BILL
TOTAL - SUBLET 137.50

G.O.G. & SUPPLIES
FREIGHT (PARTS)
TOTAL - GOG 29.90

MISC
CODE SERVADV DESCRIPTION SERVICE ADVERTISING CONTROL NO.
TOTAL - MISC 10.00

JOB# 1 TOTALS

LABOR 198.95
PARTS 119.60
SUBLET 137.50
G.O.G. 29.90
MISC 10.00

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 475.95

JOB# 2 CHARGES

LABOR
J# 2 05CHZ REAR BRK REAR BRAKE JOB 2 HOURS: 188 TECH(S): 188 130.00
CUSTOMER STATES REPLACE REAR BRAKES AND RESURFACE ROTORS
REPLACED REAR BRAKE PADS AND RESURFACED ROTORS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	MKD1096	REAR BRAK	57.61	57.61
	1	BK	ANTI SQUE	16.62	16.62
TOTAL - PARTS					74.23

JOB# 2 TOTALS

LABOR 130.00
PARTS 74.23

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 204.23

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

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NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, CD PLAYERS, TAPES, CELLULAR PHONES, ANTENNAS, DVD PLAYERS, CD'S, DVD'S, OR ANY OTHER PERSONAL ITEMS LEFT IN THE VEHICLE.



Chrysler-Dodge-Jeep-Ram

1305 HWY 96 Bypass
Silsbee, Texas 77656
(409) 385-3796



Jeep



RAM

CELL: [REDACTED]

CUSTOMER NO. 15900	ADVISOR KARI LEON	22	TAG NO. W	INVOICE DATE 07/18/13	INVOICE NO. CHCS39258
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 210,913	COLOR	STOCK NO.
KOUNTZE, TX	YEAR / MAKE / MODEL 07/DODGE TRUCK/RAM 2500/QUAD 140.5WB			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 D 7 K S 2 8 C X 7 J			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 07/17/13
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 210913

COMMENTS
CUST WAITING-TOWIN

TOTALS

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

pd
7/18/13
TOTAL LABOR.... 328.95
TOTAL PARTS.... 193.83
TOTAL SUBLET... 137.50
TOTAL G.O.G.... 29.90
TOTAL MISC CHG. 30.00
TOTAL MISC DISC -10.00
TOTAL TAX..... 18.47

TOTAL INVOICE \$ 728.65

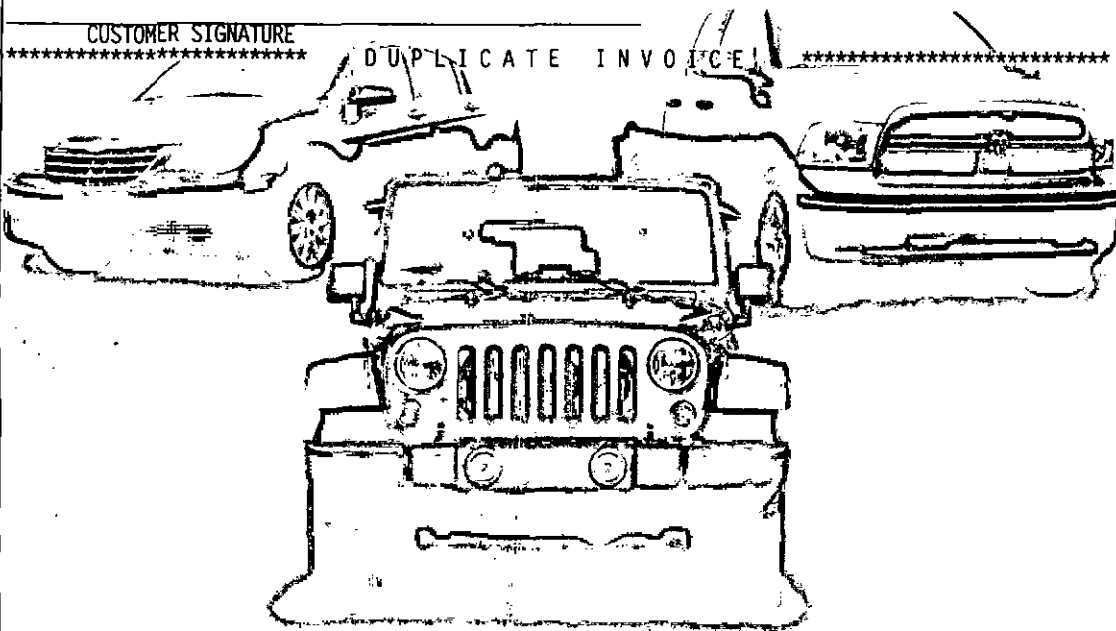
THANK YOU FOR YOUR BUSINESS!!

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CUSTOMER SIGNATURE

DUPLICATE INVOICE





Chrysler-Dodge-Jeep-Ram

1305 HWY 96 Bypass
Silsbee, Texas 77656
(409) 385-3796



Jeep



RAM

Att: [redacted]
Case No [redacted]

CELL: [redacted]

CUSTOMER NO. 15900	ADVISOR KARI LEON	TAG NO. 22 4593	INVOICE DATE 08/02/11	INVOICE NO. CHCS24032
[redacted] KOUNTZE, TX	LABOR RATE	LICENSE NO.	MILEAGE 140,983	COLOR /
	YEAR / MAKE / MODEL 07/DODGE TRUCK/RAM 2500/QUAD 140.5WB			DELIVERY DATE
	VEHICLE I.D. NO. 1 D 7 K S 2 8 C X 7 J			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
	P.O. NO.			PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 08/02/11		
COMMENTS				

MO: 140983

JOB# 1 CHARGES

LABOR

J# 15CHZ DRIVEABILITY HOURS: TECH(S): 100 249.95
CUST STATES VEH SHAKES BAD IN THE FRONT END, CHECK STEERING
CHECK SHOCKS, CHECK U-JOINTS, CHECK TIE-ROD ENDS
CAN FEEL WHEN HIT BUMPS AND WHEN TURNING
U-JOINTS-OK, LUBED FRONT DRIVE SHAFT-OK, NO EXCESSIVE SLACK
IN TIE-ROD ENDS, STEERING DAMPER WEAK/SKIPS
RECOMMENED UPGRADE STEERING LINKAGE
* REPLACED TIE-RODS W/HEAVY DUTY PACKAGE, UPGRADED STEERING
DAMPER AND PITMAN ARM, PERFORMED ALIGNMENT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	1		52122362-AF	STEERING 19027003		350.00
	1		52122370-AB	DAMPER ST 19030006		149.00
	1		68039930-AA	ARM PITMA 19027002		76.20
	1		6502835	NUT HEX F 17015030		4.38
TOTAL - PARTS						579.58

JOB# 1 TOTALS

LABOR 249.95
PARTS 579.58

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 829.53

COMMENTS
#100-CUST WAITING

TOTALS

* [] CASH [] CHECK CK-NO [] AMEX [] DISCOVER [] CHARGE
* [] VISA [X] MASTERCARD [] OTHER []
* [] AMER XPRESS []

TOTAL LABOR.... 249.95
TOTAL PARTS.... 579.58
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 47.82

TOTAL INVOICE \$ 877.35

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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Attn. Case No. [REDACTED]

Dear Sirs or Ma'am,

I have already replaced items and am asking
for reimbursement.

Invoice # [REDACTED]

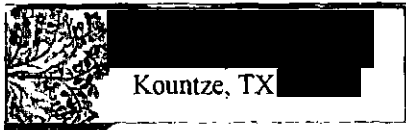
Replaced Tie-rods w/ Heavy duty package, upgraded steering
damper and Pitman arm. 8/2/11

Invoice # [REDACTED]

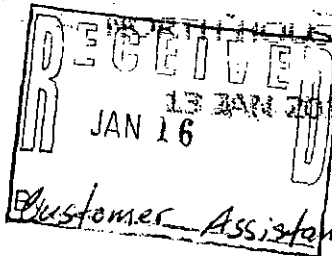
Replaced Left Tie Rod that broke

VIN 1D7KS28CX7J [REDACTED]

Thank You
[REDACTED]



Kountze, TX



Chrysler Customer Assistance

P.O. Box 21-8007
Auburn, Mi 48321-8007

48321800707



AQ14-003

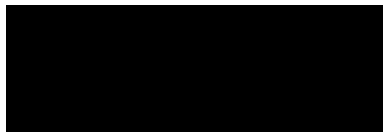
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/21/14

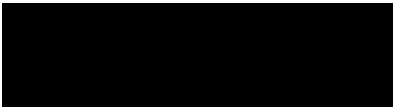
POSTED DATE :

1-13-14

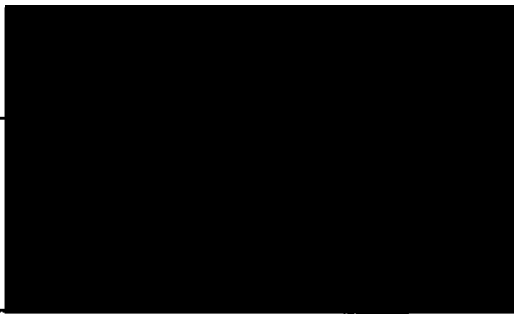
VIN (FIRST 9 DIGITS)

3D7KS19D0

VIN (LAST 8 DIGITS)

6G 

FIRST NAME:



LAST NAME :

CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS19D06G [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.

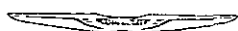
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.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

**DODGE****Jeep****SRT**



BOB PFORTE MOTORS DODGE

Jeep

4214 West Lafayette St. Marianna, FL 32446
Sales: (877) 668-1556 Service: 800-483-1440
www.bobportes.com



RO: 107993
Cashier: 000514 17:35-
Date Out: 05/23/2013

Customer: [REDACTED] Stock #: 101529

OPEN
TAG: IN:1013OUT:16
VIN:3D7KS19D06G [REDACTED]
2006 DODG RAM 1500 M
Miles-In: 116491 Out: 11649
Delivered: 02/02/20

Home: [REDACTED] Work: N/A
Cellular: [REDACTED]
Advisor: 000549-SHERRY EILER
Sold By: NOT ON FILE

Hat: 349 Date In: 05/22/20

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended
[CUSTOMER PAY]						
A	SCP	000530C			Labor Total:	140
	CUSTOMER STATES: HAS A RQATTLE NOISE LIKE SOMETHING IS COMING APART IN LEFT FRONT WHEEL AREA					
	REPLACED UPPER BALL JOINTS					
	REPLACED STEERINT LINKAGE AND DAMPNER					
	REPLACED OINION SEAL					
	REPLACED U JOINT LEFT FRONT					
	SERVICED BATTERY					
	PERFORMED REAR DIFF SERVICE					
	Parts:	1	SO	5154661AC	DAMPER-STEERING	122.50 12
		2		5086672AB	BALLJOINT-UPPER	153.43 30
		1		52122362AH	STEERING-STEERING	391.30 39
		1		68039930AA	ARM-PITMAN	61.25 6
		3		6505623AA	NUT-HEX LOCK	3.42 1
		1		5086789AA	SEAL-DRIVE PINION	45.00 4
		3		5102232AA	LUBRICANT-AXLE	39.63 11
		1		5086665AE	JOINT KIT-NONE	154.92 15
		1		6506276AA	NUT-HEX FLANGE LOCK	5.70
		1		6502835	NUT-HEX FLANGE LOCK	2.85
		1		5161516AA	TERMINAL-BATTERY	23.85 2
		1		MOC2871	BATTERY PROTECTOR	11.49 1
					Total Parts:	125
					Operation Total:	265

Safety Recall N/62 / NHTSA 13V-528

>>>> CONTINUED ON NEXT PAGE <<<<



Alford, FL



PENSACOLA FL 325

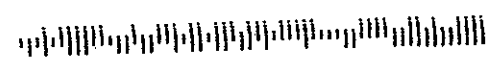
10 JAN 2014 PM 2 L



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

Attn:
Reimbursement

48321800707



AQ14-003

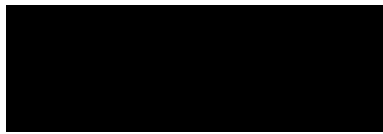
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE :

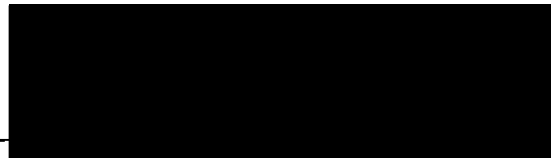
1/9/14

VIN (FIRST 9 DIGITS)

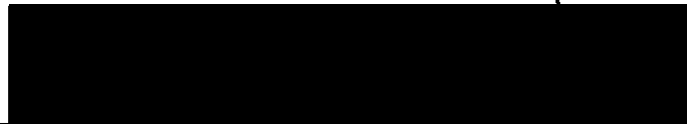
1D7KS28CG

VIN (LAST 8 DIGITS)

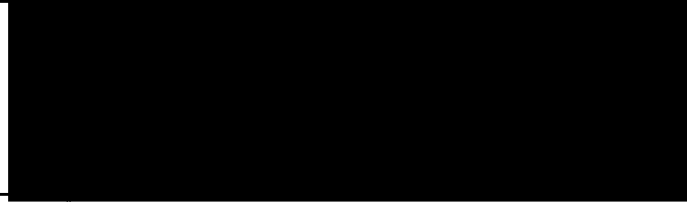
7J



FIRST NAME:



LAST NAME :



CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO

YES

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

This notice applies to your vehicle (VIN: 1D7KS28C67J [REDACTED])

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

Dear [REDACTED]

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

The problem is... The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety. Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

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

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

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

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

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

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.

