

AQ14-003

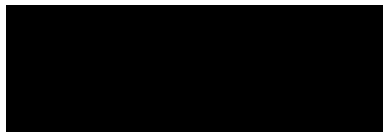
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



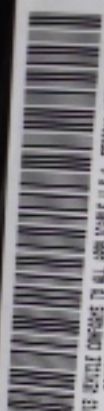


Meat

© 2012 CHRYSLER LLC

MSRP: \$19,999
MSRP: \$20,999
MSRP: \$21,999
MSRP: \$22,999
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MSRP: \$98,999
MSRP: \$99,999
MSRP: \$100,999

2012 GS 3000
1705/790/72
418 04 / 59 001 001
1705/790/72 1103
425 04 / 78 001 011



SEE RETAILER FOR ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 2072521555
TYPE: TRUCK
MSR: 182888 33546

PLANT: TORO



⚠ WARNING

DEATH OR SERIOUS INJURY CAN OCCUR



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

0000001AB







175675



MFD BY CHRYSLER LLC

DATE OF MFG: 10-08

GVWR: 3002 KG 6600 LBS

GRW FRONT: 2265 KG 5000 LB 4X4 1.7000/79617C TUBES

17X6.9 RIMS AT 418 MPH 1 50 PSI 1000

GRW REAR: 2707 KG 6000 LB 4X4 1.7200/79617C TUBES

17X6.9 RIMS AT 495 MPH 1 70 PSI 1000



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VEH. NO. 307K58075000 TYPE: TRUCK

VEHICLE MADE IN MEXICO PLANT: PUEB TYPE: 100-1100000 000000

TRUCK HOLD

WARNING: DO NOT REMOVE THIS LABEL
THIS LABEL CONTAINS IMPORTANT INFORMATION
REGARDING THE SAFETY OF THIS VEHICLE
PLEASE READ THIS LABEL CAREFULLY
AND KEEP IT WITH THE VEHICLE
FOR FUTURE REFERENCE
IF YOU HAVE ANY QUESTIONS
CONTACT YOUR DEALER OR
CHRYSLER FINANCIAL SERVICES
AT 1-800-4-A-CHRYSLER

▲ WARNING



**DEATH OR SERIOUS
INJURY CAN OCCUR**

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



55365001AB

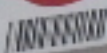


▲ WARNING



**DEATH OR SERIOUS
INJURY CAN OCCUR**

- CHILDREN AND ADULTS CAN BE KILLED BY THE AIR BAG
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN
- NEVER PUT A CHILD IN THE FRONT SEAT IN THE VEHICLE
- GET AS FAR AWAY AS POSSIBLE FROM THE AIR BAG
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS



©2010 GM

CHECK
GAGES



BRAKE





































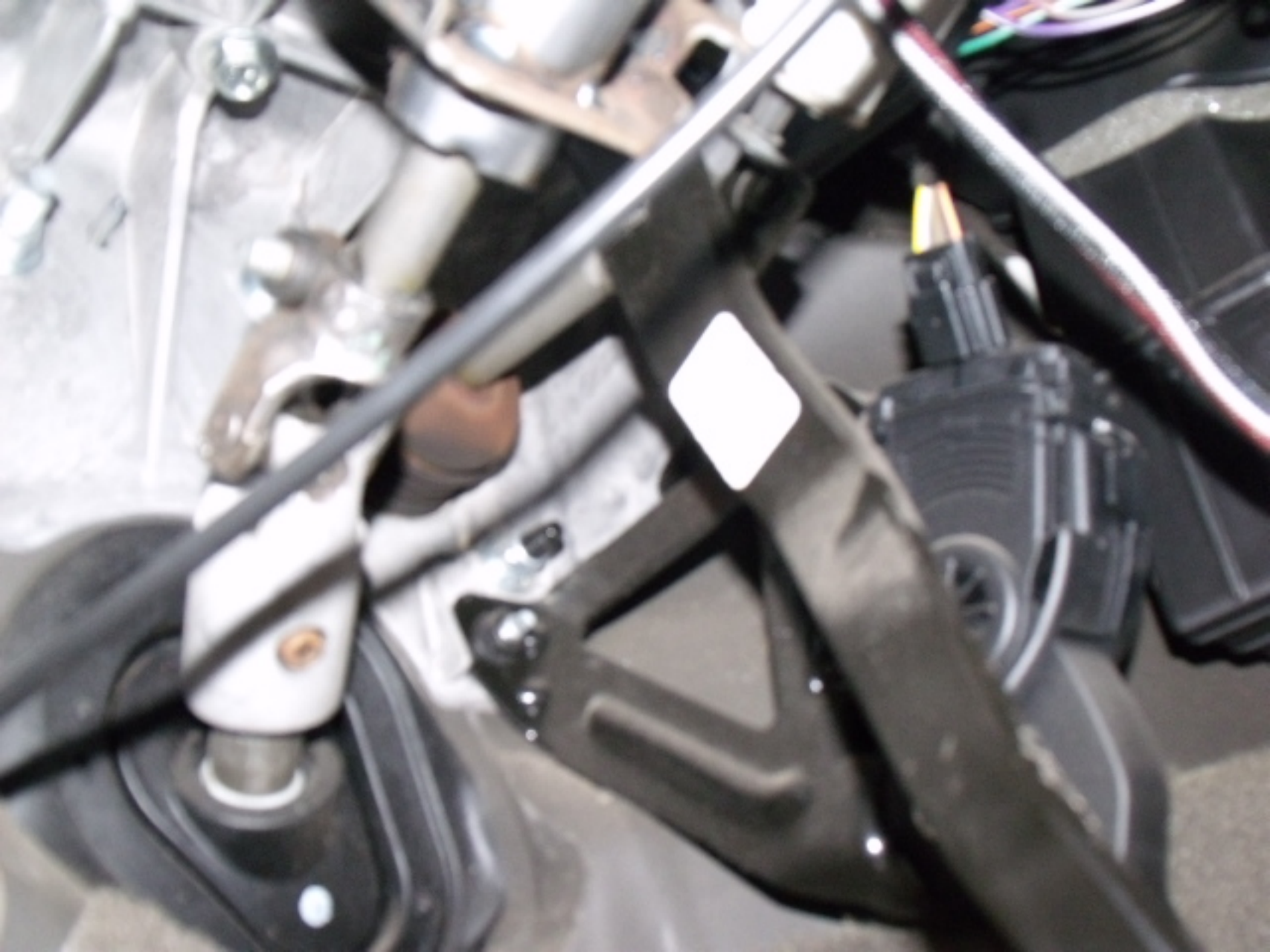












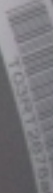








808 2









MAINTENANCE FREE • DO NOT OPEN OR PRY VENTS

RESERVE CAPACITY

120 MIN

MOPAR CAT. NO.

