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

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP

[redacted]

RECEIVED DATE:

01/03/14

POSTED DATE : 12/28/13

VIN (FIRST 9 DIGITS) 3D7KS29AD

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 188246

81348

INVOICE

PAGE 1

Larry H. Miller
Chrysler Jeep Dodge Ram SANDY
10905 S. AUTOMALL DRIVE · SANDY, UTAH 84070
Chrysler (801) 553-5950
Dodge (801) 553-5550
www.lhmchryslerjeep.com

[redacted]
SANDY UT
HOME [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 233 TREVOR CORBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	DODGE Ram 2500	3D7KS29A08G[redacted]		86139/86139	T4836

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.		PAYMENT	INV. DATE
29NOV07 DD			WAIT 20SEP13			CASH	20SEP13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
08:53 20SEP13	14:42 20SEP13	DLR:08011 ENG:6.7_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
E Oil and Filter Change - Diesel $74.95								
	1D Oil and Filter Change - Diesel $74.95							
		437 MAYES,JARROD LIC#: 0437						
			CPD				22.95	22.95
1	5083285AA		FILTER-ENGINE OIL			17.20	17.20	17.20
12	68055893AA		15W40			2.90	2.90	34.80
999	10%OFF DISCOUNT							
		437 MAYES,JARROD LIC#: 0437						
			CDISC				-7.50	-7.50
PARTS: 52.00 LABOR: 15.45 OTHER: 0.00 TOTAL LINE E:								67.45
86139 LOF COMPLETE								
**********								
F Gearbox service (3 Box)								
CAUSE: MAINTENANCE								
	7DS Gearbox service (3 Box)							
		437 MAYES,JARROD LIC#: 0437						
			CPD				210.00	210.00
6	68218654AA		LUBRICANT-AXLE			27.35	27.35	164.10
3	68055894AA		ATF			5.95	5.95	17.85
999	10%OFF DISCOUNT							
		437 MAYES,JARROD LIC#: 0437						
			CDISC				-41.85	-41.85
PARTS: 181.95 LABOR: 168.15 OTHER: 0.00 TOTAL LINE F:								350.10
86139 FRONT DIFF REAR DIFF AND T-CASE SERVICE COMPLETE								
**********								
G Automatic transmission service (up to 6 qts. add for second filter if equipped)								
CAUSE: MAINTENANCE								
	6 Automatic transmission service (up to 6 qts. add for second filter if equipped)							
		437 MAYES,JARROD LIC#: 0437						
			CPD				105.00	105.00
1	5013470AD		4X4 FILTE-TRANSMISSION OIL			37.75	37.75	37.75
1	5010884AC		*SEALER-RTV			6.75	6.75	6.75

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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	

CUSTOMER COPY

LARRY H MILLER CHRYS
10585 AUTO MALL DR
SANDY, UT 84070-4162
801-553-5900

REPRINT

Merchant ID: 5022600202
Term ID: 00106000300022000202013

Sale

XXXXXXXXXXXX[redacted]

[redacted] Entry Method: Swiped

Total: $ 3,586.20

09/20/13 17:48:15
Inv #: 000000003 Appr Code: 540519
Approvd: Online

Customer Copy

THANK YOU!

CUSTOMER #: 188246

81348

INVOICE

PAGE 1

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[redacted]
SANDY, UT
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 233 TREVOR CORBRIDGE

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	08	DODGE Ram 2500	3D7KS29A08G[redacted]		86139/86139	T4836

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
29NOV07 DD			WAIT 20SEP13			CASH	20SEP13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
08:53-20SEP13	14:42-20SEP13	DLR:08011 ENG:6.7_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
E	Oil and Filter Change - Diesel $74.95							
	1D	Oil and Filter Change - Diesel $74.95						
		437 MAYES,JARROD LIC#: 0437						
			CPD				22.95	22.95
	1	5083285AA FILTER-ENGINE OIL				17.20	17.20	17.20
	12	68055893AA 15W40				2.90	2.90	34.80
	999	10%OFF DISCOUNT						
		437 MAYES,JARROD LIC#: 0437						
			CDISC				-7.50	-7.50
PARTS:	52.00	LABOR:	15.45	OTHER:	0.00	TOTAL LINE E:		67.45
86139	LOF COMPLETE							
	**********							
F	Gearbox service (3 Box)							
CAUSE:	MAINTENANCE							
	7DS	Gearbox service (3 Box)						
		437 MAYES,JARROD LIC#: 0437						
			CPD				210.00	210.00
	6	68218654AA LUBRICANT-AXLE				27.35	27.35	164.10
	3	68055894AA ATF				5.95	5.95	17.85
	999	10%OFF DISCOUNT						
		437 MAYES,JARROD LIC#: 0437						
			CDISC				-41.85	-41.85
PARTS:	181.95	LABOR:	168.15	OTHER:	0.00	TOTAL LINE F:		350.10
86139	FRONT DIFF	REAR DIFF AND T-CASE SERVICE COMPLETE						
	**********							
G	Automatic transmission service (up to 6 qts. add for second filter if equipped)							
CAUSE:	MAINTENANCE							
	6	Automatic transmission service (up to 6 qts. add for second filter if equipped)						
		437 MAYES,JARROD LIC#: 0437						
			CPD				105.00	105.00
	1	5013470AD 4X4 FILTE-TRANSMISSION OIL				37.75	37.75	37.75
	1	5010884AC *SEALER-RTV				6.75	6.75	6.75

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: 188246

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INVOICE

PAGE 3

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[redacted]
SANDY, UT
HOME: [redacted] CONT [redacted]
BUS: CELL

SERVICE ADVISOR: 233 TREVOR CORBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	DODGE Ram 2500	3D7KS29A08G[redacted]		86139/86139	T4836

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
29NOV07 DD			WAIT 20SEP13			CASH	20SEP13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
08:53 20SEP13	14:42 20SEP13	DLR:08011 ENG:6.7_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
2	5013457AA		FLUID		AUTOMATIC TRANSMISSION ATF+	12.98	12.98	25.96
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	CDISC						-2.01	-2.01
PARTS: 25.96 LABOR: 81.99 OTHER: 0.00 TOTAL LINE J: 107.95								
86139 POWER STEERING FLUSH_COMPLETE								
**********								
K brake flush $119.95								
12F	Brake fluid flush							
	437 MAYES,JARROD LIC#: 0437							
	CPD						84.00	84.00
3	4318080AC		*FLUID-BRAKE			7.98	7.98	23.94
PARTS: 23.94 LABOR: 84.00 OTHER: 0.00 TOTAL LINE K: 107.94								
86139 BRAKE FLUSH COMPLETE								
**********								
L DIESEL INJECTION FLUSH								
4FD	DIESEL INJECTION FLUSH							
	437 MAYES,JARROD LIC#: 0437							
	CPD						105.00	105.00
1	205		DIESEL KIT			59.95	59.95	59.95
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	CDISC						-30.00	-30.00
PARTS: 59.95 LABOR: 75.00 OTHER: 0.00 TOTAL LINE L: 134.95								
86139 INJECTION FLUSH COMPLETE								
**********								
M Replace air filter								
CAUSE: MAINTENANCE								
3	Replace air filter							
	437 MAYES,JARROD LIC#: 0437							
	C10						0.00	0.00
1	53034051AB		FILTER-AIR			39.35	35.50	35.50
PARTS: 35.50 LABOR: 0.00 OTHER: 0.00 TOTAL LINE M: 35.50								
86139 REPLACED AIR FILTER								

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

CUSTOMER COPY

CUSTOMER #: 188246

81348

INVOICE

PAGE 5

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www.lhmchryslerjeep.com

[redacted]
SANDY, UT [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]
SERVICE ADVISOR: 233 TREVOR CORBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	DODGE Ram 2500	3D7KS29A08G[redacted]		86139/86139	T4836

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
29NOV07 DD			WAIT 20SEP13		CASH	20SEP13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
08:53 20SEP13	14:42 20SEP13	DLR:08011 ENG:6.7_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
1	5086697AB				SEAL-DRIVE PINION	24.85	24.85	24.85
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	CDISC						-33.85	-33.85
PARTS: 24.85 LABOR: 123.65 OTHER: 0.00 TOTAL LINE Q: 148.50								
86139 REPLACED FRONT DIFF PINION SEAL.								
**********								
R** 6.7 liter Diesel 67,000 mile maintenance service								
CAUSE: Maintenance								
67	6.7 liter Diesel 67,000 mile maintenance service							
	437 MAYES,JARROD LIC#: 0437							
	CPD						703.50	703.50
1	68002433AB				BREATHER-CRANKCASE	143.00	143.00	143.00
1	68038089AB				GASKET-EGR COOLER	16.35	16.35	16.35
2	68005184AA				GASKET-EGR VALVE	8.20	8.20	16.40
1	68005465AA				GASKET	4.35	4.35	4.35
1	68028729AA				*CLEANER-EGRSYSTEM	21.75	21.75	21.75
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	CDISC						-185.40	-185.40
PARTS: 201.85 LABOR: 518.10 OTHER: 0.00 TOTAL LINE R: 719.95								
86139 67,000 MILE SERVICE COMPLETE.								
**********								
S** TIE RODS-LOOSE								
700	INSTALLED UPDATED TIERID KIT							
	437 MAYES,JARROD LIC#: 0437							
	CPD						315.00	315.00
1	52122362AH				STEERING-STEERING	372.00	372.00	372.00
1	5154661AC				*DAMPER-STEERING	123.00	123.00	123.00
1	6502835				NUT-HEX FLANGE LOCK	1.70	1.70	1.70
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	CDISC						-10.70	-10.70

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

CUSTOMER COPY

CUSTOMER #: 188246

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INVOICE

PAGE 6

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[redacted]
SANDY, UT
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

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29NOV07 DD			WAIT 20SEP13			CASH	20SEP13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
08:53 20SEP13	14:42 20SEP13	DLR:08011 ENG:6.7_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS — LIST — NET — TOTAL

PARTS: 496.70 LABOR: 304.30 OTHER: 0.00 TOTAL LINE S: 801.00
86139 INSTALLED UPDATED STEERING KIT, DAMPENER AND NUT.
****

T** H46 RECALL
CAUSE: RECALL
19H46183 RH46
437 MAYES,JARROD LIC#: 043[redacted]
W (N/C)
1 CBCZH461 ARM-PITMAN (N/C)
FC: PART#: COUNT:
CLAIM TYPE: S
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE T: 0.00
86139 INSPECTED AND REPLACED PITMAN ARM ONLY
****

U** Align Front And Rear Suspension
CAUSE: MAINTENANCE
10A Align Front And Rear Suspension
437 MAYES,JARROD LIC#: 043[redacted]
CPD 79.95 79.95
PARTS: 0.00 LABOR: 79.95 OTHER: 0.00 TOTAL LINE U: 79.95
86139 ALIGNMENT COMPLETE
****

EST: 0.00 20SEP13 08:53 SA: 233
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 30.00

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: 188246

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PAGE 2

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[redacted]
SANDY, UT [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

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R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
08:53 20SEP13	14:42 20SEP13	DLR:08011 ENG:6.7_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
7	68055894AA		ATF			5.95	5.95	41.65
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	CDISC						-20.20	-20.20
PARTS: 86.15 LABOR: 84.80 OTHER: 0.00 TOTAL LINE G:								170.95
86139 TRANS SERVICE COMPLETE								
**********								
H Fuel filter replacement (Diesel)								
CAUSE: MAINTENANCE								
16A Fuel filter replacement (Diesel)								
	437 MAYES,JARROD LIC#: 0437							
	CPD						52.50	52.50
1	68061633AA		ELEMENT-FUEL FILTER			83.20	83.20	83.20
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	CDISC						-27.75	-27.75
PARTS: 83.20 LABOR: 24.75 OTHER: 0.00 TOTAL LINE H:								107.95
86139 REPLACED FUEL FILTER								
**********								
I coolant flush $149								
5F Coolant system flush								
	437 MAYES,JARROD LIC#: 0437							
	CPD						105.00	105.00
2	68048953AB		*ANTIFREEZ-COOLANT			24.00	24.00	48.00
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	CDISC						-18.90	-18.90
PARTS: 48.00 LABOR: 86.10 OTHER: 0.00 TOTAL LINE I:								134.10
86139 COOLANT FLUSH COMPLETE								
**********								
J power steering flush $119.95								
18F Power steering flush								
	437 MAYES,JARROD LIC#: 0437							
	CPD						84.00	84.00

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

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[redacted]
SANDY, UT [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 233 TREVOR CORBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	DODGE Ram 2500	3D7KS29A08G[redacted]		86139/86139	T4836

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29NOV07 DD			WAIT 20SEP13			CASH	20SEP13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
08:53 20SEP13	14:42 20SEP13	DLR:08011 ENG:6.7_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
N	MULTI POINT "ROAD READY" VEHICLE INSPECTION							
	15 MULTI POINT "ROAD READY" VEHICLE INSPECTION							
	437 MAYES,JARROD LIC#: 0437							
	IFREE							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE N:		0.00
86139 COMPLETE								
O	CUT AND PROGRAM SENTRY KEY(S)							
	KEY CUT AND PROGRAM SENTRY KEY(S)							
	437 MAYES,JARROD LIC#: 0437							
	C10						52.50	52.50
1	5175786AB	KEY-BLANK WITH TRANSMITTER				160.00	160.00	160.00
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	C10						-32.50	-32.50
PARTS:	160.00	LABOR:	20.00	OTHER:	0.00	TOTAL LINE O:		180.00
86139 CUT AND PROGRAMMED 1 KEY								
P**	LEAK FROM LR HUB							
	900 REPLACED RT REAR HUB SEAL							
	437 MAYES,JARROD LIC#: 0437							
	CPD						157.50	157.50
1	5086773AB	SEAL-WHEEL BEARING				39.00	39.00	39.00
1	5086767AC	GASKET-AXLE SHAFT				4.45	4.45	4.45
999	10% OFF DISCOUNT							
	437 MAYES,JARROD LIC#: 0437							
	CDISC						-20.95	-20.95
PARTS:	43.45	LABOR:	136.55	OTHER:	0.00	TOTAL LINE P:		180.00
86139 REPLACED RIGHT REAR HUB SEAL AND GASKET								
Q**	FRONT DIFF PINION SEAL LEAKING							
	900 REPLACED FRT DIFF PINION SEAL							
	437 MAYES,JARROD LIC#: 0437							
	CPD						157.50	157.50

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

CUSTOMER COPY

CUSTOMER #: 188246

81348

INVOICE

PAGE 3

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

[redacted]
SANDY, UT [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL [redacted]

SERVICE ADVISOR: 233 TREVOR CORBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	DODGE Ram 2500	3D7KS29A08G[redacted]		86139/86139	T4836

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
29NOV07 DD			WAIT 20SEP13			CASH	20SEP13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
08:53 20SEP13	14:42 20SEP13	DLR:08011 ENG:6.7_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
2	5013457AA				FLUID-AUTOMATIC TRANSMISSION ATF+	12.98	12.98	25.96
999	10% OFF DISCOUNT							
		437			MAYES,JARROD LIC#: 0437			
	CDISC						-2.01	-2.01

PARTS: 25.96 LABOR: 81.99 OTHER: 0.00 TOTAL LINE J: 107.95

86139 POWER STEERING FLUSH_COMPLETE

****

K brake flush $119.95

12F Brake fluid flush

437 MAYES,JARROD LIC#: 0437

	CPD						84.00	84.00
3	4318080AC				*FLUID-BRAKE	7.98	7.98	23.94

PARTS: 23.94 LABOR: 84.00 OTHER: 0.00 TOTAL LINE K: 107.94

86139 BRAKE FLUSH COMPLETE

****

L DIESEL INJECTION FLUSH

4FD DIESEL INJECTION FLUSH

437 MAYES,JARROD LIC#: 0437

	CPD						105.00	105.00
1	205				DIESEL KIT	59.95	59.95	59.95
999	10% OFF DISCOUNT							
		437			MAYES,JARROD LIC#: 0437			
	CDISC						-30.00	-30.00

PARTS: 59.95 LABOR: 75.00 OTHER: 0.00 TOTAL LINE L: 134.95

86139 INJECTION FLUSH COMPLETE

****

M Replace air filter

CAUSE: MAINTENANCE

3 Replace air filter

437 MAYES,JARROD LIC#: 0437

	C10						0.00	0.00
1	53034051AB				FILTER-AIR	39.35	35.50	35.50

PARTS: 35.50 LABOR: 0.00 OTHER: 0.00 TOTAL LINE M: 35.50

86139 REPLACED AIR FILTER

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

CUSTOMER COPY

CUSTOMER #: 188246

81348

INVOICE

PAGE 7

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

[redacted]
SANDY, UT [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 233 TREVOR CORBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	DODGE Ram 2500	3D7KS29A08G[redacted]		86139/86139	T4836

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
29NOV07 DD			WAIT 20SEP13			CASH	20SEP13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
08:53 20SEP13	14:42 20SEP13	DLR:08011 ENG:6.7_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS	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

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	1802.79
PARTS AMOUNT	1523.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	3356.29
LESS INSURANCE	0.00
SALES TAX	229.91
PLEASE PAY THIS AMOUNT	3586.20

CUSTOMER COPY

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

VIN (Last 8 Characters of Vehicle Identification Number)

- 8G[redacted]

Notification Code

N62

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name

Street Address

City SANDY

State UTAH Zip Code [redacted]

Email Address [redacted]

[redacted]

SANDY, UT [redacted]

CHRYSLER
ATTN: ZEI
PO BOX 1
AUBURN H

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7TT2CT0

VIN (LAST 8 DIGITS) 4G7 [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

Left Tie Rod

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

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

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

Dear [redacted]

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

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

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.

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

If you need help... If you have questions or concerns which your dealer is unable [illegible] contact the Chrysler Group Recall Assistance Center at 1-800-853-[illegible]

Please help us update our records by filling out the attached prepaid postcard if any of the co[illegible] on the card apply to you or your vehicle. You may also update this information on t[illegible] www.dodge.com/ownersreg.

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

INVOICE

DUPLICATE 1
PAGE 1

HAWK Jeep
7911 W. Roosevelt Rd.
Forest Park, IL 60130
Ph: 708-366-1001 Fax: 708-488-9593
www.hawkcdj.com

[redacted]
NORTH RIVERSIDE, IL [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 309 JOHN KINSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T
GREY	10	DODGE RAM 250	3D7TT2CT0AG[redacted]		0000/48033	T6

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 DD			21:00 04NOV13			CASH	07NOV13

R/O OPENED	READY	OPTIONS:
11:26 04NOV13	07:49 07NOV13	ENG:5.7_Liter

LINE OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A TOW IN SUSPENSION							
CAUSE:							
19630102 Tie rod end - Replace Outer-Right (2 - Skilled)							
	2	GARCIA,NOEL LIC#: NOEL					
		WCSC					(N/C)
	27	REISER,SCOTT LIC#: 7104					
		WCSC					(N/C)
1 68038054AD PACKAGE-OUTER END							(N/C)
02000240 Toe adjustment/Center steering wheel - Adjust Front Toe (2 - Skilled)							
	2	GARCIA,NOEL LIC#: NOEL					
		WCSC					(N/C)
ø 27 set front toe had broken outter tie rod end replace tie rod.							
**********							
B** RENTAL							
R RENTAL							
	2	GARCIA,NOEL LIC#: NOEL					
		WCSC					(N/C)
SUBL RENTAL							
		WCSC					(N/C)
**********							
SUBL TOW							
		WCSC					(N/C)

PAID
NOV 07 2013
By Amex

****
* DO YOU OWN A FORD? CHEVY? IMPORT? OR *
* LUXURY VEHICLE? HAWK CDJ NOW FEATURES *
* MAGNETTI-MARELLI PREMIUM REPLACEMENT *
* PARTS TO SERVICE ALL OF THE MAKES AND *
* MODELS IN YOUR GARAGE! SEE YOUR SERVICE *
* ADVISOR OR VISIT HAWKCDJ.COM FOR DETAILS *

CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER -100.00

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

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	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	100.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

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

CUSTOMER SIGNATURE

Copyright 2009 ADP, Inc. SERVICE INVOICE 42 X5/2C

CUSTOMER COPY

094821/#63093/N49

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

VIN (Last 8 Characters of Vehicle Identification Number)

AG [redacted]

Notification Code

N49

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address [redacted]

[redacted]

[redacted]



C/M/S C

P.O. BOX 2

AUBURN HIL

ATTENTION

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) 3D7KS28A0

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Northern California Construction Training

December 23, 2013

Recall: N49 / NHTSA / 13V-529

Vin: 3D7KS28A08G[redacted]

To Whom It May Concern:

I just received your recall letter concerning the left tie rod which by the way comes a little late. On October 14, 2013 I was preparing to have my son drive the truck to our mechanic to have the brakes and tires looked at when disaster was about to happen.. He drove the truck a short distance and the tie rod broke off and we had to have it towed for repair.

We received some outrageous quotes by the dealers to fix it so we had our mechanic repair it. The tie rod parts cost $104.00, R&R of the left tie rod $88.00, alignment $88.00, and towing $45.00 for a total of $325.00.

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

Sincerely,

[redacted]

[redacted], Sacramento CA [redacted] Sacramento, CA [redacted]
Telephone [redacted]

HART'S FLEET SERVICE, INC

5601 FLORIN PERKINS
SACRAMENTO, CA 95828

(916) 379-0670 Fax: (919) 379-0671
BAR# AH174338 EPA# CAL000128521

INVOICE

Invoice Number: 47664
Invoice Date: Oct 15, 2013
Page: 1

RECEIVED
OCT 17 2013
BY:

Sold To:

[redacted]
SACRAMENTO, CA [redacted]

Ship To:

[redacted]
SACRAMENTO, CA [redacted]

Customer ID	Customer PO	Due Date
NORCAL CONSTRUCTION		October 25, 2013

Quantity	Item	Description	Unit Price	Amount
1.00	40000	LABOR	352.00	352.00
1.00	40110	PARTS-TIRES	937.04	937.04
1.00	40100	FLEET DISCOUNT PARTS	173.99	173.99
1.00	401200	SHOP SUPPLIES	14.00	14.00
1.00	40900	2008 DODGE RAM 2500		
1.00	4091	LIC. #8V11378		

PAID
CK. NO. 24757
DATE 10-17-13

TERMS: NET 10 DAYS

ALL PAYMENTS ARE DUE WITHIN 10 DAYS OF THE DATE OF THE INVOICE.

Subtotal	1,477.03
Sales Tax	95.63
Total Invoice Amount	1,572.66
Payment Received	
TOTAL	**$1,572.66**

PLEASE PAY PROMPTLY. THANK YOU FOR YOUR BUSINESS!!!

BAR # AH174338

HART'S FLEET SERVICE INC.
5601 FLORIN PERKINS RD.
SACRAMENTO, CA 95828
(916) 379-0670

INVOICE

Date: Oct 15, 2013 **Service Writer:** 105 **Work Order #:** 47,664

Name: [redacted]
Address: [redacted]
SAC, CA [redacted]
Phone#:
Driver: NORTHERN **PO#:**

Make: 2008 DODGE TRUCK
Model: RAM 2500 PICKUP
Engine: 6-408 6.7L Dsl
Plate: CA [redacted]
VIN: 3D7KS28A08G [redacted]
Odometer In/Out: 100,590/100,600

Status	Tech	Description	Part Number	Qty	Price $	Hours	Rate $	Total $
B		TOWED IN L OUTER TIE ROD END BROKE NEW TIRES (SWITCH BRANDS) ALIGNMENT CHECK FRONT END INSPECTION GOING ON LONG TRIP FRONT BRAKES AT 85% REAR BRAKES AT 25%						
		COOPER DISCOVER (60 K WARRANT	LT 265/70/17	4.00	234.26			937.04
	136	MOUNT AND BALLANCE 4 TIRES				1.00	88.00	88.00
		Shop Supplies/DISPOSAL			14.00			14.00
		LEFT OUTER TIE ROD END	68038054-AD	1.00	104.00			104.00
	136	R&R LEFT OUTER TIE ROD END				1.00	88.00	88.00
	136	ALIGNMENT				1.00	88.00	88.00
		REAR BRAKE PADS (H/D)	106-07021	1.00	69.99			69.99
	136	R&R REAR BRAKE PADS				1.00	88.00	88.00

Payment Summary

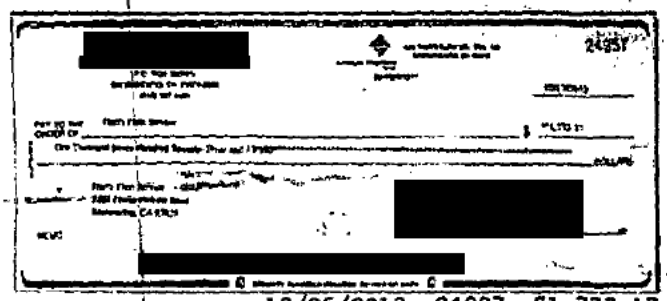
Cash	1,572.66
Total Paid	1572.66
Balance	**0.00**

Charge Summary

Parts	1,111.03
Labor	352.00
Sublet Labor	0.00
Towing	0.00
Shop Supplies	14.00
Tires	0.00
Discounts - Parts	0.00
Discounts - Labor	0.00
Subtotal	1,477.03
Total Tax	95.63
Invoice Total	**1,572.66**

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING , INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANICS LIEN IS ACTNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHERCAUSE BEYOND YOUR CONTROL.
A SERVICE CHARGE OF 1.5%, 18% APR WILL BE ADDED TO BALANCES DUE OVER 30 DAYS

X_____



10/25/2013 24927 $1,773.17

EAGLE TOWING, INC.
8260 ALPINE AVE., SUITE A
SACRAMENTO, CA 95826-4326

916-454-0958 Fax:916-452-3009

RECEIVED
OCT 21 2013
BY:

Invoice

Invoice Number: 60915
Invoice Date: Oct 14, 2013
Page: 1

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

Ship to:
[redacted]
SACRAMENTO, CA [redacted]

Customer ID	Customer PO	Payment Terms
NORCALCONST		Net 30 Days

Quantity	Item	Description	Unit Price	Extension
1.00	4055	EAGLE TOW TOWING SERVICE	45.00	45.00

PAID
CK. NO. 24980
DATE 10-21-13

Check No:

Subtotal	45.00
Sales Tax	
Total Invoice Amount	45.00
Payment Received	
TOTAL	45.00

EAGLE TOWING

CA 234402 No. 60915

8260 Alpine Avenue, Suite A • Sacramento, Ca 95826
Phone: (916) 454-0958 • Fax: (916) 452-3009
www.eagletowingsac.com

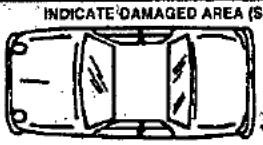
DATE 10-14-13	DISPATCH TIME 1413 A.M. P.M.	REQUESTED BY: [illegible]	P.O. #
NAME		PHONE	
ADDRESS			
CITY		STATE	ZIP
LOCATION OF VEHICLE 8516 Fruitridge		DRIVER 23	TRUCK # 2
YEAR, MAKE, MODEL Dodge 1500		ODOMETER	COLOR Sil
STATE CA LIC. PLATE NO. 6NTH378		VEHICLE I.D. NO. 3D7KS28A08G [redacted]	

MILEAGE: IN ROUTE LOADED	SERVICE TIME	
FINISH 225709	ON SCENE 1420	Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice (SEE BACK)
START 225708	IN TOW 1435	
TOTAL	TOTAL 1445	

TYPE OF TOW OR SERVICE			EXTRA LABOR	COMMENTS
☑ Wheel Lift	☐ Out of Gas	☐ Winch Out	☐ Floor Jack	B.11 NCCT
☐ Flat Bed	☐ Tire	☐ Dolly Tow	☐ Accident clean-up	
☐ P.P.I. Junk Removal	☐ Jump	☐ Go Jacks	☐ Stand By	
☐ Impound	☐ Lockout	☐ Skates	☐ Linkage	
☐ Accident	☐ _____	☐ Snatch Blocks	☐ _____	

TOWED PER ORDER OF
- ☐ CHP
- ☐ SAC PD
- ☐ OWNER
- ☑ DEALER (Hartz)

INDICATE DAMAGED AREA (S) ON VEHICLE



KEYS LEFT Y N (Y)
RADIO Y N

VEHICLE TOWED TO
FIRST TOW Hartz
SECOND TOW

STORAGE FROM: _____
TO: _____ NO. _____ DAYS @ $ _____

PAID BY
☐ CASH ☐ CHECK # _____ DRIVER'S LIC. NO. _____
☐ VISA ☐ MasterCard ☐ American Express ☐ Discover V.C. _____
☐ ACCOUNT EXP. DATE _____
CC NO. _____

OPERATOR'S SIGNATURE [signature] DATE

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO DATE

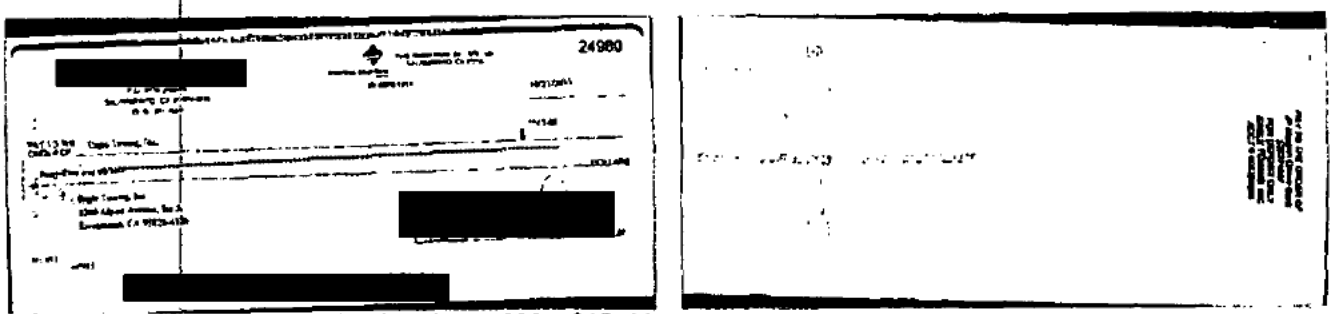
HOOK-UP CHARGE	45
MILES @	
ENROUTE MILES	
EXTRA TIME @	
2ND TOW @	
STORAGE @	
EXTRA LABOR @	
TITLE / LIEN	
TOTAL DUE →	45

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

If you believe that you have been wrongfully towed, please contact SAC PD at 916-264-5471, or CHP at 916-861-1300.
Si usted cree que su vehículo ha sido injustamente removido por grúa, entre en contacto con el dp sac.

TOWING SERVICE THE COMMUNITY CAN COUNT ON

Thank You!