**DODGE****Jeep****SRT**



REMIT ALL PAYMENTS TO:
BUSINESS OFFICE
1919 W. BUSINESS 83
MC ALLEN, TX 78501

CONTROL # 766955

PUEBLO TIRES #05
620 W. UNIVERSITY DR.
EDINBURG, TX 78539
(956) 383-2051

Inv Date Cust# Order# Page Inv#
03/23/12 99905 109329 1

License: [REDACTED]
Mileage: 104,786 2007 DODGE RAM 2500

Sold To [REDACTED]
EDINBURG, TX

Cash

POH Sln M-Phone O-Phone Ship Via
412 [REDACTED] INSTALLED

Item#	Description	Qty-Ord	Qty-Shp	FET	Price	Net
CA2	COMPUTER ALIGNMENT 3/4-1TON-20IN	1	1		100.00	100.00
OP-PART	MOOG DS1464DS1463 CENTER LINK	1	1		113.99	113.99
OP-PART	MOOG DS1463 DRAGLINK	1	1		114.99	114.99
OP-PART	MOOG ES3625 OUTER TIEROD	1	1		54.99	54.99
OP-PART	MOOG ES3624 INNER TIEROD	1	1		28.99	28.99
SL	REPLACE CENTER LINK, DRAG LINK,	1	1		211.20	211.20
FLHR	OUTER TIE RODS & INNER TIE RODS WORK DONE BY RIGENCIO SANCHEZ	2.40	2.40		0.00	0.00
TY	*REC. UPPER & LOWER BALL JOINTS THANK YOU & PLEASE COME AGAIN	1	1		0.00	0.00

PUEBLO TIRES . . .
PUEBLO . . .

PUEBLO TIRES #05
620 W. UNIVERSITY DR.
EDINBURG, TX 78539-3200
956-971-8473

Merchant ID: 8006327103
Term ID: 001734000030632716300

Sale

Entry Method: Subject

Total: \$ 649.98

03/23/12

Inv # 000003

Assign: Online

*****THANK YOU*****
YOUR BUSINESS IS APPRECIATED

VISA/MC: 649.98

OrdTkr: ruben

SubTot Parts: 312.96
SubTot Labor: 311.20
Tax 8.250% : 25.82

CASH SALES

24 HOUR ROAD SERVICE AVAILABLE

LUGNUTS MUST BE CHECKED FOR PROPER TORQUE WITHIN THE FIRST 50 MILES OF USE.

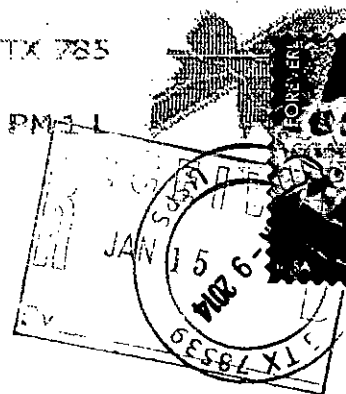
Inv Total : 649.98

X [REDACTED]
McAllen 1 956-682-9511 Edinburg 956-383-2051 Pharr 956-782-8473
Weslaco 956-968-8473 McAllen 6 956-971-8473 Alice 361-664-6551
Harlingen 956-425-9022 Mission 956-581-0212 Kingsville 361-592-8473
Brownsville 956-542-8473 Rio Grande City 956-716-8474 Corpus Christi Coming Soon

Edinburg, TX

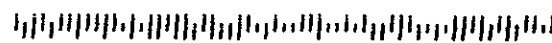
MCALLEN TX 785

09 JUN 2014 PM 1 L



RECALL ADMINISTRATION 482-00-85
P.O. BOX 218007
AUBURN HILLS, MI 48321-8007

48321+8007



AQ14-003

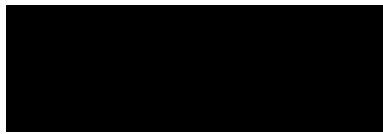
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE :

1-9-14

VIN (FIRST 9 DIGITS)

3D7313C20

VIN (LAST 8 DIGITS)

BG

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO

YES



IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y3CL0BG [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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): L16

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.



DODGE

CHRYSLER

Jeep

SRT



CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

*Called
1/8/14*

12/

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

IMPORTANT!

SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



BG

N49

235580

WILLARD, NM



235580/#63093/N49

[REDACTED]
Willard, NM. [REDACTED]
[REDACTED]

Vin # 3D73Y3CLOBG [REDACTED]

Current mileage: 88717

Mileage at time of repair: 87,530

Repaired at Unique Automotive Service Center

Date of repair 12/20/2013

Date of purchase of vehicle: 3/16/2011

On 12/20/13 I was driving this vehicle when I pulled into the Pilot Truck Center in Moriarty, NM. I turned into the parking space and when I tried to back up and straighten up my vehicle I realized that my tires would not turn and I could not reverse. I got out of the vehicle and noticed that the tie rod was broken on the driver side of the front tire. At this point I had to call a local tow truck and it was towed to the repair shop in Moriarty. We live approximately one hour from a Dodge dealership and at the time of this break down and repair we were unaware of any recall. I believe it was 2 days later we received the recall notice in the mail. My auto shop had already repaired our truck and when we picked it up we did show them the recall notice and they said they could not file this for us.

I am requesting a refund for the full amount of \$319.43. I am attaching the original receipt for the repair and I am providing all other requested information required for this recall reimbursement.

Unique Automotive Service Center

2300 Old Route 66 PO BOX 1426

Moriarty, NM 87035

Phone: (505) 832-5057

Email:

Page 1 of 1

Invoice

5040

Estimate Ref #: 4,230

Date Printed: 12/20/2013

Printed Time: 8:22 am

Hat/Ref #

Great Services at competitive prices

Time Promised:

2011 DODGE RAM 3500 LARAMIE L6 6.7L 408CID FI DIESEL T L ETJ

VIN:3D73Y3CL0BG

Date Written: 12/17/2013

License:

Mileage In: 87,530

Written By: Raul Avila

Unit #:

Mileage Out: 87,530

Save Old Parts: No

Cell: Email:

DOM:

Job Name	Description	Technician	Qty	List	Extended
Vehicle Tow					
Sublet	Work Requested - Have vehicle towed from the Pilot truck stop in moriarty to shop.		1.00	\$50.00	\$50.00
				Job Total	\$50.00
Tie Rod End	Replace the left outer tie rod end.	Michael Bergman			
Labor 001	Work Requested - Replace the left outer tie rod end.		1.80	\$75.00	\$135.00
Work Performed - Temporarily set vehicle up to be able to drive into shop and replaced the tie rod.					
Part 68038054AD	Tie Rod End		1.00	\$112.32	\$112.32
				Job Total	\$247.32

Parts: \$112.32

Labor: \$135.00

Sublet: \$50.00

Misc: \$0.00

Hazmat: * \$0.00

Supplies: * \$0.00

Payment Date	Type	Method	Amount
Payment Totals:			

Tax Total: \$22.11

Invoice Total: \$319.43

Less Paid: \$0.00

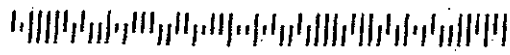
Balance Due: \$319.43

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 _____



Willard nm

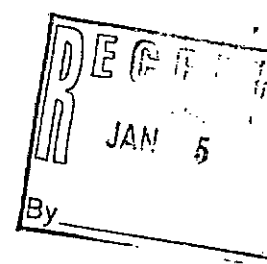


Chrysler Recall Assistance Center

P.O. Box 21-8007

Auburn Hills, Michigan

48321-8007



AQ14-003

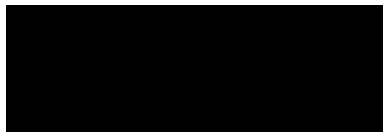
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-08 18:20:20.490527

Files Not Recieved: 0

In regards to the safety recall N62/NHTSA 13V-528 I have attached maintenance repairs and receipts for our 2007 Ram 2500. We are looking at reimbursement for some repairs made surrounding this issue. There was issues with the steering alignment and shakes in the steering at all speeds. To my knowledge those were some of the steering issues. Our mechanic took the corrective actions of replacing tie rod ends, track bar bushings, steering stabilizer and steering dampener.

This is a company truck and I look after taking care of all the maintenance and repairs. Let me know if you need any more information.

[REDACTED] Denver, CO. [REDACTED]

Lakewood, CO.

Day XXXXXXXXXXEvening [REDACTED]

VIN:3D7K828D57G

mileage at issues: appx. 110,000

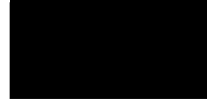
Dealer purchase at: Auto Nation Chrysler Jeep on 9-26-2007

SUNDANCE AUTOMOTIVE
REPAIR
1010 W 26TH AVE
DENVER, CO 80215
303-445-0069

*Gordon
Huck*

Neck ID: 340112010
Term ID: 0727

Sale



*Steve
front end
& tires*

Entry Method: Manual

Apprvd: Online Batch#: 000008

08/05/11 11:29:08

Inv#: 00000003 Appr Code: 315062

Total: \$ 2,361.09

Customer Copy

THANK YOU

Sundance Automotive
 10110 W 26th Ave
 Lakewood, CO. 80215
 Phone - 303-445-8869 Fax - 303-445-8871
 The first name in family automotive care and service.

INVOICE

 Org. Est. # 096848

INVOICE

Print Date : 08/05/2011



Denver, CO
 Office
 Cust ID : 7596
 Cellula
 Ext steve
 Ref # : thurs

2007 Dodge - Pickup R2500
 5.7L, V8, VIN (D)

Lic # :
 Unit # :
 Vin # : **3D7K828D57G**
 Hat # : 20
 Odometer In :
 Odometer Out : 124463

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
Tie Rod End - Outer 2696103	1.00	147.76	147.76	THE DEATH WOBBLE IS BACK , PLZ ADVISE	47.66
Tie Rod End - Inner 2693257	1.00	70.03	70.03	STEERING DAMPENER - Remove & Replace - R2500,R3500,4WD	47.66
Tie Rod End - Inner 2696102	1.00	171.54	171.54	PITMAN TIE END - Remove & Replace -	28.60
Track Arm Bushing Or Kit FRONT - ONE PIECE FA7655	2.00	33.37	66.74	[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	
Track Bar Bushing - Front Suspension 2749352	1.00	58.09	58.09		
Track Bar Bushing - Front Suspension 2749345	2.00	39.60	79.20	L-INNER TIE ROD - Remove & Replace -	85.79
Stabilizer Cylinder MAGNUM STEERING STABILIZER CYL SC2964	1.00	76.35	76.35	[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	
WARRANTY Front Monomax HP Mono-Tube GS MONOMAX 565018	2.00				
Tire Weights 1	8.00	1.99	15.92	TRACK BAR - Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD	181.11
Valve Stems 1	4.00	2.50	10.00	R-OUTER TIE ROD - Remove & Replace -	85.79
HK LT265 70R17 RF10 DYNAPRO AT-M 10PLY LT2657017	4.00	240.16	960.64	[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	
Shop Supplies		5.00	5.00		
Discount \$171.58 off labor **WARRANTY SHOCKS**					
SHOCK &/OR STRUT ASSEMBLY - Remove & Install or Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD - Both Sides					171.58
Four wheel alignment Check all suspension and steering parts for wear. Check tire pressure and condition. Check alignment of all four wheels. Adjust caster, camber, toe-in,					69.95

Sundance Automotive
 10110 W 26th Ave
 Lakewood, CO. 80215
 Phone - 303-445-8869 Fax - 303-445-8871
 The first name in family automotive care and service.