65-46

COLD CRANK @ 0° F (-17° C)

600 AMPS

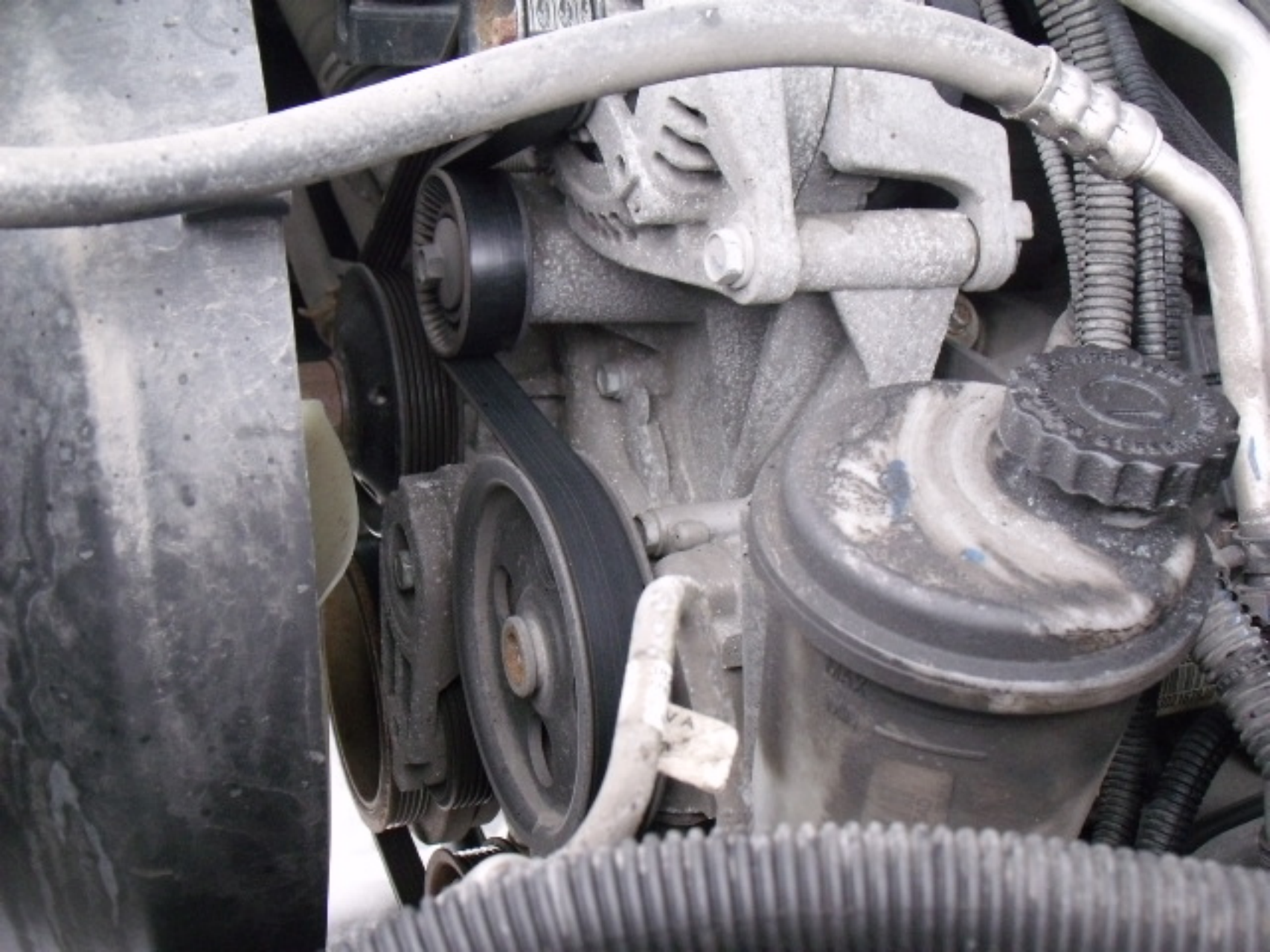
PART NUMBER

55026A50AC

WARNING • JUMP STARTING

Don't let vehicles touch. Put emergency brake on. Set both vehicles in PARK (NEUTRAL) & release handbrakes and turn ignition and electrical accessories off. Attach jumper cables in this order: (1) driver positive to (2) good positive, (3) good negative to (4) engine block or frame of driver vehicle. Start both engines and let run for a few minutes. Then start DEAD VEHICLE. Disconnect cables in reverse order. **DO NOT** touch jumper cables to engine or battery of either vehicle. **DO NOT** touch jumper cables to engine or battery of either vehicle. **DO NOT** touch jumper cables to engine or battery of either vehicle. **DO NOT** touch jumper cables to engine or battery of either vehicle.

A DANGER / POISON









EVA

8/10/00

1/1/01

N

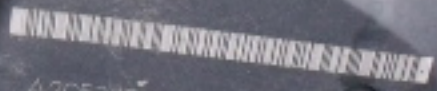












A2C53255142 5303 2801 AC
08.35.1 J Made in Germany
U.S. Pat. No. 5 718 201
U.S. Pat. No. 5 775 292
Datsun



















4X4





4x4

BRACOTA
2011























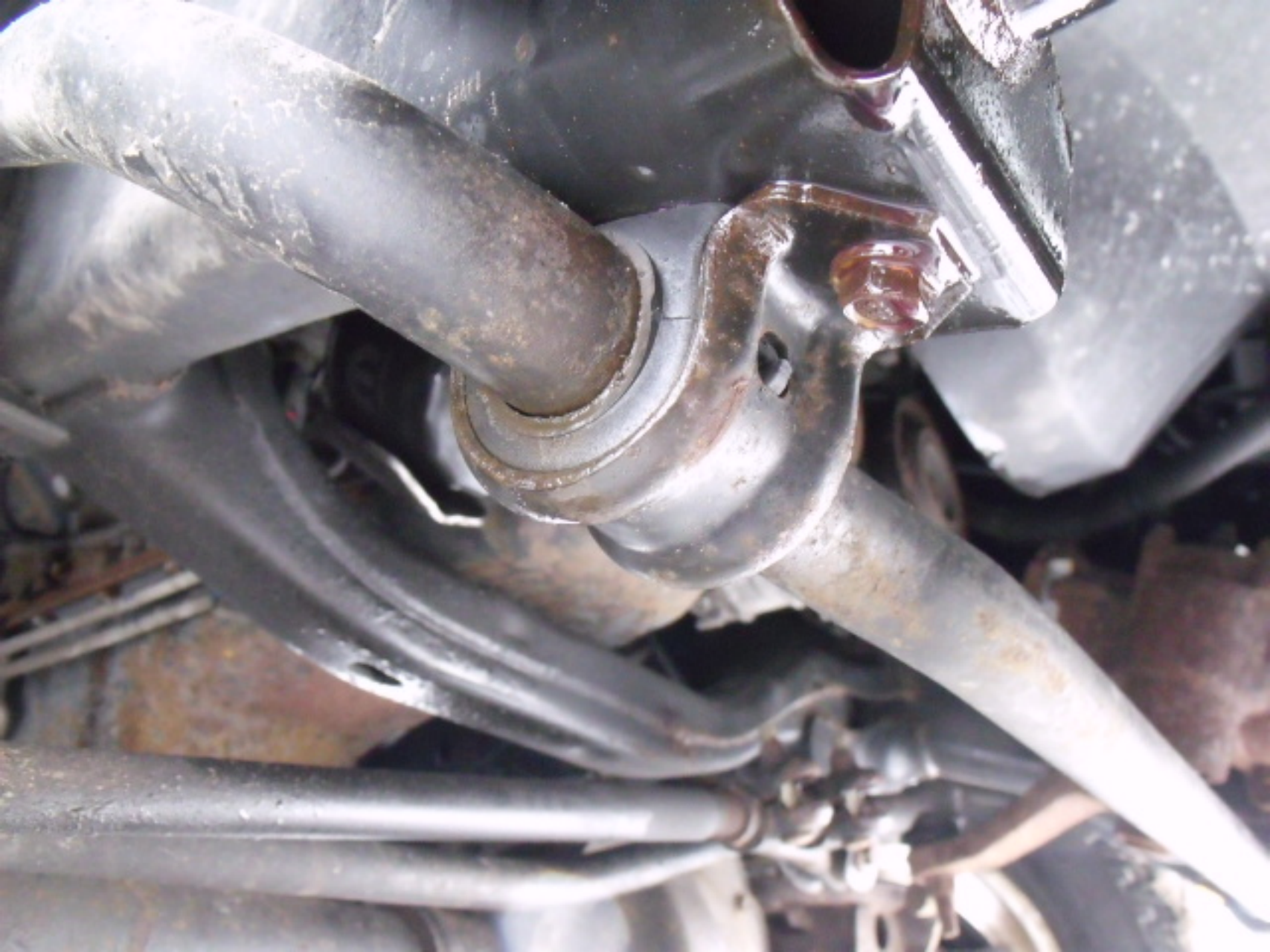






































































Meat
Meat





















DISCOVERER

ST

COOPER

110/100 1000000

110/100 1000000

60

63

6











COOPER

LT15

DISCOVERER

15



COOPER

S/T MAXX

DISCOVERER

COOPER
RUBBER CONSTRUCTION

MAXX
MAXX
MAXX



LT285/70R17
MOUNT ONLY ON 17 INCH RIMS

GOODYEAR

DISCOVERER SUV

68

17/32



GOODYEAR

DISCOVERER S/T

68

7/32

68



BLF
CA9795
© 2007 GM Corp. All rights reserved. GM Corp. is not responsible for any damage to the vehicle or its components caused by the use of this spare tire.