10/29/2013 24980 $45.00

[redacted]
Sacramento, CA
[redacted]



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

48321$8007 B198

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7UT2CL0

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Patriot Auto Services

115 West Central Ave.
Edgewater, MD 21037
Shop Phone: (410) 956-7688

Invoice

21514

Estimate Ref #0
Date Printed: 09/23/2013
Printed Time: 2:40 pm

Hat/Ref:

Time Promised:

[redacted]

2011 DODGE RAM 2500 SLT CREW CAB 4X4 L6 6.7L 408CID FI DIESEL T L ETJ
VIN: 3D7UT2CL0BG[redacted]

Harwood, MD [redacted]
Home [redacted] Work: [redacted]
Cell: [redacted]S

License: [redacted]
Unit #:
DOM: 05-11

Mileage In: 48,004
Mileage Out: 48,004

Date Written: 09/19/2013
Written By: Bill Buser
Save Old Parts: No

Job Name		Description	Technician	Qty	List	Extended
Job #1			**Randy**			
Misc	015	Work Requested - Towing		1.00	95.00	95.00
Job #2		**No steering, tie rod broke loose.**	**Randy**			
Labor	01	Work Requested - No steering, tie rod broke loose.		4.00	98.50	394.00
Part	2032	Battery - Key Fob		1.00	6.98	6.98
Part	ADAMS 52122362AH	Steering linkage kit		1.00	446.40	446.40
Align - 2 Wheel - Truck		**Front End Alignment - Truck, SUV, Van**	**Randy**			
Labor	01	Work Requested - Alignment		1.00	99.95	99.95

Work Performed - Front End Alignment, - set caster, camber, and toe in.
(caster and camber are not adjustable on some models)

Patriot Auto Services' Labor Warranty is 30 days or 1,000 miles. Parts Warranties may vary.

Patriot Auto Services is not responsible for theft, damage or items inside vehicle during repairs or while the vehicle resides with Patriot Auto Services.

All vehicles must be picked up within 5 days after notification of completion of repairs otherwise a charge of $25.00 per day will be charged for storage.

It is not a policy of Patriot Auto Service to install customer supplied parts however, in the rare case that we do we do not warranty labor.

Payment Date	Type	Method	Amount
9/23/2013	Credit	Visa	1,096.39
		Payment Totals:	**$1,096.39**

Parts:	$453.38
Labor:	$493.95
Sublet:	$0.00
Misc:	$95.00
Hazmat: *	$13.43
Supplies: *	$13.43
Tax:	$27.20
Invoice Total:	**$1,096.39**
Less Paid:	1,096.39
Balance Due:	**$0.00**

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

Authorized By _____ Date _____ Time _____

036470/#63093/N49

Please send reimbursement to [redacted]

Davidsonville, MD [redacted]

cell [redacted]

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

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

Notification Code N49

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

[redacted]

Davidsonville, MD [redacted]

Ch
P.
Au

48

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) 0000 00000

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Attention: Reimbursement

This tie Rod end broke/snapped in October of this year. I Fixed the tie rod end myself, used a replacement from NAPA. I enclosed the receipt for viewing.

If you have any question feel free to contact me at: [redacted]

Thank you

[redacted]

STILLY PARTS 0020625
360-435-2116
220 North WEST AVENUE
ARLINGTON, WA 98223

Terminal : GPC00206256
Processor ID: CARDNET
Client ID: 42653000010001

Sale

10-27-13 11:11:30

TRAN ID: 29246

DEBIT XXXXXXXXXXXX[redacted]

AUTH: 968654

Total: $ 53.18

NO SIGNATURE REQUIRED

Customer Copy

NAPA AUTO & TRUCK PARTS

MACHINE SHOP SERVICE

STILLY AUTO PARTS, LLC

220 N. WEST AVENUE
ARLINGTON, WA 98223
PHONE 360-435-2116

TERMS & CONDITIONS: ACCOUNTS DUE ON 10TH OF MONTH FOLLOWING PURCHASE. PAST DUE ON THE 25TH. FINANCE CHARGE OF 1 1/2% PER MONTH (MINIMUM $1.00) CHARGED ON ALL PAST DUE ACCOUNTS.

amount according to card
license agreement

NO RETURNS ON SPECIAL ORDER ITEMS OR ELECTRICAL PARTS

RECEIVED BY

X

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

ACCT. NO.	SOLD TO
	SELL TO FIRE FIGHTERS, POLICE MILITARY, AND SENIOR DISCOUNTS!!!!!!

27) MUST HAVE, ID

1 of 1

DATE	INVOICE NO.	STORE NO.	EMP	SR
05/27/2015	600731	05100	1	

TIME	PURCHASE ORDER NO.	ATTENTION
11:11	SMITH, C.V.	

INVOICE TYPE: HC

QUANTITY	PART NUMBER	LINE	DESCRIPTION	PRICE	NET	TOTAL	CODE
10.07						10.07	
	10.07 XXX	0.00	0.0000	4.21			

SUB TOTAL	MISC.	% TAX	TOTAL
			53.19

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

VIN (Last 8 Characters of Vehicle Identification Number)

8G [redacted]

Notification Code

N49

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

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

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

☐ scrapped ☐ stolen ☐ exported

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

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

LAKE STEVENS, WA [redacted]

[redacted]

Attent

Chry

P.O. B

Aubu

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) 3D3mX39L7

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D3MX39L79G[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

Five Points Tire Imports, Inc.

2115 El Camino Real
Redwood City, CA 94063
(650) 365-0280, Fax: (650) 365-0323
B.A.R. Reg No. AJ229723

Customer Copy

Invoice #237101

[redacted]
Redwood City CA [redacted]

Saturday, December 21, 2013
12:08:42 PM
Ordered on
Saturday, December 21, 2013

Workorder # 187099

MAKE & MODEL	FLEET NO	PHONE	REP	CSH	PO #	TERMS
2009 DODGE RAM 3500 MEGA CAB			Manuel Gonz	MG		Cash

LICENSE NO	MILES IN/OUT	VIN	TORQUE	ENGINE SIZE	TRANSMISSION	COLOR	PRD DATE
8U82407	81066			6.7L L6 DIR OHV 24V	5 SPEED AUTOMATIC		

CATALOG	DESCRIPTION	QTY	PARTS	LABOR	DISC	FET	TOTAL	Code
XXP	LEFT INNER TIE ROD AT PITMAN ARM MOOG HD	1	107.69				$107.69	
SL	INSTALL NEW TIE ROD	0.6		115.00			$69.00	ML
ZZALA	ALIGNMENT / AUTO (FRONT)	1		88.50			$88.50	JJ
XXP	XD WHEEL CAP 464K131	2	29.00				$58.00	

THANK YOU FOR YOUR BUSINESS.
HAVE A NICE DAY!

PAID BY
VISA $338.10

Parts	$165.69	Taxable	$165.69
Labor	$157.50	Non-Taxable	$157.50
Freight	$0.00	Local 9.00%	$14.91
Other	$0.00		
FET	$0.00	**TOTAL**	**$338.10**
Supplies	$0.00		

All parts and labor is warranteed for 4 months or 4,000 miles, whichever comes first. If vehicle is dismantled for inspection and you chose not to have it repaired at our location, your vehicle will be reassembled within three workings days of your decision. However, vehicle may not operate properly due to defective parts. We are not responsible for parts that break upon disassembly.

Print Name _____ Signature _____ Date _____

ACTION Towing & Road Services — Accounting Office: Redwood, CA

1790 Industrial Way, Redwood City, CA 94063
(650) 593-5555
850 Airport Street, Moss Beach, CA 94038
(650) 728-0428

Great America TOWING
655 E. Gish Road, San Jose, CA 95112
(408) 998-4774

"Big or small • We tow 'em all"™

Invoice # 3812

CALL TYPE: Cash Call			DATE: 4/15/13	
NAME:			PHONE #:	
ADDRESS:				
LOCATION OF VEHICLE: [redacted]				
DESTINATION OF VEHICLE: 1630 Epperson Ln KWC				
YR: 09	MAKE: Dodge	MODEL: 3500	COLOR: White	ODO: 81062
ST: CA	LIC #: [redacted]	VIN: [redacted]		UNIT #:

☒ FLATBED	☐ T3 (Jump Start)	☐ PULL AXLE	☐ PLUMB AIR
☐ SLING/HOIST TOW	☐ T4 (Fuel)	☐ REMOVE DRIVE SHAFT	☐ KEYS?
☐ WHEEL LIFT ☐ DOLLY	☐ T6 (Lockout)	☐ FRAME/WHEEL LIFT	☐ 180?
☐ MED/HEAVY	☐ WRECK	☐ REAR TOW	☐ _____
☐ T1 (Flat Tire)	☐ RECOVERY	☐ FRONT TOW	☐ _____

REMARKS: CC# 49581 EXP 5/16

P.O. #:

PRIOR DAMAGE: _____ INITIALS: _____

	MILES	TIME		AMOUNT
START			STORAGE: _____ DAYS @ $ _____ PER DAY	$
FINISH			TARP: _____ LIEN: _____ ON: _____ 2nd TOW: _____	$
TOTAL			SERVICE CHARGE/TOW $ 125.00 + TOLL $ _____	$
			MINUS MILES = _____ MILES @ $ _____ P/MILES = $ _____ HOURS @ $ _____ PER HOUR	$

☒ CASH ☒ CREDIT CARD ☐ CHECK # _____ ☐ CHARGE — TOTAL AMOUNT $ 125.00

DRIVER'S SIGNATURE: [signature]	DRIVER # 121	TRUCK # 125
CUSTOMER/AUTHORIZED SIGNATURE:		
RELEASED TO:		CONTROL #
DRIVER'S LIC. #:	DATE:	TIME:
RELEASED TO SIGNATURE:	RELEASED BY:	

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

24-Hour Service

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

VIN (Last 8 Characters of Vehicle Identification Number) [9G[redacted]]

Notification Code [N49]

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

[redacted]

Moss Beach, CA [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-13 06:46:03.539369
Files Not Recieved: 0

RECEIVED DATE:

01/03/14

POSTED DATE : 12/27/13

VIN (FIRST 9 DIGITS) 3D7MX48A5

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Redfield, AR [redacted]

[redacted] or [redacted]

VIN# 3D7MX48A57G[redacted]

current mileage 101,000 miles

Inv Date	Cust#	Order#	Page	Inv#
03/28/13	11775	674455	1	651796

BECKER TIRE RETAIL
904 WASHINGTON
GREAT BEND, KS 67530
(620)793-5414

License: [redacted] COPY
Mileage: 89,588 2007 DODGE 1TON

Sold To [redacted]
REDFIELD, AR [redacted]

Ship To

Cash

PO#	Slm	M-Phone	O-Phone	Ship Via
	CM	[redacted]		CUSTOMER PICKUP

Item#	Description	Qty-Ord	Qty-Shp	FET	Price	Net
LTALN	LIGHT TRUCK ALIGNMENT	1	1		70.00	70.00
SS	SHOP SUPPLIES	1	1		1.98	1.98

[redacted]

Attn: Jeri

NET 1ST TENTH

SubTot Parts: 1.98
SubTot Labor: 70.00
Tax 8.050% : 5.79

Inv Total : 77.77

Ellsworth Service Center
Ellsworth, KS 67439-0102
974 Hwy. 156

Sales Receipt

DATE	SALE NO.
3/27/2013	2713

SOLD TO

[redacted]

2007 Dodge 4x4

CHECK NO.	PAYMENT METHOD
	VISA

DESCRIPTION	QTY	RATE	AMOUNT
Hookup Charge	1	100.00	100.00
Loaded Mileage Charge	7	4.50	31.50
Remove & Reinstall - Labor	2	70.00	140.00T
2696103 Right hand outer tie rod end	1	178.94	178.94T
20693256 Left hand outer tie rod end	1	94.20	94.20T
Shop Supplies	1	4.00	4.00T
Kansas Sales Tax		7.30%	30.45
		Total	$579.09

Ellsworth Service Center
Ellsworth, KS 67439-0102
974 Hwy. 156
P.O. Box 102

03/27/2013

SALE

[redacted]

Exp. Date: xx / xx
Name: Milloway, Joe D

Total: $579.09

Auth. Code: 027643
Trans. ID: MA0151855505

QuickBooks Trans. No: 2713
Merchant No.: 524771000054813

Thank you for your business

CUSTOMER COPY

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 on your card & 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	$8,631.00
$176.00	3 years	$6,343.00 (Savings = $2,288.00)
If you would like information about credit counseling services, go to www.justice.gov/ust/eo/bapcpa/ccde/cc_approved.htm or call 1.877.338.6191.		

Your Current Level: Signature
You are $1,696 away from maintaining Signature status!

$8,304

$0 — $10,000 Signature — $25,000 Signature BLACK

www.cabelas.com/clubsignaturebenefits

For account information or to make a payment, visit cabelas.com or call 1.888.402.7830. For email inquiries, please contact VisaCustomerService@cabelas.com. For Visa Signature Concierge services, call 1.800.953.7392.
Additional transactions may appear on the reverse side of your statement.

Date	Payments/Credits	Amount
04/08	PAYMENT - THANK YOU	$1,500.00C

Date	Purchases/Cash Advances	Amount
03/17	CHINA GARDEN BUFFET WHITE HALL AR	$34.23
03/18	TERRI FOODS INC REDFIELD AR	$58.00
03/19	MID SOUTH APPLIANCE PARTS870-5357830 AR	$996.08
03/21	RED LOBSTER US00007286 PINE BLUFF AR	$45.48
03/21	CRANFORD'S REDFIELD REDFIELD AR	$35.85
03/21	TERRI FOODS INC REDFIELD AR	$55.00
03/21	TERRI FOODS INC REDFIELD AR	$112.25
03/22	EL CHICO 020 LITTLE ROCK AR	$32.10
03/23	THE CORNER # 07056989 CARTHAGE MO	$107.50
03/23	CABELAS RETAIL KANSAS CIT KANSAS CITY KS	$25.05
03/23	ROGERS AR ROGERS AR	$65.34
03/24	LONE STAR 480700148072 KANSAS CITY KS	$15.66
03/24	CABELAS RETAIL KANSAS CIT KANSAS CITY KS	$382.72
03/25	PIZZA HUT #6 ELLSWORTH KS	$12.43
03/25	PERRY 66 PERRY KS	$78.75
03/25	SALINA 24 7 ST73010100 SALINA KS	$79.80
03/26	KC'S CAFE ELLSWORTH KS	$14.33
03/27	ELLSWORTH SERVICE CENTER ELLSWORTH KS	$579.09
03/27	THE ELLSWORTH 07054653 ELLSWORTH KS	$63.02
03/28	BECKER TIRE GREAT BEND GREAT BEND KS	$77.77
03/31	THE ELLSWORTH 07054653 ELLSWORTH KS	$80.00
04/03	THE ELLSWORTH 07054653 ELLSWORTH KS	$88.01

CERTIFICATE OF TITLE

STATE OF ARKANSAS

VEHICLE IDENTIFICATION NUMBER		YEAR	MAKE	MODEL	BODY TYPE
3D7MX48A57G[redacted]		2007	DODG	SQ3	PK
TITLE NUMBER	PREVIOUS TITLE NUMBER	PREV. TITLE STATE	ISSUE DATE	ODOMETER	UNLADEN WEIGHT
[redacted]	[redacted]	AR	09/10/2010	51,579	7370

MAILING ADDRESS

[redacted]
REDFIELD AR [redacted]

REMARKS

OD ACTUAL

12/27/13 101,000 - Current mileage

OWNER

[redacted]
REDFIELD AR [redacted]

OWNER'S SIGNATURE (JOINT OWNERSHIP, BOTH MUST SIGN)
THIS TITLE MUST BE SIGNED UPON RECEIPT BY OWNERS)

COPY ONLY

The Department of Finance and Administration, State of Arkansas, hereby certifies that the applicant named hereon is duly registered as the owner of the vehicle described above. From the statements of the owner and the records on file with this department the hereon described vehicle is subject to the liens enumerated hereon.

In Witness Whereof, I have affixed my hand and seal:

[redacted]
COMMISSIONER OF REVENUE

03891303

VOID IF ALTERED

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

VIN (Last 8 Characters of Vehicle Identification Number) [7G[redacted]]

Notification Code [N62]

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

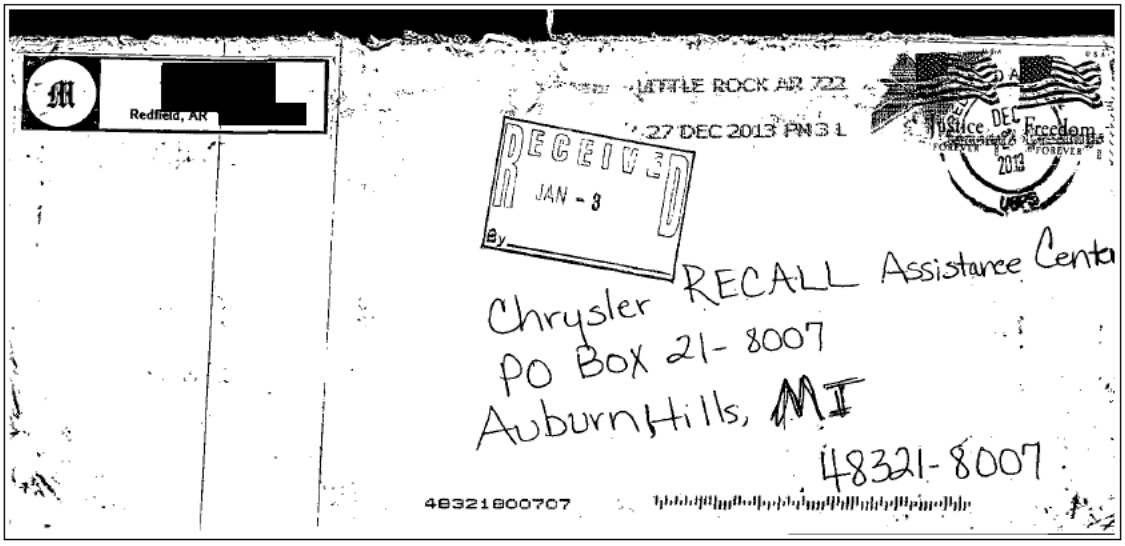
Last Name [redacted]

Street Addr [redacted]

City Redfield

State AR Zip Code [redacted]

Email Address [redacted]


[redacted]
Redfield, AR
LITTLE ROCK AR 722
27 DEC 2013 PM 3 L
RECEIVED
JAN - 3
By
Justice
DEC
2013
Freedom
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



RECEIVED DATE:

01/03/13

POSTED DATE : 12-20-13

VIN (FIRST 9 DIGITS) 3D6WR4EL9

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D6WF4EL9BG[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

TEX-TRUCK INC.

INVOICE

BILL TO	SHIP TO
[redacted] SAN ANTONIO, TX [redacted]	Same

Invoice #	5268271
Invoice Date	09-29-2013
Customer ID	55

DATE	YOUR ORDER #	OUR ORDER #	SALES REP.	F.O.B.	SHIP VIA	TERMS	TAX ID
09-29-2013	Dodge Ram 3500	[redacted]	Donald Garcia		PICKUP		

QTY	ITEM	UNITS	DESCRIPTION	DISCOUNT %	TAXABLE	UNIT PRICE	TOTAL
1			Tie-Rod ball—left side,				187.66
1		3.8	Labor, remove and replace tie-rod ball			85.00	323.00
1			TOW—PREPAID BY TEXTRUCK			175.00	175.00
1		3.8	24 HOUR SERVICE SURCHARGE, 3am to 7am			45.00	171.00
1			Remove and replace rim and tire, remove and repair cv boot was damaged during tie-rod ball failure, alignment needed due to tie-rod ball failure,				275.00

Subtotal	
Tax	
Shipping	
Miscellaneous	
BALANCE DUE	1131.66

Please return the portion below with your payment.

REMITTANCE

Invoice #	
Customer ID	Paid cash
Date	
Amount Enclosed	

Textruck
325 Seguin St.
San Antonio, TX 78201

[redacted], TX

SAN ANTONIO TX 730
RIO GRANDE DISTRICT
20 DEC 2013 PM 1 L



RECEIVED
JAN - 8
BY

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

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) 3D7MX48C2

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000020

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

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

December 23, 2013

Dear Sir or Madam,

Enclosed is a copy of Safety Recall N62/NHTSA 13V-528 relating to my 2006 RAM 3500 VIN #3D7MX4C26G[redacted]

In July of 2012, while driving 50 mph on a local highway, my vehicle suddenly lost all steering control, sending my truck across oncoming traffic. I was able to stop the vehicle before going off road and thankfully the oncoming vehicle managed to avoid me. The truck was towed to Dotson Brothers Chrysler Dodge Jeep in Paris, Kentucky to have the broken left tie rod ball stud repaired. It should be noted that on a previous service visit, the tie rod steering assembly was visually inspected and deemed safe. At that time, I was aware that there existed a recall relating to tie rod failure on RAM trucks, but was told that my VIN number was not included and no repair was made.

The repair cost me $834.45 (original receipt included). My truck is necessary for my work every day, so it was necessary for me to obtain a rental car so I could work while the vehicle was repaired, which cost me an additional $284.44 (original receipt included). Towing the truck to the dealer for the repair cost me $50.00.

Thankfully, I was not injured or killed and did not injure or kill the driver of the oncoming small car as a result of the tie rod failure. I fully expect to be reimbursed my expenses of $1,168.89. Please note that since jast July, my mailing address has changed from what you have in your records to the address below.

Thank you and best regards,

[redacted]

Lexington, KY [redacted]

[redacted]

CHRYSLER DODGE Jeep FIVE STAR

DOTSON brothers
CHRYSLER DODGE Jeep

1010 Carson Drive
Paris, KY 40361
Phone 859-987-5669
or Toll Free 800-987-5669
Fax 859-987-6652
www.dotsonbrothers.com

R/O	VIN		DATE IN
43510	3D7MX48C26G[redacted]	[redacted]	07/03/12
YEAR 2006	MAKE DODGE	MODEL RAM 3500 Q	COLOR O
MILES IN 109257	MILES OUT 109560	FIRST USE 00/00/00	USC. KY [redacted]
SEE ALSO		H:[redacted]:( ) -	TIME IN 13:26 15:21
			CLOSED 07/13/12
			WRITER 4162 CHARLES

(1) O/S WHILE DRIVING TIE RODS BROKE, CHECK AND GIVE ESTIMATE FOR REPAIR, HAD TO HAVE TOWED IN INSTALLED UPGRADED STEERING KIT	Labor		T81	20	178.00
	6505623AA	(NUT)		3	7.20
	52122362AH	(STEERING)		1	350.00
	68039930AA	(ARM)		1	83.25
	5154661AB	(DAMPER)		1	153.00
	6502835	(NUT)		1	.84
	Total Labor				178.00
	Total Parts				594.29
(81-6011 JAY-81) A	Total Repair (Customer)				772.29
(2) ALIGNMENT--- SET TOE AND CENTER STEERING WHEEL. INSPECT FOR WORN PARTS IN STEERING AND GIVE ESTIMATE FOR REPAIR	Labor		T81	12	89.99
	Total Labor				89.99
(81-6011 JAY-81) A	Total Repair (Customer)				89.99

MANAGER DISCOUNT — Labor Charges Discounted 26.79
MANAGER DISCOUNT — 594.29 Parts Charges Discounted 10% 59.42

DOTSON BROTHERS
1010 CARSON DR
PARIS KY 40361
859-987-5669

Terminal ID: 00819263 0001
7/13/12 3:22 PM
[redacted]
CREDIT SALE
BATCH #: 181 REF #: 005
AUTH #: 549360
AMOUNT $834.45
APPROVED

IMPORTANT: YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM DAIMLERCHRYSLER CORPORATION IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "VERY SATISFIED", PLEASE CONTACT ME, DAVID BRAUNIG, OF DOTSON BROTHERS INC. AT 859-987-5669 IMMEDIATELY. THANK YOU.

Next Service OCT '12 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

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

X CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor			267.99
Parts			594.29
Sublet			.00
Shop Supplie			21.44
Oil/Grease			.00
Less Disc.			-86.21
Sub Total			797.51
Tax	.00		36.94
Total (Cash)			834.45

Page 1 of 1 Job 43510

43510 Customer Copy

AUTOSOFT FORMS 1-877-427-4367

National

RA # 724781421

Invoice # [redacted]

ental Location
EXINGTON ARPT
000 TERMINAL DRIVE STE 103
LUEGRASS FIELD
EXINGTON KY 40510

07-JUL-2012 07:21 AM

Phone [redacted]

Renter Name [redacted]
GEORGETOWN KY [redacted]

Return Location
EXINGTON ARPT

12-JUL-2012 05:10 PM

Charges	No	Unit	Price/Unit	Amount
TIME & DISTANCE	1	Weeks	225.52	225.52
UNLIMITED MILES/KM - TIME & DIST		M/Kms		0.00
BLUE GRASS AIRPORT CFC 2.00USD/DY	6	Days	2.00	12.00
CONCESSION RECOUP FEE 11.11 PCT			233.02	25.89
U DRIVE IT TAX 6 PCT			225.52	13.53
VLC RECOVERY 1.25/DAY	6	Days	1.25	7.50

Vehicle # CN232001
Model AVENGER
Class Driven SCAR
Class Charge SCAR
License# [redacted]
State/Province NEW YORK
M/Kms Driven 175
M/Kms Out 8086
M/Kms In 8261

Rate Info

Car rental needed during Farm Truck repair. in 'vehicle maint' in book keeping.

Messages

* Taxable Items
Subject to Audit

Total Charges USD 284.44

Payments

[redacted]	4006 07-JUL-2012	113.95	
	4006 09-JUL-2012	167.10	Payment -284.44

Customer Service Number 1-800-468-3334

Amount Due USD 0.00

INVOICE

12518

DATE 6-30

TNT TOWING
129 Gleneagles Way
Versailles, KY 40383
(859) 983-2457

SOLD TO [redacted]

SHIPPED TO

OUR ORDER NO.	YOUR ORDER NO.	SALESMAN	TERMS	SHIPPED VIA	PPD. OR COLL.

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	Tow		50.00
	2006 Dodge Ram 35-00		
	From: Valero Lexington		
	To: Nelson Brothers Paris		
	Paid Mastercard		
			50.00

warning.