INVOICE

37525

Org. Est. # 096848

INVOICE

Print Date : 08/05/2011



Denver, CO [Redacted]
 Office [Redacted] --- Cellular [Redacted] Ext steve
 Cust ID : 7596 Ref # : thurs

2007 Dodge - Pickup R2500

5.7L, V8, VIN (D)

Lic # :

Odometer In :

Unit # :

Odometer Out : 124463

Vin # : **3D7K828D57G** [Redacted]

Hat # : 20

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
				and thrust angle as needed on all four wheels. (If adjustable) Center steering wheel. Test drive vehicle	
				Mount and balance tires	22.00
				Hazardous Materials	5.00
[Technicians : Bennett, Todd]					

Org. Estimate \$50.04	Revisions \$2,419.68	Current Estimate \$ 2,469.72	Additional Cost	Revised Estimate	Labor: 745.14
KRW Consulting Cellular:720-982-9330xsteve 08/03/2011 - 1:25 <none> Parts: \$602.97 Labor: \$670.48 Sublet: \$0.00 Taxes & Fees: \$56.21			\$1,329.66	\$1,379.70	Parts: 1,661.27
KRW Consulting Cellular:720-982-9330xsteve 08/03/2011 - 1:38 <none> Parts: \$986.56 Labor: \$22.00 Sublet: \$0.00 Taxes & Fees: \$81.46			\$1,090.02	\$2,469.72	Sublet: 0.00
					Discount: -171.58
					Sub: 2,234.83
					Tax: 126.26
					Total: 2,361.09
					Bal Due: \$0.00

[Payments - Visa - \$2361.09]

GO TO SUNDANCEAUTOREPAIR.COM/CONTACT US AND TAKE SURVEY

I authorized the above work to be performed and granted your employees permission to operate the vehicle for testing/inspections. An expressed mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Payment is due in full before any vehicle is released. **NATIONWIDE WARRANTY** on parts and labor is one year or 12,000 miles, whichever comes first, except recreational off road vehicles and Used parts. Warranty work cannot exceed the original cost of repair. **WARRANTY NUMBERS** 303-445-8869 OR 1-800-452-6272

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

AQ14-003

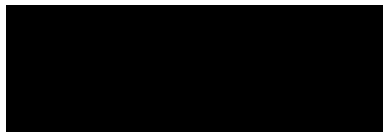
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/28/14

POSTED DATE :

1-22-14

VIN (FIRST 9 DIGITS)

3D7MX48C8

VIN (LAST 8 DIGITS)

6G

FIRST NAME:

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

Chrysler Recall Assistance Center:

Customer Care: [REDACTED]
[REDACTED]

McLouth, Ks [REDACTED]

Home Phone: [REDACTED]

I am requesting reimbursement for the recall on the left tie rod ball stud for my 2006 Dodge RAM 3500 VIN# 3D7MX48C86G [REDACTED] On 03/14/11 the tie rod ball stud broke on the left side of my vehicle while driving down the interstate, causing complete loss of steering and sending my vehicle into the middle median of the highway. The odometer reading at tow was 157,439.

It was towed and repaired by:

Cichoracki's 24 Hour Auto Repair

3100 North 20th Street

Lincoln, NE 68521 Phone(402)325-0000

I purchased this vehicle on Aug. 3, 2009. Odometer reading at purchase was 124,100.

Purchased from:

Courtney's Used Trucks

25659 Springdale Rd.

McLouth, Ks 66054 Phone(913)796-6198

I appreciate any assistance you can give to help resolve this situation.

Sincerely,
[REDACTED]
[REDACTED]

1/21/14

CICHORACKI'S 24 HOUR AUTO REPAIR

3100 NORTH 20th STREET

Lincoln, NE. 68521

Phone - 402-325-0000 Fax - 402-325-9000

48404

INVOICE

Print Date : 03/14/2011

Alliance, NE
 Primary
 Cust ID : 23688

2006 Dodge - Pickup R3500
 5.9L, In-Line6, VIN (C)

Lic # :

Odometer In : 157439

Unit # : WHITE

Vin # : 3D7MX48C86G

Hat # :

Ref # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
FRONT LEFT OUTER TIE ROD END	1.00	104.47	104.47	CUSTOMER BELIEVES THAT THE OUTER TIE RODS ARE BROKEN	
MOTOR OIL (15W40 VALVOLINE PREMIUM BLUE) 15W40	12.00	5.75	69.00	TOW IN FROM PALMYRA (FREE LOCAL TOW WITH REPAIR)	196.55
OIL FILTER	1.00	16.74	16.74	***Discount*** \$48.15 off towing	
ENVIRONMENTAL FEE	1.00			FRONT STEERING AND SUSPENSION INSPECTION	N/C
SHOP SUPPLIES	1.00			FOUND DRIVERS SIDE OUTER TIE ROD END IS BROKEN.	
AIR FILTER	1.00	34.59	34.59	28 POINT SAFETY INSPECTION	N/C
				FOUND ENGINE OIL IS LOW AND DIRTY. ENGINE AIR FILTER IS PLUGGED. LOWER BALL JOINTS AND FRONT HUB BEARINGS ARE SLIGHTLY LOOSE. DRIVERS FRONT DRIVE AXLE OUTER U-JOINT IS BINDING UP. TRANSMISSION AND BRAKE FLUIDS ARE DISCOLORED.	
				TIE ROD &/OR ENDS - Remove & Replace	85.47
				Front wheel alignment	59.95
				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. Test drive vehicle.	
				REPLACE ENGINE OIL AND FILTER	10.00
				TOP OFF ALL FLUIDS, INFLATE TIRES TO PROPER PRESSURE, LUBE CHASIS (IF APPLICABLE), AND PERFORM COMPLIMENTARY VEHICLE INSPECTION.	
				AIR FILTER - REMOVE & REPLACE	N/C

PAID

CASH
 DATE 3-14-11

CIC HORACKI'S 24 HOUR AUTO REPAIR

3100 NORTH 20th STREET

Lincoln, NE. 68521

Phone - 402-325-0000 Fax - 402-325-9000

48404**INVOICE**

Print Date : 03/14/2011

2006 Dodge - Pickup R3500

5.9L, In-Line6, VIN (C)

Lic # : [REDACTED]

Odometer In : 157439

Unit # : WHITE

Vin # : 3D7MX48C86G [REDACTED]

Hat # :

Ref # :

Alliance, NE

Primary [REDACTED]

Cust ID : 23688

Part Description	Qty	Sale	Extended	Labor Description	Extended

[Technicians : HOFFMAN, DAVE; WITHERSPOON, CHUCK]

Org. Estimate \$128.40	Revisions \$373.75	Current Estimate \$ 454.00	Additional Cost	Revised Estimate

COATES, JOYCE 03/14/2011 - 1:56 <none>
Parts: \$83.72 Labor: \$145.42 Sublet: \$0.00 Taxes & Fees: \$5.86

\$235.00 \$363.40

COATES, JOYCE Customer Called In 03/14/2011 - 1:27 <none>
Parts: \$120.33 Labor: \$10.00 Sublet: \$0.00 Taxes & Fees: \$8.42

\$138.75 \$502.15

[Payments -]

Labor:	155.42
Parts:	224.80
Sublet:	196.55
Discount:	-48.15
Sub:	528.62
Tax:	15.74
Total:	544.36
Bal Due:	\$544.36

"The compliment of a referral is always appreciated"

SIGNATURE.....

Written By: CIC HORACKI, CAROL

Date..... Time.....

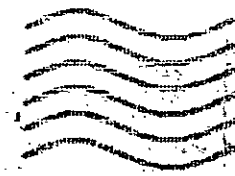
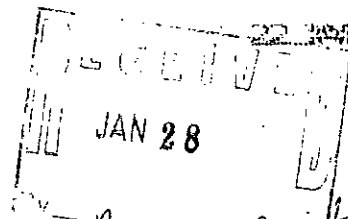
Page 2 of 2

01.17.07 Copyright Mitchell 1 Invoice2a

[Redacted]
Melbourn, KS

KANSAS CITY 640

22 JAN 2014 PM 8 L



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

48321800707



AQ14-003

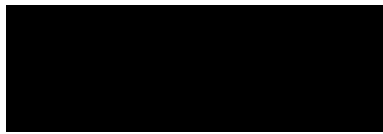
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Jan 08 18:54:16 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recall

Comments:

I spoke to my dealer today concerning the tie rod recall on my ram 2500. He advised me that Dodge wasn't going to have the parts until late March early April. My nephew and brother both drive 2011 Ram 2500 just as mine and both of theirs have broke while driving down the highway. My brothers broke just last night and he had to be towed in since he was 200 miles from home. I am very upset with the answer i got from the dealer, and it's not their fault if your not sending the parts. I have not been driving my truck because of this issue and knowing what can happen first hand. It's pretty bad when you don't want to drive a \$60,000 truck because of a safety issue that can't be fixed because there is no parts! Please advise.. I want this fixed soon.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Fri Jan 10 17:41:25 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Ram Assistance Center.

We understand you are part of Recall #N49 for the left tie rod.

Our records indicate this part is not being withheld, however, there is a limited availability. The dealerships are able to order one every 7 days until part availability increases.

We will be in contact with your local dealership to ensure they are aware of this.

We have documented your concern on file and appreciate the time you have taken to reach out to us.

We will contact you once we speak with Big Valley Chrysler.

Thanks again for your email and continued patience.

Sincerely,

Jennifer

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 - Dodge Brand Site

Brief Description:

Recall

Comments:

I spoke to my dealer today concerning the tie rod recall on my ram 2500. He advised me that Dodge wasn't going to have the parts until late March early April. My nephew and brother both drive 2011 Ram 2500 just as mine and both of theirs have broke while driving down the highway. My brothers broke just last night and he had to be towed in since he was 200 miles from home. I am very upset with the answer i got from the dealer, and it's not their fault if your not sending the parts. I have not been driving my truck because of this issue and knowing what can happen first hand. It's pretty bad when you don't want to drive a \$60,000 truck because of a safety issue that can't be fixed because there is no parts! Please advise.. I want this fixed soon.

VIN:

BG [REDACTED]

Mileage:

39800

Servicing Dealer:

Big Valley

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Portales

State:

NM

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Wed Jan 15 13:17:31 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Ram Assistance Center.

We are following up with you as per our previous correspondence.

At this time, we are still waiting to make contact with Big Valley Chrysler.

Once this contact has been made, you will receive another email.

Thanks again for your email and continued patience.

Sincerely,

Jennifer

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Previous Reply Follows:

Dear [REDACTED]

Thank you for contacting the Ram Assistance Center.

We understand you are part of Recall #N49 for the left tie rod.

Our records indicate this part is not being withheld, however, there is a limited availability. The dealerships are able to order one every 7 days until part availability increases.

We will be in contact with your local dealership to ensure they are aware of this.

We have documented your concern on file and appreciate the time you have taken to reach out to us.

We will contact you once we speak with Big Valley Chrysler.

Thanks again for your email and continued patience.

Sincerely,

Jennifer

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 - Dodge Brand Site

Brief Description:

Recall

Comments:

I spoke to my dealer today concerning the tie rod recall on my ram 2500. He advised me that Dodge wasn't going to have the parts until late March early April. My nephew and brother both drive 2011 Ram 2500 just as mine and both of theirs have broke while driving down the highway. My brothers broke just last night and he had to be towed in since he was 200 miles from home. I am very upset with the answer i got from the dealer, and it's not their fault if your not sending the parts. I have not been driving my truck because of this issue and knowing what can happen first hand. It's pretty bad when you don't want to drive a \$60,000 truck because of a safety issue that can't be fixed because there is no parts! Please advise.. I want this fixed soon.

VIN:

BG [REDACTED]

Mileage:

39800

Servicing Dealer:

Big Valley

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Portales

State:

NM

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Thu Jan 16 12:54:23 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Ram Assistance Center.

We have spoken with Anthony at your local dealership. He did confirm that the part is still unavailable.

Once an order is accepted, they will continue to reach out for parts until the list of individuals, who are also waiting on this part, is completed.

We have confirmed you are also on this list and will be provided with the part for repair as soon as it is available.

We understand your frustration and have documented your concerns on file.

Thanks again for your email and continued patience.

Sincerely,

Jennifer

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Previous Reply Follows:

Dear [REDACTED]

Thank you for contacting the Ram Assistance Center.

We understand you are part of Recall #N49 for the left tie rod.

Our records indicate this part is not being withheld, however, there is a limited availability. The dealerships are able to order one every 7 days until part availability increases.

We will be in contact with your local dealership to ensure they are aware of this.

We have documented your concern on file and appreciate the time you have taken to reach out to us.

We will contact you once we speak with Big Valley Chrysler.

Thanks again for your email and continued patience.

Sincerely,

Jennifer

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: 2 [REDACTED]

REPLY LINK:

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Recall

Comments:

I spoke to my dealer today concerning the tie rod recall on my ram 2500. He advised me that Dodge wasn't going to have the parts until late March early April. My nephew and brother both drive 2011 Ram 2500 just as mine and both of theirs have broke while driving down the highway. My brothers broke just last night and he had to be towed in since he was 200 miles from home. I am very upset with the answer i got from the dealer, and it's not their fault if your not sending the parts. I have not been driving my truck because of this issue and knowing what can happen first hand. It's pretty bad when you don't want to drive a \$60,000 truck because of a safety issue that can't be fixed because there is no parts! Please advise.. I want this fixed soon.