OT M3AH DR11 1900

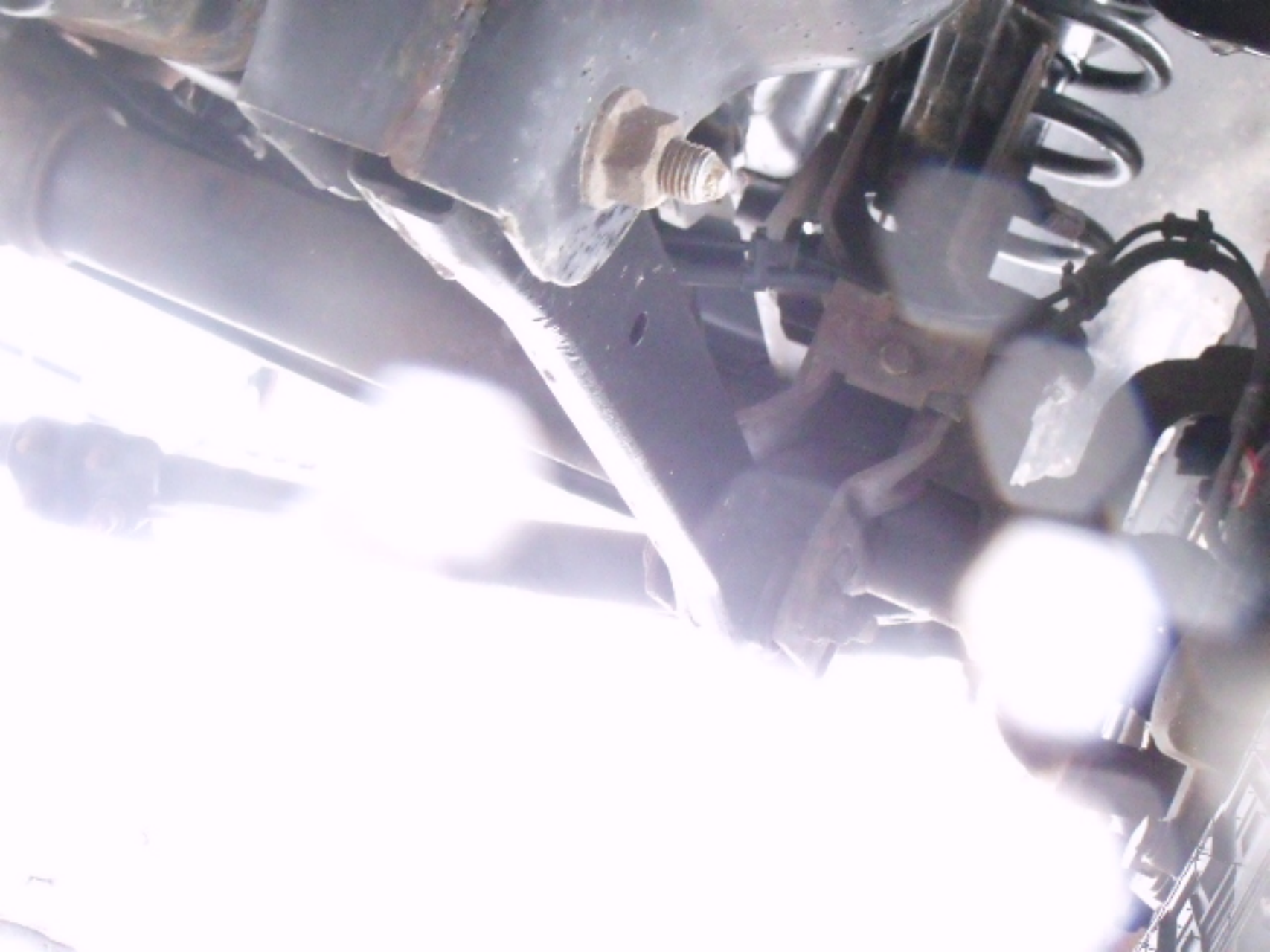
TUBELESS RADIAL

48 12 5

022 10 18

12



















AQ14-003

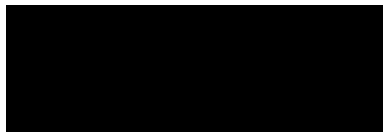
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-10 15:52:51.727875

Files Not Recieved: 0

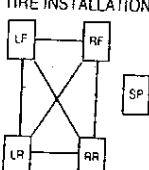
On second sheet there is an invoice number of 9113. These are the 2 parts I replaced.

sears AUTO CENTER

6060 - Sears, Roebuck and Co. 4900 MIDWAY MALL
Elyria, OH 44035 (440) 324-1628

FINAL INVOICE
INVOICE DATE: 08/17/2013

EPA Number: Facility Number:

NAME ADD: [REDACTED] AMHERST, OH [REDACTED]	YEAR/MAKE/MODEL 2005 DODGE-RAM TRUCK RAM 2500 PICKUP 6-360 5.9L Dsl	TAG #	INITIAL ESTIMATE PARTS \$0.00 LABOR \$84.99 OTHER \$0.00 TAX \$4.78 TOTAL \$81.27	REVISED ESTIMATE \$0.00 \$84.99 \$0.00 \$4.78 \$81.27	PHONE AUTHORIZATION YES APPROVED BY: [REDACTED] CONTACTED BY: FOSS, LORI	REF. NUM. IN6203428 CREATED BY: 220749 INVOICED BY: 220749
PRI: [REDACTED] SEC: [REDACTED]	LICENSE # [REDACTED] V.I.N. 3D7KS28C65G [REDACTED] ODOMETER IN 85733	COLOR RED LOCATION NORTH ODOMETER OUT	DATE/TIME OF ESTIMATE 08/17/2013 02:50 PM	DATE/TIME REVISED 08/17/2013 04:12 PM	NUMBER CALLED: [REDACTED] DATE / TIME CALLED: 08/17/2013 02:50 PM	LOCAL PURCHASE PO NUMBER: 203428
TIRE INSTALLATION INSTRUCTIONS 		TIME IN 08/17/2013 02:50 PM TIME OUT 08/17/2013 04:09 PM	See reverse for important warranty terms and other information. I acknowledge notice and oral approval of an increase in the original estimated price.			
AIR PRESSURE FRONT / REAR SEE COMMENTS BELOW		WHL TORQUE SPECIFICATION HND TOR/135 - ALL O.E. APPLICATIONS				

COMMENTS/REQUESTS OR ALTERNATE CONTACTS:

WORK AUTHORIZED BY:
X

QTY	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EACH	TOTAL	TECH	CSA
1	LB 19013011	ALIGN SERVICE AP	\$84.99	\$84.99 T	222075	220749
1	RD 58	MULTI CREDIT 29722	-\$8.50	-\$8.50 T		220749
1	PS 02801301	SUGGEST, SUSPENSION	\$0.00	\$0.00 T		222075

RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

Parts Subtotal:	\$0.00
Labor Subtotal:	\$84.99
Reductions Subtotal:	\$0.00
Subtotal:	\$76.49
Tax:	\$4.78
Total:	\$81.27

- This symbol indicates parts or labor changed or are additional to the original estimate.

SEARS VALUES YOUR FEEDBACK!