What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law

U.S. Department of Transportation

NHTSA
www.nhtsa.gov

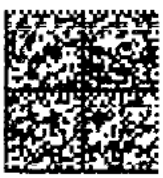
6Q[redacted] N62 191800
[redacted]
LEXINGTON, KY [redacted]

191800/#63094/N62

[redacted]
Lexington, KY
[redacted]

CERTIFIED MAIL™

[redacted]



UNITED STATES POSTAGE
02 1P
0004451917
MAILED FROM

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

RECEIVED
JAN - 8
By

Return Receipt Requested

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7T+2CT7

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 253627

410818

INVOICE

ARRIGO DODGE CHRYSLER JEEP RAM Palm Beach
6500 Okeechobee Blvd. · West Palm Beach, FL 33411
(561) 683-1511 · Fax: (561) 471-3686
Arrigopalmbeach.com
Registration No. MV-01348

[redacted]

PALM BEACH GARDENS, FL [redacted]

PAGE 1

HOME: [redacted]

BUS: [redacted]

SERVICE ADVISOR: 20 JOHN NORTH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	10	DODGE RAM 2500	3D7TT2CT7AG[redacted]		85455/85457	T485

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27OCT10 DE			17:00 05AUG13		0.00	CASH	05AUG13

R.O. OPENED	READY
10:43 03AUG13	13:48 05AUG13

OPTIONS: SOLD-STK:101917 DLR:43864 ENG:5.7_Liter TRN:DGQ_5-Spd_Automatic_545RFE_Transmission

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOW IN.C/S THAT STEERING LINKAGE BROKE.ADVISE.						
	02 SUSPENSION CONCERN						
	5493 CPS					317.85	317.85
	1 52122362AH STEERING-STEERING				372.00	371.52	371.52
	1 5154661AC *DAMPER-STEERING				134.60	134.60	134.60
	85455 STEERING ROD BROKEN REPL STEERING LINKS KITT						
	**********						
B	PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS						
	9023 PERFORM 23 POINT INSPECTION-CHECK BATTERY, BRAKES, TIRES AND VISUALLY INSPECT ALL COMPONENTS						
	5493 CPS				0.00	0.00	0.00
	85455 PERFORMED .. WILL NEED BALL JOINTS SOON, SOME PLAY						
	**********						
C**	C/R ALIGN FRONT END						
	CAUSE: ADJUST TO FACTORY SPECIFICATION AND TEST DRIVE						
	4WA CUSTOMER REQUEST TO PERFORM FOUR WHEEL ALIGNMENT $99.95 R						
	5493 CPS				99.95	99.95	99.95
	85455 PERFORM ALIGN						
	**********						
	CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER						4.00

NOW ARRIGO DODGE CHRYSLER JEEP IS OPEN
MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SATURDAY 8:00AM TO 5:00PM
THANK YOU AND COME AGAIN

PAID AUG 05 2013 By

CASH [ ] CHECK [ ] MC/VS [ ] AMEX [ ]

DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]

CHRYSL [ ] OTH [ ]

DESCRIPTION	TOTALS
LABOR AMOUNT	417.80
PARTS AMOUNT	506.12
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.00
TOTAL CHARGES	927.92
LESS INSURANCE	0.00
SALES TAX	55.68
PLEASE PAY THIS AMOUNT	983.60

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty

ALL PARTS NEW UNLESS OTHERWISE INDICATED

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS/2C

2-12

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

VIN (Last 8 Characters of Vehicle Identification Number)



Notification Code



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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

PDG. P.C [redacted]

Ch
P.C
Au

4

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/14

POSTED DATE : 12-21-13

VIN (FIRST 9 DIGITS) 3D7LS38C2

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Dave Smith Frontier Sales and Service
1902 N. 4th St.
Coeur D' Alene, ID 83814
(208) 667-6053



Remit to: 1 W. Cameron
Kellogg, ID 83837
(208) 784-1208 Ext.1201

[redacted]
HAYDEN, ID [redacted]

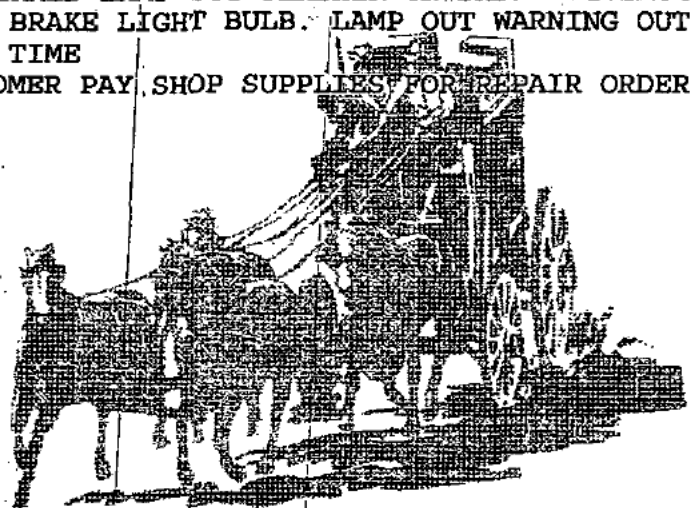
SERVICE ADVISOR AL REQUEJO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
06NOV13	07NOV13	89616XA	3D7LS38C25G[redacted]	98992	T448		07NOV13	120836

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:42	11:55	05	DODGE RAM3500	[redacted]		01JAN05	2182	2182

MILEAGE IN	MILEAGE OUT	LICENSE NO.
141569	141569	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
	1 BP3157 MINIATURE LAMP BLISTER PACK		3.50	3.50	3.50
	CONFIRMED LAMP OUT FLASHER ON DASH--REPLACED REAR BRAKE LIGHT BULB. LAMP OUT WARNING OUT AT THIS TIME				
	CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER				12.00



** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	439.95
PARTS AMOUNT	528.05
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	980.00
LESS INSURANCE	0.00
SALES TAX	32.40
PLEASE PAY THIS AMOUNT	1012.40

I hereby authorize the repair work herein set forth to be d[illegible] along with the necessary material and agree that you are [illegible] responsible for loss or damage to vehicle or articles lef[illegible] vehicle in case of fire, theft, or any other cause beyond [illegible] control or for any delays caused by unavailability of part[illegible] delays in parts shipments by the supplier or transporte[illegible] hereby grant you and/or your employees permission to op[illegible] the vehicle herein described on streets, highways or elsew[illegible] for the purpose of testing and/or inspection. An ex[illegible] mechanic's lien is hereby acknowledged on above vehi[illegible] secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

THANKS FOR BEING OUR GUEST TODAY!
WE COMPLETED THE SERVICE WRITE-UP PROCESS WITH OUR CUSTOMER AND HAVE REVIEWED THE COMPLETED REPAIRS WITH THE CUSTOMER. IF FOR ANY REASON YOU ARE NOT COMPLETLY SATISIFIED WITH OUR SERVICE, PLEASE CONTACT DAN CRIDER AT 208-667-6053 EXT. 3524

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XS7IC

CUSTOMER COPY

Dave Smith Frontier Sales and Service
1902 N. 4th St.
Coeur D' Alene, ID 83814
(208) 667-6053



[redacted]
HAYDEN, ID [redacted]

Remit to: I W. Cameron
Kellogg, ID 83837
(208) 784-1208 Ext. 1201

SERVICE ADVISOR AL REQUEJO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE #
10DEC13	10DEC13	89616XA	3D7LS38C25G[redacted]	98992	T081		10DEC13	122341

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:16	09:33	05	DODGE RAM3500	[redacted]		01JAN05	2182	2182

MILEAGE IN	MILEAGE OUT	LICENSE NO.
142835	142835	

TECH	TYPE	HOURS	LISTPRICE	RETAIL	TOTAL
A INSTALL FRONT END BUSHING---PLEASE SAVE OLD PARTS R1 SUSPENSION					
5983	CP			60.00	60.00
INSTALLED FRONT END BUSHING COMPLETED					
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER					3.00



** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	60.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.00
TOTAL CHARGES	63.00
LESS INSURANCE	0.00
SALES TAX	0.18
PLEASE PAY THIS AMOUNT	63.18

I hereby authorize the repair work herein set forth to be [illegible] along with the necessary material and agree that you are [illegible] responsible for loss or damage to vehicle or articles [illegible] vehicle in case of fire, theft, or any other cause beyond [illegible] control or for any delays caused by unavailability of [illegible] delays in parts shipments by the supplier or transport [illegible] I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X [illegible]

THANKS FOR BEING OUR GUEST TODAY!
WE COMPLETED THE SERVICE WRITE-UP PROCESS WITH OUR CUSTOMER AND HAVE REVIEWED THE COMPLETED REPAIRS WITH THE CUSTOMER. IF FOR ANY REASON YOU ARE NOT COMPLETLY SATISIFIED WITH OUR SERVICE, PLEASE CONTACT DAN CRIDER AT 208-667-6053 EXT. 3524

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

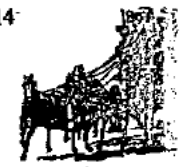
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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CUSTOMER COPY

Dave Smith Frontier Sales and Service
1902 N. 4th St.
Coeur D' Alene, ID 83814
(208) 667-6053

Remit to: 1 W. Cameron
Kellogg, ID 83837
(208) 784-1208 Ext.1201



[redacted]

HAYDEN, ID [redacted]

SERVICE ADVISOR AL REQUEJO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
06NOV13	07NOV13	89616XA	3D7LS38C25[redacted]	98992	T448		07NOV13	120836

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:42	11:55	05	DODGE RAM3500	[redacted]		01JAN05	2182	2182

MILEAGE IN	MILEAGE OUT	LICENSE NO.
141569	141569	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A* CUSTOMER STATES DEATH WOBBLE --VERY VIOLENT SHAKE--PLEASE ADVISE					
R1 SUSPENSION					
5983	CP			360.00	360.00
1 52122362AJ STEERING-STEERING			388.50	350.00	350.00
3 6505623AA NUT-HEX LOCK			2.50	2.25	6.75
1 5154661AC *DAMPER-STEERING			136.25	123.00	123.00
1 6803993AA ARM-PITMAN			47.82	43.10	43.10
1 6502835 NUT-HEX FLANGE LOCK			1.70	1.70	1.70
INSTALLED STEERING UPDATE KIT COMPLETED TEST DROVE TWICE TO WOLF LODGE NO WOBBLE OF ANY KIND DURING TEST DRIVES.					
B** FOUR WHEEL ALIGNMENT					
4WA FOUR WHEEL ALIGNMENT					
5983	CP			79.95	79.95
4 WAY ALIGNMENT COMPLETED					
C** LIGHTS ON TOP OF ROOF NOT WORKING, CHECK FOR BULBS OUT					
M MAINTENANCE					
5983	CP			0.00	0.00

C# 1695 $312.40
+
CC- 700

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

I hereby authorize the repair work herein set forth to be d... along with the necessary material and agree that you are ... responsible for loss or damage to vehicle or articles l... vehicle in case of fire, theft, or any other cause beyond ... control or for any delays caused by unavailability of pa... delays in parts shipments by the supplier or transpor... hereby grant you and/or your employees permission to o... the vehicle herein described on streets, highways or else ... for the purpose of testing and/or inspection. An e... mechanic's lien is hereby acknowledged on above vehicl... secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XS11C

CUSTOMER COPY

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7LS38C25G**[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT MOPAR

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law

U.S. Department of Transportation

NHTSA

5G [redacted] N62 527315

[redacted]
HAYDEN LAKE, ID [redacted]

527315/#63094/N62

527315/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number)



Notification Code



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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Hayden, Lake, Idaho [redacted]

Chrysler C

P.O. Box

Auburn Hi

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-10 10:31:17.063728
Files Not Recieved: 0

Just to make sure you have my address:

[redacted]

[redacted]

Wilmington De, [redacted]

[redacted]

[redacted]

To: Chrysler Dodge

From: [redacted]

Date: January 10, 2014

Re: Recall – Case # [redacted]

VIN# 1D7KS28D46[redacted]

Mileage: 71822

Please see the attached proof of payments to Sheridan Nissan to have my" L/S outer Tie Rod assembly" fixed. The piece broke on 8/13/13.

[redacted]

Wilmington DE, [redacted]

[redacted]

#: 76362

360094

INVOICE

PAGE 1

SHERIDAN
Our Goal $300 Less Than The Competition!
114 So Dupont Hwy.
Rte 13 & 273
NEW CASTLE, DE 19720
PH: (302) 326-6100 - FAX: (302) 326-6119
www.sheridannissan.com

[redacted]
WILMINGTON, DE [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 3619 MICHAEL S GALASSO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	DAIMLER DODGE RAM 25	1D7KS28D46J[redacted]		71822/71824	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25SEP09 DD			18:00 13AUG13		VARIES	FE	14AUG13

R.O. OPENED	READY	OPTIONS:
13:38 13AUG13	12:30 14AUG13	STK:5715 DLR:3288 ENG:5.7_Liter_SMPI 1)PA TITLE IN 7/14/09 2)RCVD PLATE, REG, STKR #CL92327 EXP.10/2010; TOOK 2 RCPTN 11/6/09

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A LEFT SIDE TIE ROD HAS BROKEN					
98 REPLACED L/S OUTER TIE ROD ASSY					
3688	C	0.40		38.80	38.80
1 ES3625TROD P24805			88.86	88.86	88.86
ALIGN PERFORM 4 WHEEL ALIGNMENT. ADJUST FRONT AND REAR CAMBER AND TOE-IN. ALIGNMENT OF STEERING WHEEL. PRICES MAY VARY BY VEHICLE.					
3688	C	1.00		79.95	79.95
PARTS: 88.86 LABOR: 118.75 OTHER: 0.00				TOTAL LINE A:	207.61
**********					
B** CUSTOMER STATES CHANGE OIL AND FILTER					
CAUSE: CHANGE OIL AND FILTER TOP OFF FLUID LEVELS ADJUST TIRE PRESSURE.					
LOF CUSTOMER STATES CHANGE OIL AND FILTER					
3688	C	0.30		17.45	17.45
1 LF107 OILFILTE			8.69	3.39	3.39
7 5W20 QUARTS MTR OIL			4.99	3.50	24.50
CSD CUST SERVICE DISCOUNT					
3688	CSD	0.00		-3.00	-3.00
CPD CUST PARTS DISCOUNT					
3688	CPD	0.00		-3.00	-3.00
PARTS: 27.89 LABOR: 11.45 OTHER: 0.00				TOTAL LINE B:	39.34
**********					

We hope you had a TRULY EXCEPTIONAL service experience. We ask that you please take the time and complete the Nissan survey either on line or by mail. If for some reason you are NOT 100% SATISFIED, please contact your Service Advisor so we can make your service experience a PERFECT 10.

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	130.20
PARTS AMOUNT	116.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	246.95
LESS INSURANCE	157.61
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	89.34

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

682300140201
SHERIDAN NISSAN LLC
114 S DUPONT HWY
NEW CASTLE, DE 19720
(302) 326-6100

Term ID: 004 Ref #: 014

Sale

6014
DEBIT Entry Method: Swiped

08/14/13 19:44:21
Inv #: 000014 Appr Code: 124440
Apprvd: Online BatchA: 226002
Trace: 00768240

Total: $ 89.34

Customer Copy

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/29/14

POSTED DATE : 1-23-14

VIN (FIRST 9 DIGITS) 3D7KS28D7

VIN (LAST 8 DIGITS) SG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

146 702 672

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

H46 - Steering & Linkage.

This notice applies to your vehicle (VIN: 3D7KS28D75C[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.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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January 22, 2014

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

RE: N62 / NHTSA 13V-528 Safety Recall

To Whom it May Concern:

We had a problem with our vehicle prior to receiving the recall letter and had the repairs done at Flagship Automotive Center (on 9/26/2013). Please see the attached Safety Recall and Receipt for the repairs that were completed.

Our information is:

[redacted]
North Port, Florida [redacted]

If there are any problems with this documentation or questions please call me at [redacted] (work) or [redacted] (home).

Thank you.

FLAGSHIP AUTOMOTIVE CENTER LLC

1255 US HWY 41 BY-PASS S
Venice FL 34285
941-375-2221
We are now a AAA approved repair facility
Please check our website WWW.FLAGSHIPAUTOREPAIR.COM for specials.
MV 81337

1/22/2014 8:22 AM

[redacted] Invoice #[redacted]

[redacted]
OSPREY FL [redacted]

Day Phone
Eve Phone
Fax Number [redacted]

Vehicle : 2005 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.7 L
VIN : 3D7KS28D75G[redacted]
Created : 9/26/2013 3:50:11 PM
Complete : 1/22/2014 8:22:11 AM
Invoiced : 1/22/2014 8:22:11 AM
Srv Writer : KM

Odometer In . . : 139287
Odometer Out : 139287

Labor/Notes

Qty	Code/Tech*	Reference	Description		Unit Price	Price
0.3	PF*	ID	INSPECT AND DIAGNOSE IST 15 MINS FREE		$0.00	$0.00
	CONCERN: C USTOMER STATES THAT WHEN HE PUTS CAR IN GEAR THAT IT BANGS HARD AND WHEN TURNING LEFT IT FEELS LIKE THE TRUCKS GOING TO TURN OVER AND ALSO HEARS NOISES UO FRONT.					
	CAUSE:					
	CORRECTION:					
0.6	PF*	GUIDE	AXLE TRACK BAR - R&R	M	$90.00	$54.00
6	PF*	GUIDE	BALL JOINT - R&R	M	$90.00	$540.00
0.7	PF*	LABOR	LABOR		$90.00	$63.00

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
2	NCP	2601248	Ball Joint - Upper - Front Susp		$88.14	$176.28
2	NCP	2601311	Ball Joint - Lower - Front Susp		$67.00	$134.00
1	NCP	2652549	Sway Bar Bushing - Front Susp		$22.64	$22.64
1	NCP	2651632	Sway Bar Link - Front Susp		$139.36	$139.36
1	NCP	2651631	Sway Bar Link - Front Susp		$137.04	$137.04
1	-	TRANS FLUSH BG	BG TRANS FLUSH KIT		$37.98	$37.98
8	-	836	SYN ATF	New	$7.98	$63.84
1	ATP	15924	A/Trans Filter Kit (Rubber Coated Metal OE Style		$74.74	$74.74
1	-	BAR	AXLE TRACK BAR		$225.00	$225.00

Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1	–	ALIGNMENT	ALIGNMENT	$89.95	$89.95

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

Labor		.....	$657.00
Parts	$1,034.96	less discount : $24.08	$1,010.88
Sublet/Misc.		.....	$89.95
**Shop Supplies		.....	$25.00

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

Charges		.....	$0.00
Sales Tax		Tax @ $1,782.83 * 7.0000%	$124.80
		VISA $1,907.63 Paid	$1,907.63

FLAGSHIP AUTOMOTIVE CENTER LLC
1255 US HWY 41 BY-PASS S
Venice FL 34285
941-375-2221
We are now a AAA approved repair facility
Please check our website WWW.FLAGSHIPAUTOREPAIR.COM for specials.
MV 81337

1/22/2014 8:22 AM

Invoice # [redacted]

[redacted]

Vehicle : 2005 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.7 L

Tech Certification #

PF

I hereby authorize the repair work, including sublet work, to be done along with the necessary materials. Not responsible for damages caused by theft, fire, acts of nature or any articles left in the vehicle. You and your employees may operate the vehicle herein described for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged to secure the amount of repairs thereto. If I cancel repairs for any reason prior to their completion a teardown and reassembly fee of $_____ will be applied. Save Old Parts:__Yes __No/All parts are in new condition, unless otherwise stated.

Authorized By: _____ Date _____

A storage fee of $25.00 per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

A 12 month or 12,000 mile warranty, whichever occurs first, is provided on all parts and labor unless otherwise specified. All warranty repairs must be performed at this facility.

[redacted]
North Port, Florida [redacted]

TAMPA FL 335
SAINT PETERSBURG FL
23 JAN 2014 PM 9 L



JAN 2 9

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



534 Morris Ford Rd
Colerain NC 27924
Fax 252-356-4100
Phone 252-356-4782

Robertson Equipment

Fax

To: Recall Reimbursment **From:** [redacted]

Fax: [redacted] **Pages:**

Phone: **Date:** 2-6-14

Re: **CC:**

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

• **Comments:**

Case # [redacted]

Vin # 3D7UT2CL4AG [redacted]

Case# [redacted]

AHOSKIE BODY SHOP INC.

Highway 42 West P.O. Box 384
Ahoskie, NC 27910
(252) 332-5547

QTY.	MATERIAL	PRICE	AMOUNT

[redacted]
hoskie, NC [redacted]

ACCT #	SOLD TO	DATE	TIME	STORE #	EMP #	INVOICE #
17090	EARLEYS AUTOMOTIVE 926 CENTER GROVE ROAD	10/09/2013	16:00	600005410	311	863671

SR #		PURCHASE ORDER #	ATTENTION
0	AHOSKIE, NC 27910		

AD		TAX EXEMPTION:	REPRINT
8		TERMS: net 30	Check
		ANTICIPATED:	

PART NUMBER	LN	DESCRIPTION	QUANTITY	PRICE	NET	TOTAL
269-6121	NCP	2010 Dodge Truck Ram 2500 Mega Cab 3/4 Ton - Pi Tie Rod End - Outer	1.00	263.90	149.9900	149.99

Subtotal			149.99
NC SALES TAX 7.0000%			10.50
%			0.00
TOTAL			160.49***
	Check 6700	160.49	

SIGNATURE

All goods returned must be accompanied by this invoice

* Labor for Repair = $100.00
Couldn't find reciept

02/06/2014 12:32 FAX 252 356 4100 ROBERTSON EQUIPMENT 003

[redacted]

TIRE TRACS, INC.

2336 US HWY 13 SOUTH
AHOSKIE, NC. 27910
252-209-0400

QUALITY PRODUCTS AND SERVICE FOR QUALITY CUSTOMERS

Repair Order #0077116
Date Printed : 11/8/12
Page : 1
Center :

Customer : [redacted]
Address : [redacted]
City : COLERAIN, NC [redacted]
Phone 1 : ([redacted] **Ext :**
Phone 2 : ([redacted] **Ext :**

Vehicle : 2010 DODT RAM 2500 LD PIC
LicUnit : [redacted] **Colr :**
VIN : 3D7UT2CL4AG [redacted]
Engine : **Trans :**
Mileage : 57479

Parts

Quan	Part Number	Description	Price
4.00	312015027LT285/70R1	GOODYEAR DURA TRAC	1291.96
4.00		2% DISP TAX	25.84
1.00	LG1 4 WHEEL SET	LUG NUT/KEY KIT	56.46

Labor

Op	Tech	Description	Time	Charge
TI4001	CB	MOUNT AND BALANCE 4 TIRES		50.00
COM010		SERVICE MANAGER NOTES:DOT#		0.00
		2-MDLHA71V3112		
		1-MDLHA71V3312		
		1-MDLHA71V4112		

OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.

WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X _____

Labor :	$50.00
Parts :	$1,348.42
Sublet :	$0.00
Other Fees :	$25.84
	$0.00
Subtotal :	$1,424.26
Sales Tax :	$94.39
Paid By : Check	
Total :	$1,518.65
Pay Ref : 694	
Paid :	$1,518.65
Due :	$0.00

534 Morris Ford Rd
Colerain NC 27924
Fax 252-356-4100
Phone 252-356-4782

Robertson Equipment

Fax

To: Recall Reimbursment From: [redacted]

Fax: [redacted] Pages:

Phone: Date: 2-6-14

Re: CC:

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

• Comments:

Case # [redacted]

Vin # 3D7UT2CL4AG [redacted]

Case# [redacted]

AHOSKIE BODY SHOP INC.

Highway 42 West P.O. Box 384
Ahoskie, NC 27910
(252) 332-5547

QTY.	MATERIAL	PRICE	AMOUNT

SIGNATURE

DATE COMPLETED

[redacted]

DATE 10-8 20 13

CITY

PHONE

JOB LOCATION

JOB PHONE | ORDER TAKEN BY | STARTING DATE

DESCRIPTION OF WORK

Towing 2010 Dodge 2500

to Shop. 30 miles @ 3.00

loaded mile = 90.00

Hook up + load + unload

50.00

TOTAL MATERIAL	
TOTAL LABOR	
TAX	

Thank You PAY THIS AMOUNT ⇨ 140.00

[redacted]
hoskie, NC [redacted]

ACCT #	SOLD TO	DATE	TIME	STORE #	EMP #	INVOICE #
17090	EARLEYS AUTOMOTIVE 928 CENTER GROVE ROAD	10/09/2013	16:00	600005410	311	863671

SR #	PURCHASE ORDER #	ATTENTION
0		

AHOSKIE, NC 27910

AD	TAX EXEMPTION:	REPRINT
8	TERMS: net 30	Check
	ANTICIPATED:	

PART NUMBER	LN	DESCRIPTION	QUANTITY	PRICE	NET	TOTAL
269-6121	NCP	2010 Dodge Truck Ram 2500 Mega Cab 3/4 Ton - Pi Tie Rod End - Outer	1.00	263.90	149.9900	149.99

Subtotal				149.99
NC SALES TAX 7.0000%				10.50
%				0.00
TOTAL				160.49***
	Check	6700	160.49	

SIGNATURE

All goods returned must be accompanied by this invoice

* Labor for Repair = $100.00
Couldn't find reciept

02/06/2014 12:32 FAX 252 356 4100 ROBERTSON EQUIPMENT 003

[redacted]

TIRE TRACS, INC.

2336 US HWY 13 SOUTH
AHOSKIE, NC. 27910
252-209-0400

QUALITY PRODUCTS AND SERVICE FOR QUALITY CUSTOMERS

Repair Order #0077116
Date Printed : 11/8/12
Page : 1
Center :

Customer : [redacted]
Address : [redacted]
City : COLERAIN, NC [redacted]
Phone 1 : ([redacted] Ext :
Phone 2 : ([redacted] Ext :

Vehicle : 2010 DODT RAM 2500 LD PIC
LicUnit : [redacted] Colr :
VIN : 3D7UT2CL4AG [redacted]
Engine : Trans :
Mileage : 57479

Parts

Quan	Part Number	Description	Price
4.00	312015027LT285/70R1	GOODYEAR DURA TRAC	1291.96
4.00		2% DISP TAX	25.84
1.00	LG1 4 WHEEL SET	LUG NUT/KEY KIT	56.46

Labor

Op	Tech	Description	Time	Charge
TI4001	CB	MOUNT AND BALANCE 4 TIRES		50.00
COM010		SERVICE MANAGER NOTES:DOT#		0.00
		2-MDLHA71V3112		
		1-MDLHA71V3312		
		1-MDLHA71V4112		

OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation

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WARRANTY IS XX DAYS OR XXXX MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$50.00
Parts :	$1,348.42
Sublet :	$0.00
Other Fees :	$25.84
	$0.00
Subtotal :	$1,424.26
Sales Tax :	$94.39
Paid By : Check	
Total :	$1,518.65
Pay Ref : 694	
Paid :	$1,518.65
Due :	$0.00

534 Morris Ford Rd
Colerain NC 27924
Fax 252-356-4100
Phone 252-356-4782

Robertson Equipment

Fax

To: Recall Reimbursment From: [redacted]

Fax: [redacted] Pages:

Phone: Date: 2-6-14

Re: CC:

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

• Comments:

Case # [redacted]

Vin #-3D7UT2CL4AG[redacted]

Case# [redacted]

AHOSKIE BODY SHOP INC.

Highway 42 West P.O. Box 384
Ahoskie, NC 27910
(252) 332-5547

QTY.	MATERIAL	PRICE	AMOUNT

SIGNATURE

DATE COMPLETED

[redacted]

DATE 10-8 20 13

CITY

PHONE

JOB LOCATION

JOB PHONE | ORDER TAKEN BY | STARTING DATE

DESCRIPTION OF WORK

Towing 2010 Dodge 2500

to Shop. 30 miles @ 3.00

loaded mile = 90.00

Hook up + load + unload

50.00

TOTAL MATERIAL	
TOTAL LABOR	
TAX	

Thank You PAY THIS AMOUNT ⇨ 140.00

[redacted]
hoskie, NC [redacted]

ACCT #	SOLD TO	DATE	TIME	STORE #	EMP #	INVOICE #
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SR #	PURCHASE ORDER #	ATTENTION
0		

AHOSKIE, NC 27910

AD	TAX EXEMPTION:	REPRINT
8	TERMS: net 30	Check
	ANTICIPATED:	

PART NUMBER	LN	DESCRIPTION	QUANTITY	PRICE	NET	TOTAL
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Subtotal				149.99
NC SALES TAX 7.0000%				10.50
%				0.00
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02/06/2014 12:32 FAX 252 356 4100 ROBERTSON EQUIPMENT 003

[redacted]

TIRE TRACS, INC.

2336 US HWY 13 SOUTH
AHOSKIE, NC. 27910
252-209-0400

QUALITY PRODUCTS AND SERVICE FOR QUALITY CUSTOMERS

Repair Order #0077116
Date Printed : 11/8/12
Page : 1
Center :

Customer : [redacted]
Address : [redacted]
City : COLERAIN, NC [redacted]
Phone 1 : ([redacted] Ext :
Phone 2 : ([redacted] Ext :

Vehicle : 2010 DODT RAM 2500 LD PIC
LicUnit : [redacted] Colr :
VIN : 3D7UT2CL4AG [redacted]
Engine : Trans :
Mileage : 57479

Parts

Quan	Part Number	Description	Price
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COM010		SERVICE MANAGER NOTES:DOT#		0.00
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WARRANTY IS XX DAYS OR XXXX MILES WHICHEVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

Labor :	$50.00
Parts :	$1,348.42
Sublet :	$0.00
Other Fees :	$25.84
	$0.00
Subtotal :	$1,424.26
Sales Tax :	$94.39
Paid By : Check	
Total :	$1,518.65
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Paid :	$1,518.65
Due :	$0.00

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-10-14

VIN (FIRST 9 DIGITS) 3D6WG4GDD

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00058

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

WILHELM
CONSTRUCTION

Attn: Reimbursement Department:

Please see attached recall notice, purchase order, and invoice for the repair completed by Champion Chrysler Dodge in Indianapolis IN.

We experienced these defects while driving the vehicle. The steering malfunctioned and the truck jumped a high curb in a median. Luckily, no one was injured and no other vehicles were involved.

We had to have Champion tow our truck to their service center and repair the defects.

Please advise on the reimbursement process.

Thank You,

[redacted]
faWILHELM
[redacted]

CHRYSLER

Ex List

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D6WG46D07G[redacted]

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

Dear F.A. [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE Jeep SRT FIAT MOPAR

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

Wilhelm Construction

PURCHASE ORDER

No: 024995

Please reference order number on all correspondence!
Job Number: 9627-1-0037
Order#: CHCS137436
Order Date: 4/26/2012

To:

CHAMPION CHRYSLER JEEP DODGE
4505 W 96TH STREET
INDPLS, IN 46268
317-872-6200

Ship To:

[redacted]
Indianapolis, IN
Attn: [redacted]
Ph: [redacted]
Fx: [redacted]
Cell: [redacted]

A COPY OF THIS PURCHASE ORDER MUST BE SENT WITH BILLING

By: Bryan	On Site Date: 4/26/2012	Via: CPU	FOB: Counter	Terms: NET 30

#	Quant	Unit	Part Number & Description	Unit Price	Amount
1	1	ea	TOTAL LABOR	530.47	530.47
2	1	ea	TOTAL PARTS	739.76	739.76
3	1	ea	TOTAL SUBLET, TOW IN	266.25	266.25
4	1	ea	TOAL MISC CHARGE, SHOP SUPPLIES	24.99	24.99

Sub Total	1,561.47
Tax (0%)	53.54
Order Total	1,615.01

Acceptance is limited to the terms and conditions set forth in this Field Purchase Order and the documents referred to herein. F.A. Wilhelm Construction Co., Inc. objects to and rejects any additional or different terms and conditions proposed by Suppler.

F.A. Wilhelm Construction
Authorized Signature
[redacted] Purchasing

[redacted]

3

NOBODY BEATS A CHAMPION

CHRYSLER Jeep DODGE RAM

4505 W. 96th Street
INDIANAPOLIS, INDIANA 46268
(317) 872-6200

0101ICHCS137436

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
26134	WILLIAM MCFARLAND 758	3133	04/23/12	CHCS137436
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
INDIANAPOLIS, IN [redacted]	YEAR / MAKE / MODEL 07/DODGE TRUCK/	23,176 /	DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 3D6WG46D07G[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	R.O. DATE 04/13/12	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

CELL: [redacted]

MO: 23176

TOTALS

**********IMPORTANT**********
* WE HOPE YOUR VISIT TODAY WAS A 5 STAR MOMENT *
* IF IT WAS NOT, PLEASE GIVE ME A CALL. YOU *
* MAY RECEIVE A SURVEY FROM DAIMLER/CHRYSLER *
* PLEASE TAKE A MOMENT TO FILL IT OUT & RETURN *
* *
* IF THERE IS ANY REASON YOU CANNOT GIVE US A *
* MARK OF VERY SATISFIED ON EACH QUESTION PLEASE *
* TAKE THE TIME TO CALL ME PERSONALLY AT *
* (317) 872-6200/877-931-6200 JEFF KLEIN *
* AS A 5 STAR DEALER YOUR SATISFACTION MEANS A *
* GREAT DEAL TO US ALL OF US HERE *
* WANT TO THANK YOU FOR YOUR VISIT TODAY *
****

TOTAL LABOR	530.47
TOTAL PARTS	739.76
TOTAL SUBLET	266.25
TOTAL G.O.G.	0.00
TOTAL MISC CHG	24.99
TOTAL MISC DISC	0.00
TOTAL TAX	53.54
TOTAL INVOICE $	**1615.01**

DISCLAIMER OF WARRANTIES

The seller, Champion Chrysler Jeep Dodge, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Champion Chrysler Jeep Dodge, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

CUSTOMER SIGNATURE

JOB # 9627
COST CODE # 0037
PO # 024995
SUPT. APPROVAL RAO

PO# 9627

FORM PROVIDED BY GRAPHIC RESOURCES, INC. (800) 752-7001

NOBODY BEATS A
CHAMPION
CHRYSLER Jeep DODGE RAM

4505 W. 96th Street
INDIANAPOLIS, INDIANA 46268
(317) 872-6200

0101ICHCS137436

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
26134	WILLIAM MCFARLAND 758	3133	04/23/12	CHCS137436
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		23,176	/	
INDIANAPOLIS, IN [redacted]	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	07/DODGE TRUCK/		-	
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	3D6WG46D07G [redacted]			
	F. T. E. NO.	P.O. NO.	R.O. DATE	
			04/13/12	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		
				MO: 23176

LABOR & PARTS

J# 1:03CHZ5 STEERING CONCERN HOURS 4.00 TECH(S) 752 764 430.52
CUSTOMER STATES SOMETHING BROKE IN STEERING
REPLACED BOTH OUTER TIE RODS, TRAILING ARM, PITMAN ARM
AND STEERING DAMPNER

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	5154661 AA	DAMPER ST 19030006	192.78	192.78	192.78
JOB # 1	3	6505623 AA	NUT HEX L 19015005	4.20	4.20	12.60
JOB # 1	1	68039930 AA	ARM PITMA 19027002	124.88	124.88	124.88
JOB # 1	1	52122362 AG	STEERING 19027003	423.15	409.50	409.50
				JOB # 1 TOTAL PARTS		739.76
				JOB # 1 TOTAL LABOR & PARTS		1170.28

J# 2:00CHZ01 MPI INSPECTION HOURS 0.00 TECH(S) 752 764 0.00
CHAMPION COURTESY VEHICLE INSPECTION
COMPLETED MULTI POINT INSPECTION

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

J# 3:03CHZ37 4 WHEEL ALTESTCO HOURS TECH(S) 764 99.95
CUSTOMER REQUESTED 4 WHEEL ALIGNMENT
COMPLETED 4 WHEEL ALIGNMENT. WARRANTY FOR ALIGNMENTS IS
2 HOURS FROM TIME OF CUSTOMER PICK UP. CUSTOMER IS TO CALL
THE SERVICE DEPARTMENT @ 317-872-6200 EXT 1105 TO EXPRESS
A CONCERN. THANK YOU, SERVICE MANAGER

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		99.95

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 1	45383		04/23/12	TOW IN	266.25
				TOTAL SUBLET	266.25

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		24.99
			TOTAL MISC	24.99

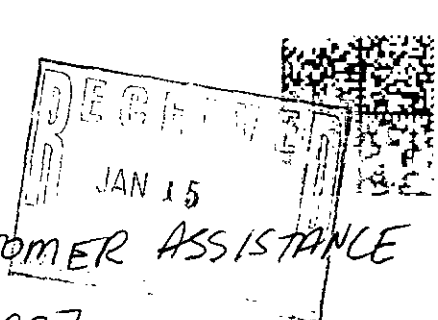
COMMENTS
TOW IN
04/16/2012
CALLED CUSTOMER TO LET KNOW TRUCK HAS NOT BEEN LOOKED AT
CALLED CUSTOMER ON AMOUNT OF REPAIRS EMAIL PRICES
ON 04/17/2012 AND 04/18/2012
CALLED BRYAN GOT PO FOR REPAIRS
PO#29627 1-0037

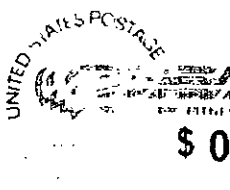
DISCLAIMER OF WARRANTIES

The seller, Champion Chrysler-Jeep-Dodge, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Champion Chrysler-Jeep-Dodge, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

[redacted]

INDPLS IN [redacted]





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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1/10/14

VIN (FIRST 9 DIGITS) 3D7LX38C2

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

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

This notice applies to your vehicle (VIN: **3D7LX38C26G[redacted]**.