VIN:

BG [REDACTED]

Mileage:

39800

Servicing Dealer:

Big Valley

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Portales

State:

NM

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

AQ14-003

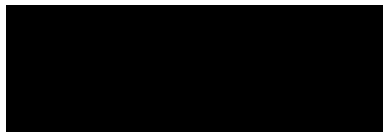
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Jan 08 20:45:07 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recall #N49

Comments:

we are full-time RVer's and tow a large 5th wheel around the country. In addition we currently volunteer for a Federal agency working in the desert of Arizona. Since we will be towing our 5th wheel a couple hundred miles next week, I called the Yuma dodge dealer right away to get our truck fixed. I was told that even though we drive jeep trails through the desert and haul a heavy 5th wheel it would be several months to get the truck fixed since Dodge was only letting them order one set of parts per week. Since we only use the truck under unusual conditions I have faxed a copy of the recall and explained the lack of responsive repair to our attorney. Should the worst happen at least our kids will have a bigger inheritance than they expected.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Fri Jan 10 16:38:10 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Ram Assistance Center.

I fully appreciate your concern, particularly in view of the safety and inconvenience involved with the N49 Left Outer Tie Rod Assembly recall.

I noticed that the name and address provided in your email are different from what reflects in our customer database and need to verify that you are the current owner of this vehicle.

Please reply to the link below letting me know that you are verifying ownership and would like the information to be updated in our system. I would be more than happy to review your concern once ownership is verified.

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 #N49

Comments:

we are full-time RVer's and tow a large 5th wheel around the country. In addition we currently volunteer for a Federal agency working in the desert of Arizona. Since we will be towing our 5th wheel a couple hundred miles next week, I called the Yuma dodge dealer right away to get our truck fixed. I was told that even though we drive jeep trails through the desert and haul a heavy 5th wheel it would be several months to get the truck fixed since Dodge was only letting them order one set of parts per week. Since we only use the truck under unusual conditions I have faxed a copy of the recall and explained the lack of responsive repair to our attorney. Should the worst happen at least our kids will have a bigger inheritance than they expected.

VIN:

BG [REDACTED]

Mileage:

41201

Servicing Dealer:

Dodge dealer in Yuma, AZ

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Livingston

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Jan 10 19:22:51 EST 2014

Subject: Reply to Chrysler Group LLC ([REDACTED])

Reply Comments:

Yes, we are the original owners of the Dodge Ram 2500 HD. We full time RV but we have a home base in [REDACTED], Council Grove, Ks [REDACTED]. We have a mail forwarding address of [REDACTED], Livingston, Tx [REDACTED]. Either address will get mail to us. For questions my cell # is [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jan 10 20:36:48 EST 2014

Subject: Re: Reply to Chrysler Group LLC ([REDACTED])

Dear [REDACTED]

Thank you for verifying ownership. I have updated our database to reflect you as the original owner.

I understand this recall is time sensitive and I wish I could lift the restriction on the part that is needed to complete the N49 recall. Unfortunately, that is beyond my control. What I can do is contact neighboring dealerships in your area to see who has the shortest wait list.

I appreciate your patience and understanding as I look into your concern. I will be in contact with you soon.

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:

Comments:

Yes, we are the original owners of the Dodge Ram 2500 HD. We full time RV but we have a home base in [REDACTED], Council Grove, Ks [REDACTED] We have a mail forwarding address of [REDACTED], Livingston, Tx [REDACTED]. Either address will get mail to us. For questions my cell # is [REDACTED].

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Wed Jan 15 16:57:27 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Ram Assistance Center.

To review your concerns with the N49 recall, I contacted Larry Green Chrysler Jeep Dodge at (760) 921-8900. They are located on 390 S Broadway Blythe, CA 92225. Matt in the Parts Department stated that they have a list of 36.

I also contacted Crystal Chrysler Jeep Dodge Center at (760) 324-4557. They are located on 36-444 Auto Park Drive Cathedral City, CA 92234. Randy in the Parts Department said that their list is at 30.

I would recommend contacting Fisher Chrysler or any of the dealerships I mentioned above to have your name added to the wait list.

If you could also please verify ownership; I noticed that the name and address provided in your email are different from what reflects in our customer database and need to verify that you are the current owner of this vehicle.

Please reply to the link below letting me know that you are verifying ownership and would like the information to be updated in our system.

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:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Previous Reply Follows:

Dear [REDACTED]

Thank you for contacting the Ram Assistance Center.

I fully appreciate your concern, particularly in view of the safety and inconvenience involved with the N49 Left Outer Tie Rod Assembly recall.

I noticed that the name and address provided in your email are different from what reflects in our customer database and need to verify that you are the current owner of this vehicle.

Please reply to the link below letting me know that you are verifying ownership and would like the information to be updated in our system. I would be more than happy to review your concern once ownership is verified.

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 #N49

Comments:

we are full-time RVer's and tow a large 5th wheel around the country. In addition we currently volunteer for a Federal agency working in the desert of Arizona. Since we will be towing our 5th wheel a couple hundred miles next week, I called the Yuma dodge dealer right away to get our truck fixed. I was told that even though we drive jeep trails through the desert and haul a heavy 5th wheel it would be several months to get the truck fixed since Dodge was only letting them order one set of parts per week. Since we only use the truck under unusual conditions I have faxed a copy of the recall and explained the lack of responsive repair to our attorney. Should the worst happen at least our kids will have a bigger inheritance than they expected.

VIN:

BG [REDACTED]

Mileage:

41201

Servicing Dealer:

Dodge dealer in Yuma, AZ

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Livingston

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

AQ14-003

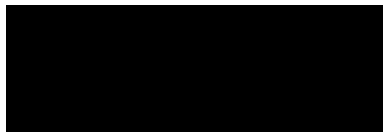
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

12-28-13

VIN (FIRST 9 DIGITS)

3D7Mx48x19

VIN (LAST 8 DIGITS)

76

FIRST NAME:

LAST NAME :

CAR:

0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO

YES

Professional Touch
112 E. Main St.
Rangely, CO 81648
970-675-2025

Invoice

DATE	INVOICE #
7/10/2013	41220

BILL TO	
Rangely, CO	

PAID
07/29/2013

P.O. NO.
R172

TERMS
Due on receipt

REP
JLL

YEAR	MAKE	MODEL	VIN	LICENSE #	MILEAGE
2007	Dodge	Ram 3500	3D7MX48A97G7		144555

ITEMS	DESCRIPTION	QTY	RATE	AMOUNT
Labor	Labor to: Replace steering linkages, stabilizer shock & pitman arm. Adjust toe in	3.5	90.00	315.00
Part	52122362AH Linkage kit	1	372.00	372.00T
Part	5154661AC Steering dampner	1	123.00	123.00T
Part	68039930AA Pitman arm	1	43.10	43.10T
Part	6505623AA Nut	3	2.10	6.30T
Part	6502835 Nut	1	3.35	3.35T
Std. Towing	Standard Tow		100.00	100.00
Mileage	Mileage fees	3	4.00	12.00
	Sales Tax		6.50%	35.60

Signature attests customer willingness to pay all charges due upon completion of work, unless other arrangements have been made. Any accts. 60 days overdue will be accessed @2% per mo. Not responsible for fire, theft or damage to vehicle beyond our control. Customer will be responsible for any fees acquired for collection process including attorney fees. Thank You.

Total \$1,010.35

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

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

7G

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 _____

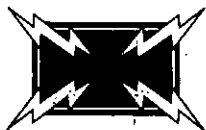
Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____



Chr
P.O.
Aub

ATTN: Re

AQ14-003

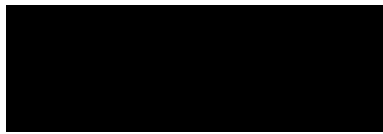
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

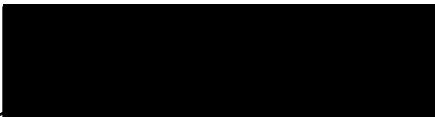
POSTED DATE :

12-28-13

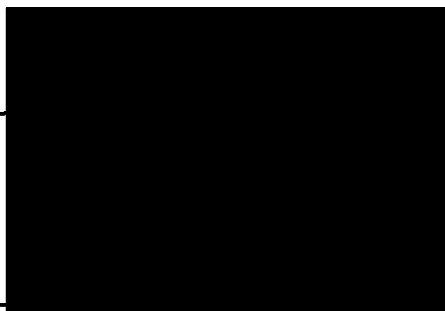
VIN (FIRST 9 DIGITS)

3D7K828C6

VIN (LAST 8 DIGITS)

5G 

FIRST NAME:



LAST NAME :

CAIR :

0000000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

Advanced Automotive Services

1123 CR 111

Giddings, TX 78942

Shop Phone: (979) 540-3400

Fax: (979) 540-3401

Email: ehrlund@verizon.net

Invoice

4308

Estimate Ref #0

Date Printed: 11/15/2013

Printed Time: 3:30 pm

Hav/Ref:

WE ARE YOUR DOMESTIC VEHICLE DIAGNOSTIC SPECIALIST.

Time Promised:

2005 DODGE RAM 2500 L6 5.9L 359CID FI DIESEL T C

VIN: 3D7KS28C65G

License:

Mileage In: 105,070

Date Written: 11/11/2013

Giddings, TX

Home: Work:

Unit #:

Mileage Out: 105,070

Written By:

Cell:

DOM:

Save Old Parts: No

Call if Any Questions

Job Name	Description	Technician	Qty	List	Extended
FRONT END					
Labor CP	Work Requested - CHECK FRONT END		7.00	68.00	476.00
Work Performed - FOUND UPPER AND LOWER BALL JOINTS ON BOTH SIDES TO HAVE SLACK. FOUND RH SIDE WORSE THAN LH SIDE. FOUND STABILIZER BAR LINKS WORN. FOUND PITMAN ARM TIE ROD AND DRAG LINK TIE ROD ENDS TO HAVE SLACK. REPLACE UPPER AND LOWER BALL JOINTS ON BOTH SIDES. REPLACE STABILIZER BAR LINKS. REPLACE ALL TIE RODS WITH UPGRADED ASSEMBLY WITH NEW STEERING DAMPER. PERFORM WHEEL ALIGNMENT AND TEST DROVE VEHICLE.					
Part 500-1117	UPPER BALL JOINT		2.00	107.00	214.00
Part 505-1311	LOWER BALL JOINT		2.00	116.69	233.38
Part 545-1497	SWAY BAR LINK		2.00	69.53	139.06
Part 6505623	NUT HEX		3.00	2.37	7.11
Part 68039930	PITMAN ARM		1.00	45.26	45.26
Part 5154661	DAMPER ST		1.00	129.15	129.15
Part 52122362	STEERING		1.00	390.60	390.60
				Job Total:	1,634.56
127	TWO WHEEL ALIGNMENT				
Labor CP	Work Requested - PERFORM TWO WHEEL ALIGNMENT.		1.00	68.00	68.00
				Job Total:	68.00

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE. *****NO WARRANTY ON PERFORMANCE PARTS OR LABOR!*****

SIGNATURE

DATE

THANK YOU FOR YOUR BUSINESS!

Advanced Automotive Services

1123 CR 111

Giddings, TX 78942

Shop Phone: (979) 540-3400

Fax: (979) 540-3401

Email: ehrlund@verizon.net

Invoice

4308

Estimate Ref #0

Date Printed: 11/15/2013

Printed Time: 3:30 pm

Hat/Ref:

WE ARE YOUR DOMESTIC VEHICLE DIAGNOSTIC SPECIALIST.

Time Promised:

Giddings, TX [REDACTED]
 Home: [REDACTED] Work: [REDACTED]
 Cell: [REDACTED]

2005 DODGE RAM 2500 L6 5.9L 359CID FI DIESEL T C

VIN: 3D7KS28C65G [REDACTED]

License: Y1W455

Unit #:

Mileage In: 105,070

Mileage Out: 105,070

DOM:

Date Written: 11/11/2013

Written By:

Save Old Parts: No

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$1,158.56

Labor: \$544.00

Sublet: \$0.00

Misc: \$0.00

Hazmat: * \$0.00

Supplies: * \$14.79

Tax Total: \$79.20

Invoice Total: **\$1,796.55**

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

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

5G [REDACTED]

N62

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

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

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

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

First Name _____ MI _____

Last Name _____

Street Address _____

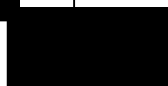
City _____

State _____ Zip Code _____

Email Address _____



Giddings, TX



AQ14-003

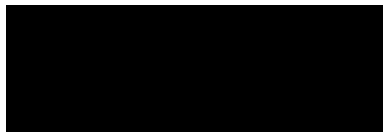
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

12-28-13

VIN (FIRST 9 DIGITS)

000000000

VIN (LAST 8 DIGITS)

00000000

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

December 28, 2013

Chrysler Customer Assistance

P O Box 21-8007

Auburn Hills MI 48321-8007

To Whom it May Concern:

Enclosed is the original receipt for \$297.95 paid in July 2013 for replacement of the left outer tie rod on my 2010 Dodge Ram 2500 truck.

I am enclosing this for reimbursement as outlined in the safety recall N49/NHTSA 13V-529.