We hope we lived up to your expectations. Please let us know at WWW.SEARSAUTOFEEDBACK.COM
Esperamos haber sobrepasado sus expectativas. Haganos saber en WWW.SEARSAUTOFEEDBACK.COM

RC: 1837-3552-4577-3657
Cash Tended: \$100.00
Change Due: -\$18.73
Visit us at SYWR.com

SALES CHECK # 060600625906

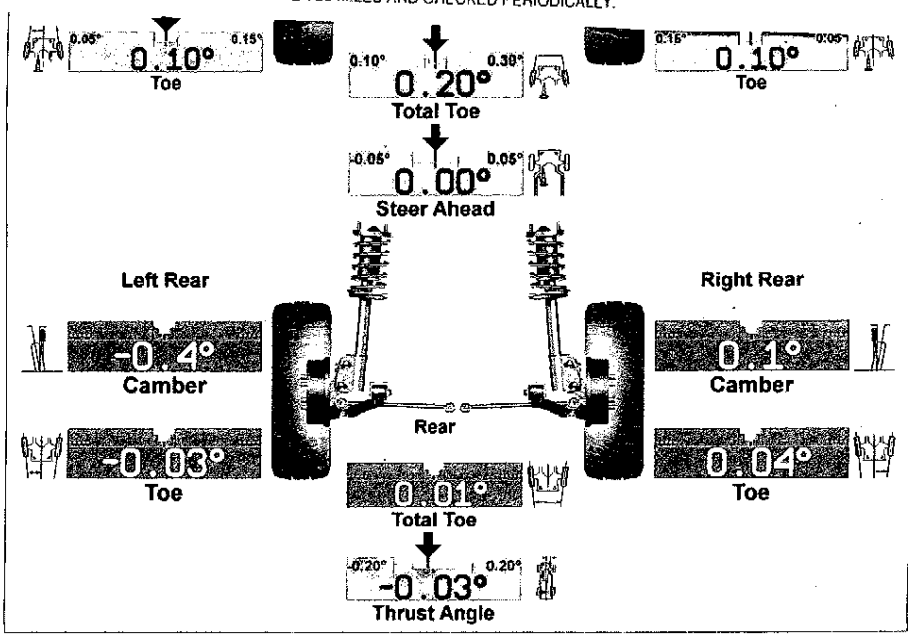
ITEM / WARRANTY INFORMATION / LABOR DETAILS / COMMENTS

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

Aftermarket TPMS Available. Verify TPMS.

ITEM COMMENTS:
19013011: YOUR VEHICLE MAY REQUIRE ADD. PARTS AND/OR LABOR TO COMPLETE YOUR ALIGNMENT SERVICE. NO ADD. WORK WILL BE PERFORMED WITHOUT YOUR AUTHORIZATION. SERVICE INCL. BEFORE & AFTER PRINTOUTS, STEERING & SUSPENSION EVALUATION. LABOR ONLY, PARTS ADD.
02801301: Suggested suspension service and/or repair. This recommendation is based upon conditions found during a courtesy visual inspection OR conditions and symptoms identified during a full evaluation of the suspension system. See associate for details.

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.



• One or more values are not within specification. Tire wear, handling and safety problems may result.

Customer History

Store: 6997

8/01/2013 Through 9/01/2013

Page: 1

Location: 14911 State Route 58 Oberlin, OH

Date: 12/26/2013

Time: 2:28PM

████████████████████ Amherst, OH ██████████

Date: 8/16/13 Invoice#: 9113 PO#:

SKU	Mfg Part No	Quantity	Amount
20515006	DS1463	1	\$103.99
20515646	ES3625	1	\$54.99
Tender Type: Cash			\$200.00

Date: 8/17/13 Invoice#: 2852 PO#:

SKU	Mfg Part No	Quantity	Amount
Tender Type: Cash			\$21.00

Date: 8/18/13 Invoice#: 8540 PO#:

SKU	Mfg Part No	Quantity	Amount
20516981	K7300	2	\$18.98
Tender Type: Apply Deposit Funds			\$20.17

Total Sales: \$177.96 Total Refunds: \$0.00 Net Total: \$177.96

* Totals do not include tax.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-13 09:56:33.496633

Files Not Recieved: 0

APAL - Back Office - APAL22

Customer History for [REDACTED]

Items in **RED** have already been returned.
 Highlight item and press 'control + I' to view vehicle information, if available

Date	Tran #	PO#
12/26/2013	8116	
10/05/2013	2733	
8/18/2013	8540	
8/17/2013	2652	
8/16/2013	9113	
11/23/2013	3003	
1/04/2013	2523	
12/31/2012	1771	
11/09/2012	3685	
9/30/2012	6543	
5/12/2012	5746	

Part #	SKU	Description	Quan	Sell Price	Warr	Core	Ret	Disc
DS1463	20515006	TIE RODS / ENDS M	1	103.99				
ES3625	20515646	TIE RODS / ENDS M	1	54.99				

Tenders	Amount
Cash	200.00
Change	-31.08

Summary Info (Sls Tax Not Included)

Sales: 1153.21
 Returns: -58.97
 Net: 1094.24

Total Core Bank: 0.00
 Core Bank Write-Off: 0.00

Return Date	Return Store	Team Member	Register #	Transaction #	# Returned

Barcode Number for Tran# 9113 is [REDACTED]

ESC Exit F2 ATI Log F3 Search F4 View Exchanges F5 SS Information F7 Invoice Print F8 Show All Items F9 History Report F10 Sort Order

AQ14-003

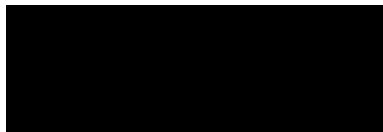
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12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-24 12:33:27.125832

Files Not Recieved: 0

ATTN: Veronica

1-801-736-3929

From

[REDACTED]

Case #

[REDACTED]

Will you please call me and let me know that you received this bill for towing.

Thank you

[REDACTED]

[REDACTED]

K. BUCKLEY TOWING & RECOVERY, INC.

24 HOUR TOWING & RECOVERY

INVOICE

P.O. BOX 918
510 MAPLE - PARK HILLS, MO 63601

99311



(573) 431-2117 (573)756-4563 FAX (573) 431-2175

DATE 1/1/94	TIME 3:10	AM <input type="checkbox"/> PM <input checked="" type="checkbox"/>	CALLED IN BY: Owner		REASON FOR TOW: Breakdown	
LOCATION Residence						
DESTINATION Crown Motors						
YEAR 09	MAKE Nissan	MODEL Ran 3500	COLOR Red	LICENSE #	STATE MO	MILEAGE
PICKED UP BY <input type="checkbox"/> FRONT <input type="checkbox"/> REAR		UNIT #	VIN #			
KEYS YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>		DRIVER Truck	CHARGE <input type="checkbox"/>	PO#		
PAID BY	CASH <input type="checkbox"/>	CHECK # 3076	CREDIT CARD <input type="checkbox"/> AUTH. #			
CUSTOMER ACCOUNT _____ REF. # _____						
OWNER _____ NE () _____						
ADDRESS _____						
CITY <u>Fredericktown</u> STATE <u>MO</u> ZIP _____						

SERVICES	AUTO	HEAVY DUTY	ACTUAL CHARGE	AMOUNT
TOWING		\$125.00 Hour /Min.		115 ⁰⁰
MILEAGE/ per mile	\$2.50 Min.	\$3.50 Min.	miles X	
WINCHING	\$2.00 Foot Per Cable Min.			
DOLLYS	\$35.00 Min.	\$75.00 Min.		
FLAT BED HOOK UP	\$25.00 Min.	\$30.00 Min.		
DRIVELINE	\$25.00 MIN.	\$50.00 Per Unit		
STORAGE/PER DAY				
CHARGES PAID OUT	CHECK #	INVOICE #		
OTHER				

RELEASE & AUTHORIZATION: (must be signed)
It is understood to charge a sum in excess of this schedule. I have examined the price schedule above and hereby authorize the service of my vehicle. I accept full financial responsibility for this invoice. I hereby acknowledge that due to the conditions as explained by the Service man, there is a possibility that damage may occur in servicing my vehicle. I agree to assume full responsibility for any resulting damage to the vehicle not caused by the sole negligence on the part of the Service man. After towing, I have checked my vehicle for damage, etc. before signing this invoice and hereby release Buckley Towing from any damage liability. Furthermore, I agree to cooperate in with the collection of this invoice.