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

XX 62

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

6G[redacted] N62 206003

[redacted]
ROOTSTOWN, OH [redacted]

206003/#63094/N62

1200 Southeast Avenue • Tallmadge, OH 44278 • 330-630-0250
960 East Glendale Avenue • Sparks, NV 89431 • 775-352-8787
20 King Mill Road • McDonough, GA 30253 • 770-288-3200

1-800-230-3030 • 1-330-630-3030 • www.SummitRacing.com
1-800-575-1932 • 1-330-630-3030 • www.GenuineHotrod.com

GUARANTEED LOWEST PRICES

Invoice	Customer	Sales Rep.	Cashier	Tax Exempt	Date	Time
[redacted]	1785393	CADE	JESSICA B.		09/25/12	20:29

SOLD TO: [redacted]

ROOTSTOWN OH [redacted]

Cell [redacted]

Qty.	Part Number	Part Description	Unit Price	Balance Due
3	MOG-351A	U-JOINT	31.95	95.85
1	MOG-ES3624	TIE RODS	21.95	21.95
1	MOG-ES3625	TIE RODS	42.95	42.95
1	MOG-DS1463	DRAG LINK	87.95	87.95
1	SHC-930308	PICKLE FORK KIT	39.99	39.99
1	SJA-7013	STEERING DAMPER KIT	45.39	45.39

***Retail Speed Points Accumulated: 1,214

Subtotal	334.08
Tax	21.72
Total	355.80

xxxxxxxxxxxxS [redacted] 355.80

Customer Signature: _____

O'Reilly AUTO PARTS
PROFESSIONAL PARTS PEOPLE

Serving Our Customers Since 1957

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

STORE PHONE # 330 296-8419
ADDRESS: 1320 E MAIN ST
RAVENNA OH 44266-3330
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO

999990

SHIP TO

CASH SALE
ENTER TO WIN $5,000 BY
PROVIDING FEEDBACK AND
TAKING OUR SURVEY! 00000

INVOICE NUMBER 2403-154132
INVOICE TYPE CASH SALE
INVOICE DATE 9/26/12

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
91680				15:43:41		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
							WE VALUE YOUR OPINION! ENTER TO WIN $5000 CASH @OREILLYCARES.COM or 800-300-5904					
							ENTER 24032701541323. RULES AT OREILLYCARES.COM. DISPONIBLE EN ESPANOL.					
		1	MOO DS1464		BX		TIE ROD END	174.56	86.95			86.95
							LIMITED LIFETIME WARRANTY					
		1	MCW MPTS2-010		PR		MPACT GLOVES	50.83	29.99			29.99
							90 DAY LIMITED WARRANTY					

TOTALS 2 "We appreciate your business"

CUSTOMER COPY

PAGE 1

	225.39	116.94
CASH TEND.		
CHANGE		

SUB-TOTAL	116.94
MISC.	
TAX/FEES	
TOTAL	

CUSTOMER SIGNATURE _____

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

O'Reilly AUTO PARTS
PROFESSIONAL PARTS PEOPLE

Serving Our Customers Since 1957

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 862-3333

STORE PHONE # 330 296-8419
ADDRESS: 1320 E MAIN ST
RAVENNA OH 44266-3330
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO

999990

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CASH SALE
ENTER TO WIN $5,000 BY
PROVIDING FEEDBACK AND
TAKING OUR SURVEY! 00000

INVOICE NUMBER 2403-154132
INVOICE TYPE CASH SALE
INVOICE DATE 9/26/12

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
91680				15:43:41		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
							**** PRICE OVERRIDE AUTHORIZATION ****		MGR OK- BKNAPP3			****

TOTALS 2 "We appreciate your business"

CUSTOMER COPY

LAST PAGE 2

	225.39	116.94
CASH TEND		-150.00
CHANGE		25.17

SUB-TOTAL	116.94
MISC.	
TAX/FEES	7.89
TOTAL	124.83

CUSTOMER SIGNATURE _____

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

(330) 296-5525 Garage
(330) 296-4627 Body Shop
(330) 673-6016 Kent

No. 71875

Rivers Garage & Body Shop

Hunter Wheel Alignment & Balancing
Collision Repairs

5615 S. Prospect St.
Ravenna, Ohio 44266

1631 St. Clair Ave.
Kent, Ohio 44240

Customer Information

Name [redacted] Date 9/25/2017

Address [redacted] Phone

City Ravenna State OH Zip [redacted] Alt. Phone

Vehicle Information

Year	Make	Model	Color
06	Dodge	3500 Ram	Silver

License | State | VIN

Location 51 West Ave Tallmadge

Towed to: | Hold

PD

OSP	PCS	RPD	KPD	BPD	SPD	PER X	Other

Driver Mark Truck 90

Key | Lot | Space

The undersigned does hereby authorize the above work and agrees to release Rivers Garage & Body Shop and their employees from any and all liability whatsoever by reason of any service performed to said vehicle. The undersigned further understands that Rivers Garage & Body Shop is not responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft, or any other cause beyond their control, and this invoice is due and payable upon completion of services, unless prior arrangements have been made.

Signature [redacted]

Parts & Labor	
Sales Tax	8 43
Services Tow	125 00
Mileage @ miles	
Storage days @	
Tolls	
Total	133 43

www.BellPrintingCompany.com (330) 898-8863

[redacted]

[redacted]
Ruetstown, OH [redacted]



Chrysler Customer
P.O. Box 21-8007
Auburn H. Hls, MI 4
Attn: Reimbursem

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-25 16:05:50.215316
Files Not Recieved: 0

Towing bill $63.81 and gas was $48.00
I'm not sure how to send these receipts to you.
The truck was towed to crowley dodge with a full tank of diesel @$130.00. Service dept used more than 3/4 of a tank road testing. I'm out of pocket a total of $210.00. I need to be reimbursed due to the steering component failing while driving



EASTWOOD TOWING INC.

153658

24 HOUR TOWING SERVICE
(203) 754-4171
1-800-215-8633
3080 East Main Street Waterbury, CT 06705

INFORMATION
NAME [redacted]
ADDRESS
P.O. # PHONE [redacted]
DATE 1-10-14
ENDING MILEAGE 27
HOOK UP MILEAGE 0
MILEAGE 27

VEHICLE INFORMATION
YEAR 11 MAKE Dodge Ram 2500 COLOR Blk PLATE NO. [redacted] (CT)
VEHICLE NO. 40658 I.D. # 3D7UT2CL0BG[redacted]

TOW INFORMATION
TRUCK NO. 49 DRIVER Art
TIME OUT
TIME IN
TOTAL TIME
REQUESTED BY AGERO
NAME 17 Mile Coverage

REASON FOR TOW
☐ ACCIDENT ☐ VIOLATION
☐ IMPEDING ☐ ABANDON
☒ BREAKDOWN ☐ OTHER

LOCATION
304 Mingo Dam Rd Middlebury
T-7

SERVICE
ROAD SERVICE
LIFT TOW
FLATBED T-7 Pd CASH
MEDIUM DUTY
HEAVY DUTY
RECOVERY SERVICE
LABOR ADDITIONAL

Crosleys 1461 Farmington Ave Bristol

[redacted]

I THAT I AM LEGALLY AUTHORIZED AND THE VEHICLE DESCRIBED ABOVE AND I HAVE RECEIVED VEHICLE AND ALL CONDITION.

X

TOTAL CHARGES

TOWING	60	00
STORAGE		
LABOR		
~~OTHER~~ Ly	3	81
TOTAL	63	31

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/28/14

POSTED DATE : 1-21-14

VIN (FIRST 9 DIGITS) 3D7LS38C4

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

January 18, 2014

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

Dear Customer Assistance Case Manager,

Re: Reimbursement Case #[redacted]
[redacted] Denver, CO [redacted]
Ph#[redacted]
E-mail address: [redacted]
VIN#3D7LS38C05G[redacted]
Current Mileage 82535; mileage at time of repair 66004.

Enclosed you will find copies of repair invoice for work completed to steering linkage, receipt of payment for listed items, and original claim reimbursement submitted through your website.

After speaking with you on Friday, January 17, 2014 in regards to Chryslers decision not to reimburse me for the work done on my truck for reasons that it doesn't apply to the Safety Recall, I will explain a little more in detail as to why I feel Chrysler should reconsider this matter.

I have been a valued customer for quite a few years now and in the many times I have purchased new trucks, never have I ever had to replace steering and front end components. My 2005 Dodge Ram, VIN # 3D7LS38C05G[redacted]has never been used for off road four-wheel driving, so my thinking is that the original steering linkage and front end components are underrated for the engine weight it carries causing premature wear and replacement.

I had purchased new tires from Big O tires and they offered to check the alignment to find that the left tie rod was in an unstable condition and needed repair work. I was told that it was unsafe to continue driving in this condition, so they gave me an itemized estimate of repairs and cost. I then contacted Brandon Dodge to have them estimate the cost because I wanted original Mopar parts installed. As I spoke with the Service Adviser, he recommended the upgraded front end kit including drag link as it would be a

heavier duty application for this size truck and I agreed to replace upper-lower ball joints at same time.

This vehicle was only 7 years old at the time and I therefore believe that I'm entitled to reimbursement of the repairs and replacement of front end components due to unstable safety condition as well as premature wear and does have bearing circumstances of the Safety Recall in question. Per enclosed copy of claim submitted via e-mail, I am willing to consider a compromise for depreciation, but feel that my claim is valid. This would be in addition to the present N62 Safety Recall for replacement and repairs.

Your reconsideration of my request would be appreciated and I look forward to your response in a timely manner.

Best regards,

[redacted]

ENCL

Reimbursement Case #[redacted]

[redacted] Denver, CO [redacted]

Ph#[redacted]

VIN#3D7LS38C05G[redacted]

Current Mileage 82535; mileage at time of repair 66004.

I have already experienced the steering linkage condition due to defect and premature wear and have paid to have repaired. I'm requesting reimbursement for all front end steering linkage components as listed per invoice of labor and parts for total of $1,887.04 and the labor & parts for alignment total of $79.94.

Total Reimbursement $1,966.98 plus any taxes and additional misc. labor charges included in invoice.

[redacted]card used at time of payment is no longer valid.

BRANDON DODGE ON BROADWAY
5660 S BROADWAY
LITTLETON, CO 80121
(303) 798-4205

Mrt ID: 000051466057
ID: 51466057

Ref #: 0021

Sale

[redacted]

Entry Method: Swiped

Total: $ 2,255.50

09/13/12 17:47:53
Inv #: 000021 Appr Code: 01307C
Apprvd: Online Batch#: 000037

Customer Copy

THANK YOU FOR YOUR BUSINESS!

Brandon Dodge On Broadway

24/7 Appt. Hotline 1-866-921-8911

SCHEDULE AN APPOINTMENT ONLINE

5600 South Broadway
LITTLETON, CO 80121
brandondodgeonbroadway.com
Phone 303-794-4205

RATE US ON DealerRate.com

Thank You

800-992-1997.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
47487	MIKE GEYER 472	9183	09/13/12	DTCS48564
	LABOR RATE / LICENSE NO / MILEAGE		COLOR	STOCK NO.
		66,004	GRAY/	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	05/DODGE TRUCK/RAM 3500/QUAD 140WB 4		08/28/05	
	VEHICLE I.D. NO	P.O. NO	R.O. DATE	PRODUCTION DATE
	3 D 7 L S 38 C 0 5 G [redacted]		09/13/12	05/24/05
	F.T.E. NO.			MO: 66006

[redacted]
DENVER, CO [redacted]

BUSINESS PHONE

COMMENTS

RE [redacted]

LABOR & PARTS — 805.00

J# 1 19DTZ — STEERING — UNITS: 2.00 TECH(S): 430
CUST STATES WAS TOLD NEED UPPER/LOWER BALL JOINTS
ALONG WITH UPDATED FRONT END KIT INCLUDING DRAG LINK
AND STEERING SHOCK ALSO CHECK SHOCKS AND ADVISE
QUOTED $2000.00 PLUS TX/SUPPLIES
COMPLETED REPLACEMENT OF UPPER /LOWER BALL JOINTS WITH
FRONT END LINKAGE KIT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52122362 AH	STEERING 19027003	367.50	367.50
JOB # 1	1	68039930 AA	ARM PITMA 19027002	53.75	53.75
JOB # 1	1	5154661 AA	DAMPER ST 19030006	188.19	188.19
JOB # 1	1	6502835	NUT HEX F 17015030	1.40	1.40
JOB # 1	3	6505623 AA	NUT HEX L 19015005	3.90	11.70
JOB # 1	2	5086672 AB	BALLJOINT 17011020	112.00	224.00
JOB # 1	2	5086674 AB	BALLJOINT 17011020	118.00	236.00
			JOB # 1 TOTAL PARTS		1082.54
			JOB # 1 TOTAL LABOR & PARTS		1887.54

J# 2 02DTZ — ALIGNMENT — UNITS: 1.20 TECH(S): 430
PERFORM FRONT WHEEL ALIGNMENT
HANG GAGES ON ALL FOUR WHEELS ALIGN FRONT END AND CHECK
REAR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		79.94

J# 3 27DTZFF — DIESEL FUEL FILTER — UNITS: 0.50 TECH(S): 430
REPLACE DIESEL FUEL FILTER AND BLEED FUEL SYSTEM
COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	68001914 AB	FILTR PKG 14029004	27.00	27.00
			JOB # 3 TOTAL PARTS		89.95
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 01DTZNPI — MPI INSPECTION — UNITS: 0.00 TECH(S): 430
PERFORM MPI WORLD CLASS VEHICLE INSPECTION
CUSTOMER APPROVAL
WORLD CLASS INSPECTION COMPLETED PLEASE SEE ATTACHED
FORM

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5 47DTZAF — REPLACE AIR FILTER — UNITS: TECH(S): 430
REPLACE AIR FILTER
COMPLETED

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages.
NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

REPAIR ORDER NOTICE

Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Supplies - A token charge equivalent to 10% of the labor charge is included for supplies used. Applicable supply items are: Nuts, bolts, washers, tape, pins, rags, cleaners, towels, hazardous waste charges, etc.

THANK YOU
FOR BRINGING
YOUR VEHICLE
TO US
FOR SERVICE

LIKE US ON FACEBOOK

The Reynolds and Reynolds Company EQUANTIVE CO897870 O (07/12)

(CONTINUED ON NEXT PAGE) 03:40pm

CUSTOMER COPY

SF892799 O (05/11)

Brandon Dodge On Broadway

24/7 Appt. Hotline 1-866-921-8911

SCHEDULE AN APPOINTMENT ONLINE

5600 South Broadway
LITTLETON, CO 80121
brandondodgeonbroadway.com
Phone 303-794-4205

Thank You

RATE US ON DealerRater.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
47487	MIKE GEYER 472	9183	09/13/12	DTCS48564

[redacted]
DENVER, CO [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		66,004	GRAY/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/RAM 3500/QUAD 140WB 4	08/28/05	

VEHICLE I.D NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 L S 3 8 C 0 5 G [redacted]		05/24/05

F.T.E NO.	P.O. NO.	R.O. DATE
		09/13/12

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 66006

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	53034249 AA	FILTER AI 14029008	34.95	34.95
			JOB # 5 TOTAL PARTS		34.95
			JOB # 5 TOTAL LABOR & PARTS		34.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	MISC LABOR CHARGES		75.00
			TOTAL MISC	75.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $2300.00 (+TAX)
TOTALS

$$$$$$$$$$$$$$$$$$FOR OFFICE USE ONLY$$$$$$$$$$$$$$$$$$$$

( )MASTERCARD (X)VISA ( )DISCOVER ( )AMERICAN EPRESS
( )CASH ( )CHECK #
( )CHARGE ACCOUNT#
CASHIER INTL'S (MM) DATE: 9/13/12

TOTAL LABOR	947.89
TOTAL PARTS	1144.49
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	75.00
TOTAL MISC DISC	0.00
TOTAL TAX	88.42
TOTAL INVOICE $	**2255.80**

THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

AS IS. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages; damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages.
NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

REPAIR ORDER NOTICE

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Supplies - A token charge equivalent to 10% of the labor charge is included for supplies used. Applicable supply items are: Nuts, bolts, washers, tape, pins, rags, cleaners, towels, hazardous waste charges, etc.

THANK YOU
FOR BRINGING
YOUR VEHICLE
TO US
FOR SERVICE

LIKE US ON FACEBOOK

mpany, ERA/ITHVR, CC697870 O (07/12)
The Reynolds and Rey

SF662799 O (05/11)

CERTIFIED MAIL™

[redacted]
Denver, CO[redacted]



UNITED STATES POSTAL SERVICE

1000 4832T

By

RETURN RECEIPT REQUESTED

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

48321B0007 B198

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-11 15:03:06.135805
Files Not Recieved: 0

Reimbursement Case [redacted]

[redacted]

[redacted]. Denver, CO [redacted]

Ph[redacted]

VIN#3D7LS38C05G[redacted]

Current Mileage 82535; mileage at time of repair 660004.

I have already experienced the steering linkage condition due to defect and premature wear and have paid to have repaired. I'm requesting reimbursement for all front end steering linkage components as listed per invoice of labor and parts for total of $1,887.04 and the labor & parts for alignment total of $79.94.

Total Reimbursement $1,966.98 plus any taxes and additional misc. labor charges included in invoice.

Visa card used at time of payment is no longer valid.

Thank you and Regards, Max Hancock

Brandon Dodge On Broadway

24/7 Appt. Hotline 1-866-921-8911

SCHEDULE AN APPOINTMENT ONLINE

5600 South Broadway
LITTLETON, CO 80121
brandondodgeonbroadway.com
Phone 303-794-4205

Thank You

RATE US ON DealerRater.com

800-992-1997.

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
47487	MIKE GEYER	472	9183	09/13/12	DTCS48564

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		66,004	GRAY/	

[redacted]
DENVER, CO [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/RAM 3500/QUAD 140WB 4	08/28/05	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 L S 3 8 C 0 5 G [redacted]		05/24/05

F. T. E. NO.	P. O. NO.	R. O. DATE
		09/13/12

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 66006

LABOR & PARTS----------

J# 1 19DTZ STEERING UNITS: 7.00 TECH(S):430 805.00

CUST STATES WAS TOLD NEED UPPER/LOWER BALL JOINTS
ALONG WITH UPDATED FRONT END KIT INCLUDING DRAG LINK
AND STEERING SHOCK.ALSO CHECK SHOCKS AND ADVISE
QUOTED $2000.00 PLUS TX/SUPPLIES
COMPLETED REPLACEMENT OF UPPER /LOWER BALL JOINTS WITH
FRONT END LINKAGE KIT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
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JOB # 1	1	68039930-AA	ARM PITMA 19027002	53.75	53.75
JOB # 1	1	5154661-AA	DAMPER ST 19030006	188.19	188.19
JOB # 1	1	6502835	NUT HEX F 17015030	1.40	1.40
JOB # 1	3	6505623-AA	NUT HEX L 19015005	3.90	11.70
JOB # 1	2	5086672-AB	BALLJOINT 17011020	112.00	224.00
JOB # 1	2	5086674-AB	BALLJOINT 17011020	118.00	236.00
			JOB # 1 TOTAL PARTS		1082.54
			JOB # 1 TOTAL LABOR & PARTS		1887.54

J# 2 02DTZ ALIGNMENT UNITS: 1.20 TECH(S):430 79.94

PERFORM FRONT WHEEL ALIGNMENT
HANG GAGES ON ALL FOUR WHEELS, ALIGN FRONT END AND CHECK
REAR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		79.94

J# 3 27DTZFF DIESEL FUEL FILTER UNITS: 0.50 TECH(S):430 62.95

REPLACE DIESEL FUEL FILTER AND BLEED FUEL SYSTEM
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	68001914-AB	FILTR PKG 14029004	27.00	27.00
			JOB # 3 TOTAL PARTS		27.00
			JOB # 3 TOTAL LABOR & PARTS		89.95

J# 4 01DTZMPI MPI INSPECTION UNITS: 0.00 TECH(S):430 0.00

PERFORM MPI WORLD CLASS VEHICLE INSPECTION
CUSTOMER APPROVAL
WORLD CLASS INSPECTION COMPLETED PLEASE SEE ATTACHED
FORM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5+47DTZAF REPLACE AIR FILTER UNITS: TECH(S):430 0.00

REPLACE AIR FILTER
COMPLETED

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages.
NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

REPAIR ORDER NOTICE

Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Supplies - A token charge equivalent to 10% of the labor charge is included for supplies used. Applicable supply items are: Nuts, bolts, washers, tape, pins, rags, cleaners, towels, hazardous waste charges, etc.

THANK YOU
FOR BRINGING
YOUR VEHICLE
TO US
FOR SERVICE

LIKE US ON FACEBOOK

The Reynolds and Reynolds Company ERAINTINVE CC697870 Q (07/12)

Brandon Dodge On Broadway

24/7 Appt. Hotline 1-866-921-8911

SCHEDULE AN APPOINTMENT ONLINE

5600 South Broadway
LITTLETON, CO 80121
brandondodgeonbroadway.com
Phone 303-794-4205

Thank You

RATE US ON DealerRater.com

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
47487	MIKE GEYER	472	9183	09/13/12	DTCS48564

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		66,004	GRAY/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/RAM 3500/QUAD 140WB 4	08/28/05	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 L S 3 8 C 0 5 G[redacted]		05/24/05

F. T. E. NO.	P. O. NO.	R. O. DATE
		09/13/12

[redacted]
DENVER, CO [redacted]

RESIDENCE PHONE [redacted] | BUSINESS PHONE

COMMENTS: MO: 66006

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1		53034249-AA	FILTER AI 14029008	34.95	34.95
				JOB # 5 TOTAL PARTS		34.95
				JOB # 5 TOTAL LABOR & PARTS		34.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	MISC. LABOR CHARGES		75.00
			TOTAL - MISC	75.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $2300.00 (+TAX)

TOTALS

$$$$$$$$$$$$$$$$$$FOR OFFICE USE ONLY$$$$$$$$$$$$$$$$$$$$

( )MASTERCARD (X)VISA ( )DISCOVER ( )AMERICAN EPRESS

( )CASH ( )CHECK #

( )CHARGE ACCOUNT#

CASHIER INTL'S ( ) DATE: 9/13/12

TOTAL LABOR....	947.89
TOTAL PARTS....	1144.49
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	75.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	88.42
TOTAL INVOICE $	**2255.80**

THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages.
NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

REPAIR ORDER NOTICE

Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

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THANK YOU
FOR BRINGING
YOUR VEHICLE
TO US
FOR SERVICE

LIKE US ON FACEBOOK

The Reynolds and Rey mpany ERAINTINVE CC697870 Q (07/12)



BRANDON DODGE ON BROADWAY
5600 S BROADWAY
LITTLETON, CO 80121
(303) 794-4205

ant ID: 000051468057
ID: 51468057 Ref #: 0021

Sale

[redacted]

Entry Method: Swiped

Total: $ 2,255.80

09/13/12 17:47:53
Inv #: 000021 Appr Code: 01307C
Apprvd: Online Batch#: 000037

Customer Copy

THANK YOU FOR YOUR BUSINESS!

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP




MFD BY CHRYSLER GROUP LLC
DATE OF MFR: 9-10
GVWR: 5534 KG 12200 LB
FRONT: 2495 KG 5500 LB WITH 17X6.0 RIMS AT 485 KPA (70 PSI) COLD LT235/80R17E TIRES
REAR: 4242 KG 9350 LB WITH 17X6.0 RIMS AT 450 KPA (65 PSI) COLD LT235/80R17E TIRES
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3D73Y4CL0BG [redacted] TYPE: TRUCK MDH:090304 151AA
VEHICLE MADE IN MEXICO PAINT: PW7 TRIM: V9U3 DUAL


BY CHRYSLER GROUP LLC
OF MFR: 9-10
FRONT: 2495 KG 5500 LB WITH
17X6.0 RIMS AT
REAR: 4242 KG 9350 LB WITH
17X6.0 RIMS AT
GVWR: 5534 KG 12200 LB
LT235/80R17E TIRES
485 KPA (70 PSI) COLD
LT235/80R17E TIRES
450 KPA (65 PSI) COLD
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY
STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3D73Y4CL0B[redacted] TYPE: TRUCK MDH:090304 151AA
VEHICLE MADE IN MEXICO PAINT: PW7 TRIM: V9W3 DUAL






WARNING
EVEN WITH ADVANCED AIR BAGS
• CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIR BAG.
• THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
• NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
• ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.
• SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIR BAGS.
9G1a1230AB

⚠ WARNING

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- THE **BACK SEAT** IS THE **SAFEST** PLACE FOR CHILDREN.
- **NEVER** PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- **ALWAYS** USE **SEAT BELTS** AND **CHILD RESTRAINTS.**
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIR BAGS.