Hopkinsville, KY

*** INVOICE ***

American Car Care Center
3600 Harrison Ave.
Butte, MT 59701
406-494-4450



Invoice #: [REDACTED]

Bill To:

Ship To:

Unit #:

Vehicle: 2010 DODGE RAM
2500

License: [REDACTED]

Mileage: In: 29571 / Out: 29571

VIN #:

Item #	Size	Description	Slmn/Tech	Qty	FET	Parts	Labor	Extended
TOW	TOW	TOWING	BL /	1	0.00	0.00	75.00	75.00
POB	-	LEFT OUTER TIE ROD	BL /	1	0.00	115.50	0.00	115.50
INS	-	INSTANT TIE ROD	BL /	1	0.00	0.00	37.50	37.50
ALIGN	-	ALIGNMENT	BL /	1	0.00	0.00	69.95	69.95
SPECS	-	ALIGNMENT SPECS!!!	BL /	1	0.00	0.00	0.00	0.00

Comments:

LEFT TIE ROD

Cash: 0.00 Check: 0.00
Credit Card: 297.95 On Acct: 0.00

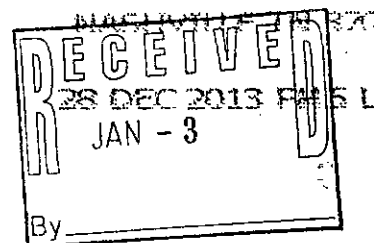
Amount Tendered: \$297.95
Total: - \$297.95
Change: \$0.00

Name Num Auth Amount
Disco 297.95

Parts: 115.50
Labor: 182.45
Subtotal: 297.95
Sales Tax: 0.00
Total: \$297.95

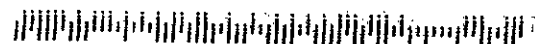
Customer Authorization:

4530 Striped Blk
Hopkinsville, KY



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

48321800707



AQ14-003

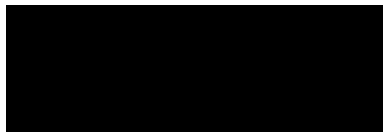
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

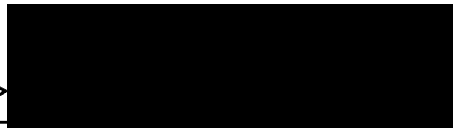
12-30-13

VIN (FIRST 9 DIGITS)

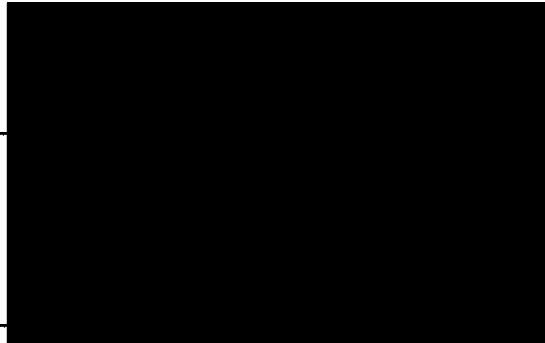
3D7KS28C5

VIN (LAST 8 DIGITS)

6G



FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

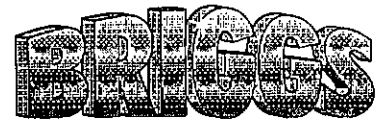
CUSTOMER #: 51661
UNIT# DT6-6

126658

INVOICE



DODGE



Dodge

Briggsauto.com

3001 S. Kansas Avenue · Topeka, Kansas 66611

BUS. (785) 266-8858 · SERV. (785) 266-4890

FAX (785) 266-9491

TOPEKA, KS

HOME: CONT

BUS: CELL

PAGE 1

SERVICE ADVISOR: 44 BRIAN D PARRE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
RED	06	DODGE RAM 250		3D7KS28C56G			65955/65955		T3614
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
18NOV10 DD			WAIT 30MAY12				CASH	05JUN12	

R.O. OPENED		READY		OPTIONS: STK:DT1-145T1 DLR:45113		
				ENG:ETH 5.9L HO Cummins Turbo Diesel Engine		
08:01 30MAY12		14:22 05JUN12		TRN:DG8 4-Spd. Automatic 48RE Transmissi (More...)		
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET TOTAL

A CUSTOMER STATES FRONT SHAKING WHEN HITTING BUMPS AT HIGHWAY SPEEDS,

THIS PROBLEM STARTED AFTER SHOCK WHERE REPLACED

R010 REPLAE FRONT SHOCKS

119 C

89.95 89.95

2 5086594AF ABSBR KIT-SUSPENSION

81.75 81.75 163.50

R008 REPLACE STEBLIZER DAMPER

119 C

71.92 71.92

1 5154661AB DAMPER-STEERING

153.00 153.00 153.00

R015 REPLACE STEERING LINKAGE KIT

119 C

140.48 140.48

1 52122362AG STEERING-STEERING

362.00 362.00 362.00

1 68039930AA ARM-PITMAN

83.25 83.25 83.25

3 6505623AA NUT-HEX LOCK

2.00 2.00 6.00

2WA FRONT WHEEL ALIGNMENT, SPECIAL SHIMS AND

SLOTING MAY BE EXTRA

119 C

59.95 59.95

R008 REPLACE REAR SHOCKS

119 C

71.92 71.92

2 52121974AB ABSORBER-SUSPENSION

60.50 60.50 121.00

PARTS: 888.75 LABOR: 434.22 OTHER: 0.00 TOTAL LINE A: 1322.97

INSPECTED VEHICLE FOR SHAKING, TECH FOUND UPDATED STEERING LINKAGE,

REPLACE BOTH FRONT AND REAR SHOCK AND STEERING DAMPER PER CUSTOMER

REQUEST

B BRIGGS WORLD CLASS MULTI-POINT INSPECTION

23PT BRIGGS-WORLD CLASS MULTI-POINT INSPECTION

119 ISP

(N/C)

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

PERFORMED 23 POINT INSPECTION

CUSTOMER PAY SHOP SUPPLIES & MATERIALS FOR REPAIR ORDER 18.61

DISCLAIMER OF WARRANTIES

Any expressed warranties on the products sold hereby are those made by the manufacturer. The Seller, Briggs Dodge, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS PRIOR 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 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.

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 #: 51661
UNIT# DT6-6

126658

INVOICE



DODGE

BRIGGS

Dodge

Briggsauto.com

3001 S. Kansas Avenue · Topeka, Kansas 666

BUS. (785) 266-8858 · SERV. (785) 266-48

FAX (785) 266-9491

PAGE 2

TOPEKA, KS

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 44 BRIAN D PARRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	DODGE RAM 250	3D7KS28C56G		65955/65955	T361

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18NOV10 DD			WAIT 30MAY12			CASH	05JUN12

R.O. OPENED	READY	OPTIONS:	STK:DT1-145T1 DLR:45113		
		ENG:ETH	5.9L HO Cummins Turbo Diesel Engine		
08:01 30MAY12	14:22 05JUN12	TRN:DG8	4-Spd. Automatic 48RE Transmissi (More...)		
LINE	OPCODE	TECH	TYPE	HOURS	
					LIST NET TOTAL

We sell most brands of tires at very competitive prices. See your service consultant for a quote. All tires come with free rotation & flat repairs for the life of the tires.

Thank You for your Business!!!!

PAID

JUN 05 2012

DISCLAIMER OF WARRANTIES

Any expressed warranties on the products sold hereby are those made by the manufacturer. The Seller, Briggs Dodge, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS PRIOR 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 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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	434.22
PARTS AMOUNT	888.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	18.61
TOTAL CHARGES	1341.58
LESS INSURANCE	0.00
SALES TAX	120.07
PLEASE PAY THIS AMOUNT	1461.65

Payment Due Date New Balance Past Due Amount Minimum Payment

07/17/12 \$2,737.38 \$0.00 \$63.00

\$ [Redacted]

Make your check payable to:
Chase Card Services
Please write amount enclosed.
New address or e-mail? Print on back.

TOPEKA KS

CARDMEMBER SERVICE
PO BOX 94014
PALATINE IL 60094-4014

slate
from CHASE

Manage your account online:
www.chase.com/creditcards

Customer Service
1-800-945-2000

Additional contact
information on back

ACCOUNT SUMMARY

Previous Balance \$1,539.98
Payment, Credits -\$300.00
Purchases +\$1,461.65
Cash Advances \$0.00
Balance Transfers \$0.00
Fees Charged \$0.00
Interest Charged +\$35.75
New Balance \$2,737.38

Opening/Closing Date 05/21/12 - 06/20/12
Total Credit Line \$5,700
Available Credit \$2,962
Cash Access Line \$570
Available for Cash \$570

PAYMENT INFORMATION

New Balance \$2,737.38
Payment Due Date 07/17/12
Minimum Payment Due \$63.00

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	14 years	\$6,366
\$102	3 years	\$3,870 (Savings=\$2,696)

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

ACCOUNT ACTIVITY

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
PAYMENTS AND OTHER CREDITS		
05/31	Payment - Thank You	-300.00
PURCHASES		
06/05	BRIGGS DODGE TOPEKA KS	1,461.65
INTEREST CHARGED		
06/20	PURCHASE INTEREST CHARGE	35.75
	TOTAL INTEREST FOR THIS PERIOD	\$35.75

2012 Totals Year-to-Date	
Total fees charged in 2012	\$0.00
Total interest charged in 2012	\$216.58
Year-to-date totals reflect all charges minus any refunds applied to your account.	

INTEREST CHARGES

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Balance Type	Annual Percentage Rate (APR)	Balance Subject To Interest Rate	Interest Charges
PURCHASES			
Purchases	19.99% (v)	\$2,105.86	\$35.75
CASH ADVANCES			
Cash Advances	21.99% (v)	-0-	-0-

**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: _____

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 _____

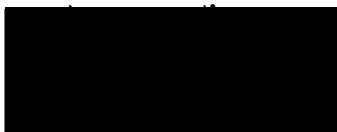
Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____



London, MI



AQ14-003

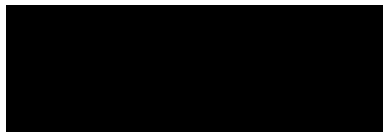
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

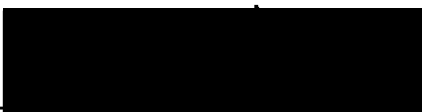
POSTED DATE:

12-27-13

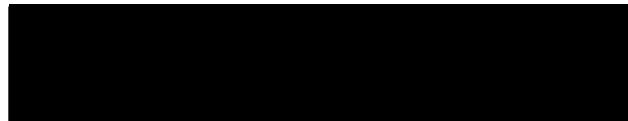
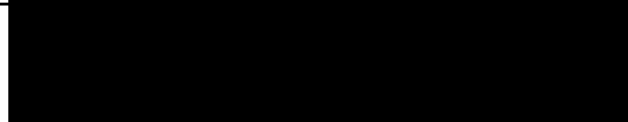
VIN (FIRST 9 DIGITS)

3D7KS28C2

VIN (LAST 8 DIGITS)

5G 

FIRST NAME:


LAST NAME :

CAIR :

00 000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

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

This notice applies to your vehicle (VIN: 3D7KS28C25G [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.