TOTAL CHARGES
115⁰⁰

Customer Signature: _____
A \$50.00 Service Charge Will Be Charged For Returned Checks.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-28 14:05:16.992485

Files Not Recieved: 0

ATTN: Veronica

1-801-736-3929

From:

[REDACTED]

Case #

[REDACTED]

Will you please call me and let me know that you received this bill for towing.

Thank you

[REDACTED]

K. BUCKLEY TOWING & RECOVERY, INC.

24 HOUR TOWING & RECOVERY

INVOICE

P. O. BOX 918
510 MAPLE - PARK HILLS, MO 63601

99311



(573) 431-2117 (573) 756-4563 FAX (573) 431-2175

DATE 1/1/94	TIME 3:01	AM <input type="checkbox"/>	PM <input checked="" type="checkbox"/>	CALLER BY Owner	REASON FOR TOW Breakdown
LOCATION Residence					
DESTINATION Crown Motors					
YEAR 89	MAKE Nissan	MODEL Ran 3500	COLOR Red	LICENSE # 92N 02M	STATE MO
MILEAGE					
PICKED UP BY <input type="checkbox"/> FRONT <input type="checkbox"/> REAR		UNIT #	VIN #		
KEYS YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>		DRIVER TRUCK Said	CHARGE <input type="checkbox"/>	PO#	
PAID BY CASH <input type="checkbox"/>		CHECK # 3076	CREDIT CARD <input type="checkbox"/> AUTH. #		
CUSTOMER ACCOUNT					
OWNER				REF. #	
ADDRESS				PHONE ()	
CITY Fedsburg					
STATE MO				ZIP	

SERVICES	AUTO	HEAVY DUTY	ACTUAL CHARGE	AMOUNT
TOWING		\$125.00 Hour /Min.		115.00
MILEAGE/ per mile	\$2.50 Min.	\$3.50 Min.	miles X	
WINCHING	\$2.00 Foot Per Cable Min.			
DOLLYS	\$35.00 Min.	\$75.00 Min.		
FLAT BED HOOK UP	\$25.00 Min.	\$30.00 Min.		
DRIVELINE	\$25.00 MIN.	\$50.00 Per Unit		
STORAGE/PER DAY				
CHARGES PAID OUT	CHECK #	INVOICE #		
OTHER				
RELEASE & AUTHORIZATION: (must be signed)				TOTAL CHARGES

It is understood to charge a rate in excess of this schedule. I have examined the price schedule above and hereby authorize the driver of my vehicle. I accept full financial responsibility for this invoice. I hereby acknowledge that due to the conditions as explained by the Service men, there is a possibility that damage may occur in servicing my vehicle. I agree to assume full responsibility for any resulting damage to the vehicle not caused by the sole negligence on the part of the Service men. After towing, I have checked my vehicle for damage, etc. before signing this invoice and hereby release Buckley Towing from any damage liability. Furthermore, I agree to pay all charges due and collectible with the collection of this invoice.

Customer Signature

[Redacted Signature] 1/1/94

AQ14-003

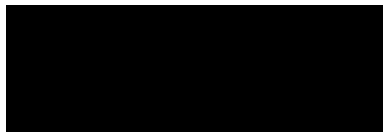
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-01-13 15:29:19.363291

Files Not Recieved: 0

There are supposed to be 5 sheets in this attachment. If not let me know at

██████████t or call me at ██████████. Thank you. ██████████



Case # [REDACTED]

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MS48C15G [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



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

January 10, 2014

SAFETY RECALL N62/NHTSA 13V-528

Case # [REDACTED]

VIN. #3D7MS48C15G [REDACTED]

Mileage at first repair 133003

Mileage at second repair 138127

Mileage at present (January 10, 2014) 142803

Best contact number [REDACTED]

Second number [REDACTED]

E-mail address: [REDACTED]

Mailing Address: P. O. Box 269, Colt, AR, [REDACTED]

Inspected at Frank Fletcher Dodge Chrysler Jeep of Jonesboro, 3314 Stadium Blvd., Jonesboro, AR 72404 on January 08, 2014

If there is something else you need please call.

Thank You,

[REDACTED]

January 10, 2014

Case # [REDACTED]

VIN.# 3D7MS48C15G [REDACTED]

We bought this truck brand new in May 2005 at Fletcher Dodge in Jonesboro, Arkansas. My wife and I are the only people that have ever driven this vehicle. The truck has always pulled to the right.

At about 100,000 miles the front end started popping and would not drive correctly. When I got around to taking it to a shop the mileage was 133,003. I took it to Purcell Tire Co. They have a front end alignment shop. They completely redid the front end and aligned the truck to Dodge specs. That invoice is attached to this letter.

The truck still didn't drive correctly. So, I put a new set of 10 ply Cooper tires on the front end. The truck seemed to drive better for a short period of time. Then it started pulling to the right again. This time I took the truck to Jonesboro Alignment Service, Inc. The invoice is attached. This company inspected the truck and told me that the front end could not be aligned to drive correctly unless they put an offset ball joint on the right top side.

After I spent between \$1800.00 and \$2000.00 on the front end it now drives better than when it was new.

I need to explain something. We live in a small town and there is no place to take a vehicle around this area that has the equipment to do this kind of work on this size of truck. We have to drive at least 60 miles to get it worked on. Also, we have been truck drivers and not always home to get things done. Now we are retired and can get things done.

Thank you for your time,

Shirl Short

[REDACTED]

Case # 24414999



SEND PAYMENTS ONLY TO: PURCELL TIRE CO. P.O. BOX 503649 ST. LOUIS, MO 63150-3649

PURCELL TIRE COMPANY
3218 SOUTH CARAWAY

INVOICE #: 4028212

JONESBORO, AR
72404

PAGE: 1
TIME STARTED: 07:50:02
TIME CLOSED: 12:17:22

870/972-8473

NONSIG #: 000196922

ACCT#: [REDACTED]

CUSTOMER: [REDACTED]

4011111

COLT AR

WORK: [REDACTED]

HOME: [REDACTED]

0

0 VEHICLE: 2005 DODGE 3500

SALESMAN: 04062

LICENSE: 0

AR-MILEAGE: 133003

COLOR: WHITE

INVOICE DATE: 03/14/13

TERMS: NET 10TH

PRODUCT	MECHANIC	QUANTITY	PRICE	F.E.T.	EXTENSION
ALL 4 BALL JOINTS & TIE ROD ENDS					
ALIGNMENT					
ENTER LINK 042200	4057	1	159.95		159.95
FRAG LINK 042200	4057	1	97.95		97.95
LEFT OUTER TIE ROD END 042200	4057	1	94.95		94.95
RIGHT INNER TIE ROD END 042200	4057	1	89.95		89.95
UPPER BALL JOINTS 042200	4057	2	99.95		199.90
LOWER BALL JOINTS 042200	4057	2	99.95		199.90
INSTALL STEERING & SUSPENSION 042100	4057	1	240.00		240.00
ONE TON ALIGNMENT 078116	4057	1	85.00		85.00

FOR YOUR TIRE AND SERVICE NEEDS

CALL 1-888-PURCELL

MORE THAN JUST TIRES

MERCHANDISE: 842.60
LABOR: 325.00
SALES TAX: 99.25
INVOICE TOTAL: 1266.85

CASH

1266.85

+ 20.00

CHECK #8645
JEH

*****CHARGE ACCOUNT TERMS 30 DAYS - NET 10TH*****
*****VISIT OUR NEW WEBSITE AT WWW.PURCELLTIRE.COM*****

www.purcelltire.com

Case # [REDACTED]

JONESBORO ALIGNMENT SERVICE, INC.