553612 30AB


DIESEL FUEL
ONLY
RPM
x1000
MPH
km/h
35776 mi
volts
psi


ULTRA LOW SULFUR
DIESEL FUEL
ONLY
E
F
200
14
245
°F
RPM
×1000
0
1
2
3
4
5
8
14
18
volts
RAM
40
30
20
10
0
P R N D


RPM
×1000
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volts
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245
°F
RAM
P R N D


DIESEL FUEL ONLY
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200
245
°F
MPH
km/h
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RAM
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110
psi
P R N D


ULTRA LOW SULFUR
DIESEL FUEL
ONLY
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km/h
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110
psi
P R N D


ULTRA LOW SULFUR
DIESEL FUEL
ONLY
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200
14
245
°F
RPM
x1000
0
1
2
3
4
5
8
4
18
volts
44°F
Radio Off
Fuel Economy
Vehicle Info
Messages: 0
35776 mi
MPH
km/h
0
10
20
30
40
50
60
70
80
90
100
110
120
140
160
180
200
0
40
110
psi
P R N D


RPM
MPH
SELECT
BACK




















































DANGER/POISON

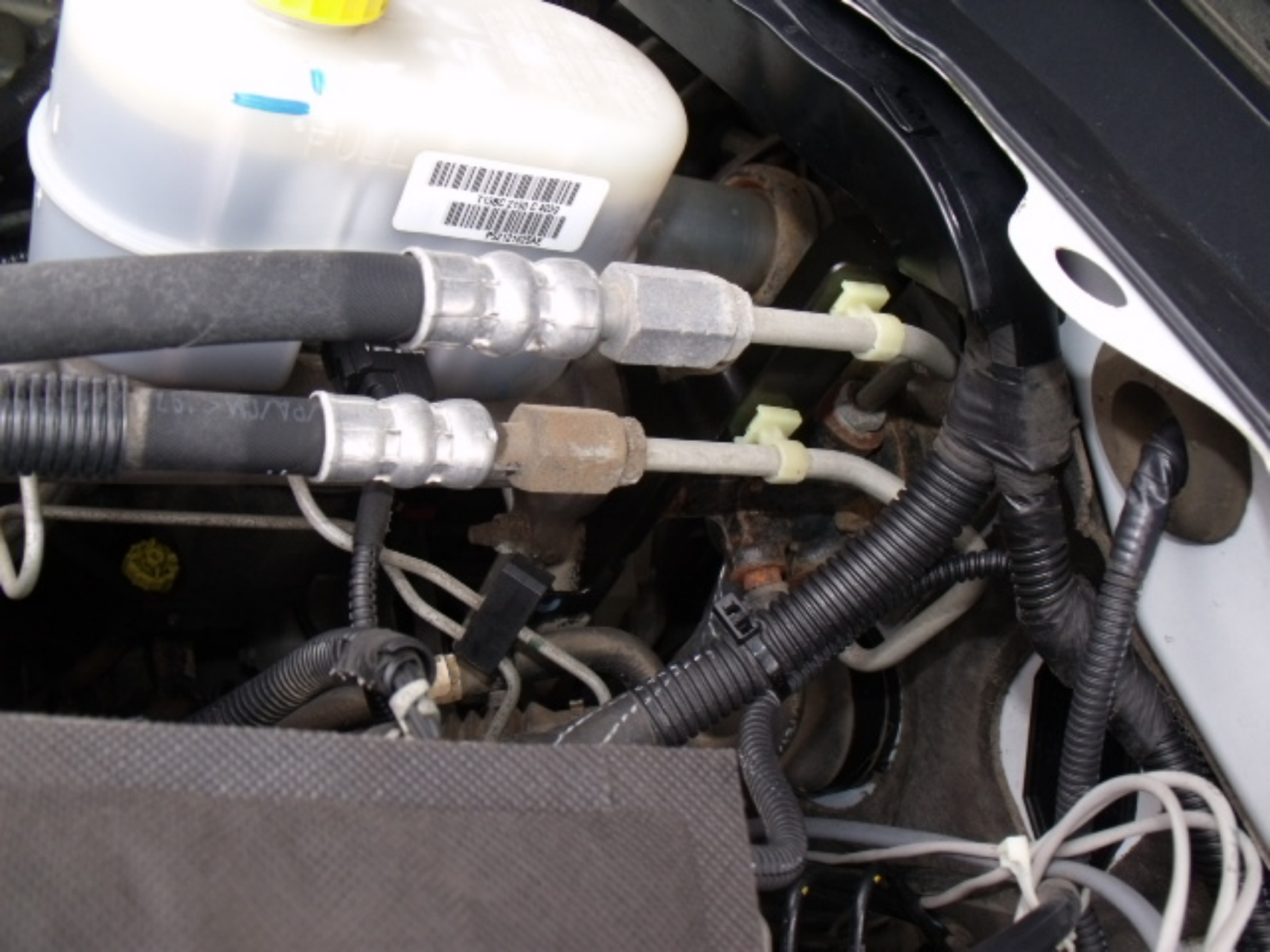





412AE










HEAVY DUTY






4X4
SERVICE
BODY SHOP


4X4
DODGE






















GENERAL
AMERITRAC






LR OUT
AMERITRAC








.50 CAL BULLET KNIFE








RF
14/32
60
GENERAL


13/32
70
RR
OUT
GENERAL


GENERAL
AMERICA TIRE CANADA
215/65 R16
60


GENERAL


SAFETY WARNING


NOM
DOT P5AB 8910

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) 3D7VT2CL8

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

INVOICE REPRINT

BIG O TIRES # 044045
1055 S BLUFF ST.
ST GEORGE, UT 84770
(435) 628-6404

[redacted]
BIG O TIRES.
Visit us on the web at: www.bigotires.com

Invoice No: 044045-62511 *Page 1*
Order No: 62511
Date: 05/28/2013 **Time:** 09:12 AM
Started by: NIC BLAKE
Invoiced by: LANCE SWINDLEHURST

Vehicle Information
Year: 2011 **Make:** DODGE TRUCK
Model: RAM 2500 PICKUP **Color:** RED
License: [redacted] (UT) **Odometer:** 117,307
Engine: 6-408 6.7L Dsl **VIN:** 3D7VT2CL8B[redacted]
Unit: **Driver:**
Tire Pressure **Front:** 0 **Rear:** 0 **Torque:**

Customer Instructions
Save Old Parts? No

Cust.: [redacted] **Cust. No.:** 4045-212305
Address: [redacted]
City, State, Zip: WASHINGTON, UT [redacted]
Home: [redacted] **Work:** **Cell:**

Bill To: Same

Part No.	Description	Technician	Qty	Unit Price	Total Price
LAB NOTES	REPLACE RIGHT FRONT WHEEL: DEFECTIVE	AJW	1.00	0.00	0.00
LAB TIIBS	INSTALLATION PACKAGE		1.00	14.97	14.97
OPP OPLOF	ENGINE AIR FILTER	JS2	1.00	44.00	44.00
OPP OPLOF	FUEL FILTER		1.00	79.95	79.95
LAB ML	LABOR TO INSTALL FUEL FILTER		0.70	86.00	60.20
OPP OPFEP	LEFT OUTER TIE ROD END		1.00	114.00	114.00
LAB ML	LABOR TO INSTALL TIE ROD END		0.50	86.00	43.00
LAB AL	ALIGNMENT	AJW	1.00	69.95	69.95
	TRANSMISSION FLUSH SERVICE		0.00		
LAB ML	TRANSMISSION FLUSH LABOR		1.00	47.14	47.14
LUB 6600	TRANSMISSION FLUSH KIT		1.00	32.97	32.97
LUB T101	AUTOMATIC TRANSMISSION FLUID		16.00	4.99	79.84
LAB TIFTRB	FREE TIRE ROTATION AND BALANCE		1.00	0.00	0.00
OPP OPMSP	TOWING CHARGE: IN TOWN		1.00	50.00	50.00
DIS DISS	SERVICE DISCOUNT		1.00	-50.00	-50.00

*** Technicians who Performed Services on Invoice ***
[AJW] ANTHONY WRIGHT [JS2] JOHN SCHEAR
*** ---------- ***

Invoice Summary

Estimate Revisions

Prev Amt	Date	Time	Revised Amt	Auth By
0.00	05/27/2013	08:50 AM	0.00	
0.00	05/27/2013	08:53 AM	0.00	
0.00	05/27/2013	09:17 AM	569.53	
569.53	05/27/2013	09:18 AM	569.53	
569.53	05/27/2013	09:31 AM	622.66	
622.66	05/27/2013	04:24 PM	622.66	
622.66	05/28/2013	07:15 AM	622.66	
622.66	05/28/2013	09:12 AM	622.66	

Payment

Type	Amount
VISA	$622.66

Invoice Totals

Parts	400.76
FET	0.00
Core Chg	0.00
Labor	185.26
Waste Disposal	0.00
Shop Supplies	0.00
Sales Tax	36.64
Total:	**622.66**

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with the cardholders agreement with the issuer.
There are no cancellations allowed.

Customer Signature [redacted]

(Version: bolasinv9 - 20120606)

230211#63093/N49

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

VIN (Last 8 Characters of Vehicle Identification Number)

BG[redacted]

Notification Code

N49

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7MX48C5

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

December 22, 2013

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

Attention: Reimbursement – Safety Recall N62 / NHTSA 13V-528

2006 Ram Laramie, Serial # 3D7MX48C56G[redacted]

To Whom It May Concern:

On 3/21/2011 I was driving about 10 mph (thank goodness) when the right front tie rod broke. It broke at the wheel flush with the joint. Odometer reading was 72,717, which was 2,000 miles out of the Maximum Care Warranty. I called the Warranty Dept. at 1-800-521-9922 around 4:30 p.m. on 3/21/2011. Case #[redacted] was assigned.

A towing bill to the closest Chrysler dealer (Corley, Gallup, NM) was going to cost at least $250. Being retired, we didn't want to spend this amount. We ordered the parts from Berry Chrysler Dodge Jeep for a total amount of $482.13. Corley did not seem qualified to even order the parts much less perform the work. (I believe they went out of business last year. When we spoke to Larry H. Miller in Albuquerque they agreed that they had NEVER seen this happen before. Now that there is a recall, it appears that our vehicle might have been one of the first to have this problem.

DelSol Engineering performed the work and within three days the left tie rod broke (parts were from Berry Chrysler Dodge Jeep, Corsicana, TX). When the replacement parts were received we were relieved that the new parts appeared to be heavy duty for a 3500 truck. The original part when the truck was purchased was definitely too lightweight for this type of vehicle.

I had to beg the Chrysler Rep to reimburse us for half of the parts price since we were 2,000 miles past the warranty period. Total parts cost 482.13 and we received a check for $241.07 (see attached receipt).

Therefore, we feel we should be reimbursed the other half of $241.06, $200.00 for labor and tow plus the cost of realignment, which was $53.90 for a total of $494.96. Copies of all receipts are attached. Thank you for your consideration.

Sincerely,

[redacted]

Ramah, NM [redacted]

Attachments (9)

P.S. I worked at the Chrysler Indianapolis foundry from 1993 thru 1998 and have owned two Neons, one PT Cruiser, one 3/4 ton truck and two one ton trucks since that time. This truck has been the biggest disappointment because of all the major repairs, all of which occurred right before after the warranty expired.

- Left front window motor had to be replaced
- Left front axle 4 wheel drive universal joint had to be replaced
- Wheel bearings adjusted and repacked
- Brakes and rotors replaced
- Water pump replaced
- Front belt replaced

At around the 90,000 mile timeframe this past August, we had to replace the ECM. Thank goodness it occurred at home. Two weeks prior to this we were 5 ½ hours away from the closest Dodge dealership and we were pulling my 24' gooseneck horse trailer with two horses. I can't imagine how much that tow bill would have been. My husband was always a Ford person and never had these types of problems; however, he does love the Cummins diesel.

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX48C56C[redacted]).

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

Subj: **ACTION REQUESTED: *Chrysler Supporting Documentation Link.***
Date: 3/22/2011 2:26:45 P.M. Mountain Daylight Time
From: CAC_Case_Manager@chrysler.com
To: mrsdw19@aol.com

Please scan or attach digital images of the proof of payment, repair order and any additional pertinent information and replay to this e-mail. Thank you, Chrysler.

Chrysler Customer Assistance Center Case Manager is requesting you to provide attachment of scanned document related to the following Case:

Case #: [redacted]

Message from your Case Manager:

Please use below link to attach scanned documents for Case.
http://www.chrysler.com/wccsapp/CAIRSurvey/validate.do?DATA_KEY=6sDJu7HK9JG7ssjylLmxx%2FGSv7HM%2B5GwNbc%3D

(This Link will be activated only for 7 days including today).

File Formats allowed for uploading are:- .tif .tiff .jpg .jpeg .png .bmp .pdf

Maximum of 15 Files or 5MB can only be uploaded through this link. For more files kindly contact Chrysler Customer Assistance Center Case Manager to send a new link.

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

Thank You
Customer Care.

REMITTANCE ADVICE

VENDOR NO: SU00000001

CHRYSLER GROUP LLC
CIMS 431-00-00
P O BOX 21-8004
AUBURN HILLS MI 48321-8004

PAY REF NO: 0008426495
DATE: 03/30/2011
PM: USCKU SOURCE: SU
MAIL:

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
03/29/2011	20576237	241.07		241.07
ZONE 88 VIN 3D7HX48C56G [redacted]				
	TOTALS	241.07		241.07

REMOVE CHECK ALONG THIS PERFORATION

BERRY CHRYSLER DODGE JEEP

1971 EAST HIGHWAY 31
CORSICANA, TEXAS 75110
PARTS DIRECT:903-874-6870 OR 800-926-8254

71580WAL

[redacted]
RAMAH NM [redacted]

[redacted]

Printed:03/23/11 @ 07:19

DATE	INVOICE NO.	CUST. NO.
3/23/2011	71580	7834207OC

SOLD BY	PAY TYPE	P.O. NO.
GV	CREDCARD	

WCOMP TYPE: 9

Counter Sale
2 INTERNET27

VISIT OUR WEBSITES AT WWW.SPRINTERPARTS.NET
WWW.JEEPOEMPARTS.COM WWW.DODGEDIESELPARTS.NET
WE APPRECIATE YOUR BUSINESS!!!

15% HANDLING CHARGE WILL BE MADE ON ALL GOODS RETURNED
NO RETURNED GOODS AFTER 5 DAYS OR WITHOUT INVOICE

QTY.	PART NUMBER/DESCRIPTION		BIN	LIST	NET	AMOUNT
3	6505623AA	NUT	HEX 1001C1-8	1.75	1.33	3.99
1	52122362AF	STEERING	STEE 3015-A	350.00	266.70	266.70
1	52122370AB	DAMPER	STEE 1030-B	149.00	113.16	113.16
1	5086665AC	JOINT	NONE 1018-H	96.20	73.28	73.28

SUB TOTAL	457.13
FREIGHT	25.00
TAX	.00
PAY THIS AMOUNT	482.13

3/29/11
½ is all we can get.

Case # [redacted]

Thank You

ELECTRICAL PARTS MAY BE RETURNED IN UNOPENED ORIGINAL PACKAGING FOR A 15% RESTOCKING FEE.
ELECTRICAL PARTS THAT HAVE BEEN OPENED OR INSTALLED ARE NON RETURNABLE. NO EXCEPTIONS.

Received By _____

CUSTOMER COPY

Del Sol Engineering
HC 61 Box 845
Ramah, NM 87321-9611
1-505-783-4207 Fax: 1-530-660-2820

Invoice

DATE	Del Sol Eng
3/30/2011	107

BILL TO

[redacted]
Ramah, NM [redacted]

DUE DATE	P.O. NUMBER
4/30/2011	

ITEM	DESCRIPTION	Hrs	Rate	AMOUNT
Labor	Labor to install steering linkage (parts provided by Dick Wallen/Berry Chrysler Dodge Jeep)	1	100.00	100.00
Labor	Left tie rod end piece broke within 3 days and had to be replaced.	0.5	100.00	50.00
Tow	Towing - 10 miles minimum rate	1		50.00

Paid in cash
4/10/11

Thank you for your business!

Total 200.00

Sales Quote

** THIS IS NOT A VALID RECEIPT **

BIG O TIRES

1001 WEST COAL AVE.
GALLUP, NM 87301 Phone: (505) 722-4321

Quote No	Date
135182	3/23/11

Re-Sale No	PO Number

Customer	Return Old Parts	Make	Model	Year	License No	Mileage
CARRY OUT CARRY OUT CARRY OUT CARRY OUT, NM 11111	NO	CARRY OUT	CARRY OUT	2011	CARRY OUT	1

Received By: [redacted]

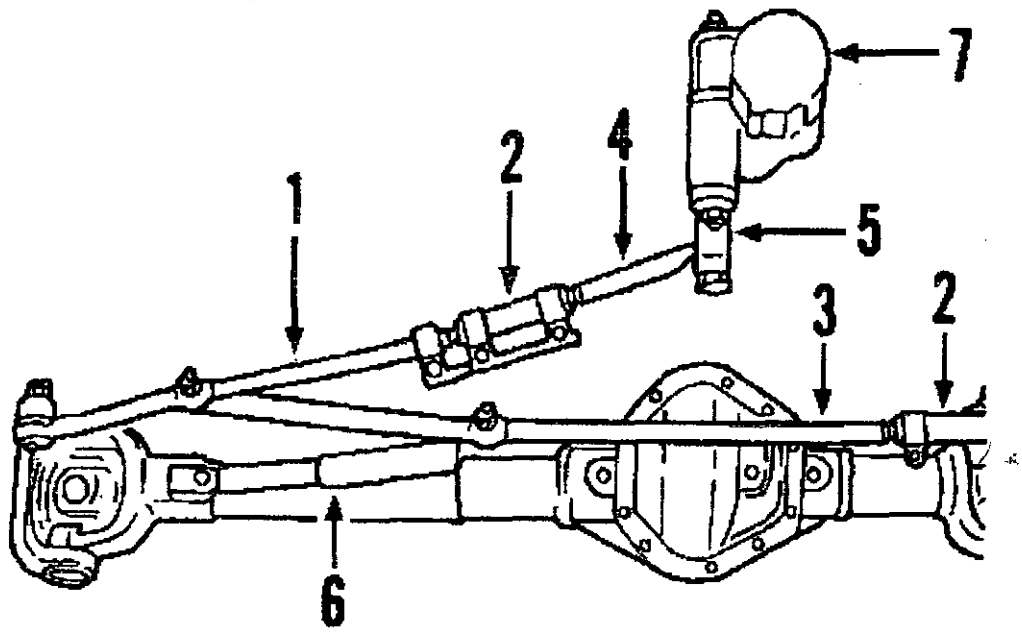
Product Id	Product Description	Quantity	Parts	Fet	Labor	Discount	Extended
TAAT	**Thrust Angle Align Truck** YOUR VEHICLE'S ALIGNMENT HAS BEEN SET AS CLOSE TO MANUFACTURER'S SPECIFICATIONS AS POSSIBLE....QUITE OFTEN ALIGNMENT SPECIFICATIONS WILL VARY WITH THE AGE OF THE VEHICLE.....THE SPRINGS SAG, SUSPENSION PARTS WEAR AND THE METAL IN THE VEHICLE FRAME FATIGUES.....IN MOST CASES, WE CAN ADJUST FOR THESE CONDITIONS..... HOWEVER, IF YOU EXPERIENCE ANY ADVERSE HANDLING CHARACTERISTICS, PLEASE RETURN TO "BIG O TIRES" AS SOON AS POSSIBLE SO WE MAY RE-SET YOUR ALIGNMENT TO AVOID ANY UNSAFE HANDLING CONDITIONS OR RAPID TIRE WEAR.....	1.0			49.88		49.88

Case # [redacted]

Shop Fees	
Disposal Fees	
Trade-In Credit	
Disposal Tax	
Sales Tax	4.02
Total	53.90

Steering gear & linkage, **Outer tie rod**
w/o Mega Cab - Power - rack & pinion
List Price : $149.10
Your Price : $107.70

Buy Now



Our goal is to cater to Dodge Chrysler Jeep owners by providing an easy to use website, low price Dodge Chrysler and the best live support. We pride ourselves in providing the best buying experience possible by having the right parts in stc

Rev # 3D7MX48C56G [redacted]

Mu

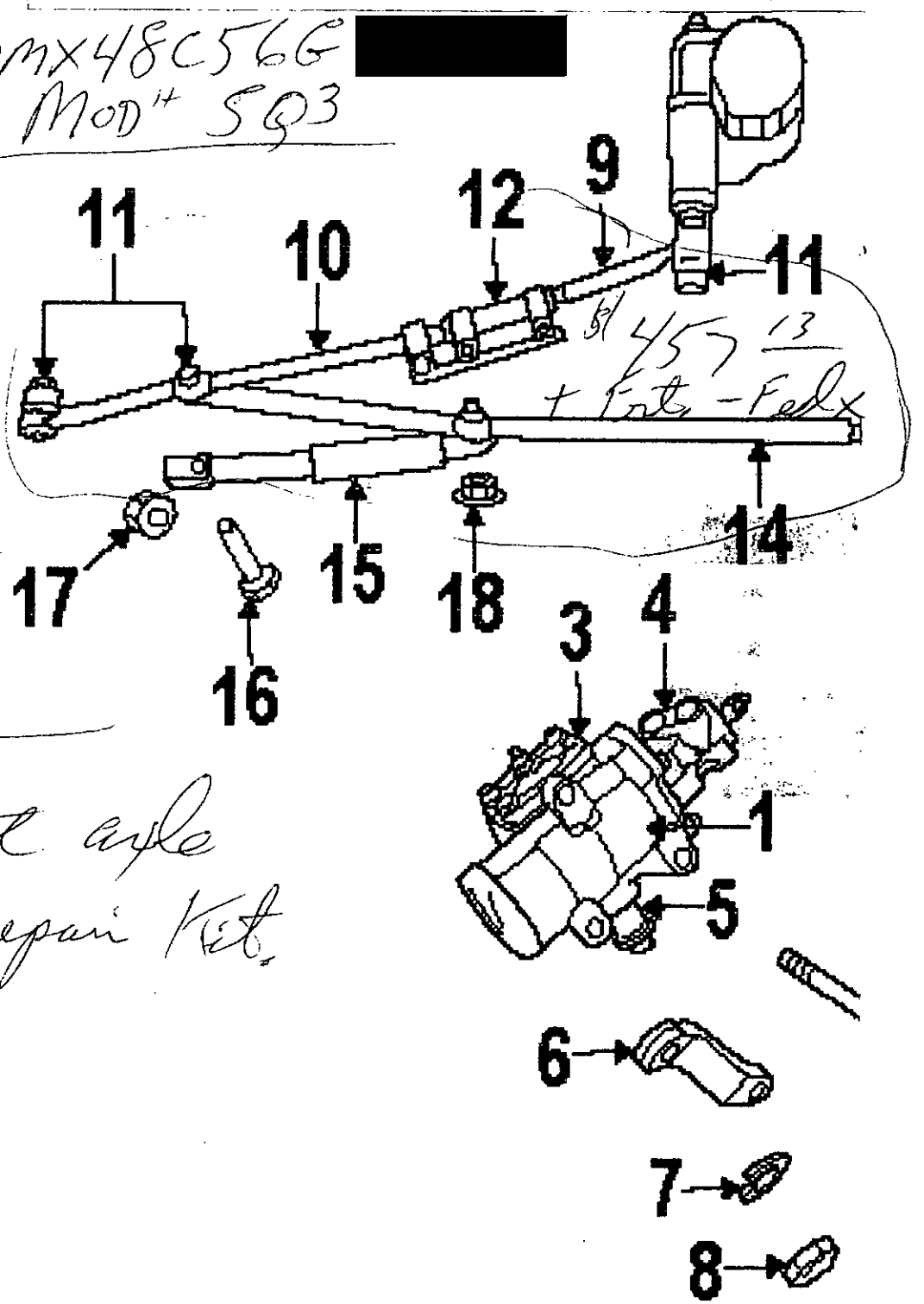
Select your part viewing the Illustration Image below

1. 5.7 liter	2. Bolt, M14x2x215	3. Cover seal
4. Valve	5. Seal kit	6. Pitman arm
7. Lock washer	8. Nut	9. Inner
10. Outer Tie Rod	11. Nut	12. Tie rod tube
13. Center link	14. Outer tie rod	15. Steering damper
16. Bolt	17. Lock nut, #1	18. Lock nut, #2

Passenger Side

3D7MX48C56G [redacted]
Mod# 503

Exp date 3/14 + 017



Jerry Lin Parts

Need Front axle U joint repair Kit.

06' Dodge Ram



HC 61 Box [redacted]
Ramah, NM [redacted]



RECEIVED
JAN - 3
By

Chrysler Customer Assistance
Attn: Reimbursement
PO Box 21-8007

Auburn Hills, MI 48321-8007

Our goal is to cater to Dodge Chrysler Jeep owners by providing an easy to use website, low price Dodge Chrysler and the best live support. We pride ourselves in providing the best buying experience possible by having the right parts in stc

Dew # 3D7MX48C56G [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/03/13

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D6WG36A3

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Power South

Date: 23-DECEMBER-2013

To: Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, Michigan 48321-8007
ATTENTION: REIMBURSEMENT

Reference: Safety Recall N49 / NHTSA 13V-529

To whom it may concern, with regard to first class mail recently received by our Cummins Power South, LLC. Offices in Ocala Florida, please note the following per Chrysler Group LLC instruction.

As per instruction within Safety Recall Notice N49 / NHTSA 13V-529, the condition noted therein was repaired internally by our Cummins Power South, LLC. Distributor service center in Ocala, Florida. Based upon our technician's weekly vehicle inspections, on September 30, 2013 it was noted that the left tie rod assembly was failing and needed to be replaced on our service vehicle 06003. By the vehicle VIN# 3D6WG36A38G214585 we acquired the herein documented parts from Napa to repair the appropriate failed parts on our service vehicle 06003.

To support this repair as noted on your recall notice, please find our following documents:

- Cummins Power South purchase order number 125582 (dated 01-OCT-2013)
- Napa Auto Parts invoice number 879994 (dated 01-OCT-2013)
- Cummins Power South work order number 060-77958 (dated 01-OCT-2013)
- Cummins Power South WO invoice number 060-33272 (dated 03-OCT-2013)
- Photographs of the components replaced as the vehicle operates today.

Our total parts and labor expenditure herein thus far: $196.10

If reimbursement for our expenses is determined to be available from Chrysler, may we ask for the following information to be specified with payment:

- Service Vehicle 06003/Cummins Power South - Ocala Service Center

Sincerely,

[redacted]

Ocala, Florida [redacted]

Signed: [redacted]

Print:

Title:

Power South

NOTICE: Material returned must show this invoice number. Material returned subject to 15% handling charge. Exchange units must be received in 10 days or 15% charge applies. After 15 days material accepted at the discretion of Cummins Power South, LLC

OCALA SERVICE CENTER
321 S. W. 52ND AVE
MV# 56758
OCALA, FL 34474-
(352)861-1122

INVOICE NO [redacted]

Remit To: P. O. Box 403896
Atlanta, GA 30384-3896

BILL TO [redacted]
OCALA, FL [redacted]

OWNER [redacted]

*** CHARGE ***

DATE	CUSTOMER ORDER NO.	DATE IN SERVICE	ENGINE MODEL	PUMP NO.	EQUIPMENT MAKE
03-OCT-2013		23-JUN-2008	ISB-305		DODGE
CUSTOMER NO.	**SHIP VIA**	**FAIL DATE**	**ENGINE SERIAL NO.**	**CPL NO.**	**EQUIPMENT MODEL**
060		01-OCT-2013	57816334	CPL288600	D350
REF. NO.	**SALESPERSON**	**PARTS DISP.**	**MILEAGE/HOURS**	**PUMP CODE**	**UNIT NO.**
77958	2049				60-03

QUANTITY ORDERED	BACK ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
OSN/MSN/VIN		506WG36A38G2[redacted]		YEAR 2008	LICENSE [redacted]		
COMPLAINT		REPLACE STEERING COMPONENT ON 60-030					
CORRECTION		REPLACE STEERING COMPONENTS AND HAVE TRUCK ALLIGNED.					
1	1	269-3704	INNER TIE ROD JOINT		OTHER	60.31	60.31
1	1	269-1195	ADJUSTMENT LINK		OTHER	23.39	23.39

PARTS:		83.70
PARTS COVERAGE CREDIT:		0.00CR
TOTAL PARTS:	**83.70**	
SURCHARGE TOTAL:		**0.00**
LABOR:		112.40
LABOR COVERAGE CREDIT:		0.00CR
TOTAL LABOR:	**112.40**	
MISC.:		0.00
MISC. COVERAGE CREDIT:		0.00CR
TOTAL MISC.:	**0.00**	

TAX EXEMPT NUMBERS:

SALES TAX **0.00**

ALL INVOICES DUE AND PAYABLE TO: CUMMINS POWER SOUTH, P.O. BOX 403896, ATLANTA, GA 30384-3896

TERMS: Net 30 days from invoice date, on preapproved charge accounts only. All Other Accounts, PAYMENT DUE UPON RECEIPT. A SERVICE CHARGE OF 1½ % PER MONTH (EFFECTIVE RATE OF 18% PER ANNUM) WILL BE CHARGED ON PAST DUE ACCOUNTS. Any claims for shortages or deductions for erroneous charges must be made within seven days after receipt of goods.

SUB TOTAL:	196.10
TOTAL TAX:	0.00
TOTAL AMOUNT: US $	**196.10**

AUTHORIZED BY (print name)_____ SIGNATURE_____ DATE_____

AUTO PARTS

STORE
700002160
160 OCALA MAIN
910 N W 10TH ST
352-622-8185
OCALA, FL 34475
(352) 622-8185

Time: 11:56
Date: 10/01/2013
Page: 1/1

Invoice Number 879994

SOLD TO
[redacted]
COLLEGE PARK, GA [redacted]

Employee: 45 , GLENN
Sales Rep: 19 , .
Accounting Day: 1

Y Y
OCR
7000021608799940

Part Number	Line	Description	Quantity	Price	Net	Total
269-3704	NCP	LEFT INNER TIE ROD EN	1.00	102.36	60.31	60.31
269-1195	NCP	TIE ROD ADJT SLEEVE	1.00	37.48	23.39	23.39

CR# 1060632

Delivery:
Attention:
Tax Exemption:
PO#: 125582
Terms: SERVICE CHG

Subtotal 83.70
TAXTABLE 4 6.0000% 0.00

Total 83.70

Charge Sale 83.70

ON WO 77958

PO# 125582

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

REF BY____ VER BY____
REMIT TO: PO BOX 409043
ATLANTA,GA 30384-9043

CUSTOMER COPY

PURCHASE ORDER

PO#: 125582
PO Confirmed Date: 01-OCT-2013
PAGE: 1 OF 1

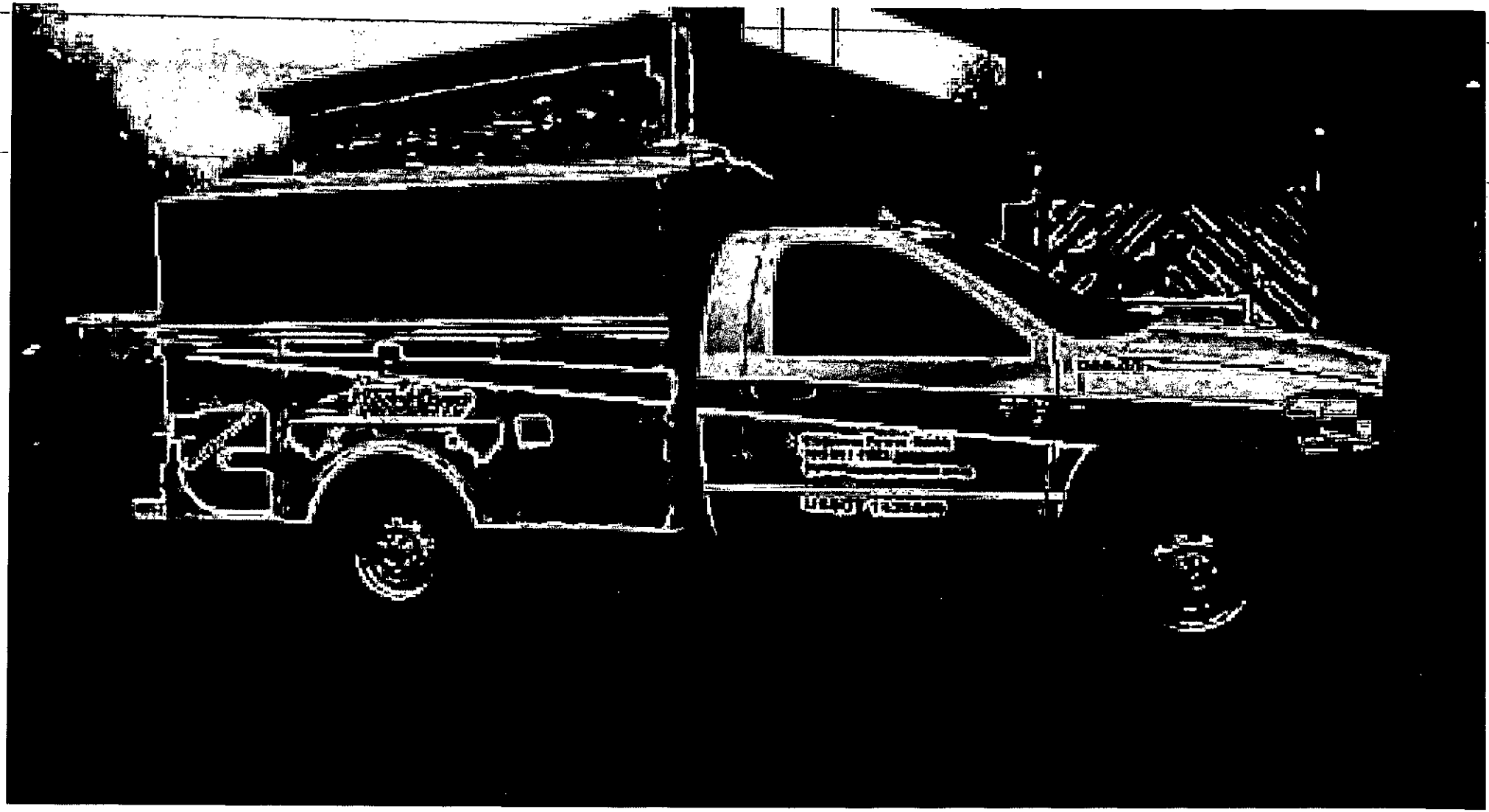
BILL TO: [redacted]
OCALA, FL [redacted]