**DODGE****CHRYSLER****Jeep****SRT**

Bellevue Automotive Sales & Service
906 S. Fort Crook Rd.
Bellevue NE 68005
402-293-9655

12/27/2013 9:05 AM

page 1

Invoice # [REDACTED]

Day Phone [REDACTED]
Eve Phone [REDACTED]

BELLEVUE NE [REDACTED]

Vehicle : 2005 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L

Tag/State : [REDACTED] NE

Created : 5/11/2012 5:17:13 PM

Odometer In : 72658

Complete : 5/14/2012 2:07:03 PM

Odometer Out : 0

Invoiced : 5/16/2012 4:17:19 PM

Contact : DENNY/CALL WHEN DONE

Labor/Notes			
Code/Tech*	Reference	Description	Price
ZAC*	GUIDE	PINION SHAFT SEAL - R&R	\$308.61
Includes: R&I Drive Axle.			
ZAC*	GUIDE	BALL JOINT - R&R	\$390.91
DOES NOT include alignment.			
ZAC*	GUIDE	TIE ROD &/OR ENDS - R&R	\$51.44
ZAC*	LUB2	COMPLETE LUBE AND OIL SERVICE	\$32.95
INCLUDES: LUBRICATE ALL FITTINGS, CHANGE OIL AND FILTER. ALSO, INSPECT AND CORRECT ALL FLUID LEVELS AND TIRE PRESSURE. PRICE INCLUDES EPA OIL DISPOSAL FEE.			
ZAC*	GENERAL	REPLACE BOTH FRONT AXLE U-JOINTS	\$205.74

Parts						
Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
2	NPJ	P464	Universal Joint (U-Joint) - Front Axle Shaft - Rig		\$88.78	\$177.56
Drivetrain: Four Wheel Drive;						
1	NOS	20459	Pinion Seal - Front Axle		\$22.83	\$22.83
w/ 9.25" American Axle						
2	NCP	2601580	Ball Joint - Upper - Front Suspension		\$156.59	\$313.18
Drivetrain: Four Wheel Drive; By Design The Stud Does Not Articulate, It Only Spins. Up & Down Movement Is Normal						
2	MRC	104366	Ball Joint - Lower - Front Suspension		\$110.61	\$221.22
Drivetrain: Four Wheel Drive;						
1	MRC	DS1463	Tie Rod End - Outer		\$167.22	\$167.22
1	UP	UP7864SD	Brake Pads - Front, Ultra Premium Severe Duty		\$106.59	\$106.59
Contains Hardware						
1	-	PART	DIESEL SURCHARGE		\$35.00	\$35.00
1	UP	530847	Anti-Lock Brake System (ABS) Sensor - Right Front		\$130.39	\$130.39

Sublet/Misc.					
Qty	Code/Tech*	Reference	Description	Unit Price	Price
1	-	TOW	TOW TO SHOP	\$68.50	\$68.50
1	-	ALIGNMENT	FRONT WHEEL/ALL WHEEL ALIGNMENT	\$59.95	\$59.95

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

Labor	\$989.65
Parts	\$1,173.99
Sublet/Misc.	\$128.45
Other Charges	\$9.57
Charges	\$0.00
Sales Tax	\$82.85
Tax @ \$1,183.56 * 7.0000%	
Total Due	\$2,384.51

Bellevue Automotive Sales & Service
906 S. Fort Crook Rd.
Bellevue NE 68005
402-293-9655

12/27/2013 9:05 AM

page 2

Invoice # [REDACTED]

Vehicle : 2005 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L

Tech
ZAC

Certification #

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I DO NOT HOLD BELLEVUE AUTOMOTIVE SALES/SERVICE RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE OR THEFT. I AKNOWLEDGE IF PAYMENT FOR SERVICES IS NOT MADE UPON COMPLETION OF REPAIRS, A SERVICE CHARGE OF 1 1/2% PER MONTH, 18% APR, WILL BE ADDED TO OVERDUE ACCOUNTS. ALSO I UNDERSTAND I AM LIABLE FOR ALL LEGAL AND COLLECTION FEES. THANK YOU WE APPRECIATE YOUR BUSINESS.

X _____

12-27-13

Sir

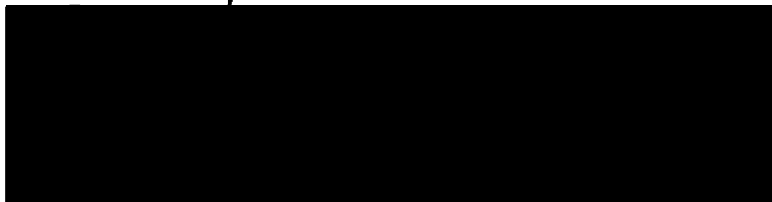
In May 2012, I experience a problem with my steering and I was unable to steer my vehicle. Luckily it happened as I was turning on to my street and was not traveling at a high rate of speed. The truck was undrivable and had to have it towed for repairs. See invoice - I am requesting reimbursement for my out of pocket expenses in accordance with the recall # N62/NHTSA

13V-528

Assistant

Thank you for your

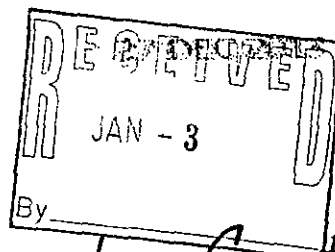
Sincerely,



BELLEVUE, NE

OMAHA NE 680

27 DEC 1981 PM 2 L



Chrysler Customer Assistance

P.O. Box 21-8007

Auburn Hills, MI,

48321-8007

48321800707



AQ14-003

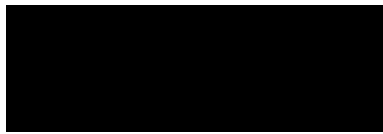
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

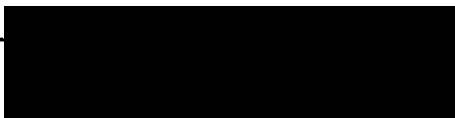
POSTED DATE :

12.27.13

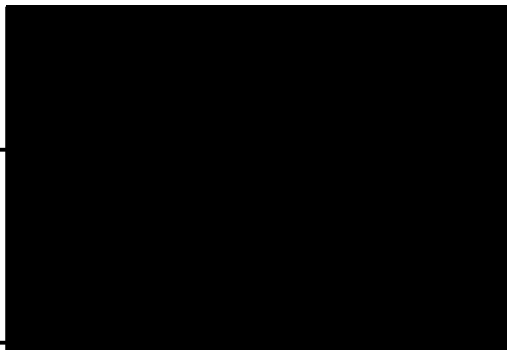
VIN (FIRST 9 DIGITS)

1D7KS28C5

VIN (LAST 8 DIGITS)

7J 

FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES



2141 South 1260 West
Salt Lake City, Utah 84119-1464
(801)972-1105

Invoice

Date	Invoice #
10/18/2013	

Bill To
SANDY UT

PAID
11/18/2013

P.O. No.

Year	Make	Mileage
2007	DODGE 2500	138,949

Terms	Due Date	Invoice Due 10th of Month Following Purchase	License #	Unit #
1ST NET 10	11/10/2013			

Quantity	Item Code	Description	Price Each	Amount
1	202	COMPUTER FRONT END ALIGNMENT	59.95	59.95T
1	MISC	DODGE STEERING LINKAGE UPDATE WITH NEW PITMAN ARM AND STEERING STABILIZER SHOCK AND INSTALLATION	700.00	700.00T
1	MISC	DODGE TRACK BAR ASSEMBLY	282.00	282.00T
1	JO	INSTALL TRACK BAR	29.00	29.00T
1	888	MISC. SHOP SUPPLIES	7.00	7.00T
		Utah Sales Tax	6.85%	73.84

Thank you for your business.

Total \$1,151.79



Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 1D7KS28C57[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.



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.

CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

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

IMPORTANT!

SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



70 [REDACTED]

N62

533154

[REDACTED]
SANDY, UT [REDACTED]



533154/#63094/N62

533154/#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

7J [REDACTED]

N62

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

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

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

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

First Name [REDACTED]

Last Name [REDACTED]

Street Address [REDACTED]

City Sandy

State UT Zip Code [REDACTED]

Email Address [REDACTED]

[REDACTED]

10/10/10

Sandy OT 8

[REDACTED]

10/10/10

AQ14-003

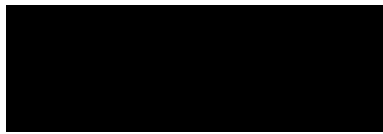
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

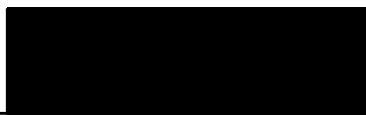
12.26.13

VIN (FIRST 9 DIGITS)

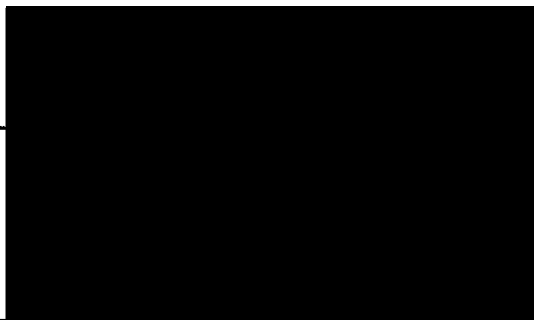
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VIN (LAST 8 DIGITS)

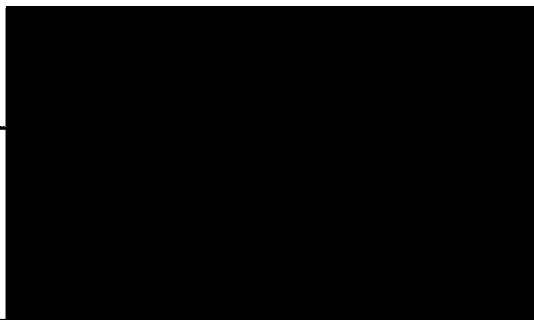
86



FIRST NAME:



LAST NAME :



CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

ED'S TIRE FACTORY

2390 N. PACIFIC HIGHWAY • MEDFORD, OREGON 97501-1672 LOOK FOR THE ORANGE AND WHITE STRIPES
PHONE (541) 779-3421 FAX (541) 779-1305 WWW.EDSTIREFACTORY.COM

CUSTOMER NUMBER	INVOICE NUMBER
ORDER DATE	INVOICE DATE
	04/13/12
Veh. ID#: 8S96436	

CASCADE DESIGN
P.O. BOX 425

HORNBROOK, CA 96044

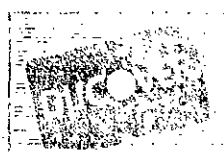
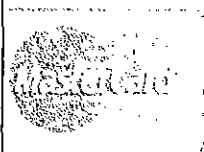
HOME:

WORK:

EXT:

VEHICLE DESCRIPTION	YR.	LICENSE	MILEAGE
DODGE 4X4	08		17909
REFERENCE	TERMS	WRITTEN BY	
		JSN	

EMPLOYEE	QTY.	PART NUMBER	DESCRIPTION	UNIT PRICE	EXCISE TAX	EXTENSION
100/	1	GL3	L/OUTER TIE ROD, INSTALLED...			100.00
100/	1	TA1	THRUST ANGLE WHEEL ALIGNMENT..			59.95
			***** THANK YOU *****	.00		
			***** WE APPRECIATE YOU *****			



ALIGNMENT • BRAKES • MUFFLERS • BATTERIES

ATV TIRES • MAG & CHROME WHEELS

WE SPECIALIZE IN COMPUTER SPIN AND MATCH BALANCING

SUBTOTAL 159.95
Sales Tax .00

The undersigned acknowledges completion and acceptance of the service listed above, and receipt of all replaced parts, and agrees to pay Ed's Associated Tire Center, Inc. the amount specified above. The undersigned further acknowledges having read both sides of this document and understanding its contents.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
ALL ACCOUNTS DUE IN FULL BY THE 10TH OF THE MONTH (NET 10TH)
DELINQUENT ACCOUNTS WILL BE SUBJECT TO A SERVICE CHARGE OF 1.5% PER MONTH (ANNUAL PERCENTAGE RATE 18%). \$1.00 MINIMUM

Purchaser acknowledges having received the goods described above and having read and received a copy of Security Agreement on reverse side.

PAY THIS AMOUNT ▶		159.95
METHOD OF PAYMENT	INVOICE - CA	
TENDERED 159.95	CHANGE	.00

20% RESTOCKING FEE WILL BE WITHHELD FROM DEPOSIT UPON RETURN OR CANCELLATION OF ALL SPECIAL ORDERS AND/OR LAYAWAYS

Thank You - We appreciate your business

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

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

86

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 _____

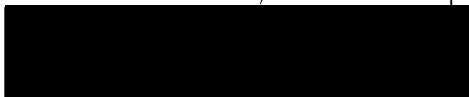
Last Name _____

Street Address _____

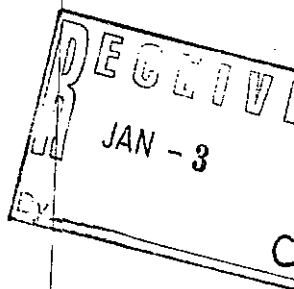
City _____

State _____ Zip Code _____

Email Address _____



HOLYO BROOK, CA



AQ14-003

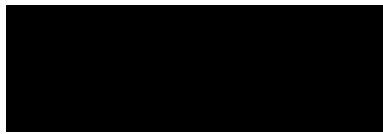
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

12-27-13

VIN (FIRST 9 DIGITS)

000000000

VIN (LAST 8 DIGITS)

00000000

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

Don Stuart
1727 C.F. 1475
Ashland O.

No.

DATE

ORDER NO.

12/06/13

NAME

ADDRESS

CITY, STATE, ZIP

SOLD BY

☒ CASH

☐ C.O.D.