Sales Receipt

P.O. BOX 16906 JONESBORO ,AR 72403	
Phone #	870-934-1550

Date	Sale No.
10/30/2013	18303

Sold To
CASH SALE SHORT

Mileage 138,127

Check No.	Payment Method	Vehicle Description
		DODGE 3500

Description	Qty	Rate	Amount
OFFSET UPPER BALL JOINT	1	201.10	201.10T
LABOR	1	90.00	90.00T
ITON TRUCK ALIGNMENT	1	89.95	89.95T
REAR SHOCKS	2	47.23	94.46T
LABOR	2	30.00	60.00T
Sales Tax		9.00%	48.20
Total			\$583.71

pd check #1433

AQ14-003

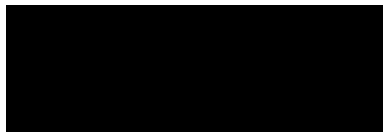
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jan 09 14:00:47 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

recall N49

Comments:

Our company has a fleet of 18 Dodge Ram 3500 series trucks from 20 years 2010-2013, we have received recall notice N49 for the left tie rod end. Since receiving this notice we have called Flemington Car and Truck Country multiple times with the same answer, the parts are not in and the trucks can not be fixed at this time. Due to the severity of this re-call we are wondering what Dodge is doing to make sure that these trucks are fixed in a timely manner, or if Dodge is providing loaner trucks until parts are made available so that they can be fixed properly. Also what the proper procedure is going to be when one of the tie rod ends break and there is an accident and how dodge is going to assume responsibility

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jan 10 23:02:19 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Ram Assistance Center.

Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention. A case has been opened for you and the number is at the bottom of this page.

Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email (908.788.5100). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.

Thanks again for your email. We look forward to further addressing this matter further with you.

Sincerely,

Crystal

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:
[REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

recall N49

Comments:

Our company has a fleet of 18 Dodge Ram 3500 series trucks from 20 years 2010-2013, we have received recall notice N49 for the left tie rod end.

Since receiving this notice we have called Flemington Car and Truck Country multiple times with the same answer, the parts are not in and the trucks can not be fixed at this time. Due to the severity of this re-call we are wondering what Dodge is doing to make sure that these trucks are fixed in a timely manner, or if Dodge is providing loaner trucks until parts are made available so that they can be fixed properly. Also what the proper procedure is going to be when one of the tie rod ends break and there is an accident and how dodge is going to assume responsibility

VIN:

BG [REDACTED]

Mileage:

80000

Servicing Dealer:

flemington

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

ringoes

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

AQ14-003

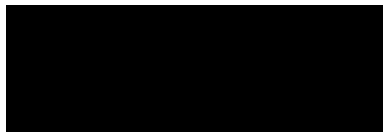
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

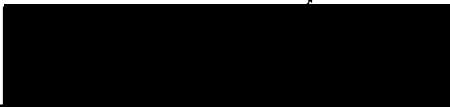
POSTED DATE:

12-26-13

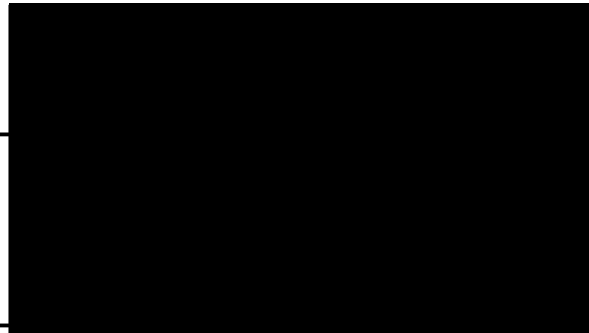
VIN (FIRST 9 DIGITS)

3D7KS28C6

VIN (LAST 8 DIGITS)

6G 

FIRST NAME:



LAST NAME :

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

[REDACTED]
Wiggins, Co [REDACTED]
[REDACTED]

December 24, 2013
RE: Defect Dodge Ram

Personal Mail

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

Attention: Chrysler Group

Dear Customer Services:

I am responding to your recent correspondence concerning a safety recall on our 2006 Dodge (VIN: 3D7KS28C66G [REDACTED]).

On 10/23/2013, I was driving in heavy traffic on County Rd. 52 in Weld County, when the Tie Rod on my vehicle broke causing me to suddenly veer across the road nearly hitting a light pole, and almost rolling my vehicle, I ended up in the barrow pit.

I called Steffen's Automotive Service and was towed 20 miles to his repair shop.

Please find the enclosed repair invoice which you requested in your safety recall notice, that we might receive reimbursement for our vehicle defect repair to our steering linkage.

Thank you for your assistance in this matter.

Sincerely,
[REDACTED]



STEFFEN'S AUTOMOTIVE & REPAIR SERVICE
 104 N. Main Street
 WIGGINS, CO 80654
 (970) 483-6357

3239

NAME: [REDACTED] CUSTOMER'S ORDER NO: [REDACTED] DATE: 10-23-13

ADDRESS: [REDACTED] ORDER WRITTEN BY: Allen AM.

CITY, STATE, ZIP: [REDACTED] HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED] ODOMETER IN: [REDACTED] P.M.

YEAR, MAKE AND MODEL: 2006 Dodge Ram 2500 Pickup 5700 6 speed LICENSE NUMBER: [REDACTED] ODOMETER OUT: 127818

SERIAL NUMBER: [REDACTED] VIN: [REDACTED] TAGS: [REDACTED]

DESCRIPTION OF WORK	AMOUNT
<input type="checkbox"/> LUBE <input type="checkbox"/> CHANGE OIL <input type="checkbox"/> OIL FILTER <input type="checkbox"/> TUNE-UP <input type="checkbox"/> FRANS. <input type="checkbox"/> DIFF.	
Renewed fit wheels, rotors, brakes and calipers. FT bearings hub assembly, axles and spindles renewed. Int diff cover and rear axle's axle assembly and inner seals. Cleaned both tubes, installed inner seals, replaced cage assembly, installed ball joints, both sides and bearing replaced axle yokes and bearing hubs, brake pads. Replaced tire rod kits on pitman arm and left tie rod. Replaced RH outer on both inner tie rods, set for and replaced shocks on RH. Replaced bushings in front hub (204)	1530.00
TOTAL LABOR	1530.00
TOTAL PARTS	2896.68
TOTAL	4426.68

ACCESSORIES	AMOUNT
RESUME	30.00
TAX	142.94
TOTAL	4759.62

QTY	PART NO. AND DESCRIPTION	PRICE
2	505-1311 Lower Ball joints	174 99 309 98
2	500-1117 Upper Ball joints	158 99 277 98
2	L-0505060606AA inner axle seals	106 54
2	515101 Hub. assemblies	499 99 899 98
1	BMD9654 Rod set	83 49
2	210-0464 axle yoints	161 98
2	1844208 FT Shocks	161 98
1	AF303 Truck beam bushings	131 26
1	410-1081 Right Hand Tierod	189 99
2	TE202 Tie rod Kits	301 82
1	410-1080 Left Hand inner tierod	191 99
1	SS10323 Shock absorber	54 95
5/12	lbs Synthetic 75-90 gear oil	214 74
TOTAL PARTS		2896 68

(MAY BE CONTINUED ON OTHER SIDE)

ACCESSORIES

TOTAL ACCESSORIES

THANK YOU



Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28C66G [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.

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.