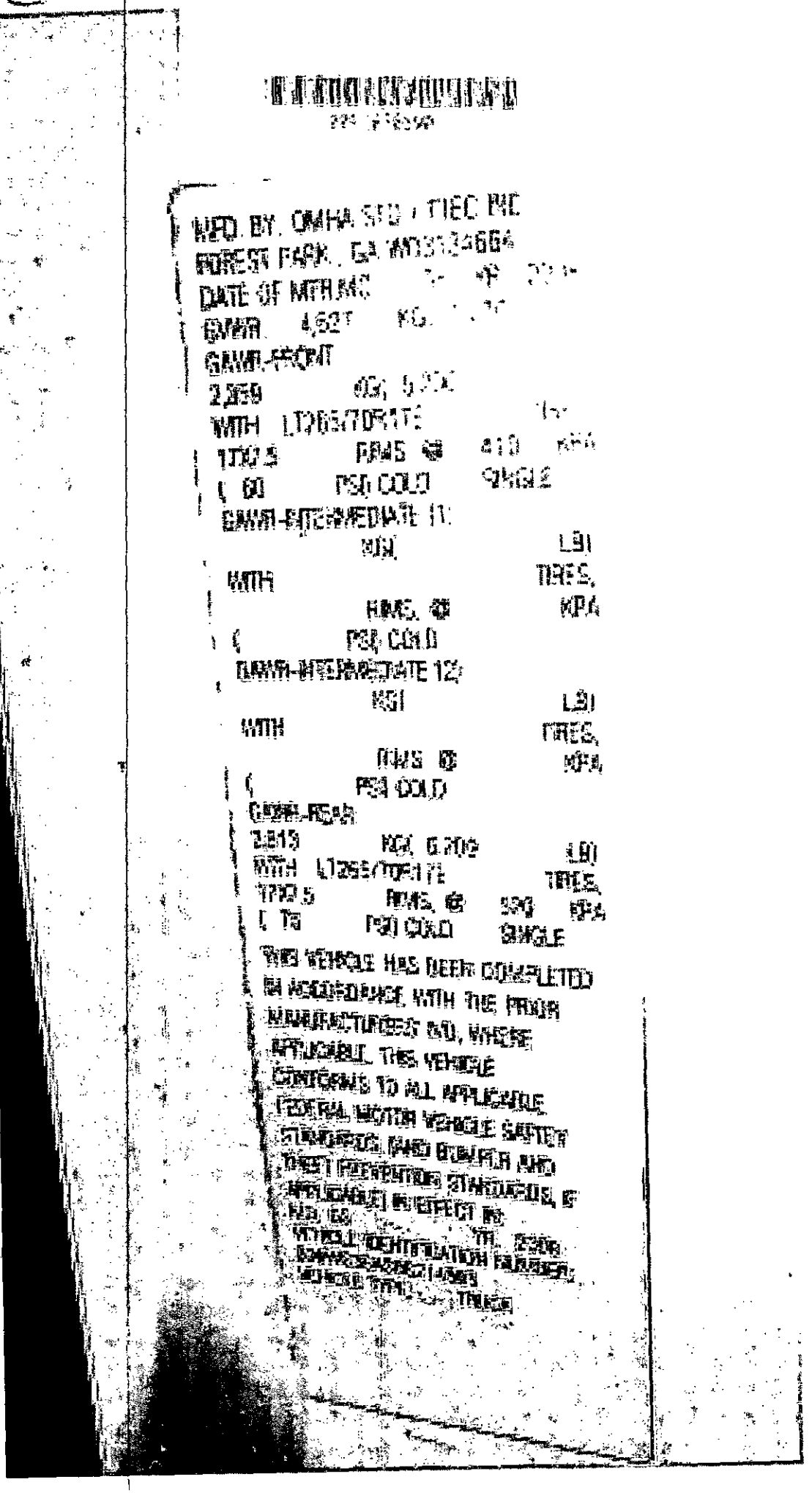
VENDOR: NAPA AUTO PARTS - OCALA 23247
PO BOX 409043
ATLANTA, GA 30384-9043

SHIP TO [redacted] 060
OCALA, FL [redacted]

SHIP VIA: CUSTOMER PU
FREIGHT TERMS: SERVICE FREIGHT,
SHIP DATE:
PAYMENT TERMS: 2% 10TH NET 20
CUSTOMER REFERENCE COMMENT:
SPECIAL INSTRUCTIONS: REID SERVICE VEHICLE REPAIRS

LINE#	PRODUCT CODE	ITEM NUMBER	ORDER QTY	DESCRIPTION	UNIT COST	TOTAL COST
1	OTHER	NCP2693704	1.00	DRAG LINK BALL JOINT **PO COMMENT:** PITMAN ARM END	60.3100	60.31
2	OTHER	NCP2691195	1.00	DRAG LINK ADJ SLEEVE **PO COMMENT:** PITMAN ARM END	23.3900	23.39
				PO TOTAL		83.70





MFD. BY: OMNI STG / TIEC INC
FOREST PARK, GA
DATE OF MFR:
GVWR: 4,62[illegible] KG
GAWR-FRONT
2,359 KG, 5,20[illegible]
WITH LT265/70R17E
TIRES,
17X7.5 RIMS, @ 410 KPA
(60 PSI COLD SINGLE
GAWR-INTERMEDIATE (1):
KG LBS
WITH TIRES,
RIMS, @ KPA
(PSI COLD
GAWR-INTERMEDIATE (2):
KG LBS
WITH TIRES,
RIMS, @ KPA
(PSI COLD
GAWR-REAR
2,813 KG, 6,200 LBS
WITH LT265/70R17E TIRES,
17X7.5 RIMS, @ 320 KPA
(75 PSI COLD SINGLE
THIS VEHICLE HAS BEEN COMPLETED
IN ACCORDANCE WITH THE PRIOR
MANUFACTURERS SID, WHERE
APPLICABLE, THIS VEHICLE
CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY
STANDARDS, BUMPER AND
THEFT PREVENTION STANDARDS IN
EFFECT ON
MFD. ON [illegible]
WITHOUT IDENTIFICATION NUMBER,
[illegible]



CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D6WG36A38G[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

XX 91

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

8G[redacted] N49 057113
[redacted]
OCALA, FL [redacted]

057143/#63093/N49

earthsmart
FedEx carbon-neutral envelope shipping

Mailroom

Page 1 of 1

[redacted]
Ocala, FL [redacted]

Origin ID: OCFA

FedEx Express

J13201306280326

Ship Date: 23DEC13
ActWgt: 1.0 LB
CAD: 102789661/INET3430

Delivery Address Bar Code

SHIP TO: (248) 576-5741 BILL SENDER

Attn: Reimbursement
Chrysler Customer Assistance
800 Chrysler Drive
P.O. Box 21-8007
AUBURN HILLS, MI 48321

Ref # SV06003 Recall
Invoice #
PO #
Dept # N49 / NHTSA 13V-529

TUE - 24 DEC AA
STANDARD OVERNIGHT

TRK# [redacted]
0201

[redacted]

XH MTCA

MI-US
DTW

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 1D7KS28C6

VIN (LAST 8 DIGITS) 7J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Superwrench LLC
23410 Fish & Game Road
Kiel, WI. 53042
Phone - 920-973-6333 Fax -

"TO YOUR RESCUE"

INVOICE
24710
Org. Est. # 008302

INVOICE

Work Completed Date : 04/25/2013 Print Date : 12/27/2013

[redacted]
Chilton, WI [redacted]
Home [redacted]
Cust ID : 828

2007 Dodge - Pickup R2500
5.9L, In-Line6 (360CI), 4-Wheel ABS
Lic # : -
Unit # :
Vin # : 1D7KS28C67J[redacted]
Hat # :
Odometer In : 109,779
Odometer Out :
Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended

[Technicians : KRAUSE, JOSHUA]

Org. Estimate $ 1,099.19 Revisions $ 584.16 Current Estimate $ 1,683.35

Revision # 1, Previous Estimate Amount - 1099.19, Additional Cost - 584.16, Revised Estimate - 1683.35, Parts: $470.19 Labor: $82.50 Sublet: $0.00 Taxes & Fees: $31.47
Authorized by - WEBER, MICHAEL, Date - 4/24/2013, Time - 8:10 AM, Initiated By - Shop

Labor:	**$420.00**
Parts:	**$1,136.64**
Sublet:	**$69.95**
Sub:	**$1,626.59**
Tax:	**$81.33**
Total:	**$1,707.92**
Bal Due:	**$864.99**

[Payments - Cash - $842.93]

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

☐ This vehicle received without face to face customer contact.

Shop Representative

Having authority to do so I hereby order the above products and services, parts and labor and grant permission to you and/or your employees to operate the vehicle described for the purpose of testing and/or inspection. I agree to pay cash when the work is completed or to pay on other terms satisfactory to you. Until paid in full, the amount owing on this work shall constitute a lien on the motor vehicle. If collection is made by suit or otherwise, I agree to pay storage and collection and reasonable attorney's fees.

Customer Sign: _____
Date: _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAT THE ESTIAMTE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.
1. I request an estimate in writing before you begin repair _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $_____ _____
3. I do not want an estimate _____

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by ☐ Cash ☐ Check ☐ Credit ☐ Card Charge

Call when vehicle is ready ☐ Yes ☐ No

Copyright (c) 2013 Mitchell Repair Information Company, LLC Inww/oHrsWI 102512

Superwrench LLC
23410 Fish & Game Road
Kiel, WI. 53042
Phone - 920-973-6333 Fax -

"TO YOUR RESCUE"

INVOICE
24710
Org. Est. # 008302

INVOICE

Work Completed Date : 04/25/2013 Print Date : 12/27/2013

[redacted]
Chilton, WI
Home [redacted]
Cust ID : 828

2007 Dodge - Pickup R2500
5.9L, In-Line6 (360CI), 4-Wheel ABS
Lic # : - Odometer In : 109,779
Unit # : Odometer Out :
Vin # : 1D7KS28C67J[redacted]
Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended
Lower Ball Joint K7467	2.00	119.03	238.06
Upper Ball Joint K7460	2.00	109.50	219.00
U-JOINT 464	2.00	71.70	143.40
AXLE SEAL 5086686AA	2.00	0.00	0.00
Inner Tie Rod End ES3624	1.00	35.82	35.82
Adjusting Sleeve ES3626S	2.00	50.04	100.08
Inner Tie Rod End DS1464	1.00	131.09	131.09
Outer Tie Rod End DS1463	1.00	133.04	133.04
Outer Tie Rod End ES3625	1.00	70.16	70.16
Front Premium Semi Metallic Pads MX965	1.00	63.99	63.99
Shop Supplies		2.00	2.00

Labor Description	Extended
BALL JOINT - Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD - Upper & Lower,Both Sides	209.00
(Combination) UNIVERSAL JOINT - Remove & Replace - R2500,R3500 - Each	44.00
ALIGNMENT	69.95
AXLE SHAFT BEARING &/OR SEAL - Remove & Replace - R2500,R3500,Independent - Inner Seal,Right & Left	82.50
TIE ROD &/OR ENDS - Remove & Replace - [Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models. If removal of rack & p	82.50
Hazardous Materials	2.00

**** Taxes ****
<Your Tax Rates 81.33>

Copyright (c) 2013 Mitchell Repair Information Company, LLC InvwloHrsWI 102512

Sent to
12/30/2013

Recall Admin 482-00-85
PO Box 218008
Auburn Hills MI 48321-9959

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

VIN (Last 8 Characters of Vehicle Identification Number) 7J[redacted]

Notification Code N62

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

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

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

- ☐ *scrapped* ☐ *stolen* ☐ *exported*

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

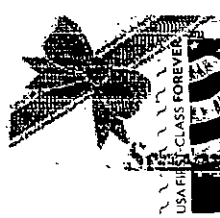
City _____

State _____ Zip Code _____

Email Address _____

[redacted]
Chilton WI 5[redacted]

MILWAUKEE WI 532
30 DEC 2013 PM 8 L

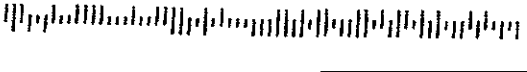


RECEIVED
JAN 7
By

Chrysler Customer Service Ass
PO Box 21-8007
Auburn Hills, MI 4832
8

Attention
Reimbursement

4832180070 7



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 3D7LX38C4

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

12-26-13

Important Safety Recall

N62/ NHTSA 13V-528

(Vin 3D7LX38C46G [redacted]

Rod work done on
tie rod ball studs
at Les Schwab - Klamath Falls
store

my address is

[redacted]

Klamath Falls, Ore. [redacted]

Phone [redacted]

E-mail

[redacted]

Tires LES SCHWAB

5757 S 6th St
Klamath Falls, OR 97603
541-882-6623

Store: 17
Invoice:
Salesperson: BenjaminL

Work Order 1700034318

Customer Information

Name: [redacted]
Address: [redacted]
City, State, KLAMATH FALLS, OR [redacted]
Phone: (541) 884-6915

Vehicle Information

Vehicle: 2006 DODGE RAM 3500 PICKUP
Color:
Mileage: 70,534
License: [redacted]

Comments: call [redacted]
fix

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	148097	BR930507 HUB ASSEMBLY	$348.24	$0.00	$348.2
1	13695	INSTALL FWD BRGS EACH- HUBS WITH STUDS	$61.75	$0.00	$61.7
1	161791	ES3624 TIE ROD END	$58.36	$0.00	$58.3
1	164250	DS1464 INNER TIE ROD END	$178.26	$0.00	$178.2
1	338346	269-6103	$170.05	$0.00	$170.0
1	297005	269-3256 TIE ROD	$92.55	$0.00	$92.5
2	13606	TIEROD END PASS/LT - INSTALLATION	$19.50	$0.00	$39.0
1	148512	2-0054 U-JOINT	$33.81	$0.00	$33.8
1	13636	1 U-JOINT PASS/LT INSTALLATION	$71.00	$0.00	$71.0
1	15812	AL3 THRUST ALIGNMENT-DOM/IMP	$0.00	$0.00	$0.0
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	$56.25	$0.00	$56.2
1	16022	BJ110 3/4T-1T FDISC BRAKE JOB		$0.00	$342.2
1	123243	BRAKE LABOR	$95.25	$0.00	
		-Resurface or replace front rotors.			
		-Replace with rebuilt or rebuild calipers and disc pads.			
		-Bleed and flush entire brake system.			
		-Adjust parking brake as needed.			
2		CALIPER	$123.50	$0.00	
1	13355	RC12107 RAYBESTOS REMANUFACTURED CALIPER		$0.00	
1	13356	RC12108 RAYBESTOS REMANUFACTURED CALIPER		$0.00	
1	253828	27-7616 GEAR BOX	$239.12	$0.00	$239.1
1	13626	STEERING GEAR INSTALLATION	$97.25	$0.00	$97.2
1	133781	LT285/70R-17/8 121/118R WILD COUNTRY XTX SPORT AS OWL	$312.25	$0.00	$312.2
1	122530	SKU 133781 LT285/70R-17/8 WCTY XTX SP AS Adjustment: Tread Separation - 47%	($146.76)	$0.00	($146.76

(total $603-50 for tie rod work)

Parts Subtotal:	$1,532.8
Labor Subtotal:	$420.5
Sales Tax:	$0.0
Tire Tax:	$0.0
Invoice $	$1,953.3

Labor on tie rods
$190-

Invoice Date/Time: 08-10-2012 03:54 PM

[redacted]
Klamath Falls, OR

RECEIVED
JAN - 7
By



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

48321-0021

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12.30.13

VIN (FIRST 9 DIGITS) 3D7KS28C

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

TODD HUNZEKER

166 WEST 2ND SOUTH • SODA SPRINGS, ID 83276 • (208) 547-4344

Ford Mercury

TOTALS

TOTAL LABOR....	650.00
TOTAL PARTS....	1281.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	25.62
TOTAL MISC CHG.	38.64
TOTAL MISC DISC	0.00
TOTAL TAX.....	80.78
TOTAL INVOICE $	~~2076.99~~

1038.50

1038.49 - Todd paying

****
* [ ] CASH [X] CHECK CK NO: [1986] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

THANK YOU FOR YOUR BUSINESS!

ACCOUNTS ARE CONSIDERED PAST DUE AFTER 30 DAYS AT WHICH TIME A COLLECTION FEE OF 2% PER MONTH WILL BE ASSESSED. ACCOUNTS OVER 60 DAYS MAY BE REFERRED TO COLLECTIONS. CUSTOMER AGREES TO PAY ALL COSTS INCURRED, INCLUDING ATTORNEY FEES, COURT COSTS, FILING FEES, AND SERVICE CHARGES UNTIL PAID.

CUSTOMER SIGNATURE

INVOICE NUMBER: FOCS39802

CUSTOMER NUMBER: 8863

[redacted]

LAVA HOT SPRINGS, ID [redacted]

[redacted]

RESIDENCE PHONE: 1-208-[redacted] BUSINESS PHONE:

ADVISOR: KATIE 997623 TAG NO.:

LABOR RATE: LICENSE NO.: MILEAGE: 134,477

YEAR / MAKE / MODEL: 05/DODGE TRUCK/RAM

VEHICLE ID NO: 3 D 7 K S 2 8 C X 5 [redacted]

F.T.E. NO.: P.O. NO.:

COLOR: / STOCK NO.:

COMMENTS:

DELIVERY MILES: SELLING DEALER NO.:

R.O. DATE: 09/20/13 INVOICE DATE: 09/27/13

REPRINT NUMBER: REPRINT# 1 DELIVERY DATE:

PRODUCTION DATE:

DISCLAIMER OF WARRANTIES

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

The Reynolds and Reynolds Company ERAINTIVILE SF62065.0 (11/10)

TODD HUNZEKER

166 WEST 2ND SOUTH • SODA SPRINGS, ID 83276 • (208) 547-4344

Ford Mercury

INVOICE NUMBER: FOCS39802

CUSTOMER NUMBER: 8862

[redacted]

LAVA HOT SPRINGS, ID [redacted]

[redacted]

RESIDENCE PHONE: 1-208-[redacted] | BUSINESS PHONE:

ADVISOR: KATIE 997623 | TAG NO.:

LABOR RATE: | LICENSE NO.: | MILEAGE: 134,477

YEAR / MAKE / MODEL: 05/DODGE TRUCK/RAM

VEHICLE ID NO.: 3 D 7 K S 2 8 C X 5 G [redacted]

F.T.E. NO.: | P.O. NO.:

COLOR: / | STOCK NO.:

COMMENTS:

DELIVERY MILES: | SELLING DEALER NO.:

R.O. DATE: 09/20/13 | INVOICE DATE: 09/27/13

REPRINT NUMBER: REPRINT# 1 | DELIVERY DATE:

PRODUCTION DATE:

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 of 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.

JOB# 1 CHARGES

LABOR

J# 1 11FOZ ENGINE MINOR HOURS: TECH(S): 992893 0.00

CHECK FOR LOW OIL PRESSURE
ADDED 9QT OF OIL. TESTED TO CONFIRM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	ATM20	MINI FUSE	1.99	1.99
			TOTAL - PARTS		1.99

G.O.G. & SUPPLIES

7.0	15W40 OIL	@	3.660	/UNIT	25.62
			TOTAL - GOG		25.62

JOB# 1 TOTALS

PARTS	1.99
G.O.G.	25.62
JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL	27.61

JOB# 2 CHARGES

LABOR

J# 2 45FOZ STEERING/SUSPENSION HOURS: 6.50 TECH(S): 992893 650.00

CUST STATES THAT THEY HAD DEATH WOBBLE
CHECK FRONT SUSPENSION
FOUND 4 BALL JOINTS AND 1 TIE ROD LOOSE; UPGRADEABLE SYSTEM
ALL NEW TIE RODS.
R+R ALL 4 BALL JOINTS. R+R PITMAN ARM AND STEERING ASSEMBLY
W/ NEW & IMPROVED DESIGN, AND W/ STABILIZER SHOCK.
ADJUST TOE IN 1/8 INCH & STRAIGHTENED STEERING. TEST DROVE
TO CONFIRM FIX.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	2	2601580	BALL JOINT	130.58	261.16
	2	104366	BALL JOINT	100.74	201.48
	1	52122362-AH	STEERING ASM	558.00	558.00
	1	6803930-AA	PITMAN	64.66	64.66
	1	5154661-AC	DAMPNER	184.52	184.52
	3	6505623-AA	NUTS	3.38	10.14
			TOTAL - PARTS		1279.96

JOB# 2 TOTALS

LABOR	650.00
PARTS	1279.96
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL	1929.96

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	HAZARDOUS WASTE FEE		38.64
		TOTAL - MISC		38.64

The Reynolds and Reynolds Company ERAINTINVLE SF625066 Q (11/10)

[CONTINUED ON NEXT PAGE]

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

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

Notification Code N62

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name [redacted]

Street Address [redacted]

City Lava Hot Springs, *

State Idaho Zip Code [redacted]

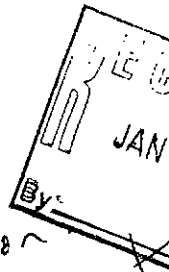
Email Address _____

[redacted]

[redacted]

Lava Hot Springs, ID

[redacted]



Attention

Reimbursement

4832

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 3D7MS48C0

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0 0 0 0 0 0 0 0 0

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MS48C05G[redacted]**.

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): H46 E17

Customer Services / Field Operations
Chrysler Group LLC

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

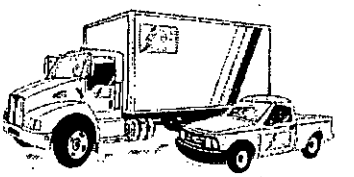
RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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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.

Federated Auto Parts

FISHER AUTO PARTS, INC.

2672 SUTTON LANE
SUTTON, WV 26601
304-765-5614



SOLD TO:
SUTTON Preferred Cash Account
1160 SUTTON LN
SUTTON
WV 26601

********* KYB SHOCKS *********
********** & STRUTS **********
******** BUY 3, GET 1 ********
************ FREE ************

2005 DODGE RAM 3500 PICKUP LARAMIE 5.9L 359CI L6 DIESEL F/I TURBO(HE36)

REF #	ACCT #	ORDER #	SLM	PG	INV DATE	TYPE	INVOICE #	TIME
	900080		6738	1	10/07/2013	M/CARD	080-272874	12:27

QTY	LINE	PART NUMBER	DESCRIPTION	LIST	COST	EXTEND	TAX
1	650	DS1464	MOOG Steering Tie Rod End	171.95	88.42	88.42	Y
1	650	DS1463	MOOG Steering Tie Rod End	174.52	89.74	89.74	Y
1	650	ES3625	MOOG Steering Tie Rod End	91.42	47.02	47.02	Y
1	650	ES3624	MOOG Steering Tie Rod End	46.70	24.01	24.01	Y

UNITS	BATT	FRT	LABOR	MISC	CORE	NON-TAX	TAXABLE	TAX
4							249.19	14.95

RECEIVED BY: [redacted]

PAY THIS AMOUNT ==> 264.14

INVOICE MUST ACCOMPANY RETURNED MERCHANDISE
NO RETURN OF ELECTRICAL PARTS ONCE INSTALLED

I did all the repairs myself.

Quality Automotive Parts and Accessories

[redacted]

Grassaway WV [redacted]

CHARLESTON WV 258

30 DEC 2013 PM 2 L

RECEIVED
JAN -7
BY

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

Attention: Reimbursement

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 3D7M46C3

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Lawrenceburg, TN [redacted]

[redacted]

Owner – MidSouth Land Clearing

Accident occurred on [redacted], St. Florian, Alabama. The Alabama Highway Patrol responded.

I was traveling to a job site in my 2006 Dodge Ram 3500 (VIN:3D7M46C36[redacted] on Feb. 6, 2013, when the tie rod fell off the ball joint, while crossing the Shoal Creek Bridge. This caused me to loose all control of my steering. I put on my breaks, and my truck hit the side of the bridge where it came to a stop. When the tie rod came off, it hit the pavement, bending all tie rods and steering gear. All steering rods and steering stabilizer had to be replaced due to damage.

Wrecker Cost –$200.00

Truck Repair –$520.84

I was unable to work for the remainder of the week, while waiting on the repair of my truck.

Thank you for your attention to this matter. Receipts are enclosed.

Sincerely,

[redacted]

178801/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number) [6G[redacted]]

Notification Code [N62]

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted] MI _____

Last Name _____

Street Address [redacted]

City Lawrenceburg

State TN Zip Code [redacted]

Email Address [redacted]

Sheffield, AL 35660 Florence, AL 35630
Sheffield (256) 381-6777 Florence (256) 764-7575

DATE 2/6/13 | TIME A.M. P.M. | REQUESTED BY O.K

NAME [redacted]

ADDRESS

CITY

LOCATION OF VEHICLE Hwy 47 St. Florian

YEAR, MAKE, MODEL 06 Dodge 3500 truck | COLOR Whit

STATE TN | LIC. PLATE NO. 29792 | VEHICLE I.D. NO. 3D7MX46C366 [redacted]

MILEAGE

FINISH

START 1

TOTAL

SERVICE TIME

FINISH

START

TOTAL

REASON FOR TOW

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

TYPE OF TOW

- ☐ SLING/ HOIST TOW
- ☒ FLAT BED/ RAMP
- ☐ WHEEL LIFT
- ☐

TOWED PER ORDER OF

- ☐ STATE POLICE
- ☐ LOCAL POLICE
- ☒ OWNER
- ☐ DEALER

VEHICLE TOW

FIRST TOW

SECOND TOW

STORAGE FROM

TO DAYS @ $

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO. Credit Card

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

CC NO.

OPERATOR'S SIGNATURE Melvin DATE

TRUCK NO. 146

[redacted] DATE 6 FEB 13

VEHICLE RELEASED TO DATE

122773

Not responsible for loss or damage to vehi
in case of fire, theft or any other cause beyond ou

171351

Glover's Auto & Diesel Service

CUSTOMER'S ORDER NO.	DEPARTMENT	DATE
		2-11-13

NAME [redacted]

ADDRESS [redacted]

CITY, STATE, ZIP Lawrenceburg, TN [redacted]

SOLD BY	CASH	C.O.D.	CHARGE	ON. ACCT.	MDSE. RETD.	PAID OUT

	QUANTITY	DESCRIPTION	PRICE	AMOUNT
1		Tie Rod		104 08
2		Tie Rod		35 33
3		Tie Rod		59 62
4		Tie Rod		102 69
5		Stabilizer		47 85
6		Labor		125 00
7				474.57
8			tax 9.75	46 27
9		Total		520.84
10				
11		Check # 1296		
12				
13				
14				
15	✓			
16				
17				
18				

RECEIVED BY

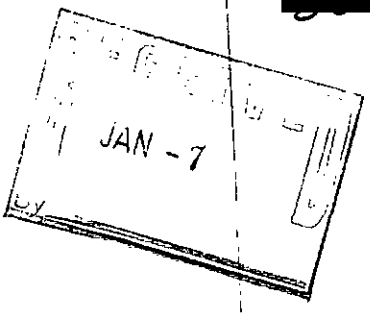
A-5905
T-46320/46350

KEEP THIS SLIP FOR REFERENCE

01-11

[redacted]

Lawrenceburg, TN [redacted]



ATT: Reimb
Chrysler Cu
P.O. Box c
Auburn Hi

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12.30.13

VIN (FIRST 9 DIGITS) 3D7KS29C2

VIN (LAST 8 DIGITS) 66 [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler,

Enclosed you will see itemized expenses that I incurred this past year. The front tie rod stud broke on my truck and truck was not drivable. Vehicle was then towed to my regular maintenance facility. If I need more info for you please call me at my office days

Office [redacted]

Cell [redacted]

[redacted]

Columbus. Indiana

[redacted]

CHRYSLER

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

This notice applies to your vehicle (VIN: **3D7KS29C26G**[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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p.2

812-526-0215

browns auto

Sep 11 13 12:57p

P.O. Box 555
1531 Tannehill Road
Taylorsville, Indiana 47280-0555

Shop (812) 526-0107
Fax (812) 526-0215

P.O. #

OSS	ISJ	LABOR CHARGE
	Lubrication ☐	
	Change Oil ☐	
	Change Oil Filter Cart. ☐	
	Change Trans. ☐	
	Change Diff. ☐	
	Pack Front Wheel Brgs. ☐	
	Adjust Brakes ☐	
	Rotate Tires ☐	
	Wash Polish ☐	
	State Inspection ☐	

NAME [redacted] DATE 8-21-13

ADDRESS

MAKE Dodge | TYPE OR MODEL | YEAR | RECEIVED A.M. P.M.

SERIAL NO. | ENGINE NO. | PROMISED A.M. P.M.

ODOMETER | LICENSE NO. | TERMS | PHONE WHEN READY ☐ YES ☐ NO

ORDER WRITTEN BY | PHONE

MATERIAL USED

QTY.	PART NO.	DESCRIPTION	PRICE	WARRANTY YES	WARRANTY NO
1	Ax	Fuller	33.09		
2	Wheel	Hub	586.70		
1	Pad	Set	48.74		
2	Brake	Rotors	114.43		
2	Outer	Tie Rod	115.05		
2	Upper	Joints	180.38		
2	Lower	Joint	196.60		
1	Brake	caliper	55.84		
	Brake	Fluid	7.50		
1	Strab	Shock	43.61		
1	Tie Rod		110.61		
1	Tie Rod	end	83.65		
1	coupler		41.03		
1	coupler		29.31		
1	Tie	OUTSIDE REPAIRS Rod	108.78		
1	Tie	Rod	57.95		
			1813.23		
	BROUGHT FORWARD				
	TOTAL PARTS				

OPER NO.	INSTRUCTIONS	LABOR CHARGE
	Replace right and left inner Tie Rods	2.0
	Replace Front Brake Pads.	1.0
	Replace Front Rotors R.S	.25
	Replace Front Rotors L.S	.25
	Replace Front axle - grease Both Sides	1.0
	Replace upper & lower Ball Joints right & left side	5.0
	Replace Brake caliper L.S	.5
	Replace stabilizer shocks	.5
	Replace all steering components Tie Rod / Tie Rod ends	4.0
	coupler / Drag link ESC - Took To Dexters for Alignment	
		15.1

AUTHORIZED BY:

CLOSED BY:

FAXED BY:

Customer will be responsible for any fees and / or court costs plus damages for collection of this bill.
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. Signature not required for Authorization.