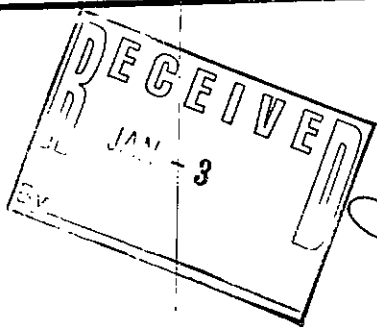
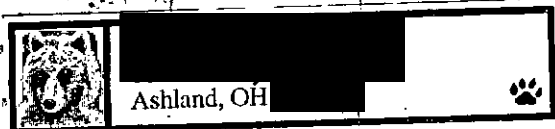
☐ PAID OUT

☐ CHARGE

☐ MERCHANDISE RETURNED

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	Moog DS1463 Tie Rod		16118
1	Moog ES3624 Tie Rod		5073
1	Moog DS1464 Tie Rod		15963
1	Moog ES3625		3761
	Parts		40915
	Labor		6000
	Right side came a part		
	Left side Loose		
	Subtotal		46915
	Tax		3285
	Total		50200

SIGNATURE



Chrysler Custom
P.O. Box 21-80
Cuburn Hill

Auto. Reimbursement

46321800707

AQ14-003

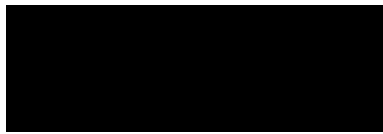
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

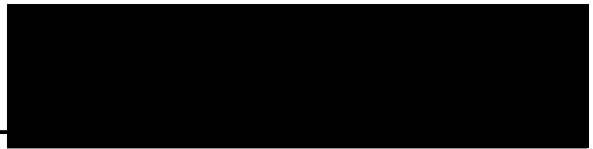
12.27.13

VIN (FIRST 9 DIGITS)

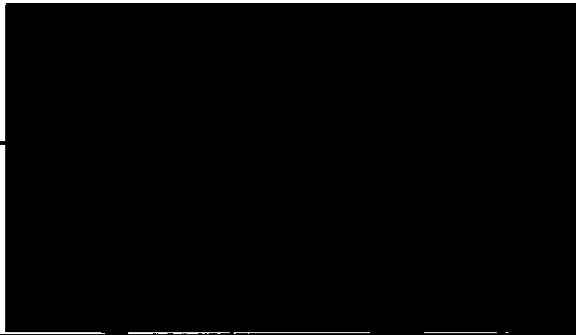
3D7M1H929

VIN (LAST 8 DIGITS)

7G



FIRST NAME:



LAST NAME :

CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

[REDACTED]
Charlotte, TN [REDACTED]

December 26, 2013

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

Re: Safety Recall N62/NHTSA 13V-528

To Whom It May Concern,

I received this recall notice in the mail last week, of which I ironically just had to replace last month on my 2007 Dodge Ram 3500.

I was on vacation in Northern Missouri and luckily noticed the tie rod was almost broken before it actually broke and left us stranded on the side of the road. I purchased the parts myself and paid someone to replace them for me and then had to have a front end alignment to get the steering wheel straight on the truck before I made the long trip back home to Tennessee.

I am attaching copies of my receipts which totaled \$577.96 along with a copy of the recall notice.

I really appreciate your assistance in this matter. It's also comforting to know that you are monitoring your vehicles and standing behind them when there is a problem. I consider myself very fortunate to have noticed the tie rod when I did before a problem occurred.

Sincerely,

[REDACTED]



Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX49C97G [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 1/2 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.

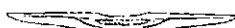
Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): K01

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.



DODGE



Jeep

SRT



DATE MADE: 1 28 1974
ADDRESS: 291 MAIN STREET
BETHUN MI 48424-2107
FBI TEL: 313 801 3344
STANDARD NO 33001-100

BILL TO

SHIP TO

INVOICE
NUMBER 0039-14094

INVOICE TYPE	REG. 2090 SALE

INVOICE DATE	1-31-2013

COUNTER NO.	SPECIAL INSTRUCTIONS					SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY	
11000								14/01/01			
TAX R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CO.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE

WE WILL BE YOUR COMPANY ENTER TO WIN \$2500 CASH PERILLYOUNG.COM or 800-324-3984
ENTER 08/08/1999, FROM 01/01/2000, DISCOUNT EN CODING.

1	MON	ES0884	2A	TIE MID END	82.56	30.99	30.99
				LIMITED LIFETIME WARRANTY			
1	MON	ES0885	3A	TIE MID END	92.00	54.99	54.99
				LIMITED LIFETIME WARRANTY			
1	MON	ES0464	10X	TIE MID END	104.73	103.99	103.99
				LIMITED LIFETIME WARRANTY			
1	MON	ES0956	EA	STABILIZER	57.75	39.99	39.99
				LIMITED LIFETIME WARRANTY			

TOTALS

CUSTOMER COPY

CASH TEND.

CHANGE

SUB-TOTAL	52.33

MISC.

TAX/FEES

TOTAL

CUSTOMER SIGNATURE

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

BILL TO

SHIP TO:

INVOICE
NUMBER 133-153

INVOICE TYPE	24	25	26

INVOICE
DATE 12-27-23

COUNTER NO.	SPECIAL INSTRUCTIONS					SHIP VIA		CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY	
3074									10/24/51			
TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CO.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE

TOTALS

CUSTOMER S

232	232	SUB-TOTAL	232

NO. 1 - MISC.

CASH TEND. TAX/FEES

CHANGE	TOTAL	522.02

ALL MERCI

OFFICE P.O. BOX 1158, SPRINGFIELD, MO. 65801
PHONE (417) 852-3333

BILL TO

SHIP TO

STONE JAMES B
ADDRESS: [REDACTED]
SPRINGFIELD MO 65801-9454

INVOICE
NUMBER

0245-200253

INVOICE
TYPE

DEL. 1998 SALE

INVOICE
DATE

01/17/98

COUNTER NO.										SPECIAL INSTRUCTIONS										SHIP VIA										CUSTOMER ORDER NO.										TIME OF ORDER										FILLED BY										CHECKED BY									
65417										841																														10:40:14																													
TAX		R C		QTY.		LINE		ITEM NUMBER		UNIT MEAS.		CD.		DESCRIPTION		LIST PRICE		NET PRICE		DISC %		CORE PRICE		EXTENDED PRICE																																													

WE VALUE YOUR OPINION! ENTER TO WIN \$5000 OPEN GORELLYCHAPES.COM or 800-500-5304
ENTER 6541700253. RULES AT GORELLYCHAPES.COM. DISPONIBLE EN ESPANOL.
1-750 081453 BY TEE POD END 106.42 104.49 104.49
LIMITED LIFETIME WARRANTY

CREDIT CARD NO. XXXXXXXXXXXXXXXX REF#: 33015741227 DATE DD: 045531

TOTALS

106.42 104.49 SUB-TOTAL 104.49
MISC. 2.97
CASH TEND. TAX/FEES 112.56
CHANGE TOTAL

CUSTOMER SIGNATURE

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

INVOICE NO.

820401

Clairsville, MO

Invoice

SOLD TO	SHIPPED TO	VIA
ADDRESS	ADDRESS	
CITY, STATE, ZIP	CITY, STATE, ZIP	
CUSTOMER ORDER NO.	SOLD BY	TERMS
		F.O.B.
		DATE

11-18-13

Remove & replace tie rods and stabilizer
on 2007 Dodge Ram 3500

VIN# 3D7AK49C97G

Labor

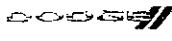
\$ 150.00

Thanks for your business!

Pettijohn Auto Center, Inc.

1301 South 25th St.
Bethany, MO 64424
660-425-2244 660-425-7448
www.pettijohnauto.com

14244JON



[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.		
		3D7MX49C97G [REDACTED]		117207	11/18/13	14244		
CHARLOTTE		TN [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.
				07	DODGE	RAM 3500 M	WHITE	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
		615-789-0053	-		00/00/00	388	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
	00/00/00		117207	11/18/13	00/00/00			

"WE APPRECIATE YOUR BUSINESS"
IMPORTANT: YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY
FROM THE MANUFACTURER OF YOUR VEHICLE IN THE NEXT FEW

WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY
SATISFIED", PLEASE CONTACT YOUR SERVICE ADVISOR
IMMEDIATELY. THANK YOU! PETTIJOHN AUTO CENTER 660-425-2244

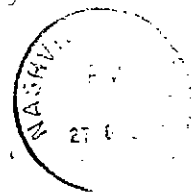
LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com CUSTOMER REQUESTS 2 WHEEL ALIGNMENT						
steering wheel not straight						
Cau 2 WHEEL ALIGNMENT						
Cor PERFORMED FRONT END ALIGNMENT						
	45FOZ05		A02		C	59.95
Line Total.....						59.95

Env-Materials 3.00
Sales Tax .22
Labor 59.95
TOTAL-CUST-CRCARD 63.17

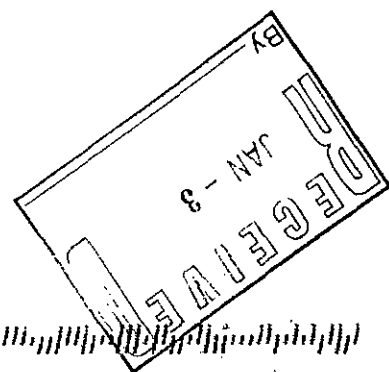
CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.
CUSTOMER SIGNATURE	

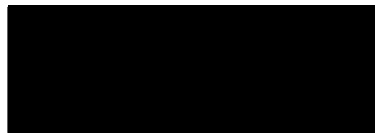
[REDACTED]
Charlotte, TN



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



483213800703158



Charlotte, TN



AQ14-003

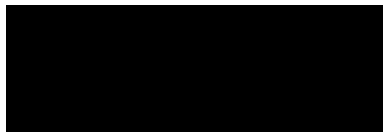
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

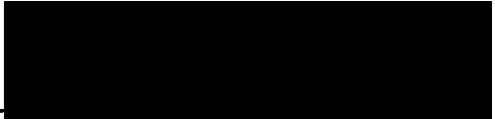
POSTED DATE :

12-27-13

VIN (FIRST 9 DIGITS)

1D7K828C1

VIN (LAST 8 DIGITS)

7J 

FIRST NAME:



LAST NAME :



CAIR:

00000000

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: 1D7KS28C17J [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.

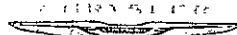
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.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

**DODGE****Jeep**

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.

T. O. Haas Tire
2400 "O" Street
P.O. Box 81067
Lincoln, Nebraska 68501
Telephone: 402-323-4220

***** INVOICE COPY *****

Sold To:
7540

Due Dec

Invoice# [REDACTED]
Printed: Oct 21, 2013
Transaction: Charge
Batched: Oct 2013 (Oct 21, 2013)
PO#:

Oil: N 4-Tire: N 2-Tire: N Front-End: N Store-Install: N VIN: [REDACTED]
Vehicle-Year: 2007 Make: DODGE Model: R2500HD Mileage: [REDACTED] License: [REDACTED]

Quantity	Description	Stock Code	Unit Price	Unit Tax	Extended Price & Tax
1	ES3624 MOOG TIE ROD END - Outer	7Q	44.37		44.37
1	ES1463 MOOG TIE ROD END	7Q	164.78		164.78
1.3	STERLING & SUSPENSION SERVICE	31818	70.00		91.00
1	TRUCK/VAN/SUV ALIGNMENT	31812	79.99		79.99
1	COURTESY INSPECTION	31890	.00		.00
	SHOP SUPPLIES / HAZ MAT	31841			17.93
Total Invoice-->					398.07 *

324663#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

7J

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 _____

Beatrice, Ne.

AQ14-003

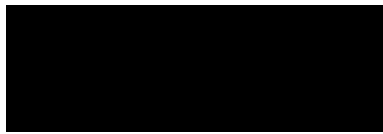
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

VIN (FIRST 9 DIGITS)

3D7K829C5

VIN (LAST 8 DIGITS)

7G 

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

DALE WHITE MOTORS

1505 Lamaille Highway
Elko, Nevada 89801-4321
(775) 777-2277
Fax: (775) 777-2284

DISCLAIMER OF WARRANTIES

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

Customer Copy

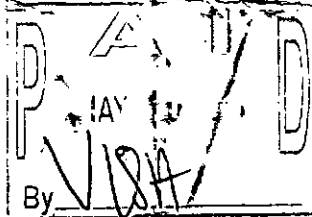
Date	Invoice Number	Customer Number	R/I Number	Tax Id	Terms
05/29/13	24118				CASH
Salesman	P.O. Number	Shipped Via	Cash Chg Whtl Rtd Intl Otr Rtn		
JACK THOMAS			X	X	

SOLD TO:

CASH

SHIP TO:

QTY	PART NUMBER	DESCRIPTION	BIN LOCATION	LIST	NET	AMOUNT
1	52122362AH	STEERING	DW8	350.00	350.00	350.00
3	6505623AA	NUT	D13	2.00	2.00	6.00
1	5154661AC	DAMPER	D52	83.35	83.35	83.35



**FOR ALLOWING US TO SERVE YOU.
COME BACK SOON**

TERMS

ON ELECTRICAL PARTS
ON SPECIAL ORDER PARTS
WITHOUT INVOICE
AFTER 30 DAYS

Amount	439.35
Sub Total	439.35
Tax	30.10
Freight	.00
Total Amount Due	469.45

Received by

CUSTOMER #: 707829

Withnell

DODGE

P.O. BOX 3080 2650 COMMERCIAL STREET S.E.
SALEM, OREGON 97302
(503) 364-0184 TOLL FREE: (800) 888-0791
FAX: (503) 361-0396
You Can Also Find Us At
www.withnellauto.com

INVOICE

PAGE 1

KEIZER, OR

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 1033 DAVE CARRIGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	07	RAM 2500 4X4	3D7KS29C57G		114490/114490	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
27JAN07 DD			WAIT 24DEC13			CASH
R.Q. OPENED	READY	OPTIONS: DLR:56440 ENG:5.9_Liter_Turbo_Diesel				
24DEC13	24DEC13					

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RECALL H46 STEERING LINKAGE			
CAUSE: 1			
19H46281 RECALL #H46 ADDITIONAL STEERING LINKAGE			
INSPECTION BY TECHNICIAN AND CENTER LEFT TIE			
ROD END			
1207WARCH (N/C)			
FC: PART#: COUNT:			
CLAIM TYPE: S			
AUTH CODE:			
MISC INSPECTION			
PO#1033			
WARCH (N/C)			

B RECALL N62 LEFT OUTER TIE ROD ASSEMBLY

59 ALREADY HAS UPDATED PARTS INSTALLED. TIE ROD

BRAKE AND HAS REPLACED AT DEALER BEFOR

RECALL CAME OUT.

1207WARCH (N/C)

Thank you for visiting Withnell Service!!
You may receive a survey about this visit.
Our only passing score is a "10".
If we were not "Truly Exceptional" we would
like to hear from you.

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 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 purchases. 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.

Supply charges are a charge for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc...

Hazardous waste material charges are for disposal. Examples of applicable items are: oil, anti-freeze, brake shoes, brake fluid, freon, etc.

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
SHOP SUPP./HAZ. WST. MATERIAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

please find a recall notice
and receipt for parts I had
to buy before I got the recall
notice. I called the recall
center they advised me to
have the Dealer inspect the
truck. also there is a copy
of their paper work saying
I had already done the recall
I had to do it out of pocket.
Because the tie Rod Broke
while driving down the road!

[REDACTED]
phone # [REDACTED]

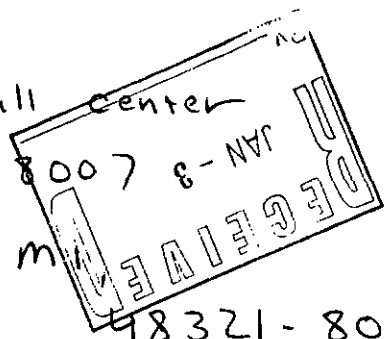
Address- [REDACTED]

Keizer OR [REDACTED]

[Redacted]
Keizer, or [Redacted]



Chrysler Recall Center
P.O. Box 21-8007
Auburn Hill, AL



AQ14-003

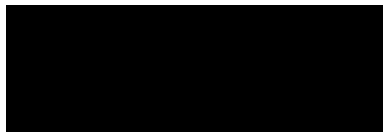
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

12-24-13

VIN (FIRST 9 DIGITS)

3D7KS28D4

VIN (LAST 8 DIGITS)

7G

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

**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 _____

Last Name _____

Street Address _____

City Grand Junction

State CO

Zip Code _____

Email Address _____

Milage on 12/23/2013
96673

Grand Junction

CHRYSLER JEEP DODGE

2578 Highway 6 & 50, Grand Junction, CO 81501
(on the corner of Motor and Funny Little Street)
245-3100 • 1-800-645-5886

SERVICE DEPARTMENT HOURS -
7:30 a.m. to 5:30 p.m.
Monday - Friday
Closed Saturday

R/O Open Date	R/O Number
7/05/11	
R/O Close Date	Status
7/06/11	Pre-Invoice
Mileage In	Mileage Out
92113	92113
Service Advisor / Tag #	
AUSTIN/2332	
Vehicle Identification Number	
3D7KS28D47C	
Delivery Date	In-Service Date
6/27/07	
Color	License Number
LIGHT KHAK	

PALISADE, CO		Work Phone		Vehicle Identification Number	
		Home Phone		3D7KS28D47C	
Year	Make	Model	Body	Color	License Number
2007	DODGE	RAM 2500		LIGHT KHAK	
70809					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - STEERING: STEERING/FRONT END REPAIRS CUSTOMER STATES WHEN TURNING LEFT OR RIGHT AT SLOW SPEEDS STEERING WHEEL JERKS WHEN RETURNING TO CENTER CHECK AND ADVISE Work performed by 722 (722) Installed 5086665AE :JOINT KIT: NONE 2@122.56 REPLACED BOTH FRONT AXLE U-JOINTS Sub Total: 754.87	509.75 245.12
#2 - VC: FREE 21 POINT VEHICLE CHECKUP Work performed by 722 (722) COMPLETE Sub Total: .00	
#3 * STEERING: STEERING/FRONT END REPAIRS UPON INSPECTION FOUND TIE ROD ENDS LOOSE REPLACE WITH UPGRADED TIE ROD KIT PER ESTIMATE Work performed by 722 (722) Installed 52122362AF :STEERING: STEERING 1@388.50 Installed 52122370AB :DAMPER: STEERING 1@164.84 Installed 6502835 :NUT: HEX FLANGE LOCK 1@0.65 INSTALLED UPGRADED STEERING LINKAGE Sub Total: 784.49	230.50 388.50 164.84 .65
#4 * FWA: FRONT WHEEL ALIGNMENT Work performed by 722 (722) COMPLETE Sub Total: 69.95 Sub Total: .00	69.95

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

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

LABOR	810.20
PARTS	799.11
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	61.13
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1670.44

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X 

(C) 2003 ARIZONA, Inc. - Dealership Application Group (800) 645-1026

GRAND JCT CHRYSLER JEE
2578 HIGHWAY 6 AND 50
GRAND JUNCTIO, CO 81501

TERMINAL ID: 000394015
MERCHANT #: 227291722998

XXXXXXXXXXXXXXXXXXXX
SALE
BATCH: 001501 INVOICE: 067081
DATE: JUL 06, 11 TIME: 11:05
SQ: 009 AUTH NO: 710581

TOTAL \$1670.44

CUSTOMER COPY

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

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

7G [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

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Owner's title (check one if applicable):

- ☒ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Boy ☐ Business

First Name [REDACTED]

Last Name [REDACTED]

Street Address [REDACTED]

City Grand Junction

State CO

Zip Code [REDACTED]

Email Address [REDACTED]



© ZAP

Grand Jct, CO

AQ14-003

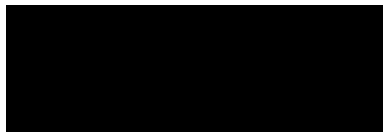
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

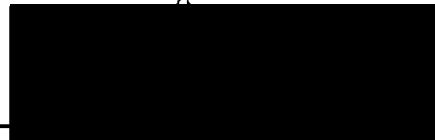
9-27-13

VIN (FIRST 9 DIGITS)

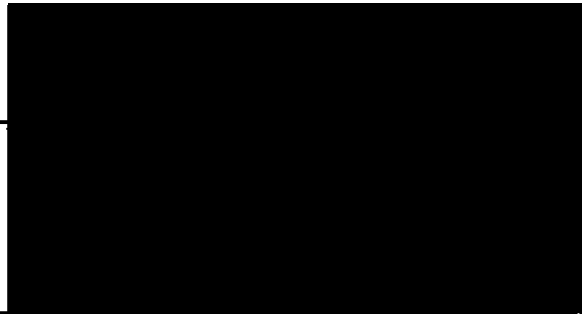
3D7KS28C1

VIN (LAST 8 DIGITS)

5G



FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES



Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28C150[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.



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.

PERFECTION TIRE #21 INC
476927 N HWY 95
PONDERAY, ID 83852
208-265-8473



INVOICE

S-06/10/13 E-06/13/13
S-06:36 E-09:09

Page: 1

*** DUPLICATE INVOICE ***

Sold:

CLARK FORK, ID
H-

Veh: 05 DODGE 2500
Lic:
Mil: /150139
Emp: 67/0 Vin: COPPER
PO#:

Slse Mech	Part #	QTY	Description	Price	F.E.T.	Tot
67	4	ZPAM	1.00 ZPA0008500 PART RS OUTER TIE ROD-N	178.94	0.00	178.
67	4	ZPAM	1.00 ZPA0004475 PART LS OUTER TIE ROD-N	94.20	0.00	94.
67	4	ZPAM	1.00 ZPA0009045 PART INNER TIE TOD END-N	182.25	0.00	182.
67	4	ZPAM	1.00 ZPA0003355 PART ADJUSTING SLEEVE-S	58.69	0.00	58.
67	4	ZPAM	2.00 ZPA0007353 PART UPPER BALL JOINTS-N	148.57	0.00	297.
67	4	ZPAM	2.00 ZPA0000000 PART LOWER BALL JOINTS-N	164.68	0.00	329.
67	4	ZLAM	5.00 LABOR INSTALL LISTED FE PARTS	68.00	0.00	348.
67	4	ZLAAT	1.00 ALIGN THRUST ALIGNMENT	54.95	0.00	54.
67	4	ZBSHOP	1.00 ZBS0000000 SUPPLIES SHOP SUPPLIES	10.00	0.00	10.
67	4	ZTMLT	1.00 ZTM021400 MISC LT265/70R17 MICH MS2	264.58	0.00	264.
67	4	ZSVPKG	1.00 SERVICE PKG MOUNT/COMP BAL/VALVE SYSTEM	113.95	0.00	113.
67	4	ZTD	1.00 DISP TIRE DISPOSAL	2.00	0.00	2.

Failure to check lugnut torque on new wheels within 50 miles after wheel installation may result in wheel damage or loss of wheel.

All Parts New Unless Otherwise Noted. All Repairs (Parts & Labor) Limited Warranty: 90 Days or 4000 Miles Whichever Comes First Unless Otherwise Noted.

If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge (including reassembling) will be charged. BECAUSE OF THE EXTENT OF THE TEARDOWN AND INSPECTION, THE VEHICLE MAY NOT PERFORM AS WELL AS BEFORE.

ADDITIONAL AUTHORIZED SERVICE

PHONE NO.	DATE TIME	CALLED BY	WORK AUTHORIZED
AUTHORIZED BY	ADD AMOUNT	NEW TOTAL	
PHONE NO.	DATE TIME	CALLED BY	WORK AUTHORIZED
AUTHORIZED BY	ADD AMOUNT	NEW TOTAL	

I HEREBY AUTHORIZE the above repair work to be done along with necessary material. Your employees may operate above vehicle for purposes of testing, inspection or delivery. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repair. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in theft, accident or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL REPAIRS ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IN FULL IS NOT MADE, I HEREBY AGREE TO PAY INTEREST AT THE RATE OF 1 1/2% PER MONTH (18% PER ANNUUM) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF THIS AGREEMENT.

CUSTOMER SIGNATURE

I acknowledge, notice and verbally approve of an increase in the original estimate price.

PARTS 1415.16 LABOR 408.90 FEE 2.00

Subtotal 1826.

Cash \$1911.33 Check \$0.00 Credit Card \$0.00 Charge Sales Tax @ 6.000% 85.00

Total 1911.

NO. 1 E. 604 - 2nd AVE. SPOKANE, WA 99202 (509) 747-1164	NO. 2 N. 9602 DIVISION SPOKANE, WA 99207 (509) 465-0110	NO. 3 E. 10721 SPRAGUE SPOKANE, WA 99206 (509) 824-4244	NO. 5 W. 1021 N.W. BLVD. SPOKANE WA 89205 (509) 326-1207	NO. 6 W. 1403 LEWIS PASCO, WA 99301 (509) 547-8891	NO. 7 1914 COLUMBIA CENTER BLVD. KENNEWICK, WA 99338 (509) 735-8330	NO. 8 1113 LEE BLVD. RICHLAND, WA 99352 (509) 946-4111	NO. 9 W. 311 WALNUT NEWPORT, WA 99156 (509) 447-3933	NO. 10 E. 107 E. KAMIA (208) 8
NO. 18 553 THAIN RD. LEWISTON, ID 83501 (208) 746-4954	NO. 21 476927 N. HWY 95 PONDERAY, ID 83852 (208) 265-8473	NO. 23 330 MAIN OROFINO, ID 83544 (208) 476-0709	NO. 32 2525 S. UNION KENNEWICK, WA 99338 (509) 737-1818	NO. 36 W. 302 SELTICE WAY POST FALLS, ID 83854 (208) 773-2178	NO. 37 975 E. BROADWAY MOSES LAKE, WA 98837 (509) 765-7373	NO. 38 6459 COMMERCIAL PARK AVE. RATHDRUM, ID 83658 (208) 687-2949	NO. 39 1400 W. MAIN MIDDLETON, ID 83644	NO. 45 N. 4825 COEUR (208) 6

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

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

5G [REDACTED]

N62

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

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

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

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

First Name _____

Last Name _____

Street Address _____

City Clark Fork

State ND Zip Code 58601

Email Address _____

████████████████████
clark fork 10
████████████████████

U3

atten: Reimbursement