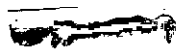
DODGE

CHRYSLER

Jeep

SRT





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

CHRYSLER GROUP LLC

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

IMPORTANT! SAFETY RECALL NOTICE

XX #1

[IMPORTANT SAFETY RECALL INFORMATION]



Issued in Accordance
With Federal Law



6G [REDACTED] N62 507397

[REDACTED]
WIGGINS, CO [REDACTED]



507397/#63094/N62

507397/#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

LG

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 _____

Wiggins CO

Chrysler C
Chrysler
P.O. Box 2
Auburn J

AQ14-003

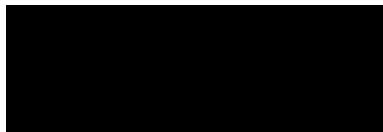
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/14

POSTED DATE:

12/24/13

VIN (FIRST 9 DIGITS)

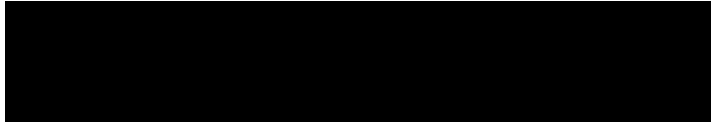
3D7KS28T2

VIN (LAST 8 DIGITS)

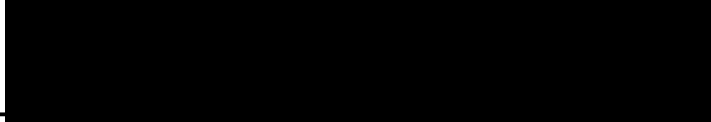
9G



FIRST NAME:



LAST NAME:



CAIR:



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

[REDACTED]
Hosston, Louisiana
[REDACTED]

December 24, 2013

Chrysler Customer Assistance
Attention: Reimbursement
Chrysler Corporation
P.O. Box 21-8007
Auburn Hills, Michigan 48321-8007

Dear Chrysler Customer Assistance:

We received your safety recall notice N49/NHTSA 13V-529 (Left Tie Rod) for our company owned 2009 Dodge 2500, VIN: 3D7KS28T29G [REDACTED]. We had this problem repaired by Brian Curry's Alignment in Vivian, Louisiana on 15 November 2013 (see enclosed invoice). We respectfully request reimbursement for this repair per the guidance in the recall notice.

Sincerely,

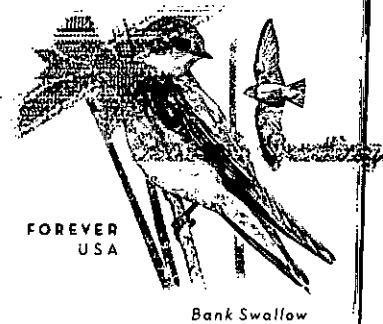
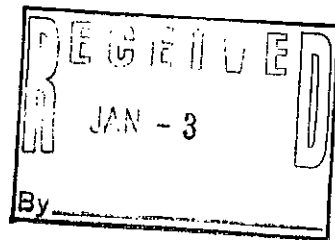
[REDACTED]
Kirby Oil Company
Operations Manager

encl

Hosston, Louisiana

SHREVEPORT LA 710

24 DEC 2013 PM 2 L



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

48321800707



AQ14-003

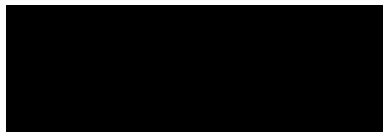
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/14

POSTED DATE :

12/23/13

VIN (FIRST 9 DIGITS)

3D7UT2CL0

VIN (LAST 8 DIGITS)

BG [REDACTED]

FIRST NAME:

[REDACTED]

LAST NAME :

CAIR :

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

[REDACTED]
Cahico, Brock Ar
[REDACTED]

21 Dec 2013

To whom it may concern

Thank you for the Safety Recall, we have already experienced this condition with the left tie rod ball stud on our 2011 Dodge Ram 2500 4x4, and have paid to have it repaired. I have enclosed the original receipts of work + repairs plus alignment, which had to be done at a different place, because the repair place did not have the equipment for the alignment.

Thank you for the Reimbursement.

Please send the checks to my Cahico Brock address, because we moved from Texas to Arkansas. If you have any questions, please call me at 832-244-3196

259.12 Repair
+ 95.00 Alignment
\$354.12 Total

Thank you
[REDACTED]

2416 NORTH FRAZIER - CONROE, TX 77303
 936-756-8500 FAX 936-539-3440
 WWW.MILSTEADCARCARE.COM

Date : 10/28/2013

Page 1 of 1

Center : 1

Customer: [REDACTED] Address: [REDACTED] City: WILLIS, TX [REDACTED] Phone 1: ([REDACTED]) Ext: [REDACTED] Phone 2: ([REDACTED]) Ext: CELL	Vehicle : 2011 DODT RAM 2500 PICKUP License : DEALER VIN : 3D7UT2CL0BG [REDACTED] Fleet #: Engine : 6-408 6.7L DSL Mileage : 40183 Trans : AUTO
--	---

Parts				Labor			
Quan	Part Number	Description	Price	Op Tech	Description	Time	Charg
		Payments:					
		Cash, on 10/28/13	\$110.00	CS 001 KM	COMPUTERIZED THRUST ANGLE WHEEL ALIGNMENT.	89	
				SI 001 SI	STATE SAFETY INSPECTION MONTGOMERY COUNTY.	14	

JBS REPAIR MALL
 1706 MAIN ST
 MELBOURNE, AR 72556
 PHONE # (870) 368-6255

Merchant ID: 07994572

Sale

Entry Method: Swiped

Total: \$ 259.12

10/01/13

11:45:14

Inv#: 000002

Appr Code: 001466

Apprvd: Online

Batch#: 000390

Customer Copy
 THANK YOU!
 PLEASE COME AGAIN!

I ok the above repairs. I am the person or agent, acting on behalf of the person obligated to pay for the repairs of the vehicle subject to this repairs contract. I understand this vehicle is subject to repossession in accordance with Sec 9.503, Tex Business Commerce Code if a written payment or credit card for the repair is stopped dishonored for lack of funds or because the maker has no account.

X

Labor :	\$104	
Parts :	\$0	
Sublet :	\$0	
Other Fees :	\$0	
Supplies :	\$5	
Subtotal :	\$109	
Sales Tax :	\$0	
Paid By :	Total :	\$110
Cash	Paid :	\$110
Pay Ref :	Due :	\$0

JB'S REPAIR MALL

P.O. Box 66 - Melbourne, AR 72556 - 870-368-6255

NAME [REDACTED] DATE 10-1-13

ADDRESS [REDACTED]

CITY 2011 Dodge Phone [REDACTED]

QUAN.	DESCRIPTION	PRICE	AMOUNT
	Left tie Rod End		81.00
	labor		75.00
			156.00
		tax	14.12
			171.12
	Counce towing		88.00
	Total		259.12
		TAX	
CASH ON COMPLETION OF WORK		TOTAL	

The current interest rate will be charged on all accounts not paid in full within 30 days. Other collection costs and court costs will be added to the bill. All bills past 60 days will be turned over for collection.

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

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

BG [REDACTED]

N49

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

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

This vehicle was (check one if applicable):

- scrapped
- stolen
- exported

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

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

Date of sale: _____

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

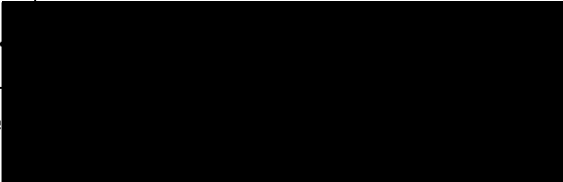
Owner's title (check one if applicable):

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

First Name

Last Name

Street Address



City Calico Rock

State Arkansas Zip Code [REDACTED]

Email Address _____

[REDACTED]

Calico Rock. AR

[REDACTED]

By _____

AQ14-003

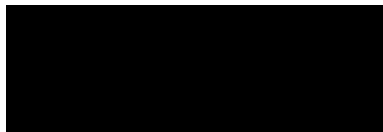
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/14

POSTED DATE:

12/23/14

VIN (FIRST 9 DIGITS)

0000 00000

VIN (LAST 8 DIGITS)

0000 0000

FIRST NAME:



LAST NAME :

CAIR :