X

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROLS.

INVOICES 30 DAYS PAST DUE WILL ACCRUE INTEREST AT THE RATE OF 18% INTEREST.

METHOD OF AUTHORIZATION:

☐ PHONE
☐ VERBAL
☐ E-MAIL/TEXT
☐ SIGNATURE

TOTAL LABOR	1283.50
TOTAL PARTS	1813.23
ACCESSORIES	
GAS, OIL, & GREASE	
OUTSIDE REPAIRS	Tie Rod 70.05
Alignment	79.95
TAX	126.93
TOTAL AMOUNT	3373.61

812 526 0215

Equipment Repair

P.O. Box 555
1531 Tannehill Road
Taylorsville, Indiana 47280-0555

Shop (812) 526-0107
Fax (812) 526-0215

P.O. #

MATERIAL USED

QTY.	PART NO.	DESCRIPTION	PRICE	WARRANTY YES	WARRANTY NO
1	Oil	5 Ltr	8.99		
	Sng	Oil	19.86		
			28.20		
		OUTSIDE REPAIRS			
		BROUGHT FORWARD			
		TOTAL PARTS			

NAME [redacted] DATE 5-8-13

ADDRESS

MAKE	TYPE OR MODEL	YEAR	RECEIVED A.M. P.M.
Flex			

SERIAL NO.	ENGINE NO.	PROMISED A.M. P.M.

ODOMETER	LICENSE NO.	TERMS	PHONE WHEN READY ☐ YES ☐ NO

ORDER WRITTEN BY | PHONE

OPER NO.	INSTRUCTIONS
	Service Engine
	Check All Fluids
	Pick up and Deliver

DSS	ISJ		LABOR CHARGE
		Lubrication ☐	
		Change Oil ☐	
		Change Oil Filter Cart. ☐	
		Change Trans. ☐	
		Change Diff. ☐	
		Pack Front Wheel Brgs. ☐	
		Adjust Brakes ☐	
		Rotate Tires ☐	
		Wash Polish ☐	
		State Inspection ☐	

AUTHORIZED BY:

CLOSED BY:

FAXED BY:

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INVOICES 30 DAYS PAST DUE WILL ACCRUE INTEREST AT THE RATE OF 18% INTEREST.

METHOD OF AUTHORIZATION:

- ☐ PHONE
- ☐ VERBAL
- ☐ E-MAIL/TEXT
- ☐ SIGNATURE

TOTAL LABOR	45.00
TOTAL PARTS	28.20
ACCESSORIES	
GAS, OIL, & GREASE	
OUTSIDE REPAIRS	
TAX	1.97
TOTAL AMOUNT	75.17

[redacted]

71-456/839 3539

TELL CITY, IN [redacted]

DATE 9-10-13

PAY TO THE ORDER OF Brown's Automotive $ 4271.94

Four Thousand Two Hundred Seventy One and 94/100 DOLLARS

Prime 50

German American
Banking | Insurance | Investments

MEMO [redacted]

[redacted]

812 526 0215

P.O. Box 555
1531 Tannehill Road
Taylorsville, Indiana 47280-0555

Shop (812) 526-0107
Fax (812) 526-0215

P.O. #

MATERIAL USED

QTY.	PART NO.	DESCRIPTION	PRICE	WARRANTY YES	WARRANTY NO
1	O.C	S.Hex	15 25		
1	Seal	S.Hex	24 30		
	Cap	Oil	39 72		
	Grease		5 08		
	Seal	Assem	9 00		
1	Fan	clutch	300 52		
	Pull	tool	18 50		
			411 83		
		OUTSIDE REPAIRS			
		BROUGHT FORWARD			
		TOTAL PARTS			

NAME	DATE
[redacted]	8-21-13
ADDRESS	

MAKE	TYPE OR MODEL	YEAR	RECEIVED	A.M. P.M.
Dodge	2500	06		
SERIAL NO.	ENGINE NO.		PROMISED	A.M. P.M.
	5.9D			
ODOMETER	LICENSE NO.	TERMS	PHONE WHEN READY ☐ YES ☐ NO	
	ORDER WRITTEN BY		PHONE	

OSS	ISJ	LABOR CHARGES
	Lubrication ☐	
	Change Oil ☐	
	Change Oil Filter Cart. ☐	
	Change Trans. ☐	
	Change Diff. ☐	
	Pack Front Wheel Brgs. ☐	
	Adjust Brakes ☐	
	Rotate Tires ☐	
	Wash Polish ☐	
	State Inspection ☐	

OPER NO.	INSTRUCTIONS	
	Oil Service - Oil / Filter / Fuel & Hex / Grease	1.0
	Diagnose A/C - Remove Electric clutch Fan and Install New clutch	2.0
	Install Rubber shield Above Air cooler	
	Evacuate AC / Vacuum Down and Recharge	1.5
	Deliver to office	.5
		4.5

AUTHORIZED BY:

CLOSED BY:

FAXED BY:

Customer will be responsible for any fees and / or court costs plus damages for collection of this bill.
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. Signature not required for Authorization.

X

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROLS.

INVOICES 30 DAYS PAST DUE WILL ACCRUE INTEREST AT THE RATE OF 18% INTEREST.

METHOD OF AUTHORIZATION:
☐ PHONE
☐ VERBAL
☐ E-MAIL/TEXT
☐ SIGNATURE

TOTAL LABOR	382.50
TOTAL PARTS	411.83
ACCESSORIES	
GAS, OIL, & GREASE	
OUTSIDE REPAIRS	
TAX	28.83
TOTAL AMOUNT	823.16

browns auto
Sep 11 13 12:57p

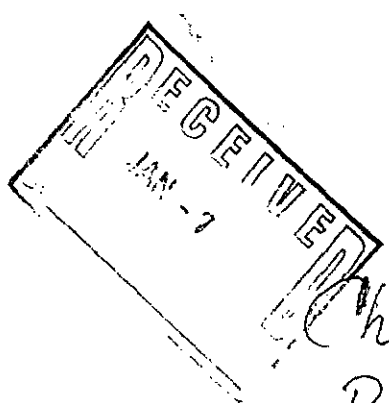
[redacted]

Columbus, Indiana

[redacted]

EVANSVILLE IN 425





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

48321800707

Attention Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

TIRE OUTFITTERS

2712 S. Pleasant Valley Rd.
WINCHESTER, VA 22601

(540) 667-5406

COMPLETE AUTO REPAIR SERVICES

FMC Computerized Alignment Service
Front End, Thrust Angle, Complete Four Wheel

MICHELIN · DUNLOP · BRIDGESTONE · FIRELLI · UNIROYAL

Virginia State Inspections

Invoice # [redacted]

[redacted]

OUNT NO.	DATE SHIPPED	SHIPPED VIA	COL	P.P.	F.O.B. POINT	TERMS	YOUR ORDER NUMBER
3C5	12/26/13	Delivered Mike			Origin	CHARGE	Verbal

ANTITY	DESCRIPTION	FET	UNIT PRICE	AMOUNT
1	ROTATE CUSTOMER TIRES	.00	12.00	12.00
1	RDS1463(CQ)RT.OUTER TIE ROD INSTALL	.00	78.00	78.00
1	RDS1464(CQ)LEFT INNER TIE ROD INSTA	.00	220.00	220.00
1	RES3624(CQ)TIE ROD TO PITMAN ARM	.00	115.00	115.00
1	FRONT END ALIGNMENT	.00	59.95	59.95
	NonTax Subttl			71.95
	Tax Subttl			413.00
	Tax (5.300 %)			21.89
	Tire Tax			.00
			TOTAL	506.84

Thank You

Sale

XXXXXXXXXXXX [redacted]

Entry Method: Swiped

Total: $ 506.84

12/26/13 16:56:27

Inv #: 0000069 Appr Code: 533347

Approval: Online

Customer Copy

THANK YOU!

TIRE OUTFITTERS INC.
2712 SOUTH PLEASANT VALLEY RD
WINCHESTER, VA. 22601
540 667-5406

Merchant ID: 0015 68602

Term ID: 0031900000157868629000

[redacted]

WINCHESTER VA [redacted]

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

VIN (Last 8 Characters of Vehicle Identification Number)

7G[redacted]

Notification Code

N62

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

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

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

☐ scrapped ☐ stolen ☐ exported

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

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

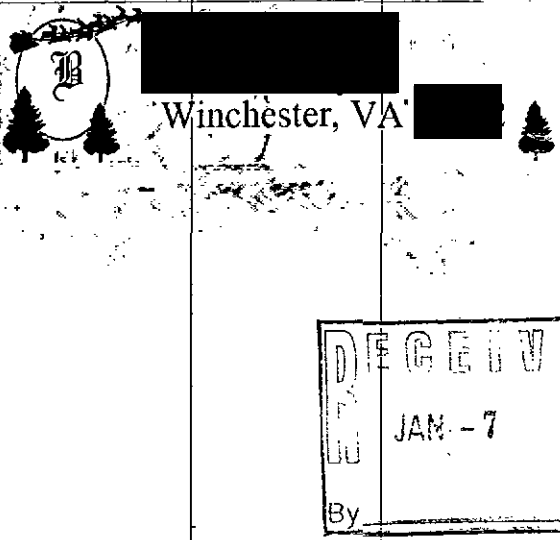
City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Winchester, VA [redacted]



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12.30.13

VIN (FIRST 9 DIGITS) 3D3KS28AΦ

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

URSE
Urse Dodge Chrysler Ram of Morgantown
2000 Mid-Atlantic Rd.
Morgantown, WV 26508
Phone: 888-256-3303 Fax: 304-594-2128
www.urseautos.com
CHRYSLER DODGE RAM

RO: [redacted]
Cashier: 000958 16:58-3
Date Out: 08/19/2013

OPEN
IN:1420OUT:1658

Customer: 31319 [redacted]
MORGANTOWN WV [redacted]

VIN:3D3KS28A08G[redacted]
2008 DODG RAM 2500 Q
Miles-In: 77589 Out: 77589

Advisor: 000958-JARED URSE Hat: 116 Date In: 08/19/2013

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Extended Price
				[CUSTOMER PAY]	
A	SCP	000057		CUSTOMER STATES CUSTOMER INSTALLED DRAG LINK PACKAGE AND WANTS ALL TORQUED, AND CHECK RETORQUE AND INSPECT ALL STEERING COMPONENTS ALL CHECK OF. INSPECT DRAG LINK OK.	
				[CUSTOMER PAY]	
B	SCP	000057C		CUSTOMER STATES PERFORM ALIGNMENT PERFORM ALIGNMENT AND CENTERED STEERING WHEEL	
				Operation Total:	69.95
				[CUSTOMER PAY]	
C	SCP	000057	INSP	CUSTOMER STATES FREE 23-PT INSPECTION	
				[CUSTOMER PAY]	
D	SCP	000057	BATT	CUSTOMER STATES FREE BATTERY TEST	

Shop Supplies and Environmental Fee:	6.30
Customer Pay Subtotal:	76.25
Customer Pay Sales Tax:	4.58
Customer Total Due:	80.83

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 the vehicle to secure the amount of repairs thereto.
ALL REPAIRS SUBJECT TO A MINIMUM OF 1 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Urse Automotive Group hereby expressly disclaim warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Urse Automotive Group neither assumes nor authorizes any other to assume for it any liability in connection with the sale of the product. This disclaimer by Urse Automotive Group in no way aff the terms of the manufacturer's warranty.

All parts installed are new/salvaged or reconditioned parts.
TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Urse Dodge Chrysler Ram of Morgantown
2000 Mid-Atlantic Rd.
Morgantown, WV 26508
Phone: 888-256-3303 Fax: 304-594-2128
www.urseautos.com

Invoice: 602602CLOSED
Salesman: 000769
Closed: 08/14/2013
Page: 1
Account: PWHST

Cust #: 28911
WHOLESALE CUSTOMER

Phone:

Qty	Part Number	Description	Bin1	Bin2	List	Price	Total
1	52122362AH	STEERING-STEERING	SP-ORD		372.00	317.78	317.78

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 warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the said sale of said products.
ALL RETURNS MUST BE MADE WITHIN 10 DAYS AND SUBJECT TO 20% HANDLING CHARGE. NO REFUNDS ON ELECTRICAL PARTS OR SPECIAL ORDER PARTS.
ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE PACKAGING.

Thank you for allowing us to serve you!
Discover 336.85
Signature:_____

Total Parts: 317.78
Tax: 19.07
Invoice Total: 336.85

[redacted]

DELLSLOW, WV

[redacted]

PITTSBURGH PA 150

30 DEC 2013 PM 8 L

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

RECEIVED
JAN - 7
By

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 6

VIN (FIRST 9 DIGITS) 0000000000

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Rothrock Tire and Service, Inc.
4751 E Luse Road
PO BOX 382
Monticello, IN 47960

Voice: [redacted]
Fax:

INVOICE

Invoice Number: 7370
Invoice Date: Aug 30, 2012
Page: 1
Duplicate

Bill To:	Ship to:
[redacted] P O BOX 350 REYNOLDS, IN [redacted] USA	[redacted] REYNOLDS, IN [redacted] USA

Customer ID	Customer PO	Payment Terms
SEGAL'S DELTA	[redacted]	Net Due

Sales Rep ID	Shipping Method	Ship Date	Due Date
	In-Shop Service		8/30/12

Quantity	Item	Description	Unit Price	Amount
2.00	PARTS	LOWER BALL JOINTS	107.73	215.46
2.00	PARTS	UPPER BALL JOINTS	147.37	294.74
1.00	PARTS	RIGHT OUTER TIE ROD	125.44	125.44
1.00	PARTS	LEFT OUTER TIE ROD	66.16	66.16
4.80	SHOP LABOR	SHOP LABOR	72.00	345.60
2.00	LT235/80R17 NIT TER	LT235/80R17 NITO TERRA GRAPPLER	205.35	410.70
2.00	STATE TIRE FEE	STATE TIRE FEE	0.25	0.50
1.00	DISPOSAL	TIRE DISPOSAL	2.00	2.00
		08 DODGE 3500 HEAVY DUTY CAB & CHASSIS		

Paid

Subtotal	1,460.60
Sales Tax	77.88
Total Invoice Amount	1,538.48
Payment/Credit Applied	1,538.48
TOTAL	**0.00**

Check/Credit Memo No: CHECK#26210

Overdue invoices are subject to late charges.

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

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

Notification Code [N62]

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name [redacted]

Street Address [redacted]

City Reynolds

State Indiana Zip Code [redacted]

Email Address _____

[redacted]

Reynolds, IN [redacted]

attention: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1-15-14

VIN (FIRST 9 DIGITS) 3D7MX39C4

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL # N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MX39C07G**[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

ATTN: DODGE

DATE: 1-11-14

OWNERS NAME: [redacted]

WESTMINSTER, CO [redacted]

DAY & EVENING PHONE # CELL [redacted]

★ ANY QUESTIONS PLEASE CALL ME

VEHICLE INFO: 2007 DODGE RAM 3500 PICK-UP ENG: 5.9L DSL
VIN # : 3D7MX39C07G[redacted] TRANS: STD

MILEAGE AT TIME OF REPAIR > 110824.

CURRENT MILEAGE > 112005.

DATE OF SERVICE : 12-2-2013 (MONDAY)

REPAIR FACILITY : LAKE ARBOR AUTOMOTIVE & TRUCK
9146 MARSHALL PLACE
WESTMINSTER, CO 80031 (GARY)

DESCRIPTION OF WORK: TOWED OFF I-36 IN COLORADO AFTER RT SIDE TIE ROD END BALL JOINT SNAPED, TOWED TO LAKE ARBOR AUTOMOTIVE & TRUCK THEY REPLACED RT TIE ROD END BALL JOINT, I THEN FOR PIECE OF MIND HAD THEM REPLACE LT SIDE TIE ROD END ALSO, & REALIGN TRUCK, ABOUT 2 OR 3 WEEKS LATER I RECEIVED THE RECALL PAPER IN THE MAIL. [redacted]

RECALL # : N62

WK ORDER
PAYMENT PAPERS ATTACHED W/ TOW PAYMENT

THANK-YOU DODGE

COPY OF PAYMENT VISA CC

LAKE ARBOR AUTOMOTIVE & T
9116 MARSHALL PL
WESTMINISTER CO 80031
303-429-7700

Merchant ID: 730624020
Term ID: 3535

Sale

[redacted]
XXXXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: 000001
12/02/13 18:44:32

Inv#: 00000025 Appr Code: 074318

Total: $ 660.13

Customer Copy

THANK YOU
WE DO THE RIGHT THING....
EVERYTIME!

LAKE ARBOR AUTOMOTIVE & TRUCK

(THE EMISSIONS CLINIC)

9146 Marshall Place
Westminster CO, 80031
THANKS FOR YOUR BUSINESS!!

★ REPAIR ORDER OF WORK

Repair Order #0062642
Date : 12/2/2013
Page : 1
Center : 2

Customer : [redacted]
Address : [redacted]
City : WESTMINSTER, CO [redacted]
HOME : ([redacted] **Ext :** CELL
CELL : (303) - **Ext :**

Vehicle : 2007 DODT RAM 3500 PICKUP
License : 251OIC **Clr :** BLACK
VIN : 3D7MX39C07G [redacted]
Engine : 6-360 5.9L DSL **Trans :** STD
Mileage : 110824 **GVWR :** 10100

Op	Tech / Quan	Description / Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
		Service Requests:					
		1) FRONT END ISSUE-A LINKAGE BROKE ON RIGHT SIDE??					
STE0	DV	REPLACE RIGHT OUTER TIE ROD END AND LEFT OUTER TIE ROD END			189.73	329.13	518.86
	1.00		RIGHT TIE ROD END			217.36	
	1.00		LEFT OUTER TIE ROD END			111.77	
	DV	ALIGNMENT AFTER FRONT END REPAIRS.			79.95		79.95
	DV	SERVICE RIGHT SIDE BACKING PLATE			21.88		21.88

OK	Bad	Recommendation	OK	Bad	Recommendation	OK	Bad	Recommendation

Thanks! Gary

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.

WARRANTY IS 1 YEAR OR 12000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X_____

	Labor :	$291.56
	Parts :	$329.13
	Sublet :	$0.00
	Other Fees :	$0.00
	Shop Supply	$11.04
	Subtotal :	$631.73
	Sales Tax :	$28.40
Paid By :	Total :	$660.13
Pay Ref :	Paid :	$0.00
	Due :	$660.13

LAKE ARBOR AUTOMOTIVE & TRUCK

THE EMISSION CLINIC
9146 MARSHALL PLACE
WESTMINSTER, CO 80031
Phone Number: 303-429-7700
Fax Number: 303-426-6413

☆ Re-Alignment Sheet

Customer:	[redacted]	Date:	12/2/2013 1:54 PM
Company:		VIN	
License NO:	[redacted]	Technician:	DEAN
Odometer:	110824	Order NO:	

VEHICLE ALIGNMENT REPORT

DODGE TRUCKS, 2007, RAM 3500, 4WD Wheelbase = 160.5"

Primary Angles			Initial	Specifications Min.	Specifications Max.	Final
Front	Caster	Left	4.0°	4.0°	5.0°	4.0°
		Right	4.4°	4.0°	5.0°	4.4°
	Camber	Left	0.4°	-0.3°	0.8°	0.4°
		Right	-0.1°	-0.3°	0.8°	-0.1°
	Toe	Left	-0.90°	0.05°	0.15°	0.05°
		Right	-0.50°	0.05°	0.15°	0.05°
		Total	-1.40°	0.10°	0.30°	0.10°
Rear	Camber	Left	-0.2°	-0.6°	0.4°	-0.2°
		Right	-0.1°	-0.6°	0.4°	-0.1°
	Toe	Left	-0.10°	-0.10°	0.40°	-0.10°
		Right	0.05°	-0.10°	0.40°	0.05°
		Total	-0.05°	-0.20°	0.80°	-0.05°
	Thrust Angle		-0.1°	---		-0.1°

Secondary Angles		Initial	Specifications Min.	Specifications Max.	Final
SAI	Left	12.6°	---	---	12.6°
	Right	13.7°	---	---	13.7°
Included Angle	Left	13.0°	---	---	13.0°
	Right	13.6°	---	---	13.6°
Toe Out On Turns	Left	---	---	---	---
	Right	---	---	---	---
Max Turn Inside	Left	---	---	---	---
	Right	---	---	---	---
Toe Curve Change	Left	---	---	---	---
	Right	---	---	---	---
Setback	Front	0.1"	---	---	0.1"
	Rear	-0.1"	---	---	-0.1"
Track Width Diff.		0.4"			0.4"
Wheel Base Diff.		0.2"			0.2"
Front Ride Height	Left	---	---	---	---
	Right	---	---	---	---
Rear Ride Height	Left	---	---	---	---
	Right	---	---	---	---
Frame Angle					---

MY PART OF THE ROAD ASSISTANCE 24 TOW BILL

No. 1495

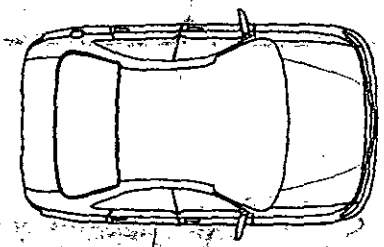
CRT TOWING

720-675-3530
6502 CLAY ST.
DENVER, CO 80221
COPUC# T-04247

Agency	K A
PO#	[illegible] 953

Driver	[redacted]	Time 1 36 am ☐ pm ☑	Date 11-27-13
Car Owner	[illegible]	Phone #	
Address	[redacted]		
Make		Model	Year
000#	110 824	Plate [redacted]	Color BLK
VIN#	[illegible]	[redacted]	
Vehicle Location	[illegible]		
Tow Destination	[illegible]		
		Mileage in route 13	
		Milage on tow	
		Tow	
VISA ☐	MasterCard ☐	Check ☐	Cash ☐
Damage Waiver ☐		Signature	

Damage



Comments

[illegible] duty

[illegible]

customer pay overage

	Price	Per	Total
Hook-up			
Accident			
Clean-up			
Winching			
Labor			
Tow Out			
Storage		X Days	
Administration-Gate Fee			

C. Card Fee $	3.00
Sub-Total $	32.00
TOTAL $	35.00

SIGNATURE [redacted]

I agree to hold the company harmless for any/all damages due to towing/services rendered.
I understand the company is not responsible in the event of fire/loss/theft/water/other causes beyond their control.
Report problems to the Public Utilities Commission (303) 894-2070

X _____
Received Key

[redacted]
WESTMINSTER, CO [redacted]

UNITED STATES POSTAL SERVICE

1000

48321

U.S. P
PAI
THORNTO
802
JAN 15
AMOU
$0.
0003

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

RECEIVED
JAN 22
B

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-24 11:41:25.742824
Files Not Recieved: 0

QUOTE
2343268
01/12/2014

[redacted]
CONROE, TX [redacted]

Store # 679305

FIRESTONE COMPLETE AUTO CARE
1100 W DAVIS ST
CONROE, TX. 77301-2713

SERVICE ADVISOR:
02 JACOB
936.539.4481

2011 RAM 3500 LARAMIE
6.7L L6 FI DIESEL VIN L OHV
LIC # [redacted] TX **VIN #**
IN 01/01/70 12:00AM **EST. MILEAGE** 97,421

QUOTE

Description	Article Number	T#	Qty	Part	Labor	Extended Price	Job Total
ALIGNMENT SERVICE							**79.99**
Symptom - ALIGNMENT SERVICE	7004578		1		79.99	79.99	

Prices valid for 30 days.

Case - [redacted]

Summary	
Parts	0.00
Labor	79.99
Shop Supplies	4.80
Sub	84.79
Tax	0.40
Total	85.19

THIS IS NOT AN INVOICE- DO NOT PAY

Quote1 130614.403001

THANKS FOR SHOPPING FIRESTONE

Date 1/13/14 12:26 AM

Dodge / Ram / SRT : Ram 3500 Pickup / Chassis Cab (1994-) : 4X4 : 2010-12 : except Box Off, Chassis Cab (2011-12)

Front : Left

Actual	Before	Specified Range
0.1°	0.1°	-0.3° 0.8°
4.4°	4.4°	4.0° 5.0°
0.06°	0.18°	0.05° 0.15°
14.7°	14.7°	
14.7°	14.7°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.2°	-0.1°	-0.3° 0.8°
4.6°	4.6°	4.3° 5.3°
0.06°	0.15°	0.05° 0.15°
14.2°	14.2°	
14.1°	14.1°	

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.2°	0.2°	-0.5° 0.5°
-0.2°	-0.2°	-0.8° 0.2°
0.4°	0.5°	
0.12°	0.34°	0.10° 0.30°

Rear : Left

Actual	Before	Specified Range
0.1°	0.1°	
-0.07°	-0.08°	

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-0.1°	-0.1°	
-0.47°	-0.46°	

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
0.2°	0.2°	
-0.54°	-0.54°	
0.20°	0.19°	-0.30° 0.30°

Case #[redacted]

Courtesy Check
Inspect All Items in Top Section

Year 12 Make Dodge Model Ram 3500

VIN 3D73Y4HL5BG[redacted]

MILEAGE: 97427

Eng. Size 6.7 ☐ SOHC ☐ OHV ☐ DIESEL ☐ DOHC ☐ HYBRID Trans. Type ☐ Auto ☐ Manual

Hubcap Missing Y N Windshield Cracked Y N Scratches/Dents Y N

Lic. # [redacted]BT7 1271 State Inspection Due Month 3 Year 14

Maintenance Services / Starting

Inspect	Visual OK	Visual SUG	Visual REQ	Sched. Maint.	Why Recommended
Wiper Blades	✓				☐ Front ☐ Rear
Head Lights	✓				
Mini Lights	✓				☐ Brake ☐ Turn Signal ☐ License Plate ☐ Parking
Air Filter	✓				
Cabin Air Filter					
PCV Valve	✓				
Washer Fluid	✓				
Oil Level	✓				
Power Str. Fluid Level	✓				
Master Cyl. Fluid Level	✓				☐ Brake Inspection
Brake Fluid Flush	✓				0 10 30 100 200 300 Copper parts per million
Trans. Service Auto / Manual					☐ Flush ☐ Pan Service
Coolant Level / Flush	✓				Type
Coolant Hoses	✓				☐ Upper ☐ Lower ☐ Bypass ☐ Heater
Belts ☐ "V" ☐ Serp	✓				☐ ALT ☐ PS ☐ A/C ☐ AP Belts 1 2 3 4
Battery ED-18 Test	✓				☐ Good ☐ Marginal ☐ Replace
Battery Accessories	✓				☐ Cable Ends / Cables ☐ Pos ☐ Neg ☐ Hold Downs
Battery Gard					☐ Corrosion ☐ Preventive

Tires and Tire Maintenance

Tire Size: F R

Speed Rating

Run Flat Y N

TPMS Y N

☐ FWD ☐ RWD ☐ 4WD/AWD

Inspect	Visual OK	Visual SUG	Visual REQ	Tread Depth 32nds Outer	Tread Depth 32nds Inner		
Left Front PSI In: PSI Out:	✓			12	12	☐ Edgewear ☐ Cupping ☐ Cuts ☐ Irregularity	☐ Cracking ☐ Nails ☐ Repairable ☐ Non-Repairable
Right Front PSI In: PSI Out:	✓			12	12	☐ Edgewear ☐ Cupping ☐ Cuts ☐ Irregularity	☐ Cracking ☐ Nails ☐ Repairable ☐ Non-Repairable
Right Rear PSI In: PSI Out:	✓			12	12	☐ Edgewear ☐ Cupping ☐ Cuts ☐ Irregularity	☐ Cracking ☐ Nails ☐ Repairable ☐ Non-Repairable
Left Rear PSI In: PSI Out:	✓			12	12	☐ Edgewear ☐ Cupping ☐ Cuts ☐ Irregularity	☐ Cracking ☐ Nails ☐ Repairable ☐ Non-Repairable
Spare PSI In: PSI Out:						☐ Edgewear ☐ Cupping ☐ Cuts ☐ Irregularity	☐ Cracking ☐ Nails ☐ Repairable ☐ Non-Repairable
Tire Maintenance				☐ Rotation	☐ Balance		
Alignment Check				☐ Maintenance	☐ Tire Wear		

Complete Vehicle Inspection
In Addition to The Above Inspect All Items Below

Maintenance Services / Starting

Inspect	Visual OK	Visual SUG	Visual REQ	Sched. Maint.	Why Recommended
Start / Charge Test					
Belt Tensioner					
Spark Plugs					
Fuel Filter					
Fuel System Service					
Ignition Wires					
Valve Cover Gasket					
Power Steering Hose					☐ Pressure ☐ Return
Timing Belt					

Exhaust

Exhaust System					☐ Intermediate Pipe ☐ Muffler ☐ Tailpipe

Steering and Suspension

U-Joint				☐ Front ☐ Rear
Idler/Pitman Arm				☐ Idler ☐ Pitman
Center Link				
Bushings				☐ Control Arm ☐ Sway Bar ☐ Front ☐ Rear
Link Pins				☐ Front ☐ Left ☐ Right ☐ Rear ☐ Left ☐ Right
Tie Rod Ends				☐ L Out ☐ L In ☐ R In ☐ R Out ☐ Sleeve(s)
Ball Joints				☐ L Upper ☐ R Upper ☐ L Lower ☐ R Lower Spec ____ Actual ____
Rack & Pinion Assembly				
CV Boots				☐ L Out ☐ L In ☐ R In ☐ R Out
CV Joints				☐ L Out ☐ L In ☐ R In ☐ R Out
Struts				☐ Front ☐ Left ☐ Right ☐ Rear ☐ Left ☐ Right
Shocks				☐ Front ☐ Left ☐ Right ☐ Rear ☐ Left ☐ Right

OK *Checked & acceptable

Repair / Replacement *Suggested*
1) Close to end of useful life
2) Address customer request / need / convenience
3) Comply with manufacturer recommendation
4) Technician recommendation from experience

Repair / Replacement *Required*
A) No longer performs intended purpose
B) Does not meet design specification
C) Missing

Brakes

ABS ☐ YES ☐ NO

MV vehicles

Pads greater than 6mm (Disc) or Shoes greater than 2.4mm (Drum)

Pads greater than 3mm or less than 6mm (Disc) or Shoes greater than 1.6mm or less than 2.4mm (Drum) Document vehicle specific measurements & minimum specifications below

Pads less than 3mm (Disc) or Shoes less than 1.6mm (Drum) Document vehicle specific measurements & minimum specifications below

MV vehicles

LF Pad	LF Rotor / RF Rotor	RF Pad
	Actual Meas.	
MM Actual	Machine To	MM Actual
MM Spec.	Discard At	MM Spec.

LR Pad / Shoe	Drum LR Rotor / Drum RR Rotor	RR Pad / Shoe
	Actual Meas.	
MM Actual	Machine To	MM Actual
MM Spec.	Discard At	MM Spec.

Rear Clean / Adj	
Brake Hose(s)	
Parking Cables	
Other Brake Services	Hardware Caliper Wheel Cylinder Repack

Notes:

Rec. upper & Lower Ball Joints

Center Caps Damaged

Case # [redacted]

STEP 5 SO INSPECTED BY

STEP 7 RE-INSPECTED BY

Customer Invoice
221642
01/12/2014

FIRESTONE COMPLETE AUTO CARE
CONROE
1100 W DAVIS ST
CONROE, TX. 77301-2713

Service Advisor:
02 JACOB
936.539.4481

[redacted]
CONROE, TX [redacted]

2011 RAM 3500 LARAMIE
Lic #: [redacted] TX **Vin #:**
In: 01/12/14 11:17AM **Mileage:** 97,421
Out: 01/12/14 3:24PM

Store # 679305 **RETAIL SALE**

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Job Total
LIFETIME ALIGNMENT RECHECK		02				
Symptom: S/S:Uneven Steering Wheel-						
LIFETIME ALIGNMENT RECHECK	7022837	50NS	1	N/C	N/C	
COURTESY CHECK		02				
COURTESY CHECK	7046930	50NS	1	N/C	N/C	
TIE ROD ENDS (Left-Outer)	1	02				**228.14**
ES800532 TIE ROD END	7038881	50TN	1	129.99	129.99	
REMOVE & REPLACE TIE ROD &/OR ENDS - ONE, OUTER	7023000	50NS	1	123.50	123.50	
PRT-DISC c	7001639	50T	-1	13.00	-13.00	
LBR-DISC c	7001639	50N	-1	12.35	-12.35	
LIFETIME ALIGNMENT RECHECK	2	02				
LIFETIME ALIGNMENT RECHECK	7022837	50NS	1	N/C	N/C	

Technician(s):
50 CURTIS MOORE

Payment History:

Debit	5084	245.01	360898
Total Tendered		245.01	

Summary:

Parts	116.99
Labor	111.15
Shop Supplies	6.67
Sub-Total	234.81
Tax (8.25%)	10.20
Total	$245.01

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

Revision History:	**Rev Amt**		**Init**
1) 01/12/2014 12:41PM	245.01	ANGELO, JAMES IN PERSON	____
2) 01/12/2014 03:20PM	0.00	ANGELO, JAMES IN PERSON	____

All parts are new unless otherwise specified.

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

Signature or Initials

Case # [redacted]

Inv1 130731.402114

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12.26.13

VIN (FIRST 9 DIGITS) 3D70T2CL3

VIN (LAST 8 DIGITS) AG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

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

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

Notification Code N49

This service was previously performed on my vehicle *(check one if applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☐ My vehicle was repaired.

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

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

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

Owner's title *(check one if applicable)*:
- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
- ☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI ____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

220918/#63093/N49

MELS AUTO REPAIR
829 EAST OAK
Pocatello, ID. 83201
Phone - 208-232-2305 Fax - 208-232-2060

INVOICE
12678

INVOICE

Print Date : 06/11/2013

[redacted]
Pocatello, ID [redacted]
Spouse [redacted]
Cust ID : 130

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : [redacted] - ID
Odometer In : 81956
Unit # :
Vin # : **3D7UT2CL3AG**[redacted]
Hat # :
Ref # :

Part Description / Number	Qty	Sale	Extended
Tie Rod End - Outer			
2693740	1.00	79.05	79.05
Shop Supplies		4.53	4.53

Labor Description	Extended
CUST STATES TIE ROD END CAME APART. CHECK AND ADVICE. NEEDS LEFT OUTER TIE ROD END, BROKE.	85.95
PERFORM SAFETY INSPECTION. PERFORMED SAFETY INSPECTION. CHECKED ALL FLUID LEVELS AND TIRE PRESSURES. CHECKED ALL LIGHTS. ROAD TESTED VEHICLE.	0.00
TIE ROD &/OR ENDS - Remove & Replace - [Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models. If removal of rack & p REPLACED LEFT TIE ROD.	77.36
PERFORM SAFETY INSPECTION. PERFORMED SAFETY INSPECTION. CHECKED ALL FLUID LEVELS AND TIRE PRESSURES. CHECKED ALL LIGHTS. ROAD TESTED VEHICLE.	0.00
PERFORM ALIGNMENT PERFORMED ALIGNMENT INVOICE# 1-20495	69.99
PERFORM SAFETY INSPECTION. PERFORMED SAFETY INSPECTION. CHECKED ALL FLUID LEVELS AND TIRE PRESSURES. CHECKED ALL LIGHTS. ROAD TESTED VEHICLE.	0.00
Discount $85.95 off labor	
Hazardous Materials	1.00

[Recommendations]
NEEDS FUEL FILTER NEXT LOF.

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 J

MELS AUTO REPAIR
829 EAST OAK
Pocatello, ID. 83201
Phone - 208-232-2305 Fax - 208-232-2060

INVOICE
12678

INVOICE

Print Date : 06/11/2013

[redacted]
Pocatello, ID [redacted]
Spouse [redacted]
Cust ID : 130

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : [redacted] ID
Odometer In : 81956
Unit # :
Vin # : 3D7UT2CL3AG[redacted]
Hat # :
Ref # :

Part Description	Number	Qty	Sale	Extended	Labor Description	Extended

Org. Estimate $ 0.00 Revisions $ 327.60 Current Estimate $ 327.60

Revision # 1, Previous Estimate Amount - 0.00, Additional Cost - 236.94, Revised Estimate - 236.94, Parts: $79.05 Labor: $77.36 Sublet: $69.99 Taxes & Fees: $10.54
Authorized by - WILLECKE, FRED, Date - 6/11/2013, Time - 9:45 AM, Initiated By - Shop, Phone Number - 208-380-9878

Revision # 2, Previous Estimate Amount - 236.94, Additional Cost - 90.66, Revised Estimate - 327.60, Parts: $0.00 Labor: $85.95 Sublet: $0.00 Taxes & Fees: $4.71
Authorized by - WILLECKE, FRED, Date - 6/11/2013, Time - 9:45 AM, Initiated By - Shop, Phone Number - 208-380-9878

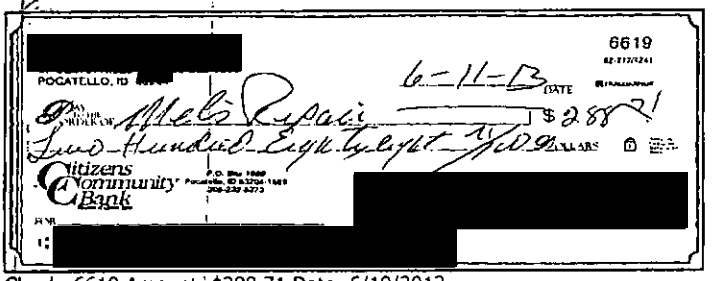
Labor:	164.31
Parts:	83.58
Sublet:	$69.99
Discount:	-85.95
Sub:	231.93
Tax:	5.01
Total:	236.94
Bal Due:	$236.94

[Payments -]

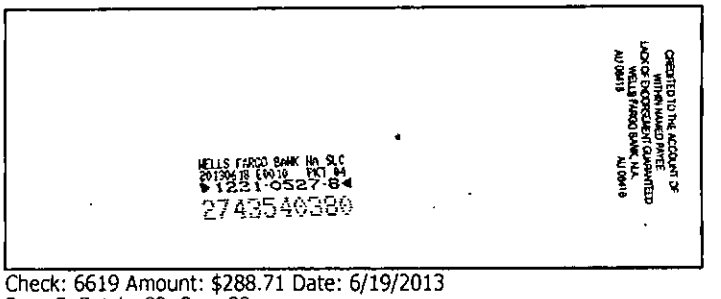
I hereby authorize the above repair work to be done along with the necessary material. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is six months or 12,000 miles whichever comes first on new parts . Used parts warranty varies, see note on repair order. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date_____ Time_____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 J0


[redacted]
6619
POCATELLO, ID
6-11-B
DATE
PAY TO THE ORDER OF Wells Fargo
$ 288.71
Two Hundred Eighty-Eight and 71/100 DOLLARS
Citizens Community Bank
[redacted]
[redacted]

Check: 6619 Amount: $288.71 Date: 6/19/2013
Run: 5, Batch: 82, Seq: 88


WELLS FARGO BANK NA SLC
1221-0527-84
2743540380
CREDITED TO THE ACCOUNT OF WITHIN NAMED PAYEE
LACK OF ENDORSEMENT GUARANTEED
WELLS FARGO BANK, N.A.

Check: 6619 Amount: $288.71 Date: 6/19/2013
Run: 5, Batch: 82, Seq: 88

Check # 6619 Also included payment for LOF for our car of $51.77.

Fred Willick

American Heart Association Supporter

[redacted]
Pocatello, ID [redacted]

POCATELLO ID 832
26 DEC 2013 PM 1 L

RECEIVED
JAN - 7
By

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

Attention Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

GREENWELL SPRINGS, LA [redacted]

CHRYSLER CUSTOMER ASSISTANCE
PO BOX 21-8007
AUBURN HILLS, MI 48321-8007
ATTN: REIMBURSEMENT

Hunt's Tire And Car Care
10440 Greenwell Springs Road
Baton Rouge, LA. 70814-5016
Phone - 225-272-7404 Fax - 225-272-8068

INVOICE
49076
Org. Est. # 079409

INVOICE

Print Date : 11/22/2013

2010 Dodge - Pickup R2500

[redacted]
Greenwell Springs, LA [redacted]
Cellular [redacted]
Cust ID : 7585

Ref # : -

Lic # :
Unit # :
Vin # :
Hat # :

Odometer In : 58972

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
DRV SIDE OUTER TIE ROD				Front wheel alignment up to 18" wheels	79.95
MOOG ES800532	1.00	109.56	109.56		
TOW				TIE ROD &/OR ENDS - Remove & Replace -	85.00
TOW	1.00	65.00	65.00	[Includes: Adjust toe-in on all models. DOES NOT	
Shop Supplies		6.00	6.00	include R&I rack & pinion gear. Manufacturer	
				recommends removal of rack & pinion steering gear	
				when replacing inner tie rod ends on some models. If	
				removal of rack & p	
				Hazardous Materials	6.00

HUNTS TIRE AND CAR CARE
10440 GREENWELL SPRGS RD
BATON ROUGE LA 70814

DATE: 11/22/13 TIME: 16:23
MERCHANT ID: KL220106706001

CREDIT CARD SALE

CARD# [redacted]
EXPIRATION DATE
SEQ: 383014
APPROVAL CODE: 481055
CARD VER. RESPONSE: M
ENTRY METHOD: KEYED
KEYED TYPE: CARD PRESENT
AMOUNT: $383.15

TOTAL AMOUNT: $383.15

APPROVED 481055

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

Org. Estimate $190.59	Revisions $0.00	Current Estimate $ 190.59	Additional Cost	Revised Estimate

Labor:	170.95
Parts:	180.56
Sublet:	0.00
Sub:	351.51
Tax:	31.64
Total:	383.15
Bal Due:	$0.00

[Payments [redacted] $383.15]

VISIT OUR WEBSITE www.huntstire.com

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

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

Written By: <none>

01.17.07 Copyright Mitchell 1 Invoic1

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

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

Notification Code N49

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name

Street Addr

City GREENWELL SPRINGS

State LA Zip Code [redacted]

Email Address [redacted]

4802138

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-26-13

VIN (FIRST 9 DIGITS) 1D7KS28C9

VIN (LAST 8 DIGITS) 7J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00080000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

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

Re: Dodge Ram 2500 VIN:1D7KS28C97J[redacted]

To Whom It May Concern:

Enclosed please find my recall notice, along with the receipt for work done to correct the left tie rod and adjusting sleeve. The total for the work related to those items, along with the front end alignment, was $220.77 plus tax.

Please refund this money to me, as noted in the recall. The check should be payable to [redacted] My address remains the same; [redacted] Boise, ID [redacted]

Please call me if you have any questions. [redacted]

Thank you for your help.

[redacted]

MIRACLE TIRE & TOTAL CAR CARE

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
6730 GLENWOOD ST
BOISE, ID 83714
(208)853-8473
FEDERAL TAX ID# 27 3114215

TIRE & SERVICE NETWORK
GOODYEAR
DUNLOP TIRES
KELLY TIRES

INVOICE 014599

10/01/13 10/01/13
11:48 AM 05:20 PM
TERR: 9754
NONSIG: 151686

PAGE: 01

BILL TO: [redacted]
BOISE, ID [redacted]

PHONE 1..... ([redacted] EXT.
PHONE 2.....
DATE REQUESTED 10/01/13
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 015 / 015
PRIOR INVOICE. NEW CUSTOMER

VEH YEAR/MAKE. 07 DODGE-RAM TRUCK
VEHICLE MODEL. RAM 2500 3/4 TON PIC
VEHICLE COLOR. WHITE
LICENSE/STATE. [redacted] / ID
ODOMETR IN/OUT 054573 / 054573
VEHICLE ID #.. 1D7KS28C97J[redacted]

ACCOUNT #	COB	TO	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
975400051	M	01	06819	0 ID	00156B	HDC 7578

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
015	036	046-100	R	1	BRAKES SQUEALING IN FRONT	.00	.00	.00
015	036	046-100	R	1	INSPECT AND ADVISE	.00	.00	.00
015	036	052-236	R	1	2 WHEEL FRONT DISC BRAKE SERVICE	72.87	84.00	156.87
		REPLACE BRAKE PADS, RESURFACE ROTORS & TEST DRIVE (CERAMIC PADS EXTRA). WARRANTED 24 MONTHS OR 24,000 MILES.						
015	036	052-687	R	2	NEW FRONT DISC BRAKE ROTORS	107.76	.00	215.52
015	036	093-086	R	1	BRAKE SYSTEM FLUSH & FLUID EXCHANGE	24.95	50.00	74.95
		INCLUDES FLUSH BRAKE HYDRAULIC SYSTEM. BLEED SYSTEM TO REMOVE AIR AND REFILL WITH MANUFACTURER RECOMMENDED FLUID						
015	036	042-274	R	1	TIE ROD ADJUSTING SLEEVE	49.53	25.20	74.73
015	036	078-162	R	1	COMPUTERIZED ALIGNMENT	.00	54.95	54.95
015	036	042-269	R	1	LEFT OUTTER TIE ROD END ASSEMBLY	91.09	.00	91.09

220.77

I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

_____ (signature)

PARTS TOTAL.....	453.96
LABOR TOTAL.....	214.15
MISC SHOP SUPPLIES.	20.04
SUB TOTAL.....	688.15
SALES TAX.....	27.24

X_____
CUSTOMER AUTHORIZATION FOR TOTAL

CHARGED AMOUNT 715.39
TAXABLE AMOUNT 453.96

INVOICE TOTAL $715.39

TREAD L/F..... 9/32 TREAD R/F..... 9/32 TREAD R/R..... 9/32 TREAD L/R..... 9/32

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 1D7KS28C97J[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on-service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

MPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law

U.S. Department of Transportation

NHTSA
www.nhtsa.gov

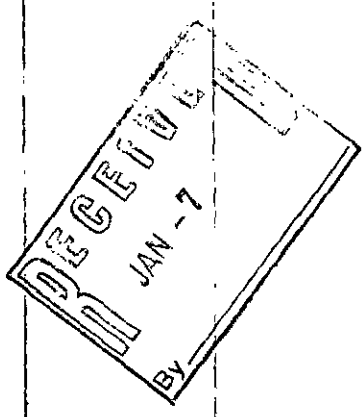
7J[redacted] N62 543380

[redacted]
BOISE, ID [redacted]

543380/#63094/N62

[redacted]

Boise, Id [redacted]



BOISE ID 837

26 DEC 2013 PM2 L

CHRYSLER CUSTOMER ASSISTAN
PO BOX 21-8007
AUBURN HILLS, MI 483
ATTN: REIMBURSEMENT

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 3D7MX48C9

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Dec 30 13

Recall Reimbursment to

[redacted]

Venice Ut [redacted]

TOTAL $ 636.93

HINCKLEY DODGE, CHRYSLER, JEEP, INC.
2309 SOUTH STATE STREET
Salt Lake City, UT 84115-2725
(801) 484-8755

"Oldest Dodge Dealership in the country"

R/O Open Date	R/O Number
2/15/10	6146047/1
R/O Close Date	Status
2/15/10	Pre-Invoice
Mileage In	Mileage Out
237806	237809
Service Advisor / Tag #	
Bob McFarland/7113	

[redacted]

VENICE, UT [redacted]

Work Phone	Vehicle Identification Number	
	3D7MX48C97G[redacted]	
Home Phone	Delivery Date	In-Service Date
[redacted]		

Year	Make	Model	Body	Color	License Number
2007	DODGE	RAM 3500	QUAD CAB	SILVER	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - Customer Reports:		
TIE ROD BROKE WHILE DRIVING		
Work performed by JBo(137)	1.00hrs @ 95.00	95.00
Installed 6502835 :NUT: HEX FLANGE LOCK	1@0.50	.50
REPLACED WITH CUSTOMER SUPPLIED PART		
Sub Total: 95.50		
#2 - FWA: 3D COMPUTERIZED ALIGNMENT		
Work performed by JBo(137)	1.00hrs	69.95
COMPLETE		
Sub Total: 69.95		
#3 * H46: RECALL H46 MOPAR STEERING LINKAGE		
Work performed by JBo(137)	0.00hrs	Warranty
NO ACTION REQUIRED		

Thank you for giving HINCKLEY Dodge Chrysler Jeep the opportunity of servicing your vehicle. You may be receiving a customer satisfaction survey from CHRYSLER. If you can't give us a COMPLETLY SATISFIED 100% rating please call us and let us know where we have fallen short. TODD PYPER Service Manager..

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 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

© 1998 ENSIGN Information Systems, Inc. - Dealership Application Group (800)945-1028

LABOR	164.95
PARTS	.50
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	11.33
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	176.78

HINCKLEY DODGE, CHRYSLER, JEEP, INC.

2309 SOUTH STATE STREET
Salt Lake City, UT 84115-2725

"Oldest Dodge Dealership in the country"

PARTS DIRECT: (801) 487-3625
UTAH WATS: 1(800) 662-4305
OUTSIDE UTAH WATS: 1(800) 453-4721
NATIONAL WATS: 1(800) US-MOPAR
FAX: (801)484-6840

mopar CHRYSLER MOTORS GENUINE PARTS

SOLD TO	SHIPPED TO
CASH SALE	

TERMS: Parts returned for credit must be accompanied by invoice and subject to 20% restocking charge.

DICSLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, HINCKLEY Dodge, Chrysler, Jeep, Inc., hereby expressley disclaims all warranties, eith expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and HINCKLEY Dodge, Chrysler, Jeep, Inc., neither assumes nor authorizes any other person to assume for in connection with the sale. A Service Charge of 1-1/2% per month (A.P.R. - 18%) will be made on all accounts 30 days past due. Title to the property herein described, and any additions or substitutions, shall remain in the seller's name until paid in full and the purhcaser agrees to pay all expenses, charges, and costs, including collection costs and a reasonable attorney's fee, in the event it becomes necessary for seller to place this account for collection. Net, 10 days end of month.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal		2/15/10	5623023 1

SHIP VIA	SALESPERSON NAME
	TROY ext 1164

QTY.	DESCRIPTION	BIN	LIST	NET	AMOUNT
1	52122362AE : STEERING: STEERING	216/A00	322.00	250.90	250.90
1	68039930AA : ARM: PITMAN	176/E01	74.70	60.48	60.48
1	52122370AB : DAMPER: STEERING Part interchanges with part# 52122370AB	654/G02	146.00	117.92	117.92
1	6505623AA : NUT: HEX LOCK	179/E02	1.70	1.35	1.35

DATE PRINTED	2/15/10	TIME	8:38:51

PARTS DEPARTMENT HOURS
8 a.m. to 5:30 p.m. M - F

Thank You!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

PARTS	430.65
FREIGHT	
C.O.D. CHARGE	
SALES TAX OR TAX I.D.	29.50
SPECIAL ORDER DEPOSIT	
TOTAL	460.15
Visa/MC - Parts	460.15

© 1998 ENSIGN Information Systems, Inc. - Dealership Application Group (800)945-1028

HINCKLEY DODGE, CHRYSLER, JEEP, INC.
2309 SOUTH STATE STREET
Salt Lake City, UT 84115-2725
(801) 484-8755

"Oldest Dodge Dealership in the country"

R/O Open Date	R/O Number
2/15/10	6146047/1
Time Received	Time Promised
9:46	2/15 17:00
Current Mileage	Mileage Out
237806	
Service Advisor / Key Tag #	
Bob McFarland/7113	

	Work Phone	Vehicle Identification Number
VENICE, UT		3D7MX48C97G[redacted]
	Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2007	DODGE	RAM 3500	QUAD CAB	SILVER	

Job Number	Description of Work	Code
1.	Customer Reports: TIE ROD BROKE WHILE DRIVING	Customer Pay
2.	3D COMPUTERIZED ALIGNMENT	FWA Customer Pay
3.	RECALL H46 MOPAR STEERING LINKAGE	H46 WARR-Chrysle
4.		
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above 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 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.

X _____

© 1998 ENSIGN Information Systems, Inc. - Dealership Application Group (800)945-1028

HINCKLEY DODGE 1
2309 S STATE ST
SALT LAKE CITY, UT. 84115
801-484-8755

Merchant ID: 8001800252
Term ID: 001734000080018002520O

Sale

[redacted]

Entry Method: Swiped

Total: $ 460.15

02/15/10 08:40:56
Inv #: 000001
Approvd: Online

Customer Copy

THANK YOU!

HINCKLEY DODGE 1
2309 S STATE ST
SALT LAKE CITY, UT. 84115
801-484-8755

Merchant ID: 8001800252
Term ID: 001734000080018002520O

Sale

[redacted]

Entry Method: Swiped

Total: $ 460.15

02/15/10
Inv #: 000001
Approvd: Online

Customer Copy

THANK YOU!

CHRYSLER

Left Tie Rod

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

This notice applies to your vehicle (VIN: **3D7MX48C97G**[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

Issued in Accordance
With Federal Law

U.S. Department of Transportation

NHTSA
www.nhtsa.gov

7G[redacted] N62 562616

[redacted]

RICHFIELD, UT [redacted]

562616/#63094/N62

[redacted]

Venice UT

[redacted]

JAN -7

By

PROVO UT 846

30 DEC 2013 PM 1 T

Chrysler Customer Assistance

PO Box 21-8007

Auburn Hills MI

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000003

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler recall :

this just happened on my truck about four days before I recieved the recall notice.
I had to have my truck towed in and fixed right away.
with the holidays I couldn't get into Dodge Dealership for repair.

Thank You

[redacted]

Evergreen, Colorado

[redacted]

[redacted]

HP Officejet 4620 e-All-in-One **Power-Fail Report for**

Jan-00-00 00:00AM

A power failure occurred during the following transactions:
These faxes were not completely sent:

Date	Time	Type	Station ID	Duration	Pages	Result
				Digital Fax		
Jan 00	00:00AM	Fax Sent	3038536040	0:00 N/A	0	Power failure

Invoice

R & E Auto Body Incorporated

4025 Elati Street
Denver, CO 80216-4813

Date	Invoice #
12/23/2013	3777

Bill To

[redacted]

Customer Phone

Vehicle Information	Year	Make	Model	Mileage	VIN
	2008	Dodge	2500	95105	8G248428

Quantity	Description	Rate	Amount
	tow in	86.00	86.00
	Rpl Lt Outer tie rod end	75.00	75.00
	Tie rod end	96.00	96.00T
	Colorado & DenverSales Tax	7.62%	7.32

Total $264.32

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

VIN (Last 8 Characters of Vehicle Identification Number)

8G[redacted]

Notification Code

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 _____

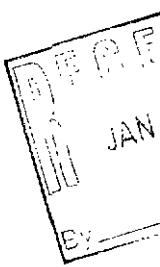
_____

City _____

State _____ Zip Code _____

Email Address _____

H [redacted]
Evergreen, CO [redacted]



Attention: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 3D7MX38L5

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000080

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7MX38L59G[redacted].

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

215925

GEORGE'S AUTO & DIESEL ELECTRIC

AP ON DIAGNOSIS - COMPLETE AUTO REPAIR - TOW WIRING - FLEET SERVICE
ANSMISSION SERVICE **LUBE & OIL SERVICE**

1020 Northcrest Drive
CRESCENT CITY CA 95531

Tel (707) 464-9811
BAR # AJ091106-093008

RADIATORS **AUTO PARTS** **BATTERIES** **ELECTRICAL** **BRAKES**

ALL ACCOUNTS ARE DUE THE 10TH OF MONTH FOLLOWING PURCHASE PAST DUE ON THE 28TH, FINANCE CHARGES OF 1½% PER MONTH (18% PER YEAR) WILL BE CHARGED ON PAST DUE ACCOUNTS.

CUSTOMER'S P.O. NO. Silver (Rob's) [redacted] DATE 11/8/13

SOLD TO

YEAR 2009 MAKE Dodge MODEL 3500 ENGINE SIZE 6.7

SOLD BY [redacted] CASH ☐ C.O.D. ☐ CHARGE ☒ ON ACCT. ☐ MDSE. RET'D ☐ PAID OUT ☐

QUANTITY	DESCRIPTION	LIST	PRICE	AMOUNT
	Replace driver side outer tie rod end.			85 00
1	ES80532 Moog Tie rod L. Outer		67	65
	VIN			
	CUSTOMER PHONE #			
	LICENSE # [redacted]			
	MILEAGE 650091			

Pay From Invoice

SUBTOTAL	152 65
TAX	5 07
TOTAL	157 72

RETURN GOODS RULES - PLEASE READ

1. Goods returned for credit will be accepted at our store only after our permission has been granted.
2. We will always correct errrors made by us.
3. Returns are subject to 10% handling charge. This charge omitted on returns made promptly provided need for return was unavoidable.
4. Goods ordered special are not returnable.
5. Parts claimed defective are subject to factory inspection.
6. Allowance for defective goods does not cover customer's labor nor breakage of other parts.
7. All claims and returned goods must be accompanied by this bill.

REC'D BY X Proof of Payment Attached

420.94

RENT 30 DAY 60 DAY 90 DAY
20.94 0.02 0.00 0.00

k you for your business, but it
; your payment is past due.
EST IS ADDED AT THE RATE OF 15% ANNUAL ON UNPAID BALANCES

RETURN THIS PORTION WITH YOUR PAYMENT

GEORGE PETTY, INC
GEORGE'S AUTO & DIESEL ELECTRIC
1020 NORTHCREST DR
CRESCENT CITY, CA 95531-2317
Phone : (707) 464-9811 Fax : (707) 464-2488

GEORGE PETTY, INC

RETURN THIS PORTION
WITH YOUR PAYMENT

[redacted]

C 0105
CHIMNEY KRAFT

CRESCENT CITY CA [redacted]

11/30/13

11/30/13

1

1

215784	10/31/13	I	11/10/13	BIG RED	165.35		165.35
	11/13/13	P	11/10/13	BIG RED	-165.33		-165.33
				Bal. Due	0.02	215784	
215828	11/04/13	I	12/10/13	GREY DODGE	263.22	215828	263.22
215925	11/08/13	I	12/10/13	Silver ROB	157.72	215925	157.72

Chimney Kraft-Buy The Fire, Inc. 10741

George's Auto & Diesel Electric 12/18/2013

Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
11/4/2013	Bill	215828	263.22	263.22		263.22
11/8/2013	Bill	215925	157.72	157.72		157.72
					Check Amount	420.94

Tri-Counties Bank 420.94

PRODUCT DLT103 USE WITH 91663 ENVELOPE

CURRENT	30 DAY	60 DAY	90 DAY
420.94	0.02	0.00	0.00

Thank you for your business, but it
seems your payment is past due.
INTEREST IS ADDED AT THE RATE OF 15% ANNUAL ON UNPAID BALANCES

RETURN THIS PORTION
WITH YOUR PAYMENT

Proof of Payment Attached -

ENTERED
NOV 12 2013
BY:

CALIFORNIA AUTO IMAGE

215 Washington Blvd.
Crescent City, CA 95531
(707) 464-3354
US DOT #1990893

TOWING REPORT

[redacted]

Name [redacted] Date 11 OCT 13

Address [redacted] City Crescent City State CA Zip [redacted]

Home Phone | Insurance Company | Insurance Phone

Business Phone | Year 09 | Make Dodge | Model Ram 3500 | Color Silver

Mileage 65002 VIN 3D[redacted]L59G[redacted]

CALL NO.	
CALL TIME	400pm
TYPE OF CALL	
SERVICE TIME	
EXTRA MAN	
MILEAGE FINISH	
MILEAGE START	
MILEAGE TOTAL	

TOWED FROM: Bow In

TOWED TO: George's Auto

REMARKS

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

Fax# 465-0130

MECHANIC'S SIGNATURE

X

AUTHORIZED SIGNATURE

X

0002114

☐ START	☐ WRECK		
☐ BATTERY	☐ TOW		
☐ FLAT TIRE	☐ CARRIER		
☐ GAS	☒ FLAT BED		
☐ LOCKOUT	☐ INSURED		
MILEAGE CHARGE			
TOWING CHARGE		55	00
ROAD SERVICE CHARGE			
STORAGE CHARGE			
SUB TOTAL			
TAX			
TOTAL		55	00

11/11/2013 23:27 7074645926 CAL AUTO IMAGE PAGE

ENTERED
NOV 12 2013
BY:

CALIFORNIA AUTO IMAGE

215 Washington Blvd.
Crescent City, CA 95531
(707) 464-3354
US DOT #1990893

TOWING REPORT

Name [redacted]			Date 11th 13	
Address		City Crescent City	State CA	Zip [redacted]
Home Phone	Insurance Company		Insurance Phone	
Business Phone	Year 09	Make Dodge	Model Ram 3500	Color Silver
[redacted]	Mileage 65002	VIN 3D[illegible]78L59G		[redacted]
CALL NO.		TOWED FROM		
CALL TIME	400pm	Bowlin		
TYPE OF CALL				
SERVICE TIME				
[redacted]		TOWED TO		

1070

California Auto Image

12/3/2013

Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
11/7/2013	Bill	0002114	55.00	55.00		55.00
					Check Amount	55.00

*Tri-Counties Bank

55.00

PRODUCT DLT103 USE WITH 91663 ENVELOPE

0002114

11/11/2013 23:27 7074645926 CAL AUTO IMAGE PAGE 01/01



[redacted]
Crescent City, CA [redacted]

EUREKA CA 955
30 DEC 2013 PM 1 L

RECEIVED
JAN - 7
By

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

48321$8007