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

EASTERN



Expect the Best

INVOICE

HEADQUARTERS
 8528 NORTHWEST BLVD.
 DAVENPORT, IA 52806
 (563) 388-0440
 (800) 292-1266
 FAX (563) 388-0042
 www.eitire.com
Heartland Tire
Group Member

1775 EAST EUCLID • DES MOINES, IA 50313 • (515) 262-9334
 2303 MANUFACTURING DRIVE • CLINTON, IA 52732 • (563) 242-1929
 5825 6TH STREET SW • CEDAR RAPIDS, IA 52404 • (319) 247-5204

INVOICE DATE	CUST NO.	ORDER NO.	PAGE	INVOICE NO.
09/27/13	10090	905570	1	905416
License: [REDACTED]		Mileage: 103,679 2008 DODGE RAM 3500		

SOLD TO
 [REDACTED]
 2013 LANN CARE

[REDACTED]
 [REDACTED]

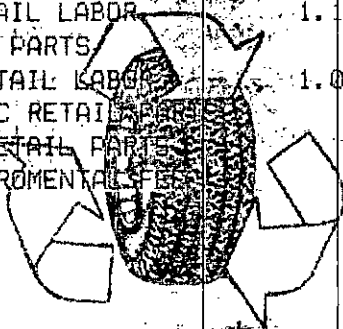
PURCHASE ORDER NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
				Cash

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
L015	ALIGNMENT LIGHT TRUCK 4WD	1			69.99	69.99
MRP	LEFT FRONT WHEEL BEARING	1			499.99	499.99
MRL	R&R LEFT FRONT WHEEL BEARING	1.30	1.30		78.00	101.40
MRP	UPPER BALL JOINTS MISC RETAIL PARTS	2	2		158.99	317.98
MRP	LOWER BALL JOINTS MISC RETAIL PARTS	2	2		174.99	349.98
MRL	R&R ALL 4 BALL JOINTS	4.40	4.40		78.00	343.20
MRL	R&R TIE ROD MISC RETAIL LABOR	1.10	1.10		78.00	85.80
MRP	TRAC BAR MISC RETAIL PARTS	1			180.88	180.88
MRL	R&R TRAC BAR MISC RETAIL LABOR	1.00	1.00		78.00	78.00
MRP	TIE ROD ASSEMBLY MISC RETAIL PARTS	1			372.00	372.00
MRP	HEX LOCK NUTS MISC RETAIL PARTS	3	3		4.99	14.97
L118	SHOP SUPPLIES & ENVIRONMENTAL	1			33.92	33.92

Bridgestone



Continental



RETREADING IS RECYCLING.

Firestone



GENERAL TIRE

TERMS: ALL INVOICES ARE DUE BY THE 10TH OF THE MONTH FOLLOWING PURCHASE for those who have previously established credit with us. A 1.5% per month (18% A.P.R.) late payment will be charged on any past due balances. Accounts past due may be turned over for collection. All legal and collection fees will be the debtor's responsibility.

WE ARE NOT RESPONSIBLE FOR MERCHANDISE LEFT OVER 30 DAYS.

VISA: 2619.48

METHOD OF PAYMENT

PLEASE NOTE WHEELS INCLUDING OE, STEEL AND AFTER MARKET MUST BE RETORQUED AT 25/100/500 MILES, AND PER MFG SPECS THEREAFTER TO INSURE SAFETY.

ACKNOWLEDGEMENT OF INVOICE
 I hereby authorize the above repair work herein set forth to be done along with the necessary materials. I also 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 part 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 else where for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

SECURITY AGREEMENT
 Buyer grants to the Seller a security interest in the above merchandise until the indebtedness is paid in full. Until payment in full has been made Buyer agrees that (1) Seller shall retain title to said merchandise; (2) Buyer will have the risk of loss or damage; (3) Buyer will not sell, transfer possession or remove or encumber above merchandise without Seller's written consent; (4) If Buyer defaults in the payment of any installment, Seller may declare the entire balance due and payable and Seller may at its option take back the merchandise or affirm the sale and hold Buyer liable for the unpaid balance, including any reasonable attorney fees or collection charges permitted by law; (5) The Seller shall have all the rights, options and duties under the Uniform Commercial Code of this state. Security interest in the goods herein described shall terminate as the unpaid balances for them are paid.

SubTot Parts: 1769.72
 SubTot Labor: 678.39
 Tax 7.000%: 171.37

Inv Total : 2619.48

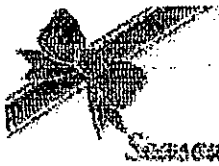
X [Signature] Signature

Date

[Redacted]
Burlington, IA

QUAD CITIES IL 612

23 DEC 2013 PM 2 T



RECEIVED
JAN - 3
By _____

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

483218007



AQ14-003

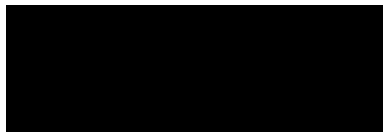
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/14

POSTED DATE:

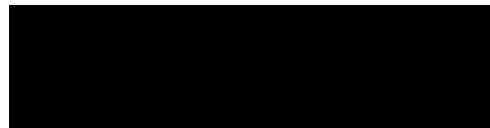
12/23/13

VIN (FIRST 9 DIGITS)

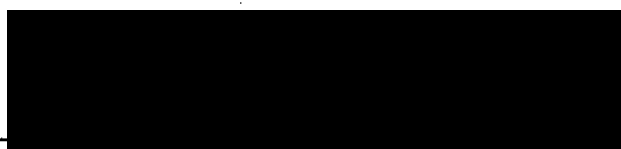
3D6WH4EL2

VIN (LAST 8 DIGITS)

AG



FIRST NAME:



LAST NAME:

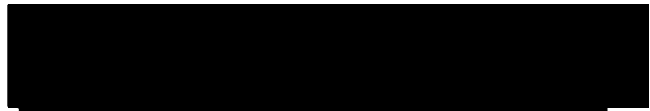


CAIR:

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



Quality is the foundation on which we build.

December 23, 2013

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

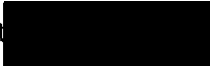
RE: Recall on VIN: 3D6WH4EL2AG 

To Whom It May Concern,

I am writing in regards to the Safety Recall N49/NHTSA 13V-529 on our 2011 Dodge Ram 3500.

I am attaching our invoice in the amount of \$1,460.45 for the work that was performed on our vehicle as a result of this malfunction.

We are requesting reimbursement for the cost of the repair as it was necessary to have the above vehicle perform properly.

If you have any questions please feel free to contact me at 

Thank you for your attention to this matter.

Sincerely,



Hoffman's
 Soapstone Valley Equipment
 450 Somers Road
 Ellington, CT 06029

Invoice

Date	Invoice #
9/18/2013	17610

Bill To	
[REDACTED]	
Ellington, CT [REDACTED]	

Engine Hours	License Number	Odometer	Vehicle Number	Year, Make and Model
	[REDACTED]	88,002		2011 Dodge 3500

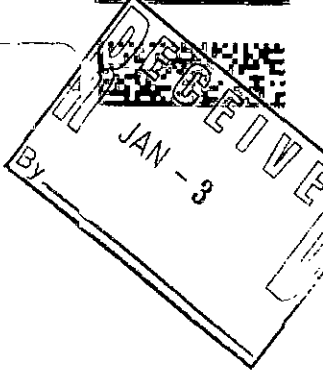
Quantity	Description	Rate	Amount
5	Hour Labor Truck was towed in no steering control / broken tie rod Replace complete tie rod assembly Ball joints worn out. replace all four	95.00	475.00T
1	tie rod assembly	418.13	418.13T
2	ball joint	112.55	225.10T
2	ball joint	123.51	247.02T
1	tube, waste disposal	8.00	8.00T

Thank you for your business.	Subtotal	\$1,373.25
Please pay from this invoice, no statement will be sent	Sales Tax (6.35%)	\$87.20
Arjo Hoffman 870-9111	Total	\$1,460.45



Ellington, CT

neopostSM
12/23/2013
US POSTAGE



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

48321800